



Case Study : Pivot Reports in Jasper

We were asked by a major call recording company to develop pivot reports for their clients call data. Pivot reports are a special class of business intelligence reports that use special data structures known as pivot tables.

Call recording tables record calls in a flat table. Each recording has over 30 metadata fields. The more important ones are the following

- Date and time
- Agent
- ANI
- DNIS
- Call Duration
- Agent Skill Set
- Call Direction
- Extension
- Recording Channel
- DialedDigits

The pivot report would enable a user to select the dataset using ranges for any of the above fields.

It would then allow a user to aggregate data over one or more fields. The aggregation function could be either count of the number of calls, average a value such as call duration, or sum values such as call duration.

Some of the questions, such reports could shed light on are –



Daily Count of calls per agent or extension

PIVOT REPORT FOR ALL CALLS

CALL DATE RANGE: (12/23/2014 06:42 AM EST - 12/31/2014 12:00 AM EST)

FUNCTION : CALL COUNT

Daily vs. Agent Name	2014/12/23	2014/12/24	2014/12/25	2014/12/26	2014/12/27
Ashleigh Lynn Cserepes	86	81	0	84	25
Backup 3 Coach Support	0	39	0	40	0
Barbara Larsen	55	0	0	59	63
Cathleen Ridener	66	62	0	59	1
Cheryl Coach Gonzales	35	11	0	24	0
Christine Barrick	0	0	0	0	0
Christopher Elliott	85	0	0	0	0
Crissy Judd	89	0	0	0	0
Damian Johnson	90	54	0	47	0
Danielle Heaton	68	36	0	19	55
Debra Button	31	83	0	63	0
Diane Oblad	76	38	43	69	84
Dustin Drudge	0	67	0	71	83
Eileen Fullerton	62	0	0	66	0
Heather Coach Maddux	27	4	4	3	4

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CALL DATE RANGE: (09/28/2011 01:58 AM EDT - 10/06/2011 12:00 AM EDT)

FUNCTION : CALL COUNT

Extension vs. Daily	1007	1017	1020	1023	1025
2011/09/28	4	23	16	28	26
2011/09/29	1	29	12	16	10
2011/09/30	8	0	18	13	0
2011/10/01	0	0	0	0	0
2011/10/03	17	15	13	9	27
2011/10/04	11	38	8	0	43
Total Daily	41	105	67	66	106
Extension vs. Daily	1030	1163	20601	20602	20603
2011/09/28	8	6	58	83	57
2011/09/29	4	3	71	118	60
2011/09/30	0	6	80	134	55
2011/10/01	0	0	0	0	0
2011/10/03	1	4	65	143	0
2011/10/04	6	2	91	108	0
Total Daily	19	21	365	586	172
Extension vs. Daily	20604	20607	20609	20619	20621
2011/09/28	2	2	0	139	2
2011/09/29	1	7	5	133	2
2011/09/30	1	9	1	124	3
2011/10/01	0	0	0	0	0
2011/10/03	1	2	6	111	0
2011/10/04	3	11	2	117	1
Total Daily	8	31	14	624	8
Extension vs. Daily	20623	20624	20625	20627	20629
2011/09/28	74	3	1	32	136

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The above report with rows and columns swapped



PIVOT REPORT FOR ALL CALLS

CALL DATE RANGE: (10/08/2011 12:00 AM EDT - 10/10/2011 11:59 PM EDT)

FUNCTION : CALL COUNT

Daily vs. Extension	2011/10/08	Total Daily
5049	55	55
5162	24	24
5170	38	38
5285	44	44
5287	39	39
5613	38	38
5716	51	51
5805	21	21
5816	49	49
Total Extension	359	359

Total Daily call duration agentwise

Daily count of calls by ANI, DNIS, Agent Skill Sets, Call Direction

Average daily call duration agentwise

A call center manager can easily see the advantages of such reports.

The aggregation can also be reported daily, weekly or monthly.

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