



SmartButler Recommended Reports

It is recommended to customers of SmartButler that at least the following reports be extracted from the system in order to enjoy the benefits of analysing the data contained in the database.

Daily:

- List of all calls by provider (summary) for each department from the previous day (in descending order), and note the following items in particular:
 - Service type with the most calls
 - Failed calls.

Weekly:

- Summary list of calls by provider in descending order for the past week for each department.
- Events Distribution bar chart for hourly and daily for the past week for each department.
- Summary list of all calls by representative for each department from the previous week (descending order).
- Summary list of all calls by provider from the previous week (in descending order).
- Flag reports for entire hotel.

Monthly:

- Summary list of calls by provider in descending order for the past month for each department.
- Events Distribution bar chart for hourly, daily and weekly for the past month for each department.
- List of “Repetitive”¹ calls from previous month by customer for Engineering.

Quarterly:

- Full JAYBEE analysis. Send your database to us and we will submit a PowerPoint Presentation with our analysis and observations.

Notes:

1. “Repetitive” calls are calls that appear more than once for the same location during the chosen period.