Access Analytics in SimboDIYAS - Admin Panel

Purpose: Help you reach the analytics reports for phone operations in Phone Copilot.

Where to find this

1. Sign in to Phone Copilot.
2. Open **Admin**.
3. Under **Analytics**, choose one of the reports:
   - **Call Volume**
   - **Call Details**
   - **Customer Journey**

Date range

- Use **Select Duration** in the top right to pick a period.
- Common choices include Last 30 Days and Last 60 Days.

What you can learn

- How many calls you get and when you get them.
- Why people call and how your team handles those calls.
- How calls flow across transfers, pickups, and misses.

Tips and good practices

- Start with a full month to see patterns.
- After that, narrow the period to the last week to confirm recent changes.
- Use the same period when you compare two reports.

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