

NocTel Flow Reporting Specific FAQs

Yes, with the release of NocTel Insight for unified NocTel services reporting Flow Reporting has been deprecated and sunset. If your organization is still using Flow Reporting this is due to an extension grace period as we work to transition your Flow users (managers, supervisors, etc.) to NocTel Insight.

After your Flow users have been migrated to NocTel Insight your Flow Reporting instance will be sunset.

Yes, NocTel Insight succeeds Flow Reporting and all data that is present in Flow Reporting will be present in NocTel Insight for Flow reporting content.

Your organization's custom Flow reports will be ported and available in NocTel Insight *before* Flow users are migrated to NocTel Insight and your Flow Reporting instance is sunset.

NocTel Insight reports for Flow are not intended to be used as Wallboard content at this time. We may expand support to provide a solution to leverage NocTel Insight reporting for Wallboards in a later update. However this would become a NocTel Insight application and follow NocTel Insight's licensing, and no longer be considered a Flow provided feature.

NocTel Insight does not perform or enable any modification (adding, deleting, updating) of data. It requests data that is present on service databases and presents it back to you in reports. Agents who have very high status durations for things like Available, Redirect Disable, etc. have neglected to manage their status correctly. Supervisors may have also not noticed this and corrected it as soon as they observe it.

Since NocTel does not manage agents in Flow directly, there is no possible way to remediate such status durations since there is usually no reliable timestamp at which to prune the long status duration to.