

Advanced call analytics for small to mid-size organisations

Product Documentation

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Table of Contents

1. Home		
1.1 Legal & copyright notices		5
1.2 System requirements		
1.3 Setup		
1.3.1 Obtaining and installing TIM Plus	• • • • •	6
1.3.2 Connecting to your PBX		8
1.3.2.1.1 3COM VCX		
1.3.2.2 3CX		
1.3.2.2.1 3CX PBX		
1.3.2.3 Aastra		
1.3.2.3.1 Aastra BP		
1.3.2.3.2 Aastra Intelligate Series		
1.3.2.3.3 Aastra MX-ONE		
1.3.2.4 AGFEO		
1.3.2.4.1 AGFEO AC-AS Series		
1.3.2.5 Alcatel		
1.3.2.5.2 Alcatel 0mniPCX Enterprise		
1.3.2.5.3 Alcatel OmniPCX Office		27
1.3.2.6 Asterisk		32
1.3.2.6.1 Asterisk PBX		
1.3.2.7 Avaya		
1.3.2.7.1 Avaya BCM up to v3.x		
1.3.2.7.2 Avaya BCM v4.0+		
1.3.2.7.3 Avaya Communications Manager		
1.3.2.7.4 Avaya EuroGeneris		
1.3.2.7.5 Avaya INDeX		
1.3.2.7.6 Avaya IP Office up to v5		
1.3.2.7.7 Avaya IP Office v6+		
1.3.2.7.9 Avaya Maria 0300 Series		
1.3.2.7.10 Avaya Network Alchemy		
1.3.2.7.11 Avaya Norstar		
1.3.2.7.12 Avaya Tenovis		
1.3.2.8 AYCTelecom		
1.3.2.8.1 AYCTelecom IPcts		
1.3.2.9 BT		
1.3.2.9.1 BT Inspiration		
1.3.2.9.2 BT Monarch		
1.3.2.9.4 BT Versatility		
1.3.2.10 Cisco		
1.3.2.10.1 Cisco UCM (below v5)		
1.3.2.10.2 Cisco UCM / Business Edition (Call Manager) version 5+		72
1.3.2.10.3 Cisco UCME / UC500 (Call Manager Express)		76
1.3.2.11 DrayTek		
1.3.2.11.1 DrayTek UG-Vigour		
1.3.2.12 Ericsson		
1.3.2.12.1 Ericsson BP		
1.3.2.13.1 Fujitsu Rhapsody Rio		
1.3.2.14 GEC		
1.3.2.14.1 GEC BTEX		
1.3.2.15 Inter-Tel		
1.3.2.15.1 Inter-Tel Axxess up to V7.x		85
1.3.2.15.2 Inter-Tel Axxess V8 plus		
1.3.2.16 Iridiacom		
1.3.2.17 IPCortex		
1.3.2.17.1 VolPCortex		
1.3.2.18 LG		
1.3.2.18.1 LG GDK		
1.3.2.18.2 LG iPECS		
1.3.2.18.3 LG IPLDK		
1.3.2.19 Lucent		
1.3.2.19.1 Lucent EuroGeneris		
1.3.2.20 Matracom Matra 65xx series		
1.3.2.20 Mitel		
1.3.2.21.1 Mitel 3100		
1.3.2.21.2 Mitel 3300		104
1.3.2.21.3 Mitel 5000-7000		-
1.3.2.21.4 Mitel Imagination		110

1.3.2.21.5 Mitel SX50	
1.3.2.21.6 Mitel SX2000	112
1.3.2.22 NEC	
1.3.2.22.1 NEC Aspire	
1.3.2.22.3 NEC NEAX	
1.3.2.22.4 NEC XN120	
1.3.2.22.5 NEC SV8100	
1.3.2.23 Nortel	
1.3.2.23.1 Nortel BCM up to v3.x	
1.3.2.23.2 Nortel BCM v4.x+	
1.3.2.23.3 Nortel Meridian Option Series	
1.3.2.24 Panasonic	
1.3.2.24.1 Panasonic DBS Series	
1.3.2.24.2 Panasonic ICX/S-ICX	137
1.3.2.24.3 Panasonic KX-TA/TE	
1.3.2.24.4 Panasonic KX-TDA/E/NCP500/1000	
1.3.2.24.5 Panasonic KX-TD Series	141
1.3.2.25.1 Samsung DCS	
1.3.2.25.2 Samsung iDCS	150
1.3.2.25.3 Samsung OfficeServ	155
1.3.2.26 ShoreTel	
1.3.2.26.1 ShoreTel PBX	
1.3.2.27 Siemens	
1.3.2.27.1 Siemens HiCom/HiPath 1.3.2.27.2 Siemens OpenOffice	
1.3.2.27.3 Siemens HiPath 4000	165
1.3.2.27.4 Siemens Realitis/HiPath DX	
1.3.2.28 SpliceCom	168
1.3.2.28.1 Splicecom Maximiser	
1.3.2.29 Swyx	
1.3.2.29.1 SwyxWare	
1.3.2.30 Tadiran	
1.3.2.31 Toshiba	
1.3.2.31.1 Toshiba CIX/CTX	
1.3.2.31.2 Toshiba Strata DK	175
1.3.2.32 VoiSpeed	177
1.3.2.32.1 VoiSpeed PBX	
1.5 Main screen	
1.5.1 Overview	
1.5.2 Summary graphs	
1.5.3 Quick call search	
1.5.4 Most recent calls	
1.6.1 What are reports?	
1.6.2 Running reports on demand	191
1.6.3 Scheduling reports	193
1.6.4 Report parameters	
1.6.4.1 Setting the report period	
1.6.4.2 Setting the report entity 1.6.4.3 Setting the report filters	
1.6.4.4 Setting the report options	
1.6.4.5 Setting the report formats	
1.6.5 Report types	
1.6.5.1 Account Summary	
1.6.5.2 Busy Channels	216
1.6.5.2 Busy Channels	216 226
1.6.5.2 Busy Channels	216 226 234
1.6.5.2 Busy Channels	216 226 234 242
1.6.5.2 Busy Channels	216 226 234 242 251 257
1.6.5.2 Busy Channels 1.6.5.3 Busy Times 1.6.5.4 Call Analysis 1.6.5.5 Call Geography 1.6.5.6 Call Scoring 1.6.5.7 Call Volumes 1.6.5.8 Custom	216 226 234 242 251 257 267
1.6.5.2 Busy Channels 1.6.5.3 Busy Times 1.6.5.4 Call Analysis 1.6.5.5 Call Geography 1.6.5.6 Call Scoring 1.6.5.7 Call Volumes 1.6.5.8 Custom 1.6.5.9 Daily Activity	216 226 234 242 251 257 267 276
1.6.5.2 Busy Channels 1.6.5.3 Busy Times 1.6.5.3 Busy Times 1.6.5.4 Call Analysis 1.6.5.5 Call Geography 1.6.5.6 Call Scoring 1.6.5.7 Call Volumes 1.6.5.8 Custom 1.6.5.9 Daily Activity 1.6.5.10 Enterprise Overview	216 226 234 242 251 257 267 276 285
1.6.5.2 Busy Channels 1.6.5.3 Busy Times 1.6.5.4 Call Analysis 1.6.5.5 Call Geography 1.6.5.6 Call Scoring 1.6.5.7 Call Volumes 1.6.5.8 Custom 1.6.5.9 Daily Activity	216 226 234 242 251 257 267 276 285 295
1.6.5.2 Busy Channels 1.6.5.3 Busy Times 1.6.5.3 Busy Times 1.6.5.4 Call Analysis 1.6.5.5 Call Geography 1.6.5.6 Call Scoring 1.6.5.7 Call Volumes 1.6.5.7 Call Volumes 1.6.5.8 Custom 1.6.5.10 Enterprise Overview 1.6.5.11 Frequent Numbers	216 226 234 242 251 257 267 267 276 285 295 304
1.6.5.2 Busy Channels 1.6.5.3 Busy Times 1.6.5.3 Busy Times 1.6.5.4 Call Analysis 1.6.5.5 Call Geography 1.6.5.6 Call Scoring 1.6.5.7 Call Volumes 1.6.5.7 Call Volumes 1.6.5.8 Custom 1.6.5.9 Daily Activity 1.6.5.10 Enterprise Overview 1.6.5.11 Frequent Numbers 1.6.5.12 Inbound Call Performance 1.6.5.13 Missed Calls 1.6.5.14 Phone Bill	216 226 234 242 251 257 267 276 276 285 295 304 312 321
1.6.5.2 Busy Channels 1.6.5.3 Busy Times 1.6.5.3 Busy Times 1.6.5.4 Call Analysis 1.6.5.5 Call Geography 1.6.5.5 Call Geography 1.6.5.6 Call Scoring 1.6.5.7 Call Volumes 1.6.5.7 Call Volumes 1.6.5.8 Custom 1.6.5.9 Daily Activity 1.6.5.10 Enterprise Overview 1.6.5.11 Frequent Numbers 1.6.5.12 Inbound Call Performance 1.6.5.13 Missed Calls 1.6.5.14 Phone Bill 1.6.5.15 Random Call Selection	
1.6.5.2 Busy Channels 1.6.5.3 Busy Times 1.6.5.3 Busy Times 1.6.5.4 Call Analysis 1.6.5.5 Call Geography 1.6.5.5 Call Geography 1.6.5.6 Call Scoring 1.6.5.7 Call Volumes 1.6.5.7 Call Volumes 1.6.5.8 Custom 1.6.5.9 Daily Activity 1.6.5.10 Enterprise Overview 1.6.5.11 Frequent Numbers 1.6.5.12 Inbound Call Performance 1.6.5.13 Missed Calls 1.6.5.14 Phone Bill 1.6.5.15 Random Call Selection 1.6.5.16 Target Response	
1.6.5.2 Busy Channels 1.6.5.3 Busy Times 1.6.5.3 Busy Times 1.6.5.4 Call Analysis 1.6.5.5 Call Geography 1.6.5.5 Call Geography 1.6.5.6 Call Scoring 1.6.5.7 Call Volumes 1.6.5.7 Call Volumes 1.6.5.8 Custom 1.6.5.9 Daily Activity 1.6.5.10 Enterprise Overview 1.6.5.11 Frequent Numbers 1.6.5.12 Inbound Call Performance 1.6.5.13 Missed Calls 1.6.5.14 Phone Bill 1.6.5.15 Random Call Selection	
1.6.5.2 Busy Channels 1.6.5.3 Busy Times 1.6.5.4 Call Analysis 1.6.5.5 Call Geography 1.6.5.6 Call Scoring 1.6.5.7 Call Volumes 1.6.5.7 Call Volumes 1.6.5.8 Custom 1.6.5.9 Daily Activity 1.6.5.10 Enterprise Overview 1.6.5.11 Frequent Numbers 1.6.5.12 Inbound Call Performance 1.6.5.13 Missed Calls 1.6.5.14 Phone Bill 1.6.5.15 Random Call Selection 1.6.5.16 Target Response 1.6.5.17 Top Calls 1.6.5.19 User Activity	
1.6.5.2 Busy Channels 1.6.5.3 Busy Times 1.6.5.4 Call Analysis 1.6.5.5 Call Geography 1.6.5.6 Call Scoring 1.6.5.7 Call Volumes 1.6.5.7 Call Volumes 1.6.5.8 Custom 1.6.5.9 Daily Activity 1.6.5.10 Enterprise Overview 1.6.5.10 Enterprise Overview 1.6.5.11 Frequent Numbers 1.6.5.12 Inbound Call Performance 1.6.5.13 Missed Calls 1.6.5.14 Phone Bill 1.6.5.15 Random Call Selection 1.6.5.16 Target Response 1.6.5.17 Top Calls 1.6.5.18 Unused Devices 1.6.5.19 User Activity	
1.6.5.2 Busy Channels 1.6.5.3 Busy Times 1.6.5.4 Call Analysis 1.6.5.5 Call Geography 1.6.5.6 Call Scoring 1.6.5.7 Call Volumes 1.6.5.7 Call Volumes 1.6.5.8 Custom 1.6.5.9 Daily Activity 1.6.5.10 Enterprise Overview 1.6.5.11 Frequent Numbers 1.6.5.12 Inbound Call Performance 1.6.5.13 Missed Calls 1.6.5.14 Phone Bill 1.6.5.15 Random Call Selection 1.6.5.16 Target Response 1.6.5.17 Top Calls 1.6.5.19 User Activity	

1.7.2.1 Sites overview	
1.7.2.2 Configuring a site	
1.7.3 Groups	
1.7.3.1 User groups	
1.7.3.2 Channel groups	
1.7.4 Contents	
1.7.4.1 What are Contents?	
1.7.4.2 Osers	
1.8 Call view	
1.9 Live stats	
1.9.1 Display boards	
1.9.1.1 What is a display board?	417
1.9.1.2 How are display boards populated?	418
1.9.1.3 Accessing the display boards	419
1.9.1.4 Adding a display board	421
1.9.1.5 Designing a display board	429
1.9.1.6 Display board panels	
1.9.1.6.1 Common features	431
1.9.1.6.2 Label panel	
1.9.1.6.3 Leaderboard panel	440
1.9.1.6.4 Summary panel	458
1.9.1.6.5 RSS panel	
1.9.1.6.6 Web panel	
1.9.1.7 Deleting a display board	486
1.9.1.8 FAQs	486
1.9.2 Stats points	490
1.9.3 Stats alarms	499
1.10 Tariff editor	506
1.10.1 Configuring a tariff table	
1.10.2 Adding a code	
1.10.3 Finding a code or location	
1.10.4 Adding a band	
1.10.5 Finding a band	517
1.11 Settings	
1.11.1 Web users	
1.11.1.1 Web users overview	
1.11.1.2 Configuring a web user	
1.11.2 Email	
1.11.3 Web server	
1.11.4 Alerts	
1.11.5 License	
1.11.6 Questions	
1.11.7 Voice recording	
1.12 Knowledgebase	
1.12.1 Amending call charges	
1.12.2 Automatic web login	
1.12.3 Blacklisted users	
1.12.4 Cisco specific	
1.12.4.1 CDRs were being sent but have now stopped	558
1.12.4.2 Importing historic data from Cisco UCM	559
1.12.5 Connecting BCM v3.7 or below with NetPBX	200
1.12.6 Migrating TIM Plus	563
1.12.7 Re-running data	201
1.12.8 VAT rate adjustment	209

Home

Legal & copyright notices

Software license

When you purchase this software, you are actually purchasing a license to use it.

One license covers one installation, although one installation may cover up to five sites.

Your support contract, if applicable, will cover all sites logged by this TIM Plus installation.

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Free upgrades

We operate a free upgrade scheme for customers who purchase maintenance at the same time as purchasing a license; whilst a maintenance contract is in place, minor software updates and enhancements are made available free of charge.

Free upgrades are solely at the discretion of Tri-Line and are usually delivered by electronic means over the internet. It is the customer's responsibility to ensure that these updates can be received.

Customers without a maintenance contract will be charged for any software upgrades they require, as well as for any technical assistance needed during the upgrade procedure.

System requirements

Hardware

A computer with the following specification will comfortably run a single copy of TIM Plus:

- 2 GHz Dual-Core x86/x86-64 CPU
- 2 GB memory
- 80 GB hard disk
- Windows XP SP3, Vista, 7, 8, Server 2003, 2008, 2012 operating systems
- Ethernet TCP/IP network

We do not recommend integration of the internal SQL database of TIM Plus with third-party applications such as CRM systems; for this type of solution, we would recommend our TIM Enterprise product.

Software



- Microsoft Internet Explorer 6+
- Mozilla Firefox 2+
- Apple Safari
- Google Chrome
- Opera

For automatic licensing during installation of the software, a connection to the internet is also required. For best results, ensure that the PC can access external websites on TCP ports 80 (HTTP) and 443 (HTTPS) without the need for a proxy login.

Summary

- TIM Plus must be installed on a Windows PC but can be viewed from any web browser running on any operating system without the need for additional client software.
- TIM Plus comes with its own in-built web server, so a server edition of Windows is not required nor is an external web server such as IIS or Apache.

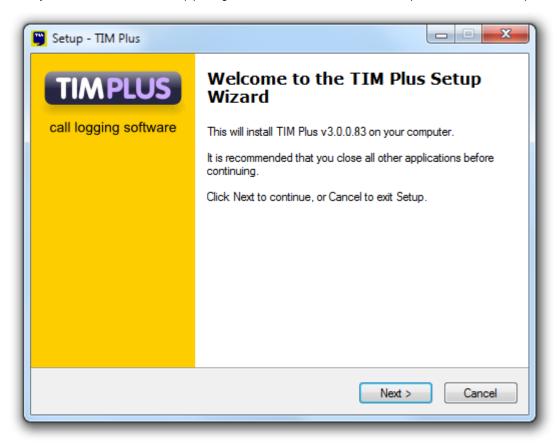
Setup

Obtaining and installing TIM Plus

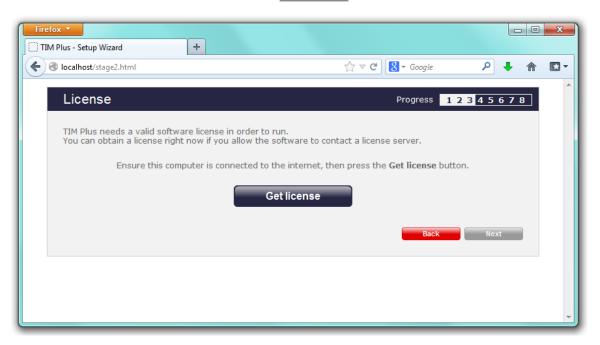
Log on to the Tri-Line Gateway using the credentials you created when you first enquired about TIM Plus. Once logged on, you will be directed to your Home page, from where you can download your personal copy of the software.

It is important that you download your software only from this location, since each installation package is tagged with an unique ID bound to your account.

When you have downloaded the setup package, double-click on it and follow the setup wizard in order to complete the installation.



When asked to provide a license certificate, click on the Get license button to retrieve this automatically from our servers.



Obtaining a license manually

If you cannot update your software license automatically, you can apply this manually by following the steps below:

1. In the Get license window, click on the Next button and copy the product key displayed in the License box, as shown

below: --- BEGIN PRODUCT KEY -----UAAAAHicAVAAr/9s8zxjdyBcmwqLZ8IknMhQr3UEToj9j3DJ O36fheDXOz5PAFW9GWpPDffai6UUh1tu06+HqtIXrPK6PaAV yy/arfUj1Avz8E0x5xNkp2qOLRhgJ/c= --- END PRODUCT KEY -----

- 2. Log in to the Gateway using your username and password.
- 3. In the Products panel, click on the TIM Plus product.
- 4. In the Software license panel, click on the Activate now link.
- 5. Paste the product code in the activation text box.
- 6. Enter the number of users you intend to log and the version number of the software, then click on the Activate Now to obtain the

license certificate.

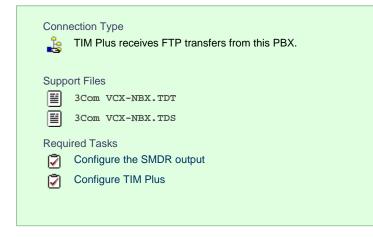
7. Copy and paste the certificate in the License box of the TIM Plus setup wizard.

Connecting to your PBX

3COM

3COM VCX

These instructions help you configure your 3COM VCX phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

To retrieve call logging data from your 3COM VCX phone system, you need to set up an SFTP transfer. Below is an example of how to configure this, using WinSCP - a free FTP client software. Any other third-party client software can be used instead.

Session	Session		
- Stored sessions	Host name:		Port number:
Logging Environment	172.30.240.2		22 🤹
Directories SFTP	User name:	Password:	
SCP/Shell	cworks		
Connection Proxy Tunnel	Private <u>k</u> ey file:		
SSH			
- Key exchange - Authentication Bugs	Protocol Eile protocol:	FTP 🔽 🗹 Allow SC	P fallback
Preferences			Select colo

Field	Description
Host name	The IP address or host name of the phone system
Port number	The port number for the SFTP transfer. The default port number is 22
User name	The username required to log in to your 3COM VCX phone system
Password	The password required to log in to your 3COM VCX phone system

Once connected to the phone system, you can transfer the CDR files, located by default in opt/3com/VCX/acctxml/db/export, to the PC running TIM Plus.

export - 3ComVCX	- WinSCP									
	mands Session Options Remote									
• • • • • • •	🗟 📀 🔤 🧬 😤 🗄 🗉 🖽		Default	• 🚳 •						
C: Local Disk	• 🔄 🕁 • 🔿 • 🖻	1 🚺 🚰 🔁 🔁			export	• 🔄 🔤 • =	ə - 🗈 🗖 🚮 🕼	EB		
NProgram Files\Tri-Line\T	IM Plus/FTP				/opt/3com/components/acc	txml.7.1.61/db/export				
Name 🔶 Ext	Size Type	Changed	Attr		Name – Ext	Size	Changed	Rights	Owner	
5	Parent directory	28/06/2011 18:00:00			Latest		12/02/2009 15:25:32	rwxr-xr-x	cworks	
opt	Folder	14/01/2011 17:04:58					28/06/2011 18:31:24	rw-rw-r	cworks	
					3cdv2r10.log		26/08/2010 12:01:52	rw-rw-r	cworks	
					cdrworking1		28/06/2011 18:43:54	rw-rw-r	cworks	
					drworking2		28/06/2011 19:04:33	rw-rw-r	cworks	
					drworking3		28/06/2011 19:02:24	rw-rw-r	cworks	
					drworking4	2,791	28/06/2011 19:03:32	rw-rw-r	cworks	
B of 0 B in 0 of 1					0 B of 938 KiB in 0 of 6					
	dit 🕼 F5 Copy 🕼 F6 Move 🍅 I	7 Create Directory 💥 🖂	Delete 20 FO D	roperties 🛱 E10						
	or will receive the relation	A CLOSE PROCEEDING A 10	Contro (2) 191	Copercises IL FIG	dan					
								SF1	TP-3 🔘	0:01:2

In this example, the XML files are being copied in the following location: C:\Program Files\Tri-Line\TIM Enterprise\FTP, given the FTP folder has been created in advance for this purpose.

NProgram Files\Tri-Line\TI	M Enterprise/FTF		
Name 🔶 Ext	Size	Туре	Changed
ē		Parent directory	28/06/2011 18:00:00
Copt		Folder	14/01/2011 17:04:58

Creating a batch file

To enable TIM Plus to collect and process the XML files, you need to create a batch file containing the following lines:

```
xcopy/Y "C:\Program Files\Tri-Line\TIM Plus\FTP\*.XML"
"C:\Program Files\Tri-Line\TIM Plus\spool\*.{sitecode}"
cd "\Program Files\Tri-Line\TIM Plus\FTP\"
del *.* /q
cd\
```



The batch file will change the .xml file extension to the designated site code and move the files in the Spool folder for processing.

A Windows scheduled task must be set up as well in order to run the batch file every 5 minutes or so.

Configuring TIM Plus

Once the batch file has been configured, log in to TIM Plus and perform the steps below:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	3Com VCX-NBX	
Connection method	No connection required -	
Delete site	Cancel Save	

- 3. In the Site Properties window, select 3Com vCx-NBX from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

3CX

3CX PBX

These instructions help you configure your 3CX phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn	ection Type TIM Plus listens for connections from this PBX.
Supp IIII IIII	ort Files 3CX.TDT 3CX.TDS CDRTemplate-Socket.xml
Requ Requ	ired Tasks Configure the SMDR output Configure TIM Plus

Configuring your SMDR output

Download the interface file

1. Visit the Gateway and download the interface files from the Related downloads section, as shown below:

Downloads	Software license View license certificate
Full install package	This product is licensed The license for this product is valid and up-to-date.
Upgrade package	
TIM Plus	Maintenance
Documentation Product documentation for your TIM Plus	This product is maintained You have maintenance until 19 September 2020, giving you full access to our technical support resources during this time.
Related downloads	
Download executables and documents related to the PBXs you are	using with this software
Name	Version
3CX 3CX interface file for this TIM Plus.	E TDT file (zip)

- 2. Extract the **3CX.ZIP** file onto the desktop.
- 3. Copy the 3CX.TDT and 3CX.TDS files into C:\Program Files\Tri-Line\TIM Plus\config, overwriting any existing files with the same name.

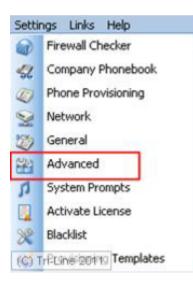
Configure the interface file

1. Transfer the CDRTemplate-Socket.xml file onto the 3CX server and place it in the following location: C:\Documents and

Settings\All Users\Application Data\3CX\Data\CDRTemplates.

2. Edit CDRTemplate-Socket. xml and update the relevant entry to point to the IP address of the machine running TIM Plus.

3. Log in to your 3CX server and from the main menu go to Settings->Advanced, as shown below:



- 4. Select CDR output from the Advanced Settings screen.
- 5. Enable the tick box for Output CDR to Socket (Active Initiates connection) and click Apply .
- 6. Under 3CX Phone System, click Service Status and within the Service Name Section, select 3CX PhoneSystem Call History.
- 7. Click Restart to load the new XML file.

Configuring TIM Plus

Follow the steps below to configure TIM Plus to listen for SMDR data from your 3CX phone system:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	3CX 👻	
Connection method	Listen for connections from PBX 🔹	
Host		
Port	33555	
Delete site	Cancel	
belete site	Save	

- 3. In the Site Properties window, select 3CX from the PBX model drop-down list.
- 4. In the Connection method field, select Listen for connections from PBX from the drop-down list.
- 5. Leave the Host field blank.
- 6. In the Port field, enter 33555 as the default port for connections to this PBX.
- 7. Click on the Save button to apply the settings.

Aastra

Aastra BP

These instructions help you configure your Aastra BP phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn J	ection Type TIM Plus establishes a serial connection with this PBX.
Supp	ort Files
	Aastra BP.TDT
	Aastra BP.TDS
Requ	ired Tasks
2	Configure the SMDR output
2	Install NetPBX
2	Configure TIM Plus

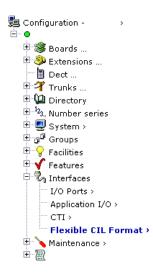
Configuring your SMDR output

BP firmware R12 or older

If you are using firmware older than R12, set the SMDR output to type CIL 3 which is a fixed format requiring no further configuration.

BP firmware R13+

If you are using firmware R13+, set the SMDR output to Flexible CIL and configure the options as below:



Record	length 19	3			
Index	Offset	Field type	Edit	Insert	Delete
1	1	Message code		<u>Insert</u>	<u>Delete</u>
2	4	Sequence number CIL4		<u>Insert</u>	<u>Delete</u>
3	8	TAG identifier		<u>Insert</u>	<u>Delete</u>
4	14	Call date CIL4		<u>Insert</u>	<u>Delete</u>
5	21	End time hh:mm:ss		<u>Insert</u>	<u>Delete</u>
6	30	Caller's number DDI		<u>Insert</u>	<u>Delete</u>
7	39	Call duration CIL4		<u>Insert</u>	<u>Delete</u>
8	45	Dialled access code CIL4		<u>Insert</u>	<u>Delete</u>
9	50	Dialled number CIL4		<u>Insert</u>	<u>Delete</u>
10	75	Information status 3		<u>Insert</u>	<u>Delete</u>
11	84	ORG/TERM DEFINITION		<u>Insert</u>	<u>Delete</u>
12	87	Account code CIL4		<u>Insert</u>	<u>Delete</u>
13	103	Authorisation code DDI		<u>Insert</u>	<u>Delete</u>
14	112	Queue time, answer CIL4		<u>Insert</u>	<u>Delete</u>
15	117	Meter pulses CIL4		<u>Insert</u>	<u>Delete</u>
16	122	Cost state CIL4		<u>Insert</u>	<u>Delete</u>
17	124	Cost CIL4		<u>Insert</u>	<u>Delete</u>
18	136	Trunk number CIL4		<u>Insert</u>	<u>Delete</u>
19	141	Sent access code CIL4		<u>Insert</u>	<u>Delete</u>
20	146	Sent number CIL4		<u>Insert</u>	<u>Delete</u>
21	171	A-number CIL4		<u>Insert</u>	<u>Delete</u>
22	192	Carriage return/LF		<u>Insert</u>	<u>Delete</u>
23		not used	••••	<u>Insert</u>	<u>Delete</u>
24		not used		<u>Insert</u>	<u>Delete</u>
25		not used		<u>Insert</u>	<u>Delete</u>
26		not used	· · · · ·	<u>Insert</u>	<u>Delete</u>
27		not used		<u>Insert</u>	<u>Delete</u>
28		not used		<u>Insert</u>	<u>Delete</u>
29		not used		<u>Insert</u>	<u>Delete</u>
30		not used		Insert	<u>Delete</u>

Installing NetPBX

The Aastra BP phone system sends SMDR information via a serial connection. To collect the data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the following steps:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	London]
PBX model	Aastra BP 👻	
Connection method	No connection required -	
Delete site	Cancel	/e

- 3. In the Site Properties window, choose Aastra BP from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

Aastra Intelligate Series

The Aastra Intelligate Series can be configured to send its SMDR data over a serial (RS232) or an IP connection. Click on one of the links below that relates to your preferred connection method.

Aastra Intelligate Series - Serial connection

These instructions help you configure your Aastra Intelligate phone system to work with TIM Enterprise. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn J	ection Type TIM Plus establishes a serial connection with this PBX.
Supp	ort Files
	Aastra PC5.TDT
	Aastra PC5.TDS
Requ	ired Tasks
2	Configure the SMDR output
2	Install NetPBX
2	Configure TIM Plus

Configuring your SMDR output

The Aastra Intelligate Series can output SMDR information in multiple formats. You should always select the PC5 format for use with TIM Plus.

Below are some screenshots to demonstrate how the Aastra Intelligate Series should be configured:

Setting the SMDR format to PC5

🛱 AMS 1.0 - Account manager - Aastra	
File Edit View Online Help	
Find:	- F A E 7 C P I ?
• "*	
E	
🖻 🖳 1 Common setup	Title: Aastra UK
1.1 Output interface	Charge counter: Yes 💌
⊡ 1.2 Call logging (CL)	Outgoing call logging (OCL): PC5
1.2.2 Print language	Incoming call logging (ICL): PC5 🗨
	OCL by connection only: Yes 💌
1.2.5 Round-up	Print language OCL: English
1.2.6 Minimum output level	Currency: GBP
1.3 External digit barring 1.4 Number of digits of cost centre	Currency. Jubi
1.6 Surcharge calculator	
🗄 🔤 2 Routing	
🗄 🔄 3 Least cost routing (LCR)	
🗄 🛁 4 User setup	
i∃······ 💽 5 Counter	
	Call logging data Charge value / OCL
I	

Setting the SMDR format to TCP/IP

r						
🕼 AMS 1.0 - Account manager - Aastra						
File Edit View Online Help						
Find:	I 🛛 🖓 🕒	9 🖻 🖻	I₩ 9			
• "*					Output	interface
Communication server	Туре	Page length	Interface	Destination	IP address	TCP Port
E 1 Common setup	CL output	60	Ethernet	Ethernet	10.101.6.217	1080
🖃 💽 1.1 Output interface	ICC output	60	Ethernet	Ethernet	10.101.6.217	1080
1.1.1 Output interface						
1.2.1 Title						
1.2.2 Print language						
1.2.3 Charge value						
1.2.4 Currency					- · · ·	K 5
1.2.5 Round-up 1.2.6 Minimum output level	L				2 of 2 r	ecord(s)
1.2.8 Minimum output level						
1.4 Number of digits of cost centre						
1.6 Surcharge calculator						
2 Routing						
3 Least cost routing (LCR)						
Jeduker						
	Output interface					
	·					

Setting the SMDR format to PC5

The OIP Server has a very basic call logging module. If you intend to install TIM Plus alongside the OIP Server, you need to uninstall the call logging module from the OIP Server suite, otherwise, when configuring your Aastra to output the data to the PC running TIM Plus, the OIP Server will overwrite some required settings.

Installing NetPBX

If your Aastra Intelligate has been configured to send SMDR data via a serial connection, you first need to install the NetPBX software to collect the data from the serial port and send it to TIM Plus. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the following steps:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties				X
PBX Options	Inactivity LCR	Tariff	Alarms	
Name	Wadsworth			
PBX model	Aastra PC5	•		
Connection method	No connection required	-		
Delete site			Cancel	Save

- 3. In the Site Properties window, select Aastra PC5 from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the changes.

Aastra Intelligate Series - IP connection

These instructions help you configure your Aastra Intelligate phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

Note that the Aastra Intelligate Series can output SMDR information in multiple formats. You should always select the PC5 fo rmat for use with TIM Plus.

Below are some screenshots to demonstrate how the Aastra Intelligate Series should be configured:

Setting the SMDR format to PC5

🛱 AMS 1.0 - Account manager - Aastra	
File Edit View Online Help	
Find:	」 日 44 61 つ 100 100 100 100 100 100 100 100 100
• ¶×	
🖃 🛄 Communication server	
📄 🕞 1 Common setup	Title: Aastra UK
□ □ 1.1 Output interface	Character Mar -
1.1.1 Output interface	Charge counter: Yes 💌
E 1.2 Call logging (CL)	Outgoing call logging (OCL): PC5 🔍
1.2.2 Print language	Incoming call logging (ICL): PC5 💌
1.2.3 Charge value	
1.2.4 Currency	OCL by connection only: Yes 💌
1.2.5 Round-up	Print language OCL: English
1.2.6 Minimum output level	
1.3 External digit barring	Currency: GBP
1.4 Number of digits of cost centre	
🗄 🖻 主 1.5 More settings	
1.6 Surcharge calculator	
⊡	
i∃ S Counter	
	C III - L Charamber 200
	Call logging data Charge value / OCL

Setting the SMDR format to TCP/IP

1						
🛱 AMS 1.0 - Account manager - Aastra						
File Edit View Online Help						
Find:	J 🕞 🛤 🕒	9 🖻 🖻	III. 🦻			
• "*					Output	interface
□ ✓ ☐ Communication server	Туре	Page length	Interface	Destination	IP address	TCP Port
📄 🎦 1 Common setup	CL output	60	Ethernet	Ethernet	10.101.6.217	1080
1.1 Output interface	ICC output	60	Ethernet	Ethernet	10.101.6.217	1080
1.1.1 Output interface						
1.2 Call logging (CL) 1.2.1 Title						
1.2.1 Fine 1.2.2 Print language						
1.2.3 Charge value						
1.2.4 Currency						
1.2.5 Round-up					2 of 2 r	record(s)
1.2.6 Minimum output level						
1.3 External digit barring						
1.4 Number of digits of cost centre						
1.5 More settings 1.6 Surcharge calculator						
2 Bouting						
5 Counter						
	Output interface					

OIP Server and TIM Plus

The OIP Server has a very basic call logging module. If you intend to install TIM Plus alongside the OIP Server, you need to uninstall the call logging module from the OIP Server suite, otherwise, when configuring your Aastra to output the data to the PC running TIM Plus, the OIP Server will overwrite some required settings.

Configuring TIM Plus

Follow the steps below to configure TIM Plus to listen for SMDR data from your Aastra Intelligate Series:

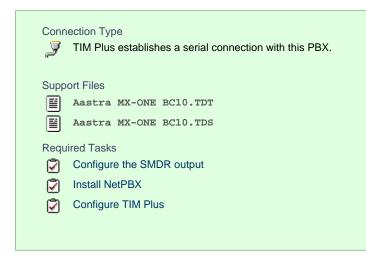
- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Aastra PC5 🔹	
Connection method	Listen for connections from PBX 🔹	
Host		
Port	1080	
Delete site	Cancel	

- 3. In the Site Properties window, select Aastra PC5 from the PBX model drop-down list.
- 4. In the Connection method field, select Listen for connections from PBX from the drop-down list.
- 5. Leave the Host field blank.
- 6. In the Port field, enter 1080, the default port number for your Aastra Intelligate phone system.
- 7. Click on the Save button to apply the settings.

Aastra MX-ONE

These instructions help you configure your Aastra MX-ONE phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

The Aastra MX-ONE supports multiple SMDR output formats. TIM Plus requires the SMDR format to be set to either BC8, BC10 or BC13. For more information on how to configure the data output, please contact your system maintainer.

Installing NetPBX

The Aastra MX-ONE phone system sends SMDR information via a serial connection. To collect the data from the serial port and send it to TIM Plus you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the following steps:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

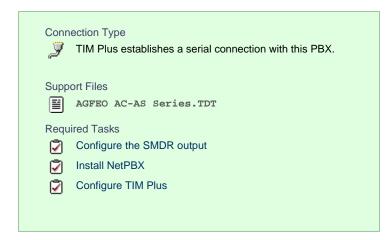
Site properties	X
PBX Options	Inactivity LCR Tariff Alarms
Name	London
PBX model	Aastra MX-ONE BC10 🔹
Connection method	No connection required 👻
Delete site	Cancel Save

- 3. In the Site Properties window, select Aastra MX-ONE BC10 from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

AGFEO

AGFEO AC-AS Series

These instructions help you configure your AGFEO AC-AS phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

The AGFEO AC-AS Series outputs its call records via a serial connection. You need to directly connect a serial cable between your AGFEO AC-AS phone system and the PC that NetPBX is installed and running on.

For more information about the output and configuration of your SMDR data, please contact your system maintainer.

Installing NetPBX

The AGFEO phone system sends SMDR information via a serial connection. To collect the call logging data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the following steps:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options Name PBX model Connection method	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	AGFEO AC-AS Series	
Connection method	No connection required 🗸	
Delete site	Cancel Save	

- 3. In the Site Properties window, select AGFEO AC-AS Series from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

Alcatel

Alcatel 4200-4400e

These instructions help you configure your Alcatel 4200-4400e phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conr J	nection Type TIM Plus establishes a serial connection with this PBX.
Supp	ort Files
Ĩ	Alcatel 4400E.TDT
Requ	iired Tasks
2	Configure the SMDR output
2	Download the interface file
2	Install NetPBX
2	Configure TIM Plus

Configuring your SMDR output

The Alcatel 4200-4400e phone system sends its call records via a serial connection. The most recent units already have a .v24 port but, for older units, you may need to purchase a .v24 module. Connect a serial cable between your Alcatel 4200-4400e .v24 module and the PC that NetPBX is installed and running on. See the table below for a summary of data output from Alcatel 4200-4400e:

Manufacturer	Model	Account Codes	СЦ	DDI	Internal Calls	Ring Time	Unanswered
Alcatel	4200	Y	Y	N	N	Y	Y
	4300	Y	Y	N	N	Y	Y
	4400e	N	Y	Y	Y	Y	Y
	OmniPCX Enterprise	N	Y	Y	Y	Y	Y
	OmniPCX Office	Y	Y	N	Y	Y	Y

Download the interface file

1. Visit Tri-Line's Gateway and download the interface file, as shown below:

Downloads	Software license View license certificate
Full install package	This product is licensed The license for this product is valid and up-to-date.
Upgrade package	
	Maintenance
Documentation Product documentation for your TIM Plus	This product is maintained You have maintenance until 19 September 2020, giving you full access to our technical support resources during this time.
Related downloads	
Download executables and documents related to the PBXs you are	using with this software
Name	Version
Alcatel 4400E	E TDT file (zip)

- 2. Extract the Alcatel 4400E.ZIP file onto your computer's Desktop. This ZIP file contains the following file: Alcatel 4400E.TDT.
- 3. Copy the file into the C:\Program Files\Tri-Line\TIM Plus\config folder.

Installing NetPBX

The Alcatel 4200-4400e phone system sends its call records via a serial connection. To collect the data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the following steps:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Alcatel 4400e 👻	
Connection method	No connection required -	
Delete site	Cancel Save	•

3. In the Site Properties window, select Alcatel 4400e from the PBX model drop-down list.

- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

Alcatel OmniPCX Enterprise

The Alcatel OmniPCX Enterprise can be configured to send its SMDR data over a serial (RS232) or an IP connection. Click on one of the links below that relates to your preferred connection method.

Alcatel OmniPCX Enterprise - Serial connection

These instructions help you configure your Alcatel OmniPCX Enterprise phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conr J	nection Type TIM Plus establishes a serial connection with this PBX.
Supp	ort Files
	Alcatel OmniPCX Enterprise.TDT
	Alcatel OmniPCX Enterprise.TDS
Requ	lired Tasks
2	Configure the SMDR output
2	Install NetPBX
2	Configure TIM Plus

Configuring your SMDR output

Follow the instructions below to configure the SMDR output via a serial connection. These instructions are taken from the Alcatel OmniPCX Enterprise manual:

Using Telnet, connect to the IP address of your Alcatel OmniPCX Enterprise and follow the steps below:

- 1. Applications (Enter)
- 2. Accounting (Enter)
- 3. Review/Modify (Enter)
- 4. All Instance (F1)
- 5. Realtime ticket Output: Set this to ethernet. Note that if you don't have an appropriate license, you may only select V24 (serial) here.
- 6. Save changes and exit.

Below is an example of the data output from an Alcatel OmniPCX Enterprise:

Manufacturer	Model	Account Codes	СЦ	DDI	Internal Calls	Ring Time	Unanswered
Alcatel	4200	Y	Y	N	N	Y	Y
	4300	Y	Y	N	N	Y	Y
	4400e	N	Y	Y	Y	Y	Y
	OmniPCX Enterprise	N	Y	Y	Y	Y	Y
	OmniPCX Office	Y	Y	N	Y	Y	Y

Installing NetPBX

If your Alcatel OmniPCX Enterprise has been configured to send SMDR data via a serial connection, you first need to install the NetPBX soft ware to collect the data from the serial port and send it to TIM Plus. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the following steps:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	Wadsworth	
PBX model	Alcatel OmniPCX Enterprise 🗸	
Connection method	No connection required 👻	
Delete site	Cancel Save	

- 3. In the Site Properties window, select Alcatel OmniPCX Enterprise from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

Alcatel OmniPCX Enterprise - IP connection

These instructions help you configure your Alcatel OmniPCX Enterprise phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conr	nection Type TIM Plus establishes a TCP connection to this PBX.
Supp	ort Files
	Alcatel OmniPCX Enterprise.TDT
	Alcatel OmniPCX Enterprise.TDS
Requ	lired Tasks
2	Configure the SMDR output
2	Configure TIM Plus

Configuring your SMDR output

Follow the instructions below to configure the SMDR output via an IP connection. These instructions are taken from the Alcatel OmniPCX Enterprise manual:

Connect to your PBX via telnet and follow the steps below:

- 1. Applications (Enter)
- 2. Accounting (Enter)
- 3. Review/Modify (Enter)
- 4. All Instance (F1)
- 5. Realtime ticket Output: Set this to ethernet. Note that if you don't have appropriate license, you can only select V24 (serial) here.
- 6. Save changes and exit

The table below presents a summary of data output from Alcatel:

Manufacturer	Model	Account Codes	СЦ	DDI	Internal Calls	Ring Time	Unanswered
Alcatel	4200	Y	Y	N	N	Y	Y
	4300	Y	Y	N	N	Y	Y
	4400e	N	Y	Y	Y	Y	Y
	OmniPCX Enterprise	N	Y	Y	Y	Y	Y
	OmniPCX Office	Y	Y	N	Y	Y	Y

Configuring TIM Plus

Follow the steps below to configure TIM Plus to collect the SMDR data from your Alcatel OmniPCX Enterprise:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Alcatel OmniPCX Enterprise	
Connection method	Actively connect to PBX 🔹	
Host	192.168.1.1	
Port	2533	
Username		
Password		
Connection script	Alcatel OmniPCX Enterprise 7.1+ 👻	
		- 1
Delete site	Cancel Save	

- 3. In the Site Properties window, select Alcatel OmniPCX Enterprise from the PBX model drop-down list.
- 4. In the Connection method field, select Actively connect to PBX from the drop-down list.
- 5. In the Host field, enter the IP address of your Alcatel OmniPCX Enterprise.
- 6. In the Port field, enter 2533 as the default port number for this PBX.
- 7. Leave the Username and Password fields blank.
- 8. In the Connection script field, select Alcatel OmniPCX Enterprise 7.1+ from the drop-down list.
- 9. Click on the Save button to apply the changes.

Alcatel OmniPCX Office

The Alcatel OmniPCX Office can be configured to send its SMDR data over a serial (RS232) or database connection. Click on one of the

links below that relates to your preferred connection method.

Alcatel OmniPCX Office - Serial connection

These instructions help you configure your Alcatel OmniPCX Office phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

Follow the instructions below to configure the SMDR output of your Alcatel OmniPCX Office phone system:

Alcatel-Lucent OmniPCX Office Communication Server supports two types of call metering:

- V24 metering supports V24 printing for all call metering tickets
- IP metering supports IP printing for call metering tickets originating from a 3rd party application (Business or Hotel) via an IP connection

The type of metering must be specified when the Office Link driver is installed. The driver can be set to one of two modes: hotel or metering. You can use the OMC Counting function to specify the type of call metering for hardcopy printouts.

To set printing options for call metering tickets, follow the steps below:

- 1. Open the Counting function window in the OMC console and select the Accounting Printout tab.
- 2. Select the metering type from the drop-down list: Ext. Accounting Activation IP or Ext. Accounting Activation

v24.

3. Click OK to save the settings.

The table below presents a summary of the data output from an Alcatel:

Manufacturer	Model	Account Codes	CLI	DDI	Internal Calls	Ring Time	Unanswered
Alcatel	4200	Y	Y	N	N	Y	Y
	4300	Y	Y	N	N	Y	Y
	4400e	N	Y	Y	Y	Y	Y
	OmniPCX Enterprise	N	Y	Y	Y	Y	Y
	OmniPCX Office	Y	Y	N	Y	Y	Y

Installing NetPBX

If your Alcatel OmniPCX Office has been configured to send SMDR data via a serial connection, you first need to install the NetPBX software to collect the data from the serial port and send it to TIM Plus. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the following steps:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Alcatel OminPCX Office 🗸	
Connection method	No connection required 🗸	
Delete site	Cancel	

- 3. In the Site Properties window, select Alcatel OmniPCX Office from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

Alcatel OmniPCX Office - Database connection

These instructions help you configure your Alcatel OmniPCX Office phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn	ection Type TIM Plus establishes a DSN connection with this PBX.
Supp III IIII	ort Files Alcatel OmniPCX Office.TDT Alcatel OmniPCX Office.TDS
Requ V V V	ired Tasks Configure the SMDR output Install Alcatel Office Link Driver Set up a DSN connection Configure TIM Plus

Configuring your SMDR output

Follow the instructions below to configure the SMDR output for your Alcatel OmniPCX Office phone system:

Alcatel-Lucent OmniPCX Office Communication Server supports two types of call metering:

V24 metering supports V24 printing for all call metering tickets

IP metering supports IP printing for call metering tickets originating from a 3rd party application (Business or Hotel) via an IP

connection

The type of metering must be specified when the Office Link driver is installed. The driver can be set to one of two modes: hotel or metering. You can use the OMC Counting function to specify the type of call metering for hardcopy printouts.

To set printing options for call metering tickets, follow the steps below:

- 1. Open the Counting function window in the OMC console and select the Accounting Printout tab.
- 2. Select the metering type from the drop-down list: Ext. Accounting Activation IP OF Ext. Accounting Activation
 - V24.
- 3. Click OK to save the settings.

The table below presents a summary of the data output from an Alcatel:

Manufacturer	Model	Account Codes	CLI	DDI	Internal Calls	Ring Time	Unanswered
Alcatel	4200	Y	Y	N	N	Y	Y
	4300	Y	Y	N	N	Y	Y
	4400e	N	Y	Y	Y	Y	Y
	OmniPCX Enterprise	N	Y	Y	Y	Y	Y
	OmniPCX Office	Y	Y	N	Y	Y	Y

Installing the Alcatel Office Link Driver

If your Alcatel OmniPCX Office has been configured to send SMDR data via IP, you first need to install the Alcatel Office Link Driver to configure the output.

For information on how to install the Alcatel Office Link Driver, please refer to the Alcatel OmniPCX Office manual or speak to your system maintainer.

Setting up a DSN connection for TIM Plus

To enable TIM Plus to work with the Alcatel Office Link Driver, you need to setup a DSN connection. Follow the instructions below to perform this operation within Microsoft Windows:

- 1. Open Windows Control Panel.
- 2. Double click on the Administrative tools icon.
- 3. Double click on the Data Sources (ODBC) icon to open the ODBC Data Source Administrator window.

For a 64 bit system, access the ODBC Data Source Administrator from the following location C:\Windows\ SysWOW64\odbcad32.exe

- 4. Click on the System DSN tab.
- 5. Click on the Add button.
- 6. Select Native from the list of drivers and click Finish
- 7. In the Name field enter: TIM Plus Alcatel OHL.
- 8. In the Database name field enter: Native.
- 9. Click on the OK button, then close the window.

An example of an ODBC setup is shown below:

🕙 ODBC Da	ta Source Ad	ministrate	or				? ×
User DSN	System DSN	File DSN	Drivers	Tracing	Connecti	on Pooling	About
System D	ata Sources:						
Name		Driver					Add
TIM Plu	s - Alcatel OHL	Native					emove
An ODBC System data source stores information about how to connect to the indicated data provider. A System data source is visible to all users on this machine, including NT services.							
		OK		ancel	Арр	ly	Help

Configuring TIM Plus

Once the DSN connection has been set up, log in to TIM Plus and perform the following steps:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties

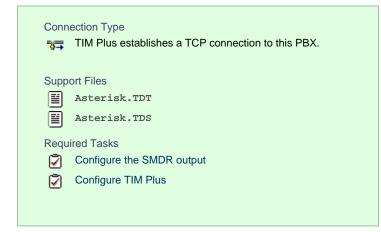
Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Alcatel OminPCX Office 🔹	
Connection method	Connect to a system DSN 🔹	
DSN name	TIM Plus - Alcatel OHL	
Frequency	5	
DB Script	Alcatel OminPCX Office OHL	
Delete site	Cancel Save	

- 3. In the Site Properties window, select Alcatel OmniPCX Office from the PBX model drop-down list.
- 4. In the Connection method field, select Connect to a system DSN from the drop-down list.
- 5. In the DSN name field, select TIM Plus Alcatel OHL from the drop-down list.
- 6. In the Frequency field, enter 5 to check for data every five seconds.
- 7. In the DB script field, select Alcatel OmniPCX Office OHL from the drop-down list.
- 8. Click on the Save button to apply the settings.

Asterisk

Asterisk PBX

These instructions help you configure your Asterisk phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

Follow the steps below to enable the SMDR output on your Asterisk phone system:

- 1. Enter the Server Setup System.
- 2. Under the Advanced section, edit the manager_custom.conf file.
- 3. Add the following lines to the file:

```
[CDRout]
secret =
cdrdeny = 0.0.0.0/0.0.0.0
permit = 10.0.0.0/255.0.0.0
permit = 192.168.0.0/255.255.0.0
permit = 212.57.232.128/255.255.128
read =
write =
```

4. Verify and save the changes.

Configuring TIM Plus

Follow the steps below to configure TIM Plus to collect the SMDR data from your Asterisk phone system:

- 1. Log in to TIM Plus and click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Asterisk 👻	
Connection method	Actively connect to PBX -	
Host	192.168.1.1	
Port	5038	
Username	CDRout	
Password	•••••	
Connection script	Asterisk 👻	
Delete site	Cancel Save	

- 3. In the Site Properties window, select Asterisk from the PBX model drop-down list.
- 4. In the Connection method field, select Actively connect to PBX from the drop-down list.
- 5. In the Host field, enter the IP address of your Asterisk phone system.
- 6. In the Port field, enter 5038.
- 7. In the Username and Password fields, enter your username and password accordingly.
- 8. In the Connection script field, select Asterisk from the drop-down list.
- 9. Click on the Save button to apply the settings.

Avaya

Avaya BCM up to v3.x

These instructions help you configure your Avaya BCM phone system (up to v3.x) to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn	ection Type TIM Plus establishes a TCP connection to this PBX.
Supp IIII	ort Files Avaya BCM.TDT Avaya BCM.TDS
Requ V V V	ired Tasks Configure the SMDR output Create a CDR user Install and configure NetPBX Configure TIM Plus

Configuring your SMDR output

Follow the steps below to configure your Avaya BCM (up to v3.x) to output SMDR to TIM Plus:

1. Open your Business Communications Manager Unified Manager.

- 2. Click on the Services tree node.
- 3. Click on the Call Detail Recording node.
- 4. On the right-hand panel the summary window will appear. Ensure that Up is selected in the Status drop-down list.
- 5. Select the Report Parameters tree node and configure the fields as shown below:

SMDR field	Value
Format	Norstar
Report Type	All
Language	English
Report Filter	All

6. Select the Report Options tree node and configure the fields as shown below:

SMDR field	Value
Date Format	MM/DD/YY
Header Format	Line/Station
DNIS Info	Enabled
Connection Char	Leave as default
Clip File Schedule	Leave as default
Clip File Size	Leave as default
CDR Disk Space Limit	Leave as default

7. For the Market Parameters settings, please leave as the system defaults.

- 8. For the Prefix Bin Options setting please leave as the system defaults.
- 9. Once you have completed the above changes, choose Commit from the Configuration file menu.

Creating a CDR User

To enable TIM Plus to connect to your Avaya BCM you will need to create a CDR User in the System option of your BCM Unified Manager configuration utility. The Avaya BCM connection requires the DCOM service to be enabled on the machine running TIM Plus. Following the introduction of enhanced security in Windows XP Service Pack 2, the username and password for the CDR User now need to be exactly the same as the credentials of the Windows account under which TIM Plus runs.

Installing and configuring NetPBX

To collect the call logging data from the Avaya BCM up to v3.x phone system and send it to TIM Plus, you first need to install the NetPBX software.

After the installation, follow the instructions below to set up a connection between BCM and NetPBX:

1. Make sure the CDRServer.EXE and Interop.CDRSERVERLib.dll files are placed in the same folder as NetPBX.EXE, usually

located in {pf}\Tri-Line\NetPBX.

늘 NetPBX					
File Edit View Favorites Tool	s Help				
🕞 Back 👻 💮 🖌 🏂 Search 🔊 Folders 🔛 🕇					
Address 🛅 C:\Program Files\Tri-Line\NetPBX					
	Name 🔺	Size	Туре	Date Modified	
File and Folder Tasks 🛛 🛠	S CDRClient.dll	176 KB	Application Extension	17/05/2010 08:10	
Adalaa a waxa faldaa	CDRServer.exe	36 KB	Application	31/01/2005 14:57	
💋 Make a new folder	🚾 CDRServer.tlb	3 KB	TLB File	31/01/2005 14:57	
Publish this folder to the Web	🛐 Interop.CDRSERVERLib.dll	7 KB	Application Extension	23/10/2012 19:57	
	🞇 NetPBX.exe	92 KB	Application	23/10/2012 19:57	
😂 Share this folder	🕙 osa40.dll	1,112 KB	Application Extension	27/05/2010 03:24	
	🞇 Uninstall NetPBX	2 KB	Shortcut	24/10/2012 12:33	

2. Register CDRServer.EXE by running the command line with administrator privileges and typing the following command under the

directory path of the NetPBX folder: CDRServer.EXE/regserver.

3. Open the computer's local security policies: Start -> Control Panel -> Administrative Tools -> Local Security

Policy.

😼 Local Security Settings	
File Action View Help	
← → X 🖪 😫	
Security Settings Account Policies Local Policies Policies Software Restriction Policies Software Restriction Policies Policies Policies	Name Account Policies Cal Policies Public Key Policies Software Restriction Policies IP Security Policies on Local C

4. Within the Security Settings\Local Policies\Security Options tree, change the following items as highlighted in the

screenshot below:

😼 Local Security Settings			
File Action View Help			
⇔ → 🖻 🗙 📽 😫 😫			
📴 Security Settings	Policy /	Security Setting	
🕀 🤷 Account Policies	Audit: Shut down system immediate	Disabled	
E Coal Policies	📆 DCOM: Machine Access Restrictio	Not defined	
	BDCOM: Machine Launch Restrictio	Not defined	
	Network access: Shares that can b		
Public Key Policies	🔀 Network access: Sharing and secu		
Figure Restriction Policies	👸 Network security: Do not store LAN	Disabled	
Sortware Restriction Policies IP Security Policies on Local Compute	Microsoft network client: Digitally si	Disabled	
	💐 Network access: Do not allow stor	Disabled	
	Betwork access: Let Everyone per		
	👸 Network access: Named Pipes that	COMNAP,COMNOD	

- a. Network Access: Let Everyone permissions apply to anonymous users. Set this to Enabled.
- b. Network Access: Sharing security model for local accounts. Set this to Classic.

C. DCOM: Machine Access Restrictions: Click on Edit Security and add the following user accounts: Anonymous, Everyone, Interactive, Network, System. Set each one to have full access rights.

DCOM: Machine Access Restrictions in Security Descriptor Defi 🝸 🗙	Access Permission
Template Security Policy Setting Explain This Setting	Security Limits
DCDM: Machine Access Restrictions in Security Descriptor Definition Language (SDDL) syntax If the security descriptor is left blank after defining the policy setting in the template, the policy setting will not be enforced. Security descriptor: 0:BAG:BAD:(A;;CCDCLC;;;AN)(A;;CCDCLC;;;WD)[Group or user names: ANDNYMOUS LOGON E veryone INTERACTIVE NETWORK SYSTEM Permissions for ANDNYMOUS LOGON Local Access Remote Access M
OK Cancel Apply	OK Cancel Apply

5. Next step is to modify the way DCOM behaves on the computer by executing the DCOM configuration program: Start -> Run -> DCOMCNFG [enter]. Browse the tree to the following location: Console Root -> Component Services -> Computers -> My Computer. Righ-click on My Computer for Properties and amend or update the following options:

Component Services	
🐌 File Action View Window Help	
← → 🖻 🔃 🗡 🖀 📗 🔮 💷 🗯	<u>ª</u> ₂ ≿ ﷺ ∰ ∰ ₽
Console Root My Con	nputer 4 object(s)
Component Services Computers	
Event Viewer (L Stop MS DTC	DCOM Config Distributed Running ons Transacti Processes
Ervices (Local)	
View 🕨	
New Window from Here	
Properties	
Help	
	-

a. On the Default Properties tab:

Enable Distributed COM on this computer: tick the box for his option Default Authentication Level: Set this to Connect

Default	Impersonation	Level: set this to Identify
---------	---------------	-----------------------------

Computer Propertie	\$? >
Default Protocols	MSDTC	1	COM Security	
General 🛛	Options	C	efault Properties	
Enable Distributed	COM on this computer			
	et Services on this co			
Default Distributed Ct	OM Communication Pr	operties		
The Authentication L	evel specifies security	at the p	acket level.	
Default Authentical	tion Level:			
	vel specifies whether appli			
The impersonation le	and whether the applic atity.			
' The impersonation le who is calling them, a using the client's ider	and whether the applic atity.			
The impersonation le who is calling them, a using the client's ider Default Impersonat Identify Security for reference and that the default in	and whether the applic atity.	ided if an ided if an iot anon, ce track	n do operations uthentication is use ymous.	

b. On the COM Security tab:

Go to the Access Permissions section and select Edit default .

Add the following accounts and set both local and remote access permissions: Anonymous, Everyone, Interactive,

Network, Local Service and System.

My Computer Properties	X Access Permission	? ×
General Options Default Properties Default Protocols MSDTC COM Security Access Permissions You may edit who is allowed default access to applications. You may also set limits on applications that determine their own permissions. Edit Limits Edit Default Launch and Activation Permissions You may edit who is allowed by default to launch applications or you may edit who is allowed by default to launch applications or you may edit who is allowed by default to launch applications or you may edit who is allowed by default to launch applications or you may edit who is allowed by default to launch applications or you may edit who is allowed by default to launch applications or you may edit who is allowed by default to launch applications or you may edit who is allowed by default to launch applications or you may edit who is allowed by default to launch applications or you may edit who is allowed by default to launch applications or you may edit who is allowed by default to launch applications or you may edit who is allowed by default to launch applications or you may edit who is allowed by default to launch applications or you may edit who is allowed by default to launch applications or you may edit who is allowed by default to launch applications or you may edit who is allowed by default to launch applications or you may edit who is allowed by default to launch applications or you may edit who is allowed by default to launch applications or you may edit who is allowed by default to launch applications or you may edit who is allowed by default to launch applications or you may edit who is allowed to you may edit who is allow	Default Security Group or user names: ANONYMOUS LOGON Everyone INTERACTIVE NETWORK SFI F Add Remove	
activate objects: You may also set limits on applications that determine their own permissions. Edit Limits Edit Default	Permissions for SYSTEM Allow Deny Local Access Remote Access	-
OK Cancel Apply	OK Cancel Ap	oly

Go to the Launch and Activation Permissions section and click on Edit default tab.

Add or update the following accounts to give them all local and remote access permissions: Anonymous, Everyone,

Interactive, Network, Local Service and System.

General	Options	Default Properties
Default Protocols	MSDTC	COM Security
ccess Permission:		
	o is allowed default access applications that determine	
	Edit Limits	Edit Default
aunch and Activa	tion Permissions	
	o is allowed by default to la You may also set limits on who permissions	
	in pointosterio.	
	Edit Limits	Edit Default
		Edit Default

ANONYMOUS LOGON		-
10 INTERACTIVE		
COCAL SERVICE		
3 SYSTEM		ن
	Add	Remove
ermissions for SYSTEM	Allow	Deny
Local Launch		
Remote Launch Local Activation		
Remote Activation	V	
	ilmmt)	100

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the following steps:

- 1. Log in to TIM Plus and click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Avaya BCM 👻	
Connection method	No connection required 🗸	
Delete site	Cancel Save	

- 3. In the Site Properties window, select Avaya BCM from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

Avaya BCM v4.0+

These instructions help you configure your Avaya BCM (v4.0+) phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn	ection Type TIM Plus establishes a TCP connection to this PBX.
Supp III III	ort Files Avaya BCM.TDT Avaya BCM.TDS
	ired Tasks Configure the SMDR output Configure a CDR user
Ī	Configure TIM Plus

Configuring your SMDR output

Follow the steps below to configure your Avaya BCM to output SMDR data to TIM Plus:

- 1. Log in to the BCM Element Manager.
- 2. On the Task Navigation Panel, click the Configuration tab.
- 3. Click on Telephony .
- 4. Click on Call Detail Recording .
- 5. In the Call Detail Recording panel that appears, configure the options as below:

SMDR field	Value
Format	Norstar
Report Type	All
Language	English
Date Format	MM/DD/YY
Header Format	Line/Station
Filter Type	All
Feature Code F9	Leave as default
Minimum Call Duration	Leave as default
Hospitality Records	Leave as default

Include DNIS Info	Enable
Include CLID with call type	Enable
Include Long CLID	Leave as default
Use answer supervision	Leave as default
Display connection character	Leave as default
Suppress digits after connect	Leave as default
Maximum digits after connect	Leave as default

CDR User

To enable TIM Plus to connect to your Avaya BCM, you need to create a CDR User under the System option in the BCM Unified Manager configuration utility.

Configuring TIM Plus

Follow the steps below to configure TIM Plus to collect SMDR data from your Avaya BCM:

- 1. Log in to TIM Plus and click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Avaya BCM 👻	
Connection method	Actively connect to PBX 👻	
Host	192.168.1.1	
Port	4000	
Username	CDR User	
Password	•••••	
Connection script	Avaya BCM v4 👻	
PBX Options Name PBX model Connection method Host Port Username Password Connection script		
Delete site	Cancel Save	

- 3. In the Site Properties window, select Avaya BCM from the PBX model drop-down list.
- 4. In the Connection method field, select Actively connect to PBX from the drop-down list.
- 5. In the ${\tt Host}$ field, enter the IP address of your Avaya BCM.
- 6. In the Port field, enter 4000.
- 7. In the Username field, enter the username of the CDR user you configured in the BCM Unified Manager utility (above)

- 8. In the Password field, enter the password for the CDR user.
- 9. In the Connection script field, select Avaya BCM v4 from the drop-down list.
- 10. Click on the Save button to apply the settings.

Avaya Communications Manager

These instructions help you configure your Avaya Communications Manager phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conr	nection Type TIM Plus listens for connections from this PBX.
Supp	port Files
	Avaya Communications Manager.TDT
	Avaya Communications Manager.TDS
Requ	uired Tasks
2	Configure the SMDR output
2	Configure TIM Plus

Configuring your SMDR output

Connect to your Avaya Communications Manager using an RS232 or IP terminal client and, after logging in with your administrative credentials, follow the steps below:

Configuring node-names ip

Issue the change node-names command to add a new node. Two fields need to be specified as follows:

- Name: TIMPlus.
- IP Address: (the IP address of the machine running TIM Plus)

Here is an example of a node-names configuration:

change node-nam	nes ip		Page 1 of 1
	II	NODE NAMES	
Name	IP Address	Name	IP Address
CLAN	10. 10 .2 .211		
MEDPRO	10. 10 .2 .212		
RDTT	10. 10 .2 .50		
SiteB	10. 10 .3 .13		
TIMPlus	10. 10 .2 .80		
default	0 .0 .0 .0		
procr	10. 10 .2 .201		

Configuring ip-services

Issue the change ip-services command to add or amend IP services. There are three pages to configure:

On Page 1, the following fields are required:

- Service type: CDR1
- Local Node: (set this to the node-name of the CLAN board)
- Local Port: 0 (this cannot be changed)

- Remote Node: TIMPlus (the same node-name as created in the node-names section above)
- Remote Port: (the TCP port that TIM Plus will use to listen for CDR data, e.g. 9000)

Here is an example of an ip-services configuration (page 1):

change ip-s	services				Page	1 of	3	
Service Type	Enabled	Local Node	IP SERVICES Local Port	Remote Node	Remote Port			
CDR1		CLAN	0	TIMPlus	9000			

On Page 2 no configuration changes are needed.

On Page 3 the following fields are required:

- Reliable Protocol: n
- Packets Resp Timer: 30 (default value)
- Sessions Connect Message Cntr: 3 (default value)
- SPDU Cntr: 3 (default value)
- Connectivity Timer: 60 (default value)

Here is an example of an ip-services configuration (page 3):

```
change ip-servicesPage 3 of 3ServiceReliableSESSION LAYER TIMERSServiceReliablePacket RespSession Connect SPDUTypeProtocolTimerMessage CntrCDR1n3033
```

Configuring system-parameters cdr

Use the change system-parameters cdr command to amend the CDR format. The following screenshots describe how the settings should appear on your system:

Page 1

```
change system-parameters cdr
                                                                                Page 1 of 2
                                   CDR SYSTEM PARAMETERS
 Node Number (Local PBX ID): 1
                                                               CDR Date Format: day/month
       Primary Output Format: customized Primary Output Endpoint: CDR1
     Secondary Output Format:
            Use ISDN Layouts? n
                                                            Enable CDR Storage on Disk? n
                                          Condition Code 'T' For Redirected Calls? n
        Use Enhanced Formats? n
      Use Legacy CDR Formats? y
                                                           Remove # From Called Number? n
Modified Circuit ID Display? y
                                                                          Intra-switch CDR? y

        Record Outgoing Calls Only? n
        Outg Trk Call Splitting? y

        Suppress CDR for Ineffective Call Attempts? y
        Outg Attd Call Record? y

        Disconnect Information in Place of FRI? n
        Intorvention

 Force Entry of Acct Code for Calls Marked on Toll Analysis Form? n
                                             Calls to Hunt Group - Record: member-ext
Record Called Vector Directory Number Instead of Group or Member? n
      Inc Trk Call Splitting? y
                                                           Inc Attd Call Record? y
  Record Non-Call-Assoc TSC? n Call Record Handling Option: warning
Record Call-Assoc TSC? n Digits to Record for Outgoing Calls: dialed
                                                  Call Record Handling Option: warning
   Privacy - Digits to Hide: 0
                                                       CDR Account Code Length: 6
```

Page 2

chai	nge system-par	rameters o	cdr					Page	2	of	2
			CDR SYS	TEM PARAM	1ETERS						
	Data Item -	Length	Dat	a Item -	Length			Data Item	- Le	ngth	
								auth-code			
2:	space	- 1	18: spac	e	-	1	34:	return		-	1
3:	time	- 4	19: in-t	rk-code	-	4	35:	line-feed		-	1
4:	space	- 1	20: spac	e	-	1	36:			-	
	sec-dur									-	
б:	space	- 1	22: spac	e	-	1	38:			-	
7:	cond-code	- 1	23: call	ing-num	-	15	39:			-	
	space									-	
9:	attd-console	- 2	25: vdn		-	5	41:			-	
10:	space	- 1	26: spac	e	-	1	42:			-	
11:	code-used	- 4	27: bcc		-	1	43:			-	
12:	space	- 1		e	-	1	44:			-	
	out-crt-id				-	5	45:			-	
14:	space	- 1	30: spac	e	-	1	46:			-	
	code-dial			-code	-	15	47:			-	
16:	space	- 1	32: spac	e	-	1	48:			-	
			Recor	d length	= 126						

Configuring trunk-group

To ensure that response times for incoming calls are included in your CDR data, the CDR field for each trunk group must be set to r. This must be applied to all trunk groups using the following command:

change trunk-group X (where X is the trunk group number)

An example trunk-groups configuration screen is shown below:

change trunk-group 3		Page 1 of 21
	TRUNK GROUP	
Group Number:3	Group Type: isdn	CDR Reports: r
Group Name: ToSimulatedPST	N COR: 1	TN: 1 TAC: 113
Direction: two-way	Outgoing Display? y	Carrier Medium: PRI/BRI
Dial Access? y	Busy Threshold: 255	Night Service:
Queue Length: 0		
Service Type: tie	Auth Code? n	TestCall ITC: rest
Far	End Test Line No:	
TestCall BCC: 4		

Configuring intra-switch-cdr

To have internal calls included in your CDRs, ensure that the intra-switch-cdr table is populated with the extension numbers you are interested in. To modify the table, issue the following command:

change intra-switch-cdr

Here is an example of an intra-switch-cdr configuration table:

change intra-switch-c	dr	Page 1 of 3
	INTRA-SWITCH CDR	
Extension 301 302 303 311	Assigned Members: 4 Extension Extension	l of 5000 administered Extension

Configuring multiple Avaya Communications Manager systems

If you have more than one Avaya Communications Manager, configuration of your CDR depends on which of the following scenarios you have implemented:

LSPs (Local Survivable Processors)

If your Avaya Communications Manager systems are connected and the remote sites are LSPs then you need only configure the Ma

ster/Primary Avaya Communications Manager. When TIM Plus receives the CDR information, it will include CDRs from all of the remote LSPs.

Not linked

If you have multiple Avaya Communications Manager systems where LSPs aren't in use, you need to configure each Avaya Communications Manager separately. You must ensure that each Avaya Communications Manager has its own unique Remote Port (IP-services) setup.

Configuring TIM Plus

Follow the steps below to configure TIM Plus to listen for SMDR data from your Avaya Communications Manager:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Avaya Communications Manager 🛛 👻	
Connection method	Listen for connections from PBX -	
Host		
Port	9000	
		_
Delete site	Cancel	

- 3. In the Site Properties window, select Avaya Communications Manager from the PBX model drop-down list.
- 4. In the Connection method field, select Listen for connections from PBX from the drop-down list.
- 5. Leave the Host field blank.
- 6. In the Port field, enter the Remote Port (ip-services) that you configured above.
- 7. Click on the Options tab and tick the box Timestamp received data.

Site properties
PBX Options Inactivity LCR Tariff Alarms
Save a backup of any data received from this PBX, to the following file: {app}\backup\backup-{year}-{month}-{day}.{uiv}
Timestamp received data
Binary data
Delay processing of received data by 250 ms
Cancel Save

8. Click on the Save button to apply the settings.

Avaya EuroGeneris

These instructions help you configure your Avaya EuroGeneris phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn J	ection Type TIM Plus establishes a serial connection with this PBX.
Supp E	ort Files Avaya EuroGeneris.TDT Avaya EuroGeneris.TDS
Requ Requ Requ	ired Tasks Configure the SMDR output Install NetPBX Configure TIM Plus

To obtain the Avaya EuroGeneris.TDS and Avaya EuroGeneris.TDT support files, contact our Technical Support tea m.

Configuring your SMDR output

The Avaya EuroGeneris has multiple SMDR output options and formats. TIM Plus requires the SMDR output type to be set to customized and the format to Format 5 rows 80 columns. For more information about the output and configuration of your SMDR data, contact your system maintainer.

Installing NetPBX

The Avaya EuroGeneris phone system sends SMDR information via a serial connection. To collect the data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the steps below:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Avaya EuroGeneris 👻	
Connection method	No connection required 👻	
Delete site	Cancel Save	

- 3. In the Site Properties window, select Avaya EuroGeneris from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the changes.

Avaya INDeX

These instructions help you configure your Avaya INDeX phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

To configure the SMDR output from your Avaya INDeX, follow the steps below:

- 1. Log in to your Avaya INDeX through a terminal.
- 2. Select option 1 for Reports.
- 3. Select option 2 for Set up SMDR.
- 4. Configure the SMDR options as shown below:

```
- Reports > Set up SMDR [1-4]

Set up SMDR 1

1. Minimum call time : 0

2. Call type : Any

3. International included : yes

4. Long distance included : yes

5. Other outgoing included : yes

6. Page size : 60

7. Line spacing : 1
```

- <ESC> Reports
- 5. Press the Esc key to return to the Reports menu.
- 6. Select option 5 for Start Logs/DECT.
- 7. Use the arrows keys to select the port you intend to use for the SMDR output.
- 8. Enable the SMDR and Event or SMDR option, depending on the version of your PBX.

Installing NetPBX

The Avaya INDeX phone system sends SMDR information via a serial connection. To collect the data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the steps below:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options Name PBX model Connection method	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Avaya INDeX v7 🗸	
Connection method	No connection required 👻	
Delete site	Cancel Save	

- 3. In the Site Properties window, select Avaya INDex v7 from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

Avaya IP Office up to v5

These instructions help you configure your Avaya IP Office up to v5 phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn	ection Type TIM Plus establishes a TCP connection to this PBX.
Supp	ort Files
	Avaya IP Office.TDT
	Avaya IP Office.TDS
Requ	ired Tasks
2	Configure the SMDR output
2	Configure Avaya Delta Server
2	Configure TIM Plus

Configuring your SMDR output

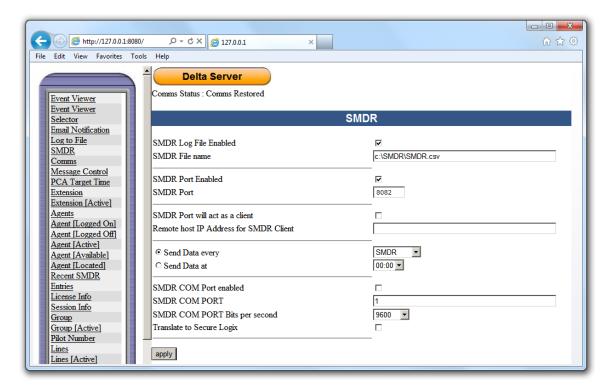
The Avaya IP Office version 5 or lower uses the Avaya Delta Server software to configure the SMDR output. If you don't have a copy of the Avaya Delta Server, you should be able to get this from your Avaya Administration CD; otherwise, contact your system maintainer to obtain a copy.

The Avaya Delta Server is known to be compatible with older versions of the Avaya IP Office as far back as v3.x.

Configuring Avaya Delta Server

Ensure the CCC Delta Server service is started, then follow the instructions below to configure the Avaya Delta Server to work with TIM Plus:

- 1. On the computer running Delta Server, open a web browser and navigate to: http://127.0.0.1:8080.
- 2. Ensure that Delta Server is connected to your Avaya IP Office by verifying that Comms Status is displaying Comms Restored. Alternatively, select the <u>Comms</u> option from the left-hand side menu and click on the <u>Search</u> button. When the system finds your Avaya IP Office unit, select it from the Connection drop-down list and click <u>Apply</u>.
- 3. When connected, click on the **SMDR** option from the left-hand menu and configure each of the fields on the SMDR screen, as shown below:



4. Click on the Apply button for the changes to take effect.

Configuring TIM Plus

Follow the steps below to configure TIM Plus to collect the SMDR data from the Delta Server::

- 1. Log in to TIM Plus and click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

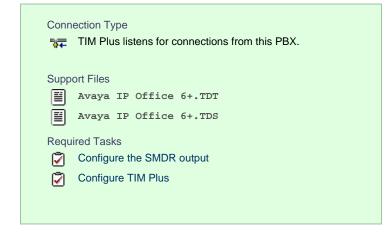
Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Avaya IP Office 👻	
Connection method	Actively connect to PBX 👻	
Host	127.0.0.1	
Port	8082	
Username		
Password		
Connection script	Avaya IP Office 🗸	
Delete site	Cancel Save	

- 3. In the Site Properties window, select Avaya IP Office from the PBX model drop-down list.
- 4. In the Connection method field, select Actively connect to PBX from the drop-down list.
- 5. In the Host field, enter the IP address of the Avaya Delta Server.
- 6. In the Port field, enter 8082.
- 7. Leave the Username and Password fields blank.
- 8. In the Connection script field, select Avaya IP Office from the drop-down list.

9. Click on the Save button to apply the settings.

Avaya IP Office v6+

These instructions help you configure your Avaya IP Office v6+ phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

To configure the Avaya IP Office to output SMDR you must program the Avaya IP Office unit to send the SMDR data to the computer running TIM Plus. Using the Avaya IP Office Manager application, perform the following steps to configure the SMDR output:

- 1. Log in to your Avaya IP Office unit using the Avaya IP Office Manager.
- 2. Click on System from the left-hand menu and select your Avaya IP Office unit.
- 3. On the right-hand side, click on the CDR/SMDR tab.
- 4. From the Output drop-down menu, select SMDR only. The SMDR section will now become active at the bottom of the page.
- 5. In the IP Address field, enter the IP address of the machine that TIM Plus is installed on.
- 6. In the TCP Port field, enter the port number that you want your SMDR data to be sent to. You can use any free TCP port, but we would recommend one in the 9000 range.
- 7. In the Records to Buffer option, increase the value to the maximum available.
- 8. Check the Call Splitting for Diverts option.
- 9. Click on the OK button, then save and merge the configuration for the settings to take effect.

Here is an example of the SMDR screen and how it should be configured:

👫 Avaya IP Office Manager 6.2 (1	1) Tri-Line [4.2(11)] [Adn	inistrator(Administrator)]			
<u>File Edit View Tools Help</u>					
🗟 🖻 • 🗐 🖪 🔜 🔛 🔺	🖌 🐸 🕴 Tri-Line	 System 	▼ Tri-Line	-	
IP Offices	1	т	ri-Line*		<u> × × < ></u>
BOOTP (2) Operator (3)	System LAN1 LAN2	DNS Voicemail Telephony	LDAP System Events SMTP	CDR/SMDR Twinning	VCM SBCC
E-s Tri-Line	Output SMDR Only				
	· · ·				
Tri-Line	CDR				
	Enable intra-switch C	ORs			
🕀 🖘 Control Unit (3)	-Formatting Options				
Extension (64)					
🖃 🧯 User (14)	Record Format Printe	r			
NoUser	Record Options Enha	ned			
RemoteManager					
201 Extn201	Date Format				
202 Extn202	C Month\Day	💿 Day\Month			
203 Extn203					
204 Extn204	Call Detail Recorder Co	mmunications			
207 Ext1207	IP Address 192 · 16	i8 · 0 · 20			
200 Extri200					
1 210 Extn210	IP Port 23				
211 Extn211	Max CDRs 500 🚔				
212 Extn212					
205 UniPhone 1	🗌 🗌 Use UI	P			
206 UniPhone 2					
🕀 🎆 HuntGroup (1)	SMDR				
🗄 💱 Short Code (65)	-Station Message Detail F	Recorder Communications			
Service (0)	IP Address 192	168 0 23			
🗄 💑 RAS (1) 📃	TCP Port 900	20			
Incoming Call Route (2)	TCP Port 900	JU			
	Records to Buffer 300	0 🕂			
	<u>`</u>				
⊕	Call Splitting for Dive	rts			
Account Code (1)				<u>o</u> k	Cancel Help

Configuring TIM Plus

Follow the steps below to configure TIM Plus to listen for SMDR data from your Avaya IP Office v6+:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Avaya IP Office 6+	
Connection method	Listen for connections from PBX 🔹	
Host		
Port	9000	
Delete site	Cancel	

- 3. In the Site Properties window, select Avaya IP Office 6+ from the PBX model drop-down list.
- 4. In the Connection method field, select Listen for connections from PBX from the drop-down list.
- 5. Leave the Host field blank.
- 6. In the Port field, enter 9000.
- 7. Click on the Save button to apply the settings.

Avaya Matra 65xx series

These instructions help you configure your Avaya Matra 65xx series to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

The Avaya Matra 65xx series is outputting the SMDR data via a serial connection. You need to connect a serial cable between your Avaya Matra 65xx phone system and the PC running NetPBX. For more information about the output and configuration of the SMDR data, please contact your system maintainer.

Installing NetPBX

To collect the data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the steps below:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Avaya Matra 6500 👻	
Connection method	No connection required -	
Delete site	Cancel	e

- 3. In the Site Properties window, select Avaya Matra 6500 from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

Avaya Meridian Option Series

These instructions help you configure your Avaya Meridian Option Series to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

By default, the SMDR output in the Avaya Meridian Option Series is disabled. You need to speak to your system maintainer to have this enabled for incoming, outgoing and internal calls. Additionally, CLI, DNIS, response time and abandoned calls should be enabled for incoming calls.

You need to configure one of the TTY ports on the Meridian to output SMDR information and connect a serial cable between this port and the PC running NetPBX.

Using the following commands, configure each option as shown below:

1. Enable CDR (command: LD 21)

```
>LD 21
PT1000
REQ: PRT
TYPE: CDR
TYPE CDR DATA
CUST 0
TYPE CDR DATA
CUST 00
CDR YES
  IMPH NO
  OMPH NO
 AXID YES
  TRCR YES
  CDPR NO
  ECDR YES
  PORT [TTY port used on PBX]
CHLN 0
FCAF NO
```

2. Port Setup (command: LD 22)

>LD 22		
PORT	00 [<i>card</i>	Y port used on PBX] it resides on] that card] tion]
BPS	1200	← baud rate
BITL	8	← bit length
STOP	1	← stop bit
PARY	NONE	← parity
FLOW	NO	← flow control
USER	CTY	← type of TTY port for CDR
XSM	NO	

3. CDR Format (commands: LD 22; LD 17)

CDR Format (commands: LD 22; LD 17)

**** the following is part System config. for CDR printed in LD 22; changed in LD 17.

PARM LPIB 125 HPIB 50 500B 200 NCR 300 MGCR NULL CSQI 020 CSQO 020 NCPU 1 CFWS NO PCML MU ALRM YES ERRM ERR BUG AUD DTRB 100 TMRK 128

***** start CDR section

FCDR NEW

PCDR NO TPO NO TSO NO CLID NO DUR5 NO

******* end CDR section

CDR output port values:
Baud = 1200;
Data bits = 8;
Parity = None;
Stop bits = 1;
Flow control = DTR/RTS
Use CDR format #511 (Meridian / SL1-X11) or #526 (CS 1000 Rel 4+ / Meridian 1).

Installing NetPBX

The Meridian sends SMDR information via a serial connection. To collect the data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the steps below:

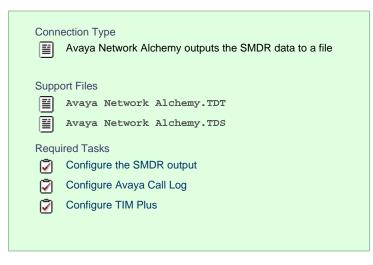
- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Avaya Meridian Option 👻	
Connection method	No connection required -	
Delete site	Cancel Save	

- 3. In the Site Properties window, select Avaya Meridian Option from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

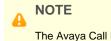
Avaya Network Alchemy

These instructions help you configure your Avaya Network Alchemy to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

The Avaya Network Alchemy uses the Avaya Call Log software to configure the SMDR data. As the application will be outputting the data to a file, the installation of the Avaya Call Log software needs to be performed on the same machine as TIM Plus. A copy of the Avaya Call Log application can be found on your Avaya Administration CD. Your system maintainer should be able to supply you with a copy of the software.



The Avaya Call Log software does not run as a Windows Service; therefore, you must ensure that the application is never stopped because you may lose SMDR data.

Configuring Avaya Call Log

Follow the steps below to configure the Avaya Call Log software:

- 1. Start the Avaya Call Log application.
- 2. From the File menu, select Select Unit .
- 3. In the first field, enter the IP address of your Avaya Network Alchemy.
- 4. In the second field, enter the password for your Avaya Network Alchemy and click the OK button.
- 5. From the File menu, select Log Option .
- 6. From the select Logging Information window, choose the Periodic option.
- 7. Type C:\Program Files\Tri-Line\TIM Plus\spool\data.{sitecode} in the Log Filename field, replacing {sitecode

} with the ID of the site you are logging. To obtain the ID of a site, hover the mouse pointer over it on the Directory page in TIM

Plus and it will be displayed as a tooltip as shown below:

Sites		Add	Properties
London	London (ID: 1)		A

8. Click on the OK button to apply the settings.

🜔 CallLogger	
<u>File View H</u> elp	
StartLogging	
Select Logging Information	? ×
 Periodic Daily Log to COM port COM1 Log Filename c:\program files\tri-line\tim \spool\data.1 	OK Cancel Help

Configuring TIM Plus

Follow the steps below to configure TIM Plus to receive SMDR data from your Avaya Network Alchemy:

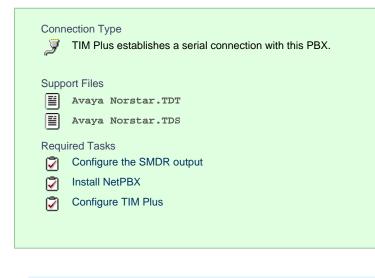
- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Avaya Network Alchemy 👻	
Connection method	No connection required 👻	
Delete site		ave

- 3. In the Site Properties window, select Avaya Network Alchemy from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the changes.

Avaya Norstar

These instructions help you configure your Avaya Norstar to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



To obtain the Avaya Norstar.TDT and Avaya Norstar.TDS support files, contact our Technical Support team.

Configuring your SMDR output

Follow the steps below to configure your Avaya Norstar to output SMDR data to TIM Plus. You must perform these operations from a system programming phone:

- 1. On your programming phone, press the Feature key, followed by 9 * 2 to access the CLI menu.
- 2. Press Next to display the Printer settings showing the baud rate that the data is sent at. To change this value, select

Change and choose a new baud rate.

- 3. Press Next to display the Format settings. Ensure this is set to Norstar.
- 4. Press Next to show Report settings. Ensure this is set to All.
- 5. Press the **RIs** button to complete the programming steps.

Installing NetPBX

The Avaya Norstar phone system sends SMDR information via a serial connection to the computer running TIM Plus. To collect serial data, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the following steps:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties

Site properties		[
PBX Options	Inactivity LCR T	Tariff Alarms
Name	London	
PBX model	Avaya Norstar	▼
Connection method	No connection required	▼
Delete site		Cancel
Delete Site		Cancer

- 3. In the Site Properties window, select Avaya Norstar from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to save settings.

Avaya Tenovis

These instructions help you configure your Avaya Tenovis to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR

For specific information about the output and configuration of the SMDR data of your Avaya Tenovis phone system, please contact your system maintainer.

Installing NetPBX

The Avaya Tenovis outputs its SMDR data via a serial connection. To collect the data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and follow the steps below:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options Name PBX model Connection method	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Avaya Tenovis i55 🔹	
Connection method	No connection required 👻	
Delete site	Cancel	

- 3. In the Site Properties window, select Avaya Tenovis i55 from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to save settings.

AYCTelecom

AYCTelecom IPcts

These instructions help you configure your AYCTelecom IPcts to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

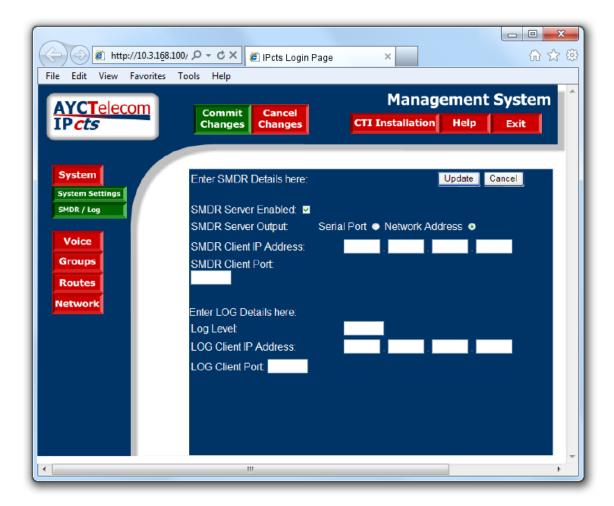
Conn ∛∓	ection Type TIM Plus listens for connections from this PBX.
Supp	ort Files
	AYCTelecom IPCTS.TDT
	AYCTelecom IPCTS.TDS
Requ	ired Tasks
2	Configure the SMDR output
	Configure TIM Plus
_	

Configuring your SMDR output

Follow the steps below to set up the SMDR output of your IPcts through its management web page:

- 1. Log in to your AYCTelecom IPcts management web page.
- 2. Select the System tab
- 3. Select the SMDR/Log tab and configure the fields on the page as below:
 - SMDR Server Enabled: Enable the check box.
 - SMDR Server Output: Choose Network Address.
 - SMDR Client IP Address: Enter the IP address of the computer running TIM Plus.
 - SMDR Client Port: Enter the TCP port number you want to send the SMDR data to. You can use any free TCP port, but we would recommend one in the 9000 range.
- 4. Click the Update button.
- 5. Click the Commit Changes button at the top of the page so save your settings.

Here is an example screenshot of the SMDR configuration screen from the AYCTelecom IPcts management web page:



Configuring TIM Plus

Follow the steps below to configure TIM Plus to listen for SMDR data from your AYCTelecom IPcts phone system:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

PBX Options Inactivity LCR Tariff Alarms	
Name London	
PBX model AYCTelecom IPCTS -	
Connection method Listen for connections from PBX -	
Host	
Port 9000	
Delete site Save	
	'

- 3. In the Site Properties window, select AYCTelecom IPCTS from the PBX model drop-down list.
- 4. In the Connection method field, select Listen for connections from PBX from the drop-down list.

- 5. Leave the Host field blank.
- 6. In the Port field, enter the TCP port that was configured on your AYCTelecom IPcts (e.g. 9000).
- 7. Click on the Save button to apply the changes.

BT

BT Inspiration

These instructions help you configure your BT Inspiration phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

To configure SMDR settings on your BT Inspiration you need to have a BT System Phone and be familiar with how to use it for system programming purposes. To enable SMDR output, follow the steps below:

- 1. From the programming position, press the phone setup key P and select System programming .
- 2. Enter the PIN and select System .
- 3. Select Call logging and choose Call logging on .
- 4. Press HANDSFREE/MONITOR to finish configuring the system.

Installing NetPBX

The BT Inspiration phone system sends SMDR information via a serial connection. To collect the data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and follow the steps below:

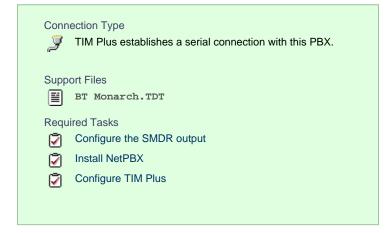
- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Si	te properties		X
	PBX Options	Inactivity LCR Tariff Alarms	
	Name	London	
	PBX model	BT Inspiration 👻	
	Connection method	No connection required -	
	Delete site	Cancel	

- 3. In the Site Properties window, select BT Inspiration from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

BT Monarch

These instructions help you configure your BT Monarch to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

Please contact your system maintainer for information about how to configure the SMDR output of your BT Monarch.

Installing NetPBX

The BT Monarch phone system sends SMDR information via a serial connection. To collect the data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and follow the steps below:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	BT Monarch 👻	
Connection method	No connection required 👻	
Delete site	Cancel Save	

- 3. In the Site Properties window, select BT Monarch from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

BT Pathway

These instructions help you configure your BT Pathway to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conr J	nection Type TIM Plus establishes a serial connection with this PBX.
Supp	port Files
	BT Pathway.TDT
Requ	lired Tasks
2	Configure the SMDR output
2	Install NetPBX
2	Configure TIM Plus

To obtain the BT Pathway.TDT interface file, contact our Technical Support team.

Configuring your SMDR output

To receive SMDR data from your BT Pathway you need to have a BT System Phone and be familiar with how to use it to perform system programming. To enable SMDR output, follow the steps below:

- 1. From the programming position, press the phone setup key P and select System programming .
- 2. Enter the PIN and select System .
- 3. Select Call logging and choose Call logging on .
- 4. Press HANDSFREE/MONITOR to finish.

Installing NetPBX

The BT Pathway phone system transmits SMDR information via a serial connection. To collect the data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and follow the steps below:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	BT Pathway 👻	
Connection method	No connection required 👻	
Delete site	Cancel Save	

- 3. In the Site Properties window, select BT Pathway from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

BT Versatility

These instructions help you configure your BT Versatility to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

The BT Versatility outputs its SMDR data via a serial port. The default communication parameters for this serial connection are:

- Speed 4800, 9600, 19200, 38400 or 115200 bps;
- Data 8 bits;
- Parity None.

The phone system has an in-built buffer to store the last 500 call records in case the receiving equipment becomes disconnected. This buffered data can be set to output to the serial port during system programming. An x-ON/x-OFF signal can be enabled to allow the Versatility to detect if a compatible device is receiving its SMDR data successfully. The Versatility can also be set to output SMDR data using restricted call logging, whereby the last four digits of any dialled number is masked out.

Follow the instructions below to configure your BT Versatility for use with TIM Plus:

Calls are printed out in the following format as they are completed:

1	2	3	4	5	6	7	8	9	10
O/G	1234	10/01/99	12.00:01	00:00:30	L01	S21	S21	:000.00	1234567
O/G		10/02/99	12.00:10	00:01:56	L02	S25	S25	:000.00	567890
I/C	5678	10/13/99	12.01:13	00:06:32	L03	S22	S24	:000.00	

The explanation of the data output is as follows:

Column Number	Data Output Explanation		
1	Incoming (I/C) or Outgoing (O/G) call		
2	Account Codes		
3	Date (day/month/year)		
4	Start time		
5	Duration of the call		
б	Line used		
7	Initiating Extension		
8	Terminating Extension		
9	Cost. (Not Available)		
10	Digits entered (outgoing calls only)		

To enable/disable Call Logging

Call Logging is disabled by default on power up.

- From the Programming Extension, press the PROGRAMME Key
- Press the Scroll Down Key (>) until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'System'.
- Press the Scroll Down Key (¥) until 'Call logging' is displayed.
- Select 'Call logging'.
- Select either 'Call logging On', 'Call logging off'. 'Restricted call log ON', 'Enable Xon / Xoff' or 'Print Log'

Press the Hands-free Key to finish programming.

To prevent calls from individual Extensions being logged

If Call Logging is enabled, then by default all calls from all extensions will be logged. However individual extensions can be programmed to prevent their calls being logged.

- From the Programming Extension, press the PROGRAMME Key
- Press the Scroll Down Key (¥) until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Extensions'.
- Press the Scroll Down Key (¥) until 'No call logging' is displayed.
- Select 'No call logging'.
- Select the Extensions whose calls are not to be logged. The selected Extensions will be indicated with a ♦.

Press the Hands-free Key to finish programming.

To set the call logging interface speed for connecting a Printer or PC

- From the Programming Extension, press the PROGRAMME Key
- Press the Scroll Down Key (¥) until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'System'.
- Press the Scroll Down Key (¥) until 'Set v24 baud rate' is displayed.
- Select 'Set v24 baud rate'.
- Select the speed you require 4800, 9600,19,200, 38,400 or 115,200 bps.

Press the Hands-free Key to finish programming.

Note: To connect a printer or PC for call logging, use the call logging interface module and cable provided and connect one end to the V24 interface on the CCU and the other end to the serial device e.g. a PC or a printer.

Installing NetPBX

To collect the SMDR data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and follow the steps below:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

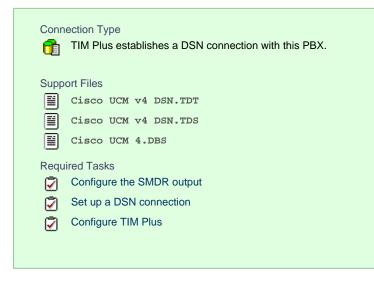
Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	BT Versatility 🗸	
Connection method	No connection required -	
Delete site	Cancel Save	

- 3. In the Site Properties window, select BT Versatility from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

Cisco

Cisco UCM (below v5)

These instructions help you configure your Cisco UCM to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

This version of the Cisco UCM stores its call records in a Microsoft SQL Server database. However, by default, this functionality is not

enabled. To enable it, the following settings must be configured on the Publisher using the Service Parameters configuration window:

- CDR Enabled
- CDR Log Calls With Zero Duration Flag
- Call Diagnostics Enabled

This version of the UCM outputs its call records to a table named CallDetailRecord in a database entitled CDR. Rather than have TIM Plus read and remove CDRs from the live CallDetailRecord table, we recommend you replicate this into a second table - leaving the original intact - so that it may be used by other applications that require it. Normally, there already exists a SQL User with the following credentials:

- Username: CiscoCCMCDR
- Password: dipsy

To set up replication you may need to speak to your database administrator or your Cisco UCM maintainer. Ensure that the SQL user described above has full access rights to this replicated table.

You need to know the following information in order for TIM Plus to be able to connect to the Cisco UCM CDR database:

- The IP address or hostname of the Microsoft SQL Server database located on the Publisher node.
- The username and password to connect to the CDR database.

Setting up a DSN connection for TIM Plus

To enable TIM Plus to work with your Cisco UCM, you first need to set up a DSN connection. Follow the steps below to perform this task within Microsoft Windows:

- 1. Open Windows Control Panel
- 2. Double click on the Administrative tools icon
- 3. Double click on the Data Sources (ODBC) icon to open the ODBC Data Source Administrator window

For a 64 bit system, access the ODBC Data Source Administrator from the following location C:\Windows\ SysWOW64\odbcad32.exe

- 4. Select the System DSN tab and click the Add button
- 5. Select SQL Server from the list of available drivers and click Finish
- 6. In the Name field, enter CCM
- 7. In the Description field enter the following: TIM Plus link to CCM
- 8. In the Database name field enter the database type e.g SQL, MySQL etc.
- 9. In the server drop-down list select the Cisco UCM Publisher IP address or machine name
- 10. Click the Next button
- 11. Select the option With SQL Server authentication using a login ID and password entered by the user, then click Next
- 12. Enable the checkbox Change the default database to: , select CDR , then click the Next button

- 13. Click the Finish button
- 14. Click the Test Data Source button to verify your settings and, if the test is successful, click OK
- 15. Click the OK button to close the control panel applet

An example of an ODBC setup is shown below:

📢 ODBC Data Source Administrator	<u>? ×</u>
User DSN System DSN File DSN Drivers Tracing Connection F	Pooling About
System Data Sources:	
Name Driver	Add
CCM SQL Server	Remove
	Configure
An ODBC System data source stores information about how the indicated data provider. A System data source is visib on this machine, including NT services.	
OK Cancel Apply	Help

Configuring TIM Plus

Once the DSN connection has been set up, log in to TIM Plus and perform the steps below:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms Sync	
Name	London	
PBX model	Cisco UCM v4 DSN 👻	
Connection method	Connect to a system DSN 🗸	
DSN name	Cisco UCM v4 DSN 🗸	
Frequency	5	
DB Script	Cisco UCM v4 DSN 👻	
		- 1
Delete site	Cancel Save	

- 3. In the Site Properties window, select Cisco UCM v4 DSN from the PBX model drop-down list.
- 4. Select Connect to a system DSN from the Connection method drop-down list.

- 5. Select Cisco UCM v4 DSN from the DSN name drop-down list.
- 6. Enter 5 in the Frequency field.
- 7. Select Cisco UCM v4 DSN from the DB script drop-down list.
- 8. Click the Save button to apply the settings.

Cisco UCM / Business Edition (Call Manager) version 5+

These instructions help you configure your Cisco UCM version 5.0 - 8.6 to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn	ection Type TIM Plus receives FTP transfers from this PBX.
Supp	ort Files
	Cisco UCM 5+.TDT
	Cisco UCM 5+.TDS
Requ	ired Tasks
2	Create Cisco Application User for AXL sync
2	Configure Cisco AXL sync
2	Configure TIM Plus to receive data by FTP
2	Set up FTP/SFTP in Cisco UCM

Create Cisco Application User for AXL sync

To enable TIM Plus to query the Cisco database, you need to create an Application User on your Cisco UCM. Follow the steps below to complete this task:

1. Connect to the web management interface of your UCM node and select Cisco Unified CM Administration from the Navig

ation drop-down list.

- 2. Log in to the system and click User Management from the main menu. Select Application User from the drop-down list.
- 3. Click Add New to create a new user:

User ID: TIM_AXL

Password: Clsco

Confirm Password: Clsco

-Application User Info	rmation —				
User ID*	TIM_AXL				
Password	••••				
Confirm Password	••••				
Digest Credentials					
Confirm Digest Credenti	als				
Presence Group*	Standard Presence group	•			
Accept Presence Sub	scription				
Accept Out-of-dialog	REFER				
Accept Unsolicited No					
Accept Replaces Hea	Accept Replaces Header				

The credentials above are shown as an example. In the interests of security, you should choose your own values	s.

- 4. Scroll down to the Permissions Information section and click Add to User Group [.
- 5. In the new window, enter Standard Tab and then click Find . Tick the Standard TabSync User box, and then click on the

Add Selected tab.			
User Group (1 - 1 of 1)			
Find User Group where Name	begins with 👻	Standard tab	Find Clear Filter
			Standard TabSync User
Select All Clear All	Add Selected	Close	

6. Click Save to apply the settings.

Configuring Cisco AXL sync

Follow the steps below to configure TIM Plus to synchronise with the directory of your Cisco UCM:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .
- 3. In the Site Properties window, select the Sync tab.
- 4. Tick the synchronise with the following device box, and enter your UCM details, as shown below:

Site properties		×
PBX Options In	activity LCR Tariff Alarms Sync	
Synchronise with the follow	ving device every 1 hours -	
Host	192.168.1.1 8443	
Enter the login details of a	n Application User that is authorised to access the system	
Username	TIM_AXL	
Password	Set	
Sync now	Cancel Save	
		-

- 5. In the Host field, enter the IP address of the UCM Publisher node.
- 6. In the Username field, enter the username of the Cisco Application User you configured in the previous section, e.g. TIM_AXL.
- 7. Click on the Set button and enter the password of the Cisco Application User you configured in the previous section, e.g. Clsco , then click OK .
- 8. Click on the Save button to apply the settings.

TIM Plus will now connect to your Cisco UCM and synchronise with its directory.

Configuring TIM Plus to receive data by FTP

Follow the steps below to configure TIM Plus to receive data from your Cisco UCM:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties	\mathbf{X}
PBX Options	Inactivity LCR Tariff Alarms Sync
Name	London
PBX model	Cisco UCM 5+
Connection method	Receive FTP transfers from PBX 🔹
	Use SFTP protocol
Username	Cisco
Password	••••
Delete site	Cancel Save

- 3. In the Site Properties window, select Cisco UCM 5+ from the PBX model drop-down list.
- 4. In the Connection method field, select Receive FTP transfers from PBX from the drop-down list.
- 5. In the Username field, enter the username you created when setting up your Cisco UCM for FTP/SFTP transfers, e.g. TIM.
- 6. In the Password field, enter the password you chose when setting up your Cisco UCM for FTP/SFTP transfers, e.g. Ciscoftp.

7. Click on the Save button to apply the changes.

Set up FTP/SFTP in Cisco UCM

You will need to configure your Cisco UCM to send the CDR data to TIM Plus. Note that the UCM can be configured with cluster wide or server specific settings, depending on how the system maintainer has installed it. Please note that, by default, CDR records are turned off.

1. Log in to Cisco UCM Administration and from the left-hand menu click on the System tab and select

Service Parameters .

- 2. Choose your UCM node from the server drop-down list.
- 3. Select Cisco Call Manager from the Service drop-down list.
- 4. In the System section, change the CDR Enabled Flag to True. Enable this parameter on all servers within the cluster you want to

log calls for.

System		
CDR Enabled Flag *	True	-
CDR Log Calls with Zero Duration Flag *	True	•
Digit Analysis Complexity *	StandardAnalysis	•

- 5. Change the CDR Log Calls with Zero Duration Flag to True. This parameter enables or disables the logging of CDRs for calls which did not connect.
- 6. Click on the Save button.
- 7. Click on the Navigation drop-down list from the top right-hand corner, and select Cisco Unified Serviceability. You may need to log in with a user account that has administrative permissions.
- 8. Select Tools , then click on the CDR Management tab.
- 9. Click the Add New button. You will now see the Billing Application Server Parameters window. Enter the following parameters:

Host Name / IP Address: The IP address or hostname of the machine running TIM Plus.

User Name: Enter a user name for FTP/SFTP transfers (e.g. TIM)

Password: Enter a password for the FTP account (e.g. Ciscoftp)

Protocol: Select FTP or SFTP as desired.

Directory Path: Enter a forward-slash character to indicate root (/).

Remove the tick from Resend on Failure.

<u>A</u> larm v <u>T</u> race v To <u>p</u> ls v <u>S</u> nr	np ▼ <u>H</u> elp ▼		
CDR <u>M</u> anagement			
1 2			
Billing Application Server Pa	irameters	 	
Host Name / IP Address*	192.168.0.22		
User Name*	TIM		
Password*	•••••		
Protocol*	FTP •		
Directory Path*	1		
Resend on Failure			

10. Next, click on the Add button to complete the billing server configuration. The UCM node will check that the FTP/SFTP details

are valid and will write a test file to the FTP/SFTP directory. If this fails, you should double-check the details you entered.

Cisco UCME / UC500 (Call Manager Express)

The Cisco UCME / UC500 can be configured to send RADIUS or SysLog events. Click on one of the links below for your preferred connection method.

Cisco recommends that you use RADIUS events because they provide more detailed call logging information.

Cisco UCME / UC500 - RADIUS

These instructions help you configure your Cisco UCME / UC500 to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn O	ection Type TIM Plus captures RADIUS packets from this PBX.
Supp	ort Files
	Cisco UCME - RADIUS.TDT
	Cisco UCME - RADIUS.TDS
Requ	ired Tasks
2	Configure UCME to send RADIUS events
2	Configure Cisco AXL sync
2	Configure TIM Plus to capture RADIUS packets

Configuring UCME to send RADIUS events

Use Telnet to connect to the IP address of your UCME as shown below:

Once connected, enter the following commands to enable the UCME to send RADIUS events to TIM Plus:

Step	IOS commands	Description
1	enable	Causes the UCME to enter EXEC mode. Type your EXEC password if requested
2	conf t	Enters the global configuration mode
3	aaa new-model	Enables aaa accounting mode
	aaa accounting connection h323 start-stop group RADIUS	
	gw-accounting aaa	
	acct-template callhistory-detail	
4	RADIUS-server host 192.168.0.1 auth-port 0 acct-port 1612	Specifies the IP address and port of TIM Plus's RADIUS, to which CDR data will be sent, e.g. 192.16 8.0.1:1612
5	RADIUS-server key Clsco	Specifies a RADIUS authentication secret that will be used by TIM Plus (configured in the next section), e.g. Clsco
6	RADIUS-server vsa send accounting	Enables VSA events
7	end	Exits configuration mode
8	wr	Saves the changes

Configuring Cisco AXL sync

Follow the steps below to configure TIM Plus to perform directory synchronisation with your Cisco UCME:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .
- 3. In the Site Properties window, select the Sync tab.
- 4. Tick the option entitled synchronise with the following device .

Site prope	erties						X
PBX	Options	Inactivity	LCR	Tariff	Alarms	Sync	
👿 Synchro	nise with the f	ollowing device	e every 1	hours -			
Host		192.168	.1.1	23			
Optiona	lly, enter a us	ername and pa	ssword to acc	cess IOS			
Userna	me	IOS Log	in				
Passwo	ord	Se	t				
Sync now					Ca	incel	Save

- 5. In the Host field, enter the IP address of your UCME.
- 6. In the Port field, enter the port number of the IOS service, e.g. 23 .
- 7. In the Username field, enter the username of the IOS login that can perform synchronisation.
- 8. Click on the Set button and enter the password of the IOS login that can perform synchronisation.
- 9. Click on the Save button to apply the changes.

Configuring TIM Plus to capture RADIUS packets

Follow the steps below to configure TIM Plus to receive RADIUS data from your UCME:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties

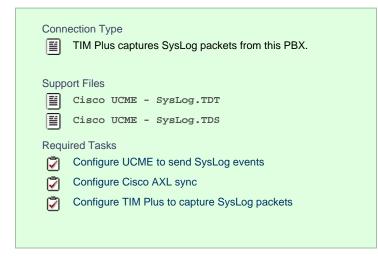
Site properties		X
PBX Options	Inactivity LCR Tariff Alarms Sync	
Name	London	
PBX model	Cisco UCME - RADIUS	
Connection method	RADIUS connection 👻	
Client IP	192.168.1.1	
Secret	•••••	
Delete site	Cancel Save	
Delete site	Cancer Save	

- 3. In the Site Properties window, select Cisco UCME RADIUS from the PBX model drop-down list.
- 4. In the Connection method field, select RADIUS connection from the drop-down list.
- 5. In the Client IP field, enter the IP address of your UCME.
- 6. In the secret field, enter the RADIUS-server key you configured on your UCME in the section above, e.g. Clsco.

7. Click on the Save button to apply the settings.

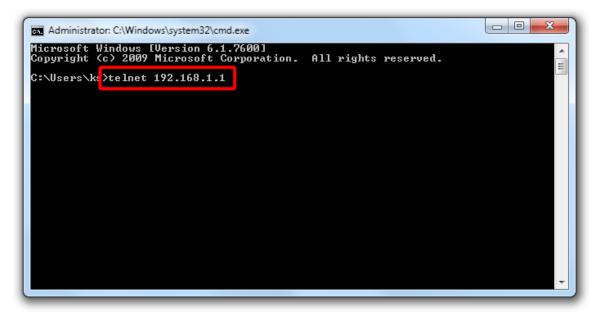
Cisco UCME / UC500 - SysLog

These instructions help you configure your Cisco UCME / UC500 to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring UCME to send SysLog events

Use Telnet to connect to the IP address of your UCME as shown below:



Once connected, enter the following commands to enable the UCME to send SysLog events to TIM Plus:

Step	IOS commands	Description
1	enable	Causes the UCME to enter EXEC mode. Type your EXEC password if requested
2	conf t	Enters the global configuration mode

3	aaa new-model	Enables aaa accounting mode
	aaa accounting connection h323 start-stop group SysLog	
	gw-accounting syslog	
	acct-template callhistory-detail	
4	logging 192.168.0.1	Specifies the IP address of TIM Plus's SysLog server, to which CDR data will be sent, e.g. 192.16 8.0.1
5	end	Exits configuration mode
6	wr	Saves changes

Configuring Cisco AXL sync

Follow the steps below to configure TIM Plus to perform directory synchronisation with your Cisco UCME:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .
- 3. In the Site Properties window, select the Sync tab.
- 4. Tick the option entitled synchronise with the following device.

Site properties			×
PBX Options In:	ctivity LCR Tariff	Alarms Sync	1
Host	192.168.1.1 23		
Optionally, enter a usernar	ne and password to access IOS		
Username	IOS Login		
Password	Set		
Sync now		Cancel Save	

- 5. In the Host field, enter the IP address of your UCME.
- 6. In the Port field, enter the port number of the IOS service, e.g. ${\tt 23}$.
- 7. In the Username field, enter the username of the IOS login that can perform synchronisation.
- 8. Click on the Set button and enter the password of the IOS login that can perform synchronisation.
- 9. Click on the Save button to apply the changes.

Configuring TIM Plus to capture SysLog packets

Follow the steps below to configure TIM Plus to receive SysLog data from your Cisco UCME:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms Sync	
Name	London	
PBX model	Cisco UCME - SysLog 🗸	
Connection method	SysLog connection 👻	
Client IP	192.168.1.1	
Delete site	Cancel Save	
		_

- 3. In the Site Properties window, select Cisco UCME SysLog from the PBX model drop-down list.
- 4. In the Connection method field, select SysLog connection from the drop-down list.
- 5. In the Client IP field, enter the IP address of the UCME.
- 6. Click on the Save button to apply the settings.

DrayTek

DrayTek UG-Vigour

These instructions help you configure your Draytek phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn E	ection Type TIM Plus captures SysLog packets from this PBX.
Supp	ort Files
	Draytek.TDT
	Draytek.TDS
Requ	ired Tasks
2	Configure your router
2	Configure TIM Plus

Configuring your router

Follow the steps below to enable SysLog events on your DrayTek phone system:

 Access the web interface of your DrayTek router and navigate to System Maintenance >> SysLog/Mail Alert Setup, as shown below:

SysLog / Mail Alert Setup		
SysLog Access Setup Syslog Save to: Syslog Save to: Syslog Server USB Disk Router Name Server IP Address 192.168.1.10 Destination Port 514 Enable syslog message: Firewall Log VPN Log User Access Log Call Log WAN Log Router/DSL information	Mail Alert Setup Enable SMTP Server Mail To Return-Path Authentication User Name Password Enable E-Mail Alert: Ø DOS Attack Ø IM-P2P	Send a test e-mail

- 2. Check the Enable box to activate the SysLog fuction.
- 3. Check the Syslog Server box to save the logs directly to the server.
- 4. Enter the IP address of TIM Plus's SysLog server, to which CDR data will be sent.
- 5. Check the Call Log box to enable the output of call logging data.
- 6. Click on the OK button to save the settings.

Configuring TIM Plus

Follow the steps below to configure TIM Plus to receive SysLog data from your DrayTek phone system:

- 1. Log in to TIM Plus and click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Draytek 👻	
Connection method	SysLog connection -	
Client IP	192.168.0.1	
Delete site		

- 3. In the Site Properties window, select Draytek from the PBX model drop-down list.
- 4. In the Connection method field, select SysLog connection from the drop-down list.
- 5. In the Client IP field, enter the IP address of your DrayTek router.
- 6. Click on the Save button to apply the settings.

Ericsson

Ericsson BP

Please refer to Aastra BP.

Fujitsu

Fujitsu Rhapsody Rio

These instructions help you configure your Fujitsu Rhapsody Rio phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

The Fujitsu Rhapsody Rio phone system sends SMDR information via a serial connection. You need to directly connect a serial cable from the Fujitsu Rhapsody Rio phone system to the PC that NetPBX is installed and running on. For more information about the output and configuration of your SMDR data, please contact your system maintainer.

Installing NetPBX

To collect call logging data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the following steps:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties	×
PBX Options	Inactivity LCR Tariff Alarms
Name	London
PBX model	Fujitsu Rhapsody Rio 👻
Connection method	No connection required -
Delete site	Cancel

- 3. In the Site Properties window, select Fujitsu Rhapsody Rio from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

GEC

GEC BTEX

These instructions help you configure your GEC BTEX phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

Note that the GEC BTEX can output SMDR information in multiple formats. You should select the 600s format for use with TIM Plus.

The GEC BTEX phone system sends SMDR information via a serial connection. You need to directly connect a serial cable from the GEC BTEX phone system to the PC that NetPBX is installed and running on.

For more information about the output and configuration of your SMDR data, please contact your system maintainer.

Installing NetPBX

To collect the call logging data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the steps below:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	GEC BTEX600S 🗸	
Connection method	No connection required -	
Delete site	Cancel Save	

- 3. In the Site Properties window, select GEC BTEX 600S from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

Inter-Tel

Inter-Tel Axxess up to V7.x

Please refer to Mitel 5000-7000.

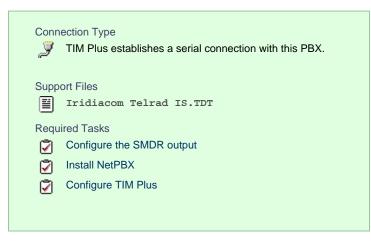
Inter-Tel Axxess V8 plus

Please refer to Mitel 5000-7000.

Iridiacom

Iridiacom Telrad

These instructions help you configure your Iridiacom Telrad phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

The Iridiacom Telrad phone system sends SMDR information via a serial connection. You need to directly connect a serial cable from the Iridiacom Telrad phone system to the PC that NetPBX is installed and running on.

For more information about the output and configuration of your SMDR data, please contact your system maintainer.

Installing NetPBX

To collect call logging data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the following steps:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Iridiacom Telrad IS 🔹	
Connection method	No connection required 👻	
Delete site	Cancel Save	

- 3. In the Site Properties window, select Iridiacom Telrad IS from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings

IPCortex

VolPCortex

These instructions help you configure your VoIPCortex phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn	ection Type TIM Plus establishes a TCP connection to this PBX.
Supp	ort Files
	VoIPCortex.TDT
	VoIPCortex.TDS
Requ	ired Tasks
2	Configure the SMDR output
Ŵ	Configure TIM Plus
_	

Configuring your SMDR output

Follow the steps below to enable the SMDR output on your VoIPCortex phone system:

1. Log in to the VolPCortex phone system using your admin username and password.

ipcortex	ipcortex.tri-line.net
public phonebook jogon help serial Number: 107065 Luicread to: Loan Luicread to: Loan Luicread to: Loan GPL Software Licence PCorfer: Lid Software Licence	Username: Password: UK Logon Username: Password: UK Note that login to this site requires that your browser accept cookies. We plant a cookie to be sent back to this server only, which expires at the end of your session to hold your login state If you have lost your password, click here
2. Click on the System	tab and from the left-hand side menu expand the Global tree node.

3. In the Passwords section, create a password to allow event to be retrieved by TIM Plus, as shown below:

	ipcortex.tri-	line.net	
ipcortex	👗 user 🏾 🎼 system 🔍 🕕 pabx 🕇 👼 routing	🛞 record 🛛 🥔 call-log	imonitor
ॐ phone hardware ॒॑ remote phonebooks	Manage Global Settings		
system backup shutdown / reboot	NOTE: It is possible that the system will need to be ro settings marked * are altered. Settings marked ** req before being used.		Update
🕵 global 🔍 network	Def	ault passwords	
telephony	Description of Setting	Current	Change to
	Admin PIN for phones	0000	0000
passwords	Admin PIN for phone provisioning		
🧊 🔍 general	Default voicemail PIN	000	000
dhcp server	Nightmode PIN	0000	0000
🕒 handsets	IVP. recording PIN	0000	0000
advanced	User PIN overrides call barring	false / off	
advanced/network	User PIN overrides phone rights	false / off	
advanced/groups	Password for Sugar CRM / Voice RD		
🐚 high availability	Password for xtelsio	tntnet1	tntnet1
Y remote support	Password for Call Data Collection	tntnet	
👗 upgrades			Update
1			
🕌 logout			
👔 help			
Serial Number: 107055 Licenced to: Loan Build Type: ISDN2e / 110304 INAC Address: CIRCMS786010dd GPL Software Licence			
IP Cortes Ltd Software Licence			

4. Once you have completed the configuration, restart the phone system for the changes to take affect.

Configuring TIM Plus

Follow the steps below to configure TIM Plus to collect SMDR data from your VoIPCortex phone system:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	VoIPCortex 👻	
Connection method	Actively connect to PBX 🔹	
Host	192.168.1.1	
Port	5038	
Username	xtelsio	
Password	•••••	
Connection script	VoIPCortex 👻	
Delete site	Cancel	

3. In the Site Properties window, select VoIPCortex from the PBX model drop-down list.

- 4. In the Connection method field, select Actively connect to PBX from the drop-down list.
- 5. In the Host field, enter the IP address of your VoIPCortex.
- 6. In the Port field, enter 5038.
- 7. Leave the Username field, enter xtelsio.
- 8. In the Password field, enter the password you configured in the phone system.
- 9. In the Connection script field, select VoIPCortex from the drop-down list.
- 10. Click on the Options tab and tick the box Timestamp received data.

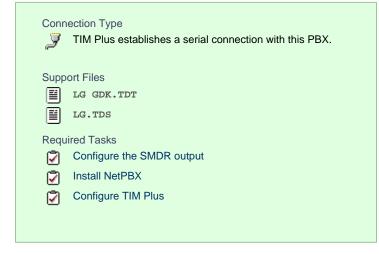
Site properties
PBX Options Inactivity LCR Tariff Alarms
Save a backup of any data received from this PBX, to the following file: {app}\backup\backup-{year}-{month}-{day}.{uiv}
✓ Timestamp received data
 Binary data Delay processing of received data by 250 ms
Cancel Save

11. Click on the Save button to apply the settings.

LG

LG GDK

These instructions help you configure your LG GDK phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

The LG GDK phone system sends SMDR information via a serial connection. You need to directly connect a serial cable from the LG GDK phone system to the PC that NetPBX is installed and running on.

Since the LG GDK doesn't have the SMDR output enabled by default, you need to ask your system maintainer to enable SMDR logging for outgoing, incoming and abandoned calls.

Installing NetPBX

To collect call logging data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the following steps:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	LG GDK	
Connection method	No connection required 👻	
Delete site	Cancel Save	

- 3. In the Site Properties window, select LG GDK from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

LG iPECS

The LG iPECS can be configured to send its SMDR data over a serial (RS232) or an IP connection. Click on one of the links below that relates to your preferred connection method.

LG iPECS - Serial connection

These instructions help you configure your LG iPECS phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configure the SMDR output

The SMDR output in LG iPECS is disabled by default. To enable the output, you need to amend the following settings in the programming sections below:

SMDR Attributes (PGM 177)

Field	Description
Save Enable	Leave this as the default which is unticked
Print Enable	This needs to be enabled by clicking on the check box
SMDR Record Call Type	This needs to be set to 'All Calls', you will need to select this from the drop-down list
Records In Detail	This needs to be enabled by clicking on the check box
Print Incoming Call	This needs to be enabled by clicking on the check box
Print Lost Call	This needs to be enabled by clicking on the check box
SMDR Dial Digit Hidden	Leave this as the default which is '0'
SMDR Currency Unit	Leave this as the default which is blank
SMDR Cost Per Metering Pulse	Leave this as the default which is blank
SMDR Fraction	Leave this as the default which is '0'
SMDR Start Time	Leave this as the default which is '0'
SMDR Hidden Digit	Leave this as the default which is 'Right'
Long Distance Call Digit Counter	Leave this as the default which is '0'
Long Distance Code (Max 2 Digits)	Leave this as the default
MSN Print on SMDR	Leave this is the default which is unticked
Print Caller Number	This needs to be enabled by clicking on the check box

Here is an example of a populated SMDR Attributes screen:

	Administration	S/W Upgrade	System Management	
Board Based Data	SMDR Attributes]			
CO Line Data	[SMDK Altroutes]			
) System Data	Attribute	Value	Range	Save
System Attributes(160~161)	Save Enable	OFF 💌		
System Password(162)	Print Enable	ON 🔽		
Alarm Attributes(163)	Record Type	All Call		
Attendant Assignment(164)	Long Distance Call Digit Counter	7	07-15	
Multicast RTP/RTCP(165)	Print Incoming Call			
DISA COS(166)	Print Lost Call			
DID/DISA Destination(167)	Records In Detail			
External Control Contacts(168)			0.0	
LCD Display Mode(169)	Hidden Dialed Digit	0	0-9	
LED Flashing Rate(170)	Dialed Digit Hide Option	Right 💌		
Music Sources(171)	SMDR Currency Unit		Max 3 characters	
PBX Access Codes(172)	SMDR Cost Per Metering Pulse	000000	Must be 6 digits	
RLP Priority(173)	SMDR Decimal Location	0	0-5	
RS-232 Port Settings(174)	Start Timer	0 (*1sec)	000-250	
Serial Port Selections(175)	SMTP Mail Server IP Address	0.0.0.0		
Break / Make Ratio(176)	SMDR User Mail Address		MAX 40 characters	
SMDR Attributes(177)	SMDR System Domain Name		MAX 18 characters	
System Date & Time(178)	SMDR Mail Send Weekly Set	N/A 🔽		
System Multi Language(179)	SMDR Mail Send Daily Set		00-23	
System Timers(180~182,186)	SMDR Mail Auto Send Set			
In Room Indication(183)				
Web Access Authorization	SMDR Mail Auto Delete Set			
NTP Attnbutes(195)		10	Max 2 digits	
SNMP Attribute(196)		2	Max 2 digits	
Cabinet Attribute(197)	Long Distance Code	3	Max 2 digits	
Hot Desk Attributes(250)		4	Max 2 digits	
System Call Routing(251)		5	Max 2 digits	
CO Call Rerouting(252)	SMDR Ring/CLI/CPN Service-I	Ring 💌		
System Speed Dial	SMDR Ring/CLI/CPN Service-II	CPN 💌		
Custom Messages	Print MSN	OFF -		
Station Group Data	Print Serial No			
ISDN Line Data	SMDR Interface Service			
ISDN Attributes(200)				
CLIP/COLP Table(201)	SMDR ICM Save			
MSN Table(202)	SMDR ICM Print			
ICLID Route Table(203)	SMDR Disconnect Cause			
ICLID Ring Assignment(204)	Long Time Call	0 (*10min)	000-144	

Printer Port Selection (PGM 175)

In the Printer Port Selection (PGM 175) window, set Info/On-line SMDR to COM1/COM2 to send call logging data by serial port.

ISDN Attributes (PGM 200)

To enable CLI information in the call records produced by your LG iPECS, you need to set the CLI Print To Serial to ON, as shown below:



Installing NetPBX

If your LG iPECS has been configured to send SMDR data via a serial connection, you first need to install the NetPBX software to collect data from the serial port and send it to TIM Plus. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the following steps:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties	٥	<
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	LG iPECS 🗸	
Connection method	No connection required -	
Delete site	Cancel	

- 3. In the Site Properties window, select LG iPECS from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.

5. Click on the Save button to apply the settings.

LG iPECS - IP connection

These instructions help you configure your LG iPECS phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn	ection Type TIM Plus establishes a TCP connection to this PBX.
Supp	ort Files
	LG iPECS.TDT
	LG.TDS
Requ	ired Tasks
2	Configure the SMDR output
	Configure TIM Plus
_	

Configuring the SMDR output

The SMDR output in LG iPECS is disabled by default. To enable the output, you need to amend the following settings in the programming sections below:

SMDR Attributes (PGM 177)

Field	Description
Save Enable	Leave this as the default, which is unticked
Print Enable	This needs to be enabled by clicking on the check box
SMDR Record Call Type	This needs to be set to 'All Calls', you will need to select this from the drop-down list
Records In Detail	This needs to be enabled by clicking on the check box
Print Incoming Call	This needs to be enabled by clicking on the check box
Print Lost Call	This needs to be enabled by clicking on the check box
SMDR Dial Digit Hidden	Leave this as the default which is '0'
SMDR Currency Unit	Leave this as the default which is blank
SMDR Cost Per Metering Pulse	Leave this as the default which is blank
SMDR Fraction	Leave this as the default which is '0'
SMDR Start Time	Leave this as the default which is '0'
SMDR Hidden Digit	Leave this as the default which is 'Right'
Long Distance Call Digit Counter	Leave this as the default which is '0'
Long Distance Code (Max 2 Digits)	Leave this as the default

MSN Print on SMDR	Leave this is the default which is unticked
Print Caller Number	This needs to be enabled by clicking on the check box

Here is an example of a populated SMDR Attributes screen:

ipecs	Administration	S/W Upgrade	System Management	
D Board Based Data	SMDR Attributes]			
© CO Line Data				_
🛛 System Data	Attribute	Value	Range	
System Attributes(160~161)	Save Enable	OFF 💌		
System Password(162)	Print Enable	ON 💌		
Alarm Attributes(163)	Record Type	All Call		
Attendant Assignment(164)	Long Distance Call Digit Counter	7	07-15	
Multicast RTP/RTCP(165)	Print Incoming Call	ON V		
DISA COS(166)	Print Lost Call			
DID/DISA Destination(167)	Records In Detail			
External Control Contacts(168)	Hidden Dialed Digit		0-9	
LCD Display Mode(169)		Right 🔻		
LED Flashing Rate(170)	Dialed Digit Hide Option		Max 3 characters	
Music Sources(171)	SMDR Currency Unit			
PBX Access Codes(172)	SMDR Cost Per Metering Pulse	000000	Must be 6 digits	
RLP Priority(173)	SMDR Decimal Location	0	0-5	
RS-232 Port Settings(174)	Start Timer	0 (*1sec)	000-250	
Serial Port Selections(175)	SMTP Mail Server IP Address	0.0.0.0		
Break / Make Ratio(176) SMDR Attributes(177)	SMDR User Mail Address		MAX 40 characters	
Swirk Attributes(177) System Date & Time(178)	SMDR System Domain Name		MAX 18 characters	
System Multi Language(179)	SMDR Mail Send Weekly Set	N/A 💌		
System Timers(180~182,186)	SMDR Mail Send Daily Set	00	00-23	
In Room Indication(183)	SMDR Mail Auto Send Set	OFF 💌		
Web Access Authorization	SMDR Mail Auto Delete Set	OFF 💌		
NTP Attributes(195)		1 0	Max 2 digits	
SNMP Attribute(196)		2	Max 2 digits	
Cabinet Attribute(197)	Long Distance Code	3	Max 2 digits	
Hot Desk Attributes(250)		4	Max 2 digits	
System Call Routing(251)		5	Max 2 digits	
CO Call Rerouting(252)	SMDR Ring/CLI/CPN Service-I	Ring -		
System Speed Dial	SMDR Ring/CLI/CPN Service-II	CPN V		
Custom Messages	Print MSN			
Station Group Data	Print Serial No			
ISDN Line Data				
ISDN Attributes(200)	SMDR Interface Service	OFF		
CLIP/COLP Table(201)	SMDR ICM Save	OFF 🔽		
MSN Table(202)	SMDR ICM Print			
ICLID Route Table(203)	SMDR Disconnect Cause			
ICLID Ring Assignment(204)	Long Time Call	0 (*10min)	000-144	

Printer Port Selection (PGM 175)

In the Printer Port Selection (PGM 175) window, set Info/On-line SMDR to Telnet 1 to send call logging data to TIM Plus over TCP to port 23.

ISDN Attributes (PGM 200)

To enable CLI information in the call records produced by your LG iPECS, you need to set the CLI Print To Serial to ON, as shown below:



Configuring TIM Plus

If your LG iPECS has been configured to send its call logging data via TCP/IP, follow the steps below to configure TIM Plus:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	LG iPECS 🗸	
Connection method	Actively connect to PBX 👻	
Host	192.168.1.1	
Port	23	
Username		
Password		
Connection script	Generic Simple 🗸	
Delete site	Cancel Save	

- 3. In the Site Properties window, select LG iPECS from the PBX model drop-down list.
- 4. In the Connection method field, select Actively connect to PBX from the drop-down list.
- 5. In the Host field, enter the IP address of your LG iPECS.
- 6. In the Port field, enter 23.
- 7. Leave the Username and Password fields blank.
- 8. In the Connection script field, select Generic Simple from the drop-down list.
- 9. Click on the Save button to apply the settings.

LG IPLDK

The LG IPLDK can be configured to send its SMDR data via a serial (RS232) or an IP connection. Click on one of the links below that relates to your preferred connection method.

LG IPLDK - Serial connection

These instructions help you configure your LG IPLDK phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn J	ection Type TIM Plus establishes a serial connection with this PBX.
Supp	ort Files
	LG IPLDK.TDT
	LG.TDS
Requ	ired Tasks
2	Configure the SMDR output
2	Install NetPBX
2	Configure TIM Plus

Configuring your SMDR output

The SMDR output on the LG IPLDK is disabled by default. To enable the output, you need to amend the following settings in the programming sections below:

Print Serial Port Selection (PGM 175)

In the Print Serial Port Selection (PGM 175) window, set Info/On-line SMDR to COM1/COM2 to send call logging data to the serial port.

Print Serial Port Selection(PGM]			
← <u>R</u> efresh 🚽Update ⊒JClose			
Items	Off-line SMDR/Statistics Pri	int	
Off-line SMDR / Statistics Print	COM2	•	
Admin Print	COM2	•	
Traffic	COM2	•	
SMDI Print	COM2	-	
Call Information	COM2	•	
Info/On-line SMDR	TELNET 1	-	
Trace	COM2	-	
Debug	COM2	•	
PC Admin	NET_PCADM	v	
PC Attendant	NET_PCATD	-	
СТІ	NET_CTI	-	
Remote Diagnostic	NET_REMOTE	•	

SMDR Attributes (PGM 177)

Field

Description

Save Enable	Leave this as the default, which is unticked
Print Enable	This needs to be enabled by clicking on the check box
SMDR Record Call Type	This needs to be set to 'All Calls', you will need to select this from the drop-down list
Records In Detail	This needs to be enabled by clicking on the check box
Print Incoming Call	This needs to be enabled
Print Lost Call	This needs to be enabled
SMDR Dial Digit Hidden	Leave this as the default which is '0'
SMDR Currency Unit	Leave this as the default which is blank
SMDR Cost Per Metering Pulse	Leave this as the default which is blank
SMDR Fraction	Leave this as the default which is '0'
SMDR Start Time	Leave this as the default which is '0'
SMDR Hidden Digit	Leave this as the default which is 'Right'
Long Distance Call Digit Counter	Leave this as the default which is '0'
Long Distance Code (Max 2 Digits)	Leave this as the default
MSN Print on SMDR	This needs to be disabled
Print Caller Number	This needs to be disabled

SMDR Attributes(PGM177)	
] ←Refresh 🕌Update 🚽Close	
Save Enable	Г
Print Enable	V
SMDR Record Call Type All Call	-
Records In Detail	
Print Incoming Call	
Print Lost Call	
SMDR Dial Digit Hidden	0 (0-9)
SMDR Currency Unit Max 3	8 characters)
SMDR Cost Per Metering Pulse 0000000 (Must 6 digit)
SMDR Fraction	0 (0-5)
SMDR Start Timer 0 * 1 sec (000 - 250)
SMDR Hidden Digit RIGHT	-
Long Distance Call Digit Counter 7	(7-15)
Long Distance Code (Max 2 Digits)	
1: 0 2: 3: 4:	5:
MSN Print On SMDR	Г
Print Caller Number	

ISDN Attributes (PGM 200)

Enable the CLI Print to serial field, as shown the ISDN Attributes window below:

🔗 ISDN Attributes (PGM200) 👝 😐 📧		
] ←Refresh ૻૢੀUpdate ⊐!Close		
Advice Of Charge	Do not S	Service AOC 💌
CO ATD Code		Max 2 Digits
CLI Print To Serial		V
Int'l Access Code		Max 4 Digits
My Area Code Max 6 Digits		
My Area Prefix Code 0 Max 4 Digits		
Maintain DID Name		
PC Application Station	1000	

Installing NetPBX

If your LG IPLDK has been configured to send SMDR data via a serial connection, you first need to install the NetPBX software to collect the data from the serial port and send it to TIM Plus. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the following steps:

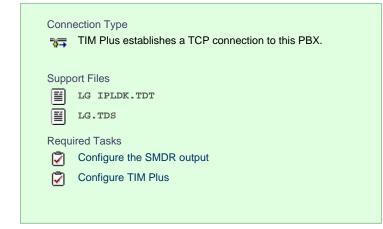
- 1. Click on the Directory tab.
- 2. Choose the sites you want to configure and click Properties .

Site properties		×
PBX Options Name PBX model Connection method	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	LG IPLDK	
Connection method	No connection required -	
Delete site	Cancel Save	

- 3. In the Site Properties window, select LG IPLDK from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

LG IPLDK - IP connection

These instructions help you configure your LG IPLDK phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

The SMDR output on the LG IPLDK is disabled by default. To enable the output, you need to amend the following settings in the programming sections below:

Print Serial Port Selection (PGM 175)

In this window, set Info/On-line SMDR to Telnet 1 to send call logging data to TIM Plus over TCP to port 23..

Here is an example of a populated Print Serial Port Selection screen:

Print Serial Port Selection (PGM)			
∫ ⇐Refresh 🖁 Update 🖻	←Refresh 🚽 Update ⊐J Close		
	1		
Items	Off-line SMDR/Statistics Print		
Off-line SMDR / Statistics Print	COM2	•	
Admin Print	COM2	•	
Traffic	COM2	•	
SMDI Print	COM2	•	
Call Information	COM2	-	
Info/On-line SMDR	TELNET 1		
Trace	COM2	•	
Debug	COM2	•	
PC Admin	NET_PCADM	-	
PC Attendant	NET_PCATD	•	
СТІ	NET_CTI	•	
Remote Diagnostic	NET_REMOTE	•	

SMDR Attributes (PGM 177)

Set the SMDR Attributes as shown below:

4	SMDR Attributes(PGM177)
	←Refresh 🚽Update 🚽Close
	Save Enable
	Print Enable
	SMDR Record Call Type All Call
	Records In Detail
	Print Incoming Call
	Print Lost Call
	SMDR Dial Digit Hidden 0 (0-9)
	SMDR Currency Unit (Max 3 characters)
	SMDR Cost Per Metering Pulse 0000000 (Must 6 digit)
	SMDR Fraction 0 (0-5)
	SMDR Start Timer 0 *1 sec (000 - 250)
	SMDR Hidden Digit RIGHT
	Long Distance Call Digit Counter 7 (7 - 15)
	Long Distance Code (Max 2 Digits) 1: 0 2: 3: 4: 5:
	MSN Print On SMDR
	Print Caller Number

ISDN Attributes (PGM 200)

Set the ISDN Attributes as shown below, ensuring that the CLI Print to serial field is enabled:

🔗 ISDN Attributes (PGM200) 👝 😐 💽		
j (⇔ <u>R</u> efresh j i∐pda	te 🚽 🖸 ose	
Advice Of Charge	Do not Service AOC	
CO ATD Code	Max 2 Digits	
CLI Print To Serial		
Int'l Access Code	Max 4 Digits	
My Area Code	Max 6 Digits	
My Area Prefix Code	0 Max 4 Digits	
Maintain DID Name		
PC Application Station	1000	

Configuring TIM Plus

If your LG IPLDK has been configured to send its call logging data via TCP/IP, follow the steps below to configure TIM Plus:

- 1. Click on the Directory tab.
- 2. Choose the site your want to configure and click Properties .

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	LG IPLDK 🗸	
Connection method	Actively connect to PBX 👻	
Host	192.168.1.1	
Port	23	
Username		
Password		
Connection script	Generic Simple 👻	
Delete site	Cancel Save	

- 3. In the Site Properties window, select LG IPLDK from the PBX model drop-down list.
- 4. In the Connection method field, select Actively connect to PBX from the drop-down list.
- 5. In the Host field, enter the IP address of your LG IPLDK.
- 6. In the Port field, enter 23.
- 7. Leave the Username and Password fields blank.
- 8. In the Connection script field, select Generic Simple from the drop-down list.
- 9. Click on the Save button to apply the settings.

Lucent

Lucent EuroGeneris

Please refer to Avaya EuroGeneris.

Matracom

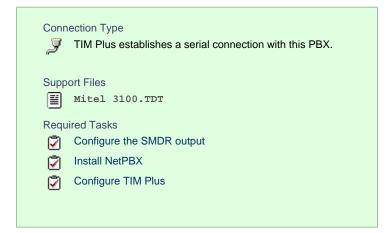
Matracom Matra 65xx series

Please refere to Avaya Matra 65xx series.

Mitel

Mitel 3100

These instructions help you configure your Mitel 3100 phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

Follow the steps below to configure your Mitel 3100 to output SMDR data via a serial connection:

- 1. Using an RS-232 cable, connect the PC running TIM Plus to the serial port of the Mitel 3100.
- 2. Launch the Mitel System Tool.
- 3. Choose Voice from the selection menu.
- 4. Click on the Management tab, select Call Logging .
- 5. Click Change to set the following parameters:
 - Set the Cost per minute to 00. (This functionality is not supported in NA systems)
 - Set the Minimum call duration to be recorded option to 00:00:00.
 - Set the Type of calls option to All.
 - Set the Minimum page length to 1.
 - Enable call logging.
- 6. Click Save and commit the changes.

Installing NetPBX

The Mitel 3100 phone system sends SMDR information via a serial connection. To collect the data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the steps below:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Mitel 3100 👻	
Connection method	No connection required 👻	
Delete site	Cancel Save	

- 3. In the Site Properties window, select Mitel 3100 from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

Mitel 3300

These instructions help you configure your Mitel 3300 phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

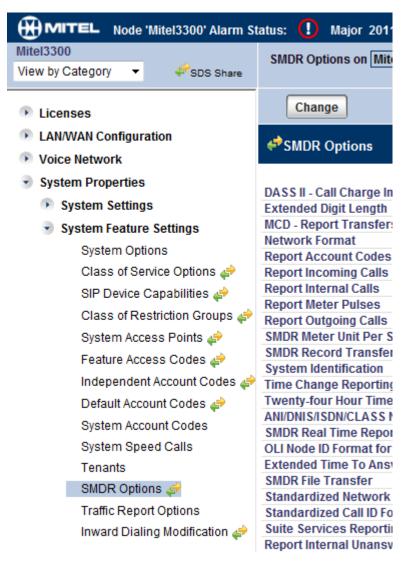
Conn रून	ection Type TIM Plus establishes a TCP connection to this PBX.
Supp	ort Files
	Mitel 3300.TDT
	Mitel 3300.TDS
Requ	ired Tasks
2	Configure the SMDR output
R	Configure TIM Plus

Configuring your SMDR output

Follow the steps below to configure the SMDR options of your Mitel 3300:

- 1. Log in to the Mitel Communication Director software
- 2. Click on System Properties
- 3. Click on System Feature Settings

4. Click on SMDR Options



Set the SMDR options as shown below:

SMDR Options Assignment		
DASS II - Call Charge Information Provided:	💿 No	○ Yes
Extended Digit Length:	O No	Yes
MCD - Report Transfers:	All	0
Network Format:	⊙ No	🔿 Yes
Report Account Codes:	O No	Yes
Report Incoming Calls:	O No	Yes
Report Internal Calls:	O No	Yes
Report Meter Pulses:	No	🔿 Yes
Report Outgoing Calls:	O No	Yes
SMDR Meter Unit Per Station:	 No 	🔿 Yes
SMDR Record Transfer:	🔿 No	💽 Yes
System Identification:		
Time Change Reporting:	⊙ No	O Yes
Twenty-four Hour Time Reporting:	O No	Yes
ANI/DNIS/ISDN/CLASS Number Delivery Reporting:	O No	Yes
SMDR Real Time Reporting:	No	🔿 Yes
OLI Node ID Format for Incoming Trunk Calls:	No	🔿 Yes
Extended Time To Answer:	🔿 No	💽 Yes
SMDR File Transfer:	💿 No	🔿 Yes
Standardized Network OLI:	🔿 No	💽 Yes
Standardized Call ID Format:	🔿 No	Yes
Suite Services Reporting:	💿 No	🔿 Yes
Report Internal Unanswered Calls:	💿 No	🔿 Yes
SMDR Extended Reporting Level 1:	🔿 No	💽 Yes
Report Attendant Name:	💿 No	🔿 Yes
Account Code Reporting for Internal Calls:	🔿 No	💿 Yes
Tag Call Reporting:	💿 No	🔿 Yes
Tag Call Identifier:		
Path Reporting for Internal ACD2 Calls:	 No 	🔿 Yes
Number of destination address digits to mask:	0	
SMDR Extended Reporting Level 2:	O No	💽 Yes
Two B-Channel Transfer Reporting:	⊙ No	Yes
· ·	_	
		Save Cancel

Configuring TIM Plus

Follow the steps below to configure TIM Plus to collect SMDR data from your Mitel 3300:

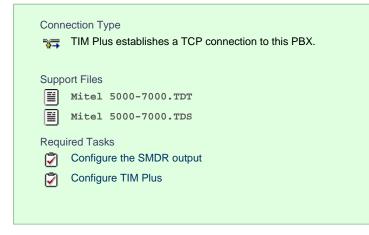
- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Mitel 3300 👻	
Connection method	Actively connect to PBX -	
Host	192.168.1.1	
Port	1752	
Username		
Password		
Connection script	Mitel 3300 -	
Delete site	Cancel Save	

- 3. In the Site Properties window, select Mitel 3300 from the PBX model drop-down list.
- 4. In the Connection method field, select Actively connect to PBX from the drop-down list.
- 5. In the Host field, enter the IP address of your Mitel 3300.
- 6. In the Port field, enter 1752.
- 7. Leave the Username and Password fields blank.
- 8. In the Connection script field, select Mitel 3300 from the drop-down list.
- 9. Click on the Save button to apply the settings.

Mitel 5000-7000

These instructions help you configure your Mitel 5000-7000 phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

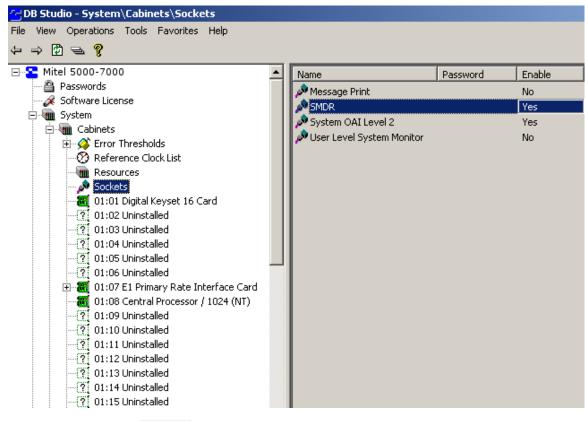


Configuring your SMDR output

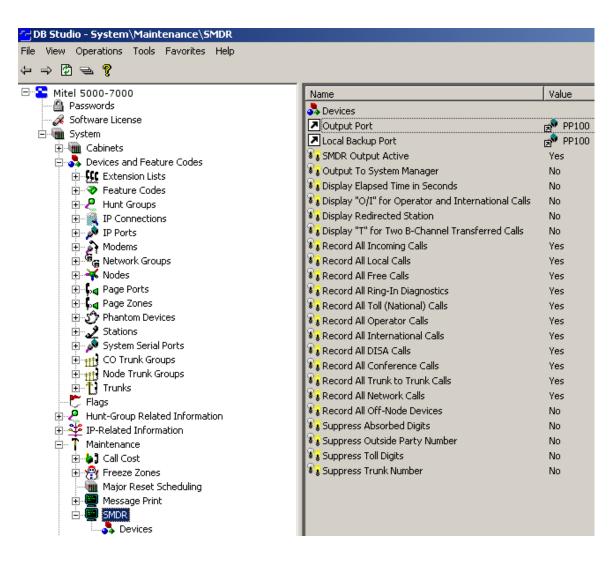
By default, the Mitel 5000-7000 has its SMDR output disabled. Follow the steps below to enable it:

- 1. Log in to the Mitel DB Studio software.
- 2. Click and expand the System node.

- 3. Click and expand the Cabinet node.
- 4. Select the Sockets node.
- 5. In the right-hand window, click on the SMDR parameter to set its enabled state to Yes.



- 6. Click and expand the System icon.
- 7. Click and expand the Maintenance icon.
- 8. Click on the SMDR icon.
- 9. On the right-hand side you will have the SMDR fields that need to be configured, as shown below:



Configuring TIM Plus

Follow the steps below to configure TIM Plus to collect the SMDR data from your Mitel 5000-7000:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

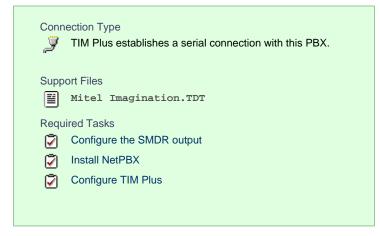
Site properties	
PBX Options	Inactivity LCR Tariff Alarms
Name	London
PBX model	Mitel 5000-7000 👻
Connection method	Actively connect to PBX 🗸
Host	192.168.1.1
Port	4000
Username	
Password	
Connection script	Inter-Tel 👻
Delete site	Cancel

3. In the Site Properties window, select Mitel 5000-7000 from the PBX model drop-down list.

- 4. In the Connection method field, select Actively connect to PBX from the drop-down list.
- 5. In the Host field, enter the IP address of your Mitel 5000-7000.
- 6. In the Port field, enter 4000.
- 7. Leave the Username and Password fields blank.
- 8. In the Connection script field, select Inter-Tel from the drop-down list.
- 9. Click on the Save button to apply the settings.

Mitel Imagination

These instructions help you configure your Mitel Imagination phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

The Mitel Imagination phone system sends SMDR information via a serial connection. You need to directly connect a serial cable from your Mitel to the PC that NetPBX is installed and running on.

For more information about the output and configuration of your SMDR data, please contact your system maintainer.

Installing NetPBX

To collect the data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the steps below:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Mitel Imagination	
Connection method	No connection required -	
Delete site	Cancel	Save

- 3. In the Site Properties window, select Mitel Imagination from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

Mitel SX50

These instructions help you configure your Mitel SX50 phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Configuring your SMDR output

By default, the SMDR output of your Mitel is not enabled. To enable it, perform the steps below:

- 1. Within the PBX programming interface choose Systems Options Programming .
- 2. Access Command 100, register 14.
- 3. Set the Enabled for both incoming and outgoing trunk calls option.
- 4. Ensure SMDR is enabled in all of your Class of Services (Commands 121-129) and Trunk Groups (Commands 151-156).

Installing NetPBX

The Mitel SX50 phone system sends SMDR information via a serial connection. To collect the data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the following steps:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Mitel SX50 🗸	
Connection method	No connection required 👻	
Delete site	Cancel Save	

- 3. In the Site Properties window, select Mitel SX50 from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

Mitel SX2000

These instructions help you configure your Mitel SX2000 phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn J	ection Type TIM Plus establishes a serial connection with this PBX.
Supp	ort Files
	Mitel SX2000.TDT
	Mitel SX2000.TDS
Requ	ired Tasks
2	Configure the SMDR output
2	Install NetPBX
2	Configure TIM Plus

Configuring your SMDR output

The Mitel SX2000 phone system sends SMDR information via a serial connection. You need to directly connect a serial cable from your Mitel

to the PC that NetPBX is installed and running on. By default, the SMDR output of your Mitel is not enabled. For more information about enabling and configuring the SMDR output, you should speak to your system maintainer.

Installing NetPBX

To collect call logging data from the serial port of your Mitel and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the steps below:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Mitel SX2000	
Connection method	No connection required 🗸	
Delete site	Cancel Save	

- 3. In the Site Properties window, select Mitel SX2000 from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

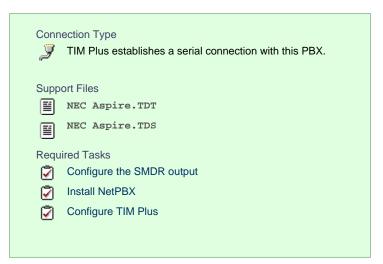
NEC

NEC Aspire

The NEC Aspire can be configured to send its SMDR data over a serial (RS232) or an IP connection. Click on one of the links below that relates to your preferred connection method.

NEC Aspire - Serial connection

These instructions help you configure your NEC Aspire phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

Follow the steps below to configure the SMDR output on your NEC Aspire:

- 1. Log in to your PC Pro/Web Pro software.
- 2. To configure SMDR output by serial port, apply the following settings for each system adapter:

Adapter	Programming code	Value	Description	
NTCPU - Serial	10-21-02	1	NTCPU Hardware Setup - Baud Rate for COM Port. Choose the baud rate from the three available options: 0 = 4800, 1 = 9600, and $2 = 38400$	
	35-01-01	1	SMDR Options - Output Port Type	
CTA/CTU - Serial	15-02-19	1	Multi-Line Telephone Basic Data Setup - CTA/CTU Data Communication Module	

	15-02-20	1	Multi-Line Telephone Basic Data Setup - Baud Rate for CTA/CTU port. Choose from the three available options: 0 = 4800, 1 = 9600, and 2 = 38400
	35-01-01	4	SMDR Options - Output Port Type
	35-01-02	Extension number that the CTA/CTU adaptor is attached to.	SMDR Options - Output Destination Number

3. Apply the following settings in the programming sections below:

Programming code	Value	Description
14-01-06	1	Basic Trunk Data Setup - SMDR Print.
15-01-03	1	Basic Extension Data Setup - SMDR Print.
35-01-03	0	SMDR Options - Header Language.
35-01-04	0	SMDR Options - Omit (Mask) Digits.
35-01-05	0	SMDR Options - Minimum Number of SMDR Digits.
35-01-06	0	SMDR Options - Minimum Call Duration.
35-01-07	0	SMDR Options - Minimum Ringing Time.
35-01-08	Default	SMDR Options - SMDR Format.

35-02-01	0	SMDR Output Options - Toll Restricted Call.
35-02-02	1	SMDR Output Options - PBX Calls.
35-02-03	1	SMDR Output Options - Display Trunk Name or Numbers.
35-02-04	0	SMDR Output Options - Daily Summary.
35-02-05	0	SMDR Output Options - Weekly Summary.
35-02-06	0	SMDR Output Options - Monthly Summary.
35-02-08	1	SMDR Output Options - Incoming calls.
35-02-09	0	SMDR Output Options - Print Name or Numbers.
35-02-10	0	SMDR Output Options - All Lines Busy (ALB) Output.
35-02-12	0	SMDR Output Options - DID Table Name Output.
35-02-13	1	SMDR Output Options - CLI Output when DID to Trunk.
35-02-14	1	SMDR Output Options - Date.
35-02-15	1	SMDR Output Options - CLI/DID Number Switching.
35-02-16	1	SMDR Output Options - Print Trunk Name or Received Dialled Number.

35-02-17	0	SMDR Output Options - Print Account Code or Caller ID Name.
35-02-18	Default	SMDR Output Options - Caller ID Name Output Method.
80-05-01	1	Date Format for SMDR and System Reports.

Installing NetPBX

To capture SMDR data from your NEC Aspire using a serial connection, you first need to install the NetPBX software to collect the data from the serial port and send it to TIM Plus. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perfrom the steps below:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site prope	ties						×
РВХ	Options	Inactivity	LCR	Tariff	Alarms		
Name		London					
PBX model		NEC Aspire		•			
Connection r	nethod	No connection	required	•			
Delete site						Cancel	Save

- 3. In the Site Properties window, select NEC Aspire from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

NEC Aspire - IP connection

These instructions help you configure your NEC Aspire to work with TIM Plus. Contact your system maintainer if you are not familiar with the

configuration of your PBX.

Conn	ection Type TIM Plus establishes a TCP connection to this PBX.
	ort Files
	NEC Aspire.TDT NEC Aspire.TDS
Requ	ired Tasks
2	Configure the SMDR output
2	Configure TIM Plus

Configuring your SMDR output

Follow the steps below to configure the SMDR output on your NEC Aspire:

- 1. Log in to your PC Pro/Web Pro software.
- 2. To configure SMDR output using an IP connection, apply the following settings for each system adapter:

Adapter	Programming code	Value	Description
NTCPU - IP	10-12-01	IP address of the PC running TIM Plus.	NTUCPU Network Setup - IP Address.
	10-20-01	TCP port that TIM Plus will connect to. We recommend using 900 0 and incrementing it for each NEC Aspire you configure.	LAN Setup for External Equipment.

3. Apply the following settings in the programming sections below:

Programming code	Value	Description
14-01-06	1	Basic Trunk Data Setup - SMDR Print.
15-01-03	1	Basic Extension Data Setup - SMDR Print.
35-01-03	0	SMDR Options - Header Language.

35-01-04	0	SMDR Options - Omit (Mask) Digits.
35-01-05	0	SMDR Options - Minimum Number of SMDR Digits.
35-01-06	0	SMDR Options - Minimum Call Duration.
35-01-07	0	SMDR Options - Minimum Ringing Time.
35-01-08	Default	SMDR Options - SMDR Format.
35-02-01	0	SMDR Output Options - Toll Restricted Call.
35-02-02	1	SMDR Output Options - PBX Calls.
35-02-03	1	SMDR Output Options - Display Trunk Name or Numbers.
35-02-04	0	SMDR Output Options - Daily Summary.
35-02-05	0	SMDR Output Options - Weekly Summary.
35-02-06	0	SMDR Output Options - Monthly Summary.
35-02-08	1	SMDR Output Options - Incoming calls.
35-02-09	0	SMDR Output Options - Print Name or Numbers.
35-02-10	0	SMDR Output Options - All Lines Busy (ALB) Output.

35-02-12	0	SMDR Output Options - DID Table Name Output.
35-02-13	1	SMDR Output Options - CLI Output when DID to Trunk.
35-02-14	1	SMDR Output Options - Date.
35-02-15	1	SMDR Output Options - CLI/DID Number Switching.
35-02-16	1	SMDR Output Options - Print Trunk Name or Received Dialled Number.
35-02-17	0	SMDR Output Options - Print Account Code or Caller ID Name.
35-02-18	Default	SMDR Output Options - Caller ID Name Output Method.
80-05-01	1	Date Format for SMDR and System Reports

Configuring TIM Plus

If your NEC Aspire has been configured to send its SMDR data using an IP connection, follow the steps below to configure TIM Plus:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	NEC Aspire -	
Connection method	Actively connect to PBX -	
Host	192.168.1.1	
Port	9000	
Username		
Password		
Connection script	Generic Simple 🗸	
Delete site	Cancel Save	

- 3. In the Site Properties window, select NEC Aspire from the PBX model drop-down list.
- 4. In the Connection method field, select Actively connect to PBX from the drop-down list.
- 5. In the Host field, enter the IP address of your NEC Aspire.
- 6. In the Port field, enter the port number you configured whilst programming code 10-20-01 (above).
- 7. Leave the Username and Password fields blank.
- 8. In the Connection script field, select Generic Simple from the drop-down list.
- 9. Click on the Save button to apply the settings.

NEC DXE

These instructions help you configure your NEC DXE phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn J	ection Type TIM Plus establishes a serial connection with this PBX.
Supp	ort Files
	NEC DXE.TDT
	NEC DXE.TDS
Requ	ired Tasks
2	Configure the SMDR output
2	Install NetPBX
2	Configure TIM Plus

Configure your SMDR output

The NEC DXE phone system sends SMDR information via a serial connection. You need to directly connect a serial cable from your NEC DXE to the PC that NetPBX is installed and running on. By default, the SMDR output of your NEC DXE is not enabled. For more information about enabling and configuring the SMDR output, contact your system maintainer.

Installing NetPBX

To collect call logging data from the serial port of your NEC DXE and send it to TIM Plus, you first need to install the NetPBX software. For

setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the following steps:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	NEC DXE	
Connection method	No connection required -	
Delete site	Cancel Save	

- 3. In the Site Properties window, select NEC DXE from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the changes.

NEC NEAX

The NEC NEAX can be configured to send its SMDR data over a serial (RS232) or an IP connection. Click on one of the links below that relates to your preferred connection method.

NEC NEAX - Serial connection

These instructions help you configure your NEC NEAX phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conr J	nection Type TIM Plus establishes a serial connection with this PBX.
Supp	port Files
	NEC NEAX.TDT
	NEC NEAX.TDS
Requ	uired Tasks
2	Configure the SMDR output
2	Install NetPBX
	Configure TIM Plus
_	

Configuring your SMDR output

Using the Customer Administration Terminal (CAT), enter the following settings in the system-programming mode:

Field name	Details
СМ40	Default output port and attributes: 9600 baud, 8 data bits, no parity, 2 stop bits, DTR/RTS flow control.
CM13+05	Enable SMDR for incoming calls to required stations.
CM13+06	Enable SMDR for outgoing calls to required stations.
CM35+14	Enable SMDR for outgoing calls to required trunk routes.
CM35+49	Enable SMDR for incoming calls to required trunk routes.
СМ08	If SMDR for incoming calls is enabled, specify whether the setting applies to all incoming calls or only to those that use account codes. Also, include ANI/Caller ID for incoming calls.
	 NOTE 1: The ANI/Caller ID is required to provide SMDR data for incoming calls, even if this feature is enabled by CM13+05 and CM35+49. NOTE 2: Use CDR formats #501 (240 0 IMS), #505 (2000 IPS), #506 (2000 IVS).

Installing NetPBX

To capture SMDR data from your NEC NEAX using a serial connection, you first need to install the NetPBX software to collect the data from the serial port and send it to TIM Plus. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the steps below:

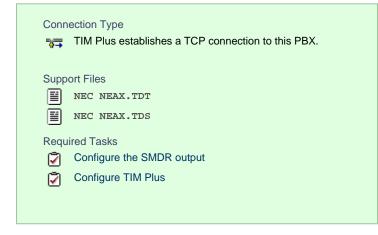
- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	NEC NEAX	
Connection method	No connection required -	
Delete site	Cancel Save	

- 3. In the Site Properties window, select NEC NEAX from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

NEC NEAX - IP connection

These instructions help you configure your NEC NEAX phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configure the SMDR output

By default, the SMDR output of your NEC NEAX is not enabled. For more information about enabling and configuring the SMDR output, contact your system maintainer.

Configuring TIM Plus

If your NEC NEAX has been configured to send its SMDR data using an IP connection, follow the steps below to configure TIM Plus:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	NEC NEAX	
Connection method	Actively connect to PBX 👻	
Host	192.168.1.1	
Port	2599	
Username		
Password		
Connection script	Generic Simple 👻	
Delete site	Cancel Save	

- 3. In the Site Properties window, select NEC NEAX from the PBX model drop-down list.
- 4. In the Connection method field, select Actively connect to PBX from the drop-down list.
- 5. In the Host field, enter the IP address of your NEC NEAX.
- 6. In the Port field, enter 2599.
- 7. Leave the Username and Password fields blank.
- 8. In the Connection script field, select Generic Simple from the drop-down list.
- 9. Click on the Save button to apply the settings.

NEC XN120

The NEC XN120 can be configured to send its SMDR data over a serial (RS232) or an IP connection. Click on one of the links below that relates to your preferred connection method.

NEC XN120 - Serial connection

These instructions help you configure your NEC XN120 phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

Follow the steps below to configure the SMDR output on your NEC XN120:

- 1. Log in to your PC Pro/Web Pro software.
- 2. To configure SMDR output by serial port, apply the following settings:

Adapter	Programming code	Value	Description
NTCPU - Serial	10-21-02	1	NTCPU Hardware Setup - Baud Rate for Com Port. Choose from the three available options: 0(4800), 1(9600) and 2(38400).
	35-01-01	1	SMDR Options - Output Port Type.

3. Apply the following settings in the programming sections below:

Programming code	Value	Description
14-01-06	1	Basic Trunk Data Setup - SMDR Print.
15-01-03	1	Basic Extension Data Setup - SMDR Print.
35-01-03	0	SMDR Options - Header Language.
35-01-04	0	SMDR Options - Omit (Mask) Digits.
35-01-05	0	SMDR Options - Minimum Number of SMDR Digits.
35-01-06	0	SMDR Options - Minimum Call Duration.

35-01-07	0	SMDR Options - Minimum Ringing Time.
35-01-08	Default	SMDR Options - SMDR Format.
35-02-01	0	SMDR Output Options - Toll Restricted Call.
35-02-02	1	SMDR Output Options - PBX Calls.
35-02-03	1	SMDR Output Options - Display Trunk Name or Numbers.
35-02-04	0	SMDR Output Options - Daily Summary.
35-02-05	0	SMDR Output Options - Weekly Summary.
35-02-06	0	SMDR Output Options - Monthly Summary.
35-02-08	1	SMDR Output Options - Incoming calls.
35-02-09	0	SMDR Output Options - Print Name or Numbers.
35-02-10	0	SMDR Output Options - All Lines Busy (ALB) Output.
35-02-12	0	SMDR Output Options - DID Table Name Output.
35-02-13	1	SMDR Output Options - CLI Output when DID to Trunk.
35-02-14	1	SMDR Output Options - Date.
35-02-15	1	SMDR Output Options - CLI/DID Number Switching.

35-02-16	1	SMDR Output Options - Print Trunk Name or Received Dialled Number.
35-02-17	0	SMDR Output Options - Print Account Code or Caller ID Name.
35-02-18	Default	SMDR Output Options - Caller ID Name Output Method.
80-05-01	1	Date Format for SMDR and System Reports.

Installing NetPBX

To capture SMDR data from your NEC XN120 using a serial connection, you first need to install the NetPBX software to collect the data from the serial port and send it to TIM Plus. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the steps below:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	NEC DXE	
Connection method	No connection required 🗸	
Delete site	Cancel Save	

- 3. In the Site Properties window, select NEC DXE from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

NEC XN120 - IP connection

These instructions help you configure your NEC XN120 phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn	ection Type TIM Plus establishes a TCP connection to this PBX.
Supp	ort Files
	NEC DXE.TDT
	NEC DXE.TDS
Requ	ired Tasks
2	Configure the SMDR output
2	Configure TIM Plus

Configuring your SMDR output

Follow the steps below to configure the SMDR output on your NEC XN120:

- 1. Log in to your PC Pro/Web Pro software.
- 2. To configure SMDR output using an IP connection, apply the following settings:

Adapter	Programming code	Value	Description
NTCPU - IP	10-12-01	IP address that TIM Plus will connect to.	NTUCPU Network Setup - IP Address.
	10-20-01	TCP port that TIM Plus will connect to. We recommend using 900 0 and incrementing it for each NEC XN120 you configure.	LAN Setup for External Equipment.

3. Apply the following settings in the programming sections below:

Programming code	Value	Description
14-01-06	1	Basic Trunk Data Setup - SMDR Print.

15-01-03	1	Basic Extension Data Setup - SMDR Print.
35-01-03	0	SMDR Options - Header Language.
35-01-04	0	SMDR Options - Omit (Mask) Digits.
35-01-05	0	SMDR Options - Minimum Number of SMDR Digits.
35-01-06	0	SMDR Options - Minimum Call Duration.
35-01-07	0	SMDR Options - Minimum Ringing Time.
35-01-08	Default	SMDR Options - SMDR Format.
35-02-01	0	SMDR Output Options - Toll Restricted Call.
35-02-02	1	SMDR Output Options - PBX Calls.
35-02-03	1	SMDR Output Options - Display Trunk Name or Numbers.
35-02-04	0	SMDR Output Options - Daily Summary.
35-02-05	0	SMDR Output Options - Weekly Summary.
35-02-06	0	SMDR Output Options - Monthly Summary.
35-02-08	1	SMDR Output Options - Incoming calls.

35-02-09	0	SMDR Output Options - Print Name or Numbers.
35-02-10	0	SMDR Output Options - All Lines Busy (ALB) Output.
35-02-12	0	SMDR Output Options - DID Table Name Output.
35-02-13	1	SMDR Output Options - CLI Output when DID to Trunk.
35-02-14	1	SMDR Output Options - Date.
35-02-15	1	SMDR Output Options - CLI/DID Number Switching.
35-02-16	1	SMDR Output Options - Print Trunk Name or Received Dialled Number.
35-02-17	0	SMDR Output Options - Print Account Code or Caller ID Name.
35-02-18	Default	SMDR Output Options - Caller ID Name Output Method.
80-05-01	1	Date Format for SMDR and System Reports.

Configuring TIM Plus

If your NEC XN120 has been configured to send its SMDR data using an IP connection, follow the steps below to configure TIM Plus:

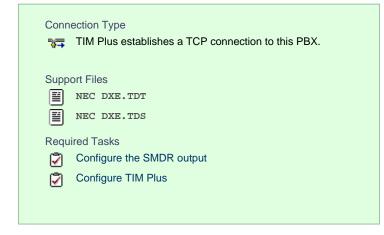
- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	NEC DXE	
Connection method	Actively connect to PBX 👻	
Host	192.168.1.1	
Port	9000	
Username		
Password		
Connection script	Generic Simple 🗸	
Delete site	Cancel Save	

- 3. In the Site Properties window, select NEC DXE from the PBX model drop-down list.
- 4. In the Connection method field, select Actively connect to PBX from the drop-down list.
- 5. In the Host field, enter the IP address of your NEC XN120.
- $\textbf{6. In the Port field, enter the port number you configured whilst programming code \textbf{10-20-01}.}$
- 7. Leave the Username and Password fields blank.
- 8. In the Connection script field, select Generic Simple from the drop-down list.
- 9. Click on the Save button to apply the settings.

NEC SV8100

These instructions help you configure your NEC SV8100 phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring the SMDR output

Follow the instructions below to configure your NEC SV8100 for use with TIM Plus:

External equipment LAN setup

Image: Construction of the server Image: Conserver <thi< th=""><th>30 30 30 30 30 30 30 30 30 30 30 30 30 3</th></thi<>	30 30 30 30 30 30 30 30 30 30 30 30 30 3
Image: Construction of the system 0 30 10 - 3d Party Server 0 30 2 - ACD MB 4000 30 2 - ACD MB 4000 30 0 - 1013 DTA Cardiguat 0 30 10 1033 DTA Cardiguat 0 30 10 103 DTA Cardiguat 0 30 10 103 STA Cardiguat 0 30 10 103 STA Cardiguat 10	30 30 30 30 30 30 30 30 30 30 30 30 30 3
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10.02, PRTA (Ti-CC) 12 - Hanc Helpo Toppa 0 30 10.04 RPTA (Ti-CC) 13 - Hoad Service Room Data Output 0 30 10.04 Music On Hobu- 14 - POECT Directory Access 0 30 10.05 Revisit Room Data Output 0 30 10.06 Revisit Room Data Output 0 30 10.07 Conversion I 14 - POECT Directory Access 0 30 10.08 DVR ma Dir 10-102 ROPS News 10 - Hoad Music Access 0 30 10.15 Client Informat 10-15 Client Informat 10-15 Client Informat 14 - POECT Directory Access 0 30	30
1002 PAUL Config. 13 - Hoel Service Hoam Data Uuput 0 30 1005 Conversation 14 - HP.DECT Directory Access 0 30 1005 General Purpo 0 30 30 1005 Directory Society 0 30 30 10105 Directory Society 0 30 30 30 1012 DC/PONets 10	
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1 10/9 01/ME and Dic 10/12 CD CP80 Nets 10/13 0HCP Server 10/14 Managed Nets 10/15 Cient Homat 10/15 Option Informe 10/16 Option Informe 10/17 H. 233 Safe Ac	
1 1012 CO-CPB0 New 1013 OHCP Server 1013 OHCP Server 1016 Carent Informat 1016 Carent Informat 10176 Option Inform 10177 H 233 Safeske 10171 H 233 Safeske	
10-14: Managed Neh 10-15: Cient Informat 10-15: Cient Informat 10-16: Cienton Informat 10-17: 14:23: Gatelice 10-17: 14:23: States Ac	
1 10-15: Client Informat 1 10-16: Option Informa 1 10-17: H 232 States 4 1 10-17: H 232 States 4	
1 0-16: Option Informe 1 0-17: H. 323 Gateke 1 0-18: H. 323 Alass Ac	
10-17: H 323 Gateke 1 10-18: H 323 Alias Ac	
10-18: H.323 Alias Ac	
10-19 IPL DSP Resc	
10-20. External Equip	
10-21: CD-CP00 Harc U Use Program 10-20: LAN Setup for External Equipment to define the TCP port/address/etc. for communicating to external equipment.	external as imment
10-23 IP System Inte 1	external equipment.

SMDR options

em Data 🔸 4 🗙 arch Q		n Data SMDR Optio	ns							Form View	Apply	Cancel	* Default
	SMDR P	Output Port Type	Output CTA/CTU Extensi	Header Langua	Omit Digits	Minimum Dig	Minimum Duration	Minimum Ring Ti	SMDR Format Ty				
*	1	LAN		English	0	0	0	0	General Overseas				
	2	Not set		English	1	0	0	0	General Overseas				
	3	Not set		English	1	0	0	0	General Overseas				
a second s	4	Not set		English	1	0	0	0	General Overseas				
14:00: Trunk Setup	5	Not set		English	1	0	0	0	General Overseas				
15-XX Extension Setup	6	Not set		English	1	0	0	0	General Overseas				
16-XX: Department Group	7	Not set		English	1	0	0	0	General Overseas				
20-XX: System Options 21-XX: Outgoing Call Ser-	8	Not set		English	1	0	0	0	General Overseas				
25/02 (MS/DISA Servic 25/04 Automatic Note 1: 30/02 DS/DLS Cennols 31/02 Estemal Speaker: 33/02 Automatic Services and 1: 33/02 Autob Cennumics 33/02 Autob Cennumics 33/02 Autob Cennumics 33/02 SMDR and Accos. 35/02 SMDR Part As 35/05 SMDR Part As	T	w 35-01- SMDP One	ons to set the SMDR (Station	Nerzana Datai Da	contino) antino	re for each of t	se aicht SAIDD route						
pand All Collapse All	Use Progra	m 35-01: SMDR Opt	ons to set the SMDR (Station	1 Message Detail Re	cording) optio	is for each of th	e eight SMDR ports.	•					-

SMDR port assignment for trunk groups

File View Programming Con	munications Tools Help				
0 0 4 4 4 9 9	19 Y == + + 3 11 8 8. 0				
System Data	System Data 35-03: SMDR Port Assignment for Trunk Group	5		Diy Cancel	* Default
	Trunk Group	SMDR Port			-
-	001	1			
	002	1			
Filter	003	1			
	004	1			
14:00: Trunk Setup	005	1			
15-XX: Extension Setup	006	1			1000
16:00: Department Group	007	1			
20-XX: System Options 21-XX: Outgoing Call Server	008	1			
21-XX: Dutgoing Call Ser 22-XX: Incoming Call Ser	009	1			
23 XX: Answer Service	010	1			
24:00 Hold/Transfer Ser	011	1			
25:00: VRS/DISA Servic	012	1			
26-XX: Automatic Route !	013	1			
30 XX: DSS/DLS Consol	014	1			
	015				
32:00 Doorphones and 5 33:00 Audio Communica	017				
34-XX: Tie Line Setup	018	1			
□ 35->>: SMDR and Acco.	019	1			
35-01: SMDR Option	020	1			
- 35-02 SMDR Output	021	1			
- E 35-03: SMDR Port As	022	1			
35-04: SMDR Port As	023	1			-
- 35-05: Account Code 35-06: Verified Accou	I see a second sec				-
40.500 Voice Recording	Use Program 35-03: SMDR Port Assignment for Trunk Group to assign the SMD	DR port for each trunk group. For each Trunk Group, select the SMDR port to which the	incoming SMDR information	should be sent.	-
Expand Al Collapse Al					

Trunk Basic setup

m Data 👻 A 🗙		tem Da 1: Trunk	ta < Basic Setup					Form Vi	ew Apply	Cancel	* Default
			T	1			laura	Trunk 001: C0 - CH			× 1
12	Tru	Trunk Na	Transmit Gain Le	Receive Gain Le	Conference and Transfer Calls Transmit Gain Level	10.795	. SMDR Print-out	Outgoing Calls			Outge
	001	Line 001	32	32	32	16	N	N	R	Normal	
	002	Line 002	32	32	32	16	2	되	2	Normal	
10-XX: System Configurat	003	Line 003	32	32	32	16		2		Normal	
11-XX: System Numbering	004	Line 004	32	32	32	16	R	4	R	Normal	
12-VX: Night Mode Servic	005	Line 005	32	32	32	16	N	2	R	Normal	
13-XX: Speed Dialing	006	Line 006	32	32	32	16	2	A	N	Normal	
14-XX: Trunk Setup	007	Line 007	32	32	32	16	N	4	R	Normal	
14-01: Trunk Basic S	800	Line 008	32	32	32	16	N	N	R	Normal	
14-02: Analogue Trur	009	Line 009	32	32	32	16	R	2	R	Normal	
14-04: Behind PBX S	010	Line 010	32	32	32	16	2	N	N N	Normal	
14-05: Trunk Groups	011	Line 011	32	32	32	16	N	R	R	Normal	
14-06: Trunk Group F		Line 012	32	32	32	16	N	ম	3	Normal	
14-07: Trunk Access	013	Line 013	32	32	32	16		R	R	Normal	
14-08: Music On Hole	014	Line 014	32	32	32	16	2	2	Ā	Normal	
14-09: ACI Conversat	015	Line 015	32	32	32	16		A	R	Normal	
14-11: IP Trunk ID Se	016	Line 016	32	32	32	16	N	N	N	Normal	
14-12: SIP Register II	017	Line 017	32	32	32	16		4	A	Normal	
14-13: CCIS System F 14-14: CCIS Trunk Ci	018	Line 018	32	32	32	16	2	2	₩.	Normal	
14-14: CCIS Trunk Ci 14-15: ISDN Trunk C	019	Line 019	32	32	32	16	2	2	R	Normal	
14-15: ISDN Trunk C 15-00: Extension Setup	020	Line 020	32	32	32	16		N	R	Normal	
16-00: Department Group		Line 021	32	32	32	16	N	A	A	Normal	
20-XX: System Options	022	Line 022	32	32	32	16	2	R	2	Normal	
21-00: Dutgoing Call Ser	i i i						-	-	-		+
22300: Inomino Call Ser	1000	ogram 14-01:	Basic Trunk Data Set	up to set the basic of	tions for each trunk port. Refer to the chart below fo	or a desc	ription of each option, its rang	e and default setting.			

CD DP00 Network setup

vəta • 0 ×	System Data		
	10-12: CD-CP00 Network Setup		
<u>×</u>	01 - IP Address	10.75.2.61	
	02 - Subnet Mask	255.255.255.0	
	03 - Default Gateway	10.75.2.1	
	04 - Time Zone	(GMT) Greenwich Mean Time, D	ublin, Edinburgh, Lisbon, Lond
10-02: Location Setu	05 - NIC Setting	Automatic detection	
10-02: Location Setu 10-03: DLCA (Channe	06 - NAPT Router		E
10-03: DLCA (Channe	07 - NAPT Router IP Address	0.0.0	
10-03: LCA/LTA Con	08 - ICMP Redirect		
10-03: COT Configura	09 - IPL IP Address	172.16.0.10	
10-03: DTA Configure	10 - IPL Subnet Mask	255.255.0.0	
10-03: DIOPA Config	11 - IPL NIC Setting	Automatic detection	
10-03: BRIA Configur	13 - DNS Primary Address	0.0.0.0	
10-03 PRTA (PRT) (14 - DNS Secondary Address	0.0.0.0	
10-03: IPL Configurat	15 - DNS Port	53	
10-03: PRTA (T1/CC 10-03: PVAU Configu 10-04: Music On Hok			
10-05: General Purpo 10-07: Conversation F			
10-08: Pre-ringing Sel			
10-09: DTMF and Die			
10-12: CD-CP00 Nets			
10-13: DHCP Server			
10-14: Managed Nets	(I).		
10-15: Client Informat	Use Program 10-12: CPUII Network Setup to setup the IP Address, Su	bnet-Mask and Default Gateway addresses.	
10-16: Ontion Inform			
	Caution: If any of the IP Address or NIC settings are changed, the sy	stem must be reset in order for the channes to take affect.	

Configuring TIM Plus

Follow the steps below to configure TIM Plus to collect the SMDR data from your NEC SV8100:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	NEC DXE	
Connection method	Actively connect to PBX -	
Host	192.168.1.1	
Port	60010	
Username		
Password		
Connection script	Generic Simple 🗸	
		- 1
Delete site	Cancel	

- 3. In the Site Properties window, select ${\tt NEC}\ {\tt DXE}$ from the PBX model drop-down list.
- 4. In the Connection method field, select Actively connect to PBX from the drop-down list.
- 5. In the ${\tt Host}$ field, enter the IP address of your NEC SV8100.
- 6. In the Port field, enter 60010.
- 7. Leave the Username and Password fields blank.
- 8. In the Connection script field, select Generic Simple from the drop-down list.
- 9. Click on the Save button to apply the settings.

Nortel

Nortel BCM up to v3.x

Please refer to Avaya BCM up to v3.x.

Nortel BCM v4.x+

Please refer to Avaya BCM v4.x+ .

Nortel Meridian Option Series

Please refer to Avaya Meridian Option Series.

Nortel Norstar

Please refer to Avaya Norstar.

Panasonic

Panasonic DBS Series

These instructions help you configure your Panasonic DBS Series phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

Follow the steps below to configure your Panasonic DBS Series to output SMDR data to TIM Plus. The configuration needs to be performed from the Operator phone:

1. Press the ON/OFF key.
2. Press the RECALL key.
3. Press # # to enter the Programming mode.
4. Navigate to Call logging/Remote programming parameters.
5. Go to Call logging - Parity check and select 1, then press the key.
6. Go to Call logging - Even/Odd parity and select 1, then press the key.
7. Go to Call logging - Baud rate (SMDR) and select 4, then press the # key.
8. Go to Call logging - Stop bit and select 1, then press the # key.

- 9. Go to Call logging Data length and select 4, then press the # key.
- 10. Go to Call logging Printing selection out/in and select 1 for incoming and outgoing calls.
- 11. Go to Call logging Printing selection local/long distance calls and select 1 to print all outgoing calls, then press the # key.
- 12. Press the ON/OFF key to save the settings.

Installing NetPBX

The Panasonic DBS Series phone system sends SMDR information via a serial connection. To collect the call logging data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting call logging data, log in to TIM Plus and perform the steps below:

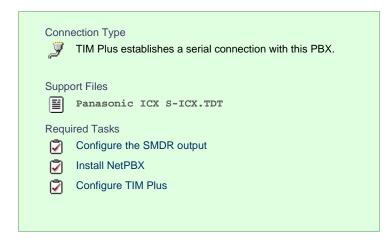
- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Panasonic DBS Series 🗸	
Connection method	No connection required 🗸	
Delete site	Cancel	

- 3. In the Site Properties window, select Panasonic DBS Series from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

Panasonic ICX/S-ICX

These instructions help you configure your Panasonic ICX/S-ICX phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring the SMDR output

The Panasonic ICX/S-ICX phone system sends SMDR information via a serial connection. You need to directly connect a serial cable from the Panasonic ICX/S-ICX phone system to the PC that NetPBX is installed and running on. For more information about the output and configuration of your SMDR data, please contact your system maintainer.

Installing NetPBX

The Panasonic ICX/S-ICX phone system sends SMDR information via a serial connection. To collect the call logging data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the steps below:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Panasonic ICX S-ICX 🗸	
Connection method	No connection required 👻	
Delete site	Cancel	

- 3. In the Site Properties window, select Panasonic ICX S-ICX from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

Panasonic KX-TA/TE

These instructions help you configure your Panasonic KX-TA/TE phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn J	nection Type TIM Plus establishes a serial connection with this PBX.
Supp	ort Files
	Panasonic KX-TD Series.TDT
	Panasonic KX-TD Series.TDS
Requ	ired Tasks
2	Configure the SMDR output
2	Install NetPBX
2	Configure TIM Plus

Configuring the SMDR output

Follow the steps below to configure your Panasonic KX-TA/TE to output SMDR data to TIM Plus. The configuration needs to be performed from a Panasonic KX-T7130 phone:

- 1. Set the System Program Switch on the EMSS Control Unit to the Programming position.
- 2. Press * followed by the # key, then enter your system password.
- 3. Press # # to enter the Programming mode.
- 4. Go to programming code 800 and set each of the fields as shown below. Press Store and then Next after each entry in order to move to the next field:

SMDR field	Value
NL-Code	CR+LF
Baud Rate	9600
Word Length	8 bits
Parity	None
Stop Bit	1 bit

5. Go to programming code 801 and set each of the fields as shown below. Press Store and then Next after each entry in order to move to the next field:

SMDR field	Value
Page Length	Leave as default

Skip Perf	Leave as default
-----------	------------------

6. Go to programming code 802 and set each of the fields as shown below. Press Store and then Next after each entry in order to move to the next field:

SMDR field	Value
Outgoing	On
Incoming	On

7. Set the System Program Switch back to Store position.

Installing NetPBX

The Panasonic KX-TA/TE phone system sends SMDR information via a serial connection. To collect the call logging data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the steps below:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Panasonic KX-TD Series 👻	
Connection method	No connection required 👻	
Delete site	Cancel Save	

- 3. In the Site Properties window, select Panasonic KX-TD Series from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings

Panasonic KX-TDA/E/NCP500/1000

The Panasonic KX-TDA/E/NCP500/1000 can be configured to send its SMDR data over a serial (RS232) or an IP connection. Click on one of the links below that relates to your preferred connection method.

Panasonic KX-TDA/E/NCP500/1000 - Serial connection

These instructions help you configure your Panasonic KX-TDA/E/NCP500/1000 phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn	ection Type TIM Plus establishes a serial connection with this PBX.
Supp	ort Files
	Panasonic KX-TD Series.TDT
	Panasonic KX-TD Series.TDS
Requ	ired Tasks
2	Configure the SMDR output
	Install NetPBX
	Configure TIM Plus

Configuring the SMDR output

Follow the steps below to configure your Panasonic phone system to output SMDR to TIM Plus.

- 1. Log in to the Panasonic Maintenance Console program.
- 2. Click on the 11. Maintenance tab from the left-hand menu.
- 3. Click on the **SMDR** tab and configure the options as shown below:

OK(O) Cance	el(C) Apply(A)				
SMDR SMDR Options	RS232C Maintenance	Syslog	Remote	Password	
SMDR Format					
			Type:	Туре С	~
			Port:	RS-232C	*
	Page Len	gth (Number c	of Lines):	66	*
	Blank Footer Len	gth (Number o	of Lines):	0	~
		Date	e Format:	DD-MM-YY	~
	Tir	ne Format (12	H / 24H):	2411	*
Print Information					
		_	oing Call:		¥
			ning Call: com Call:		✓
			Log-out:		×
		Hotel Roor			▼
	Tirred Pe	minder (Wake			×
	lineurte		rror Log:		
		L	nor eog.	NOT THE	*

4. Click on the SMDR Options tab and configure the options as shown below:

Option			
ARS Dial:	Dial after A	RS Modification	~
Caller ID Number & Name:	Number		~
DDI / DID Number & Name:	Number		~
Secret Dial:	Print "" (\$	Secret)	~
Privacy Mode:	Print Dialled	Number	~
Condition Code "RC":	Print		~
Condition Code "AN":	Print		~
Caller ID Modification:	After Modif	ication	*
LAN			
SMDR Port Number:	2300		
SMDR Password :	PCCSMDR		
New-Line Code for Telnet :	CR + LF		~
*) Perform System Reset for changes to take effect			

5. Click on the Apply button to save the changes.

Installing NetPBX

The Panasonic KX-TDA/E/NCP500/1000 phone systems can send SMDR information via a serial connection. To collect the call logging data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the steps below:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Panasonic KX-TD Series 🗸	
Connection method	No connection required -	
Delete site	Cancel Save	

- 3. In the Site Properties window, select Panasonic KX-TD Series from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

Panasonic KX-TDA/E/NCP500/1000 - IP connection

These instructions help you configure your Panasonic KX-TDA/E/NCP500/1000 phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn	ection Type TIM Plus establishes a TCP connection to this PBX.				
Supp	ort Files				
	Panasonic KX-TD Series.TDT				
	Panasonic KX-TD Series.TDS				
Required Tasks					
2	Configure the SMDR output				
2	Configure TIM Plus				

Configuring your SMDR

Follow the instructions below to configure your Panasonic to output SMDR data to TIM Plus via an IP connection:

- 1. Log in to the Panasonic Maintenance Console program.
- 2. Click on the 11. Maintenance tab from the left-hand menu.
- 3. Click on the **SMDR** tab and configure the options as shown below:

OK(O) Cancel(C) Apply(A)			
SMDR SMDR Options RS232C Maintenance Syslog Remot	e Password		
SMDR Format			
Туре: Туре С			
Por	: LAN 💌		
Page Length (Number of Lines	: 66 💌		
Blank Footer Length (Number of Lines)	к О		
Date Forma	: DD-MM-YY		
Time Format (1211/241)	: 2411 💌		
Print Information			
Outgoing Cal	: Print 💌		
Incoming Cal			
Intercom Ca			
Log-in / Log-ou	: No Print 💌		
Hotel Room Status			
Timed Reminder (Wake-up Call	: No Print 💌		
Error Log	: No Print 💌		

4. Click on the SMDR Options tab and configure the options as shown below:

Option ARS Dial: Caller ID Number & Name:	Dial after ARS Modification		
Caller ID Number & Name:		*	
Calier ID Number & Nume.	Number	*	
DDI / DID Number & Name:	Number	*	
Secret Dial:	Print "" (Secret)	~	
Privacy Mode:	Print Dialled Number	~	
Condition Code "RC": Print		~	
Condition Code "AN":	Print	~	
Caller ID Modification:	After Modification		
LAN			
SMDR Port Number:	2300		
SMDR Password :	PCCSMDR		
New-Line Code for Telnet :	CR + LF		
*) Perform System Reset for changes to take effect			

5. Click on the Apply button to save the changes.

Configuring TIM Plus

Follow the steps below to configure TIM Plus to connect to your Panasonic phone system:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties	
PBX Options	Inactivity LCR Tariff Alarms
Name	London
PBX model	Panasonic KX-TD Series 👻
Connection method	Actively connect to PBX 👻
Host	192.168.1.1
Port	2300
Username	
Password	•••••
Connection script	Panasonic 👻
Delete site	Cancel Save

3. In the Site Properties window, select Panasonic KX-TD Series from the PBX model drop-down list.

- 4. In the Connection method field, select Actively connect to PBX from the drop-down list.
- 5. In the Host field, enter the IP address of your phone system.
- 6. In the Port field, enter 2300.
- 7. Leave the Username field blank.
- 8. In the Password field, enter the password required to connect to your phone system, by default PCCSMDR.
- 9. In the Connection script field, select Panasonic from the drop-down list.
- 10. Click on the Save button to apply the settings.

Panasonic KX-TD Series

These instructions help you configure your Panasonic KX-TD Series phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn J	ection Type TIM Plus establishes a serial connection with this PBX.
Supp	ort Files
	Panasonic KX-TD Series.TDT
	Panasonic KX-TD Series.TDS
Requ	ired Tasks
2	Configure the SMDR output
2	Install NetPBX
2	Configure TIM Plus

Configuring your SMDR output

Follow the instructions below to configure your Panasonic KX-TD phone system to output SMDR data to TIM Plus. The configuration needs to be performed from a Digital Proprietary Telephone (DPT) such as the KX-T7431, KX-T7433, KX-T7436, KX-T7230, KX-T7235.

- 1. Press the PROG + * + # buttons simultaneously, then enter your system password.
- 2. Enter programming mode 800 and press the Next button.
- 3. Press the Select button to set the Outgoing option to All, then click on the Store button. Click Next .
- 4. Press the Select button to set the Incoming option to All, then press the Store button.
- 5. Press the End button to complete the configuration.

Installing NetPBX

The Panasonic KX-TD Series phone system sends SMDR information via a serial connection. To collect the call logging data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting call logging data, log in to TIM Plus and perform the steps below:

1. Click on the Directory tab.

2. Choose the site you want to configure and click Properties .

Site properties		X
PBX Options Name PBX model Connection method	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Panasonic KX-TD Series 👻	
Connection method	No connection required -	
Delete site	Cancel	e

- 3. In the Site Properties window, select Panasonic KX-TD Series from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

Samsung

Samsung DCS

These instructions help you configure your Samsung DCS phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conr J	nection Type TIM Plus establishes a serial connection with this PBX.
Supp	port Files
	Samsung DCS.TDT
	Samsung DCS.TDS
Requ	uired Tasks
2	Configure the SMDR output
2	Install NetPBX
2	Configure TIM Plus

Configuring your SMDR output

Follow the instructions below to configure your Samsung DCS to output SMDR data to TIM Plus. The configuration needs to be performed from an LCD handset.

- 1. Open Programming and select 725.
- 2. Program each option as presented below:

SMDR field	Value
Page Header	Yes
Lines per page	1
Incoming Call	Yes
Outgoing Call	Yes
Authorise Code	Yes
SMDR Start Time	Yes
In/Out Group	No
DND Calls	No
Wake-Up Calls	No
Directory Names	None
Caller ID Data	Yes
Abandoned Call	Yes
No of Dial Mask	00
DID Num/Name	Yes

- 3. Next, press the SPKR key and select 804.
- 4. Dial 0 and use the arrow keys to select SMDR.
- 5. Press the TRSF key to complete the configuration.

Installing NetPBX

The Samsung DCS phone system sends SMDR data via a serial connection. To collect the data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the steps below:

1. Click on the Directory tab.

2. Choose the site you want to configure and click Properties .

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Samsung DCS -	
Connection method	No connection required -	
Delete site	Cancel	ave

- 3. In the Site Properties window, select Samsung DCS from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

Samsung iDCS

The Samsung iDCS can be configured to send its SMDR data over a serial (RS232) or an IP connection. Click on one of the links below that relates to your preferred connection method.

Samsung iDCS - Serial connection

These instructions help you configure your Samsung iDCS phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn J	ection Type TIM Plus establishes a serial connection with this PBX.
Supp	ort Files
	Samsung DCS.TDT
	Samsung DCS.TDS
Requ	ired Tasks
2	Configure the SMDR output
2	Install NetPBX
2	Configure TIM Plus

Configuring your SMDR output

Follow the instructions below to configure your Samsung iDCS to output SMDR data to TIM Plus.

- 1. Log in to the Samsung Installation Tool software.
- 2. Click on the 5. Features option from the left-hand menu.
- 3. Click on the 5.6 System I/O Options tab and select 5.6.2. LAN Printer .

- መ Installation Tool [5.6.2. LAN Printer]) System File Option Util Window Help 🗊 र 🎝 र 🎝 र * • * * + 0 😪 🍫 - 14 🖬 🗠 🎒 🚳 🔕 😓 🖈 🚀 Ж Port Base Expand All Menu Item(s) 5.6.2. + Data Type SMDR (2. Configuration + Current Status Off ÷ 3. Call Routing Buffered Data Printout No [🗋 4. Group & Table 🛛 ÷ Update to LAN Card Yes Ė. 🔄 5. Features Printer IP Address 192.168.1.1 🔟 5.1. Call Restriction Ē Printer TCP Port 5100 (
) 5.2. VolP Options Ė LAN TCP Port 10020 (D) 5.3. Wireless LAN ÷ Printer Destination PC (
 5.4. Volume Control È Retry Count 3 [] 5.5. System Control Ξ Retry Interval (sec) 10 (🔄) 5.6. System I/O Options Ė **PJL Enable** False 🕞 5.6.1. [841,804,830] System I/O P Printer Language Raw 5.6.2. [829] LAN Printer Paper Size Letter 5.6.3. [725] SMDR Options Font Type Courier 5.6.4. [844] Phone I/O Parameter Duplex Enable False 5.7. System Tone/Ring ÷ Orientation Portrait (D) 5.8. Diagnostics ŧ Printer Tray Default 5.9. Voice Mail ÷ Resolution 300 DPI È 5.11. Hotel Operation Line per Page 1
- 4. In the LAN $\,\tt Printer$ options configure the entries in the ${\tt SMDR}$ column, as shown below:

- 5. Click on the Save icon to save the settings.
- 6. Click on the 5.6.3. SMDR Options tab and configure the following settings:

🕡 Installation Tool - [5.6.3. SMDR Options]			
\ominus System File Option Util Window Help			
] \$ • \$ \$ \$ + \$ + \$ \$ \$ \$ \$ \$ \$			
Port Base] 🖬 ≃ 🚭 🚳 🔕 😓 🔿	🖍 🔄 👗 🖻 🛍 🗰 👘	
Expand All Menu Item(s)	5.6.3.		
🕀 🕀 🖸 2. Configuration	Item	Value	
🗄 🗄 📶 3. Call Routing	Page Header	Yes	
4. Group & Table	Line Per Page	1	
5. Features	Incoming Call	Yes	
5.1. Call Restriction	Outgoing Call	Yes	
5.2. VolP Options	Authorization Code	Yes	
5.3. Wireless LAN	SMDR Start Time	Yes	
E 5.4. Volume Control	Group In/Out	No	
5.5. System Control	DND Call	No	
5.6. System I/O Options	Wake Up Call	No	
5.6.1. [841,804,830] System I/O P	Caller ID Data	Yes	
5.6.2. [829] LAN Printer	Abandon Call	Yes	
5.6.3. [725] SMDR Options	Directory Name		
5.6.4. [844] Phone I/O Parameter	Number of Dial Mask	0	
	Incoming Answer	Yes	
	Intercom Call	No	
	Key MMC In/Out	No	
	Hotel Page Feed Hotel Start Line	End 0	
		U Yes	
	DID Number/Name	res No	
5.13. System Features	Set Relocate	No	
5.14. Timer/Option Features	Call Index	Yes	
5.15. Station Features		Yes	
System Control	Incomming Call Resp	res	

7. Click on the Save icon at the top of the window to save the settings.

Installing NetPBX

The Samsung iDCS phone system can send its SMDR data via a serial connection. To collect the data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the following steps:

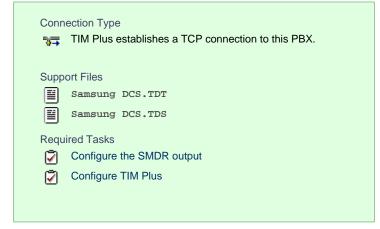
- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Samsung DCS 🗸	
Connection method	No connection required 👻	
Delete site	Cancel Save	

- 3. In the Site Properties window, select Samsung DCS from the PBX model drop-down list.
- 4. In the Connection method field select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

Samsung iDCS - IP connection

These instructions help you configure your Samsung iDCS phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

Follow the instructions below to configure your Samsung iDCS phone system to output SMDR data to TIM Plus.

- 1. Log in to the Samsung Installation Tool software.
- 2. Click on the 5. Features option from the left-hand menu.
- 3. Click on the 5.6 System I/O Options tab and select 5.6.2. LAN Printer .
- 4. In the LAN Printer options, configure the entries in the SMDR column, as shown below:

😈 Installation Tool - [5.6.2. LAN Printer]			
😑 System File Option Util Window Help			
🏶 • 🗞 🐐 😤 📁 📁 📾 • 🏊 • 💀 • 🔕 🕕 🛛 🍇 🥠			
Port Base] 🖬 ལ 😂 🚳 🔕 😓 ⇒ 💉 🛛) ⟩		
Expand All Menu Item(s)	5.6.2.		
	Data Type SMDR		
	Current Status Off		
	Buffered Data Printout No		
5. Features	Update to LAN Card Yes		
5.1. Call Restriction	Printer IP Address 192.168.1.1		
5.2. VolP Options	Printer TCP Port 5100		
	LAN TCP Port 10020		
	Printer Destination PC		
	Retry Count 3		
	Retry Interval (sec) 10		
☐ 5.6. System I/O Options	PJL Enable False		
5.6.1. [841,804,830] System I/O P	Printer Language Raw		
5.6.2. [829] LAN Printer	Paper Size Letter		
5.6.3. [725] SMDR Options	Font Type Courier		
5.6.4. [844] Phone I/O Parameter	Duplex Enable False		
📋 👘 🛅 5.7. System Tone/Ring	Orientation Portrait		
5.8. Diagnostics	Printer Tray Default		
📋 🕀 💼 5.9. Voice Mail	Resolution 300 DPI		
😥 🖂 5.11. Hotel Operation	Line per Page 1		

- 5. Click on the Save icon to save the settings.
- 6. Click on the 5.6.3. SMDR Options tab and configure the following settings:

Installation Tool - [5.6.3. SMDR Options] System File Option Util Window Help		
♥ • ♣ ♣ ♥ ⊉ ■ • ♣ • ゐ •	0 0	
Port Base		🖍 🗍 X 🖻 🛍 🗚 🖊 📝
Expand All Menu Item(s)	5.6.3.	
🕀 . Configuration	Item	Value
🗄 🕀 🖂 3. Call Routing	Page Header	Yes
4. Group & Table	Line Per Page	1
5. Features	Incoming Call	Yes
5.1. Call Restriction	Outgoing Call	Yes
5.2. VolP Options	Authorization Code	Yes
	SMDR Start Time	Yes
	Group In/Out	No
	DND Call	No
5.6. System I/O Options	Wake Up Call	No
5.6.1. [841,804,830] System I/O P	Caller ID Data	Yes
5.6.2. [829] LAN Printer	Abandon Call	Yes
5.6.2. [225] DAN Printer	Directory Name	
	Number of Dial Mask	0
5.6.4. [844] Phone I/O Parameter	Incoming Answer	Yes
	Intercom Call	No
5.8. Diagnostics	Key MMC In/Out	No
	Hotel Page Feed	End
5.11. Hotel Operation	Hotel Start Line	0
	DID Number/Name	Yes
	ITP Regist	No
5.14. Timer/Option Features	Set Relocate	No
🚊 💼 💼 5.15. Station Features	Call Index	Yes
System Control	Incomming Call Resp	Yes

7. Click on the Save icon at the top to save the settings.

Configuring TIM Plus

Follow the steps below to configure TIM Plus to collect the SMDR data from your Samsung iDCS:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options Name PBX model Connection method Host Port Username Password Connection script	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Samsung DCS 🗸	
Connection method	Actively connect to PBX -	
Host	192.168.1.1	
Port	9000	
Username		
Password		
Connection script	Samsung 🗸	
		- 1
Delete site	Cancel Save	

- 3. In the Site Properties window, select Samsung DCS from the PBX model drop-down list.
- 4. In the Connection method field, select Actively connect to PBX from the drop-down list.
- 5. In the ${\tt Host}$ field, enter the IP address of your Samsung iDCS.

- 6. In the Port field, enter 9000.
- 7. Leave the Username and Password fields blank.
- 8. In the Connection script field, select samsung from the drop-down list.
- 9. Click on the Save button to apply the settings.

Samsung OfficeServ

These instructions help you configure your Samsung OfficeServ phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn 777	ection Type TIM Plus establishes a TCP connection to this PBX.
Supp	ort Files
	Samsung DCS.TDT
	Samsung DCS.TDS
Requ	ired Tasks
2	Configure the SMDR output
2	Configure TIM Plus
_	

Configuring your SMDR output

Follow the instructions below to configure your Samsung OfficeServ phone system to output SMDR data to TIM Enterprise.

- 1. Log in to the Samsung Installation Tool software.
- 2. Click on the 5. Features option from the left-hand menu.
- 3. Click on the 5.6 System I/O Options tab and select 5.6.2. LAN Printer .
- 4. In the LAN Printer options, configure the entries in the SMDR column, as shown in the screenshot below, modifying the value of

the Printer IP Address field accordingly, in order to match the IP address of the computer running TIM Enterprise.

🕡 Installation Tool - [5.6.2. LAN Printer]	
😑 System File Option Util Window Help	
] ♥ • 畅 畅 ቝ 全 眇 📁 疎 • ҧ • ҧ •	🔾 🕄 🍇 🍫
Port Base	🖬 ∾ 🤩 🚳 🔕 (🗢 ⇒ 💰) 🐰
Expand All Menu Item(s)	5.6.2.
🕀 🕀 🖸 2. Configuration	Data Type SMDR
🗄 🗄 📶 3. Call Routing	Current Status Off
	Buffered Data Printout No
5. Features	Update to LAN Card Yes
5.1. Call Restriction	Printer IP Address 192.168.1.1
5.2. VolP Options	Printer TCP Port 5100
5.3. Wireless LAN	LAN TCP Port 10020
1 5.4. Volume Control	Printer Destination PC
	Retry Count 3
5.6. System I/O Options	Retry Interval (sec) 10
5.6.1. [841,804,830] System I/O P	PJL Enable False
	Printer Language Raw
5.6.2. [829] LAN Printer	Paper Size Letter
5.6.3. [725] SMDR Options	Font Type Courier
5.6.4. [844] Phone I/O Parameter	Duplex Enable False
1 5.7. System Tone/Ring	Orientation Portrait
5.8. Diagnostics	Printer Tray Default
🗐 🗄 🛄 5.9. Voice Mail	Resolution 300 DPI
5.11. Hotel Operation	Line per Page 1

5. Click on the Save icon to save the settings.

6. Click on the 5.6.3. SMDR Options tab and configure the following settings:

Installation Tool - [5.6.3. SMDR Options] System File Option Util Window Help	
孝・先 先 ∓ 全 ⊯ 🟳 않 • ҧ • ҧ •	· 🔕 🗊 🔢 🐇 🍫
Port Base] 🖬 ∾ 🎒 🚳 🔕 😓 ⇒ 💉 🛛 👗 🛍 🙈 🗯
Expand All Menu Item(s)	563.
	Item Value
🛨 🗀 3. Call Routing	Page Header Yes
🕂 🚺 4. Group & Table	Line Per Page 1
5. Features	Incoming Call Yes
5.1. Call Restriction	Outgoing Call Yes
5.2. VolP Options	Authorization Code Yes
5.3. Wireless LAN	SMDR Start Time Yes
FIT 5.4. Volume Control	Group In/Out No
	DND Call No
5.6. System I/O Options	Wake Up Call No
5.6.1. [841,804,830] System I/O P	Caller ID Data. Yes
5.6.2. [829] LAN Printer	Abandon Call Yes
5.6.3. [725] SMDR Options	Directory Name
	Number of Dial Mask 0
5.6.4. [844] Phone I/O Parameter	Incoming Answer Yes
1.5.7. System Tone/Ring	Intercom Call No
5.8. Diagnostics	Key MMC In/Out No
	Hotel Page Feed End
	Hotel Start Line 0
5.12. Call Costing	DID Number/Name Yes
5.13. System Features	ITP Regist No
⊕ ⊡ 5.14. Timer/Option Features	Set Relocate No
🚊 💼 💼 5.15. Station Features	Call Index Yes
System Control	Incomming Call Resp Yes

7. Click on the Save icon at the top to save the settings.

Configuring TIM Plus

Follow the instructions below to configure TIM Plus to collect the SMDR data from your Samsung OfficeServ:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Samsung DCS 🔹	
Connection method	Actively connect to PBX -	
Host	192.168.1.10	
Port	5100	
Username		
Password		
Connection script	Samsung 🗸	
		- 1
Delete site	Cancel Save	

- 3. In the Site Properties window, select Samsung DCS from the PBX model drop-down list.
- 4. In the Connection method field, select Actively connect to PBX from the drop-down list.
- 5. In the Host field, enter the IP address of your Samsung OfficeServ.
- 6. In the Port field, enter 5100.
- 7. Leave the Username and Password fields blank.
- 8. In the Connection script field, select samsung from the drop-down list.
- 9. Click on the Save button to apply the settings.

ShoreTel

ShoreTel PBX

These instructions help you configure your ShoreTel phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Û	TIM Plus establishes a DSN connection with this PBX.
Supp	ort Files
e	ShoreTel.TDT
	ShoreTel.TDS
Ĩ	ShoreTel.DBS
Requ	ired Tasks
2	Configure the SMDR output
2	Set up a DSN connection
7	Configure TIM Plus

Configuring your SMDR output

By default, the ShoreTel phone system writes its CDR data to a MySQL database called ShoreWareCDR. In order for TIM Plus to connect to the database and collect the call logging data, you need to create a username and password in the MySQL database on the ShoreWare Server. Contact your system maintainer if you are not familiar with this procedure.

The following information is required for TIM Plus to connect to the Shoretel ShoreWareCDR database:

- IP address or hostname of the ShoreWare Server where the MySQL database resides.
- Username and Password of the ShoreWareCDR database.

Setting up a DSN connection

To enable TIM Plus to work with your ShoreTel phone system, you first need to set up a DSN connection by following the steps below:

- 1. Open Windows Control Panel and select the Administrative Tools icon
- 2. Double-click on the Data Sources (ODBC) icon to open the ODBC Data Source Administrator window

For a 64 bit system, access the ODBC Data Source Administrator from the following location C:\Windows\ SysWOW64\odbcad32.exe

- 3. Click on the System DSN tab
- 4. Click on the Add button
- 5. Select MySQL ODBC 3.51 Driver from the driver list and click Finish . If you cannot see the MySQL ODBC 3.51 Driver opt ion in the drop-down list, you can download it from http://www.mysql.com
- 6. In the Name field, enter shoretel
- 7. In the Description field, enter TIM Plus link to ShoreTel
- 8. In the server field, enter the IP address or hostname of your ShoreWare Server
- 9. In the Username field, enter the username for your ShoreWareCDR database
- 10. In the Password field, enter the password for your ShoreWareCDR database
- 11. In the Database drop-down list, select ShoreWareCDR

- 12. Click on the Test button to confirm the information you entered is correct and that the connection is successful
- 13. Click on the OK button to close the window

An example of an ODBC entry is shown below:

🚷 ODBC Da	ta Source Ad	ministrator			<u>? ×</u>
User DSN	System DSN	File DSN D) rivers Tracing	Connection Poo	oling About
System D	ata Sources:				
Name	Driver				Add
shoretel	MySQL ODB(03.51 Driver			Remove
					Configure
				_	
3	the indicated		rce stores informa . A System data NT services.		
		OK	Cancel	Apply	Help

Configuring TIM Plus

Once the DSN connection has been set up, log in to TIM Plus and perform the steps below:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	ShoreTel 👻	
Connection method	Connect to a system DSN 🗸	
DSN name	ShoreTel 👻	
Frequency	5	
DB Script	ShoreTel 👻	
Delete site	Cancel	

- 3. In the Site Properties window, select shoreTel from the PBX model drop-down list.
- 4. In the Connection method field, select Connect to a system DSN from the drop-down list.

- 5. In the DSN name field, select **ShoreTel** from the drop-down list.
- 6. In the Frequency field, enter 5.
- 7. In the DB script field, select ShoreTel from the drop-down list.
- 8. Click on the Save button to apply the settings.

Siemens

Siemens HiCom/HiPath

The Siemens HiCom/HiPath can be configured to send its SMDR data over a serial (RS232) or an IP connection. Click on one of the links below that relates to your preferred connection method.

Siemens HiCom/HiPath - Serial connection

These instructions help you configure your Siemens HiCom/HiPath phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn J	ection Type TIM Plus establishes a serial connection with this PBX.
Supp E	ort Files Siemens HiCom-HiPath.TDT Siemens.TDS
Requ	ired Tasks Configure the SMDR output Install NetPBX Configure TIM Plus

Configuring your SMDR output

When configuring your Siemens HiCom/HiPath phone system to send SMDR data via a serial connection, you need to directly connect a serial cable from the Siemens HiCom/HiPath phone system to the PC that NetPBX is installed and running on.

For more information about the output and configuration of your SMDR data, please contact your system maintainer.

Installing NetPBX

To collect call logging data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the steps below:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Siemens HiCom-HiPath 🗸	
Connection method	No connection required 🗸	
Delete site	Cancel	Save

- 3. In the Site Properties window, select Siemens HiCom-HiPath from the PBX model drop-down list.
- 4. In the Connection method field select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

Siemens HiCom/HiPath - IP connection

These instructions help you configure your Siemens HiCom/HiPath phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn	ection Type
∛∓	TIM Plus listens for connections from this PBX.
Supp	ort Files
III	Siemens HiCom-HiPath.TDT
III	Siemens.TDS
Requ	ired Tasks Configure the SMDR output Configure TIM Plus

Configuring your SMDR output

By default, the SMDR output of a Siemens HiCom/HiPath phone system is not enabled. Contact your system maintainer to enable it for incoming, outgoing and internal calls.

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the steps below:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London]
PBX model Connection method	Siemens HiCom-HiPath Listen for connections from PBX	
Host		
Port	9000	
Delete site	Cancel	ve

- 3. In the Site Properties window, select Siemens HiCom-HiPath from the PBX model drop-down list.
- 4. In the Connection method field, select Listen for connections from PBX from the drop-down list.
- 5. Leave the Host field blank.
- 6. In the Port field, enter 9000.
- 7. Click on the Save button to apply the settings.

Siemens OpenOffice

These instructions help you configure your Siemens OpenOffice phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn	nnection Type TIM Plus establishes a DSN connection with this PBX.	
Supp	ort Files	
	Siemens OpenOffice.TDT	
	Siemens.TDS	
	Siemens.DBS	
Required Tasks		
2	Configure the SMDR output	
2	Set up a DSN connection	
2	Configure the interface file	
2	Configure TIM Plus	
_		

Configuring your SMDR output

By default, the SMDR output of a Siemens OpenOffice is not enabled. Contact your system maintainer to enable it for incoming, outgoing and internal calls.

Setting up a DSN connection

To enable TIM Plus to work with the Siemens OpenOffice, you first need to set up a DSN connection, by following the steps below:

1. Open Windows Control Panel

- 2. Double-click on the Administrative tools icon
- 3. Double-click on the Data Sources (ODBC) icon to open the ODBC Data Source Administrator window

For a 64 bit system, access the ODBC Data Source Administrator from the following location C:\Windows\ SysWOW64\odbcad32.exe

- 4. Click on the System DSN tab
- 5. Click on the Add button
- 6. Select Native from the driver list and click Finish
- 7. In the Data source name field enter Siemens OpenOffice
- 8. Click on the OK button to save the changes

An example of an ODBC entry is shown below:

🚱 ODBC Data Source A	dministrator	? ×
User DSN System DSN	File DSN Drivers Tracing Connection Poo	ling About
System Data Sources:		
Name	Driver	Add
Siemens OpenOffice	Native	Remove Configure
🔰 🛛 🚺 the indicate	System data source stores information about how to ed data provider. A System data source is visible to chine, including NT services.	connect to all users
	OK Cancel Apply	Help

Configuring the interface file

Follow the steps below to configure the interface file to establish an HTTPS connection with your Siemens OpenOffice:

- 1. Open the Siemens OpenOffice.TDT file, located by default in C:\Program Files (x86)\Tri-Line\TIM Plus\config.
- 2. Edit the file to point to the IP address of your Siemens OpenOffice and enter the relevant username and password, as shown below.

```
'Siemens OpenOffice
'When using the https connection method, add the following to the main ofg in the [Options] section
' GhostFile = data.pbx
' FileScoutInterval -= 10
Type ·= ·SCRIPT
[Options]
ScriptFile -= Siemens.tds
' Options, None, Https
ConnectionType ·= ·Https
' Options, Fixed Width, Delimited
FileFormat · · · · = · Delimited
' Options, for Delimited File type
Delimiter · · · · · = · |
' Options, for Https Connection
'IPAddress · · · · = ·127.0.0.1
'Username · · · · · · = · user
'Password · · · · · = · password
BackupFile ....= {app}\backup {year} {month} backup-{year} {month} {day}. {sitecode}
'Access ·codes, ·comma ·delimited ·and ·sorted ·in ·descending ·length ·order
' defualt value is none
AccessCodes -= -9
'SplitTandem -= True
```

3. Remove the apostrophe (') in front of the amended fields to enable them. An example of a configured interface file is shown below:



Configuring TIM Plus

Once the DSN connection has been set up, log in to TIM Plus and follow the steps below:

1. Click on the Directory tab.

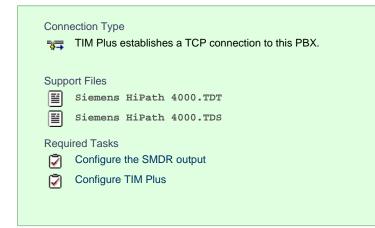
2. Choose the site you want to configure and click Properties .

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Siemens OpenOffice 👻	
Connection method	Connect to a system DSN -	
DSN name	Siemens OpenOffice	
Frequency	5	
DB Script	Siemens -	
		- 1
Delete site	Cancel	
		-

- 3. In the Site Properties window, select Siemens OpenOffice from the PBX model drop-down list.
- 4. In the Connection method field, select Connect to a system DSN from the drop-down list.
- 5. In the DSN name field, select Siemens OpenOffice from the drop-down list.
- 6. In the Frequency field, enter 5.
- 7. In the DB script field, select Siemens from the drop-down list.
- 8. Click on the Save button to apply the settings.

Siemens HiPath 4000

These instructions help you configure your Siemens HiPath 4000 phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

By default, the SMDR output of a Siemens HiPath 4000 is not enabled. To enable it for incoming, outgoing and internal calls, contact your system maintainer.

Configuring TIM Plus

Follow the steps below to configure TIM Plus to collect the SMDR data from your Siemens HiPath 4000:

1. Click on the Directory tab.

2. Choose the site you want to configure and click Properties .

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Siemens Hipath 4000 👻	
Connection method	Actively connect to PBX 👻	
Host	192.168.1.1	
Port	9000	
Username		
Password		
Connection script	Generic Simple 👻	
Delete site	Cancel Save	

- 3. In the Site Properties window, select Siemens HiPath 4000 from the PBX model drop-down list.
- 4. In the Connection method field, select Actively connect to PBX from the drop-down list.
- 5. In the Host field, enter the IP address of your Siemens HiPath 4000.
- 6. In the Port field, enter 9000.
- 7. Leave the Username and Password fields blank.
- 8. In the Connection script field, select Generic Simple from the drop-down list.
- 9. Click on the Save button to apply the settings.

Siemens Realitis/HiPath DX

The Siemens Realitis/HiPath DX can be configured to send its CIL output via a serial (RS232) or an IP connection. Click on the link below that relates to your preferred connection method.

Siemens Realitis/HiPath DX - Serial connection

These instructions help you configure your Siemens Realitis/HiPath DX phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn J	ection Type TIM Plus establishes a serial connection with this PBX.		
Supp	Support Files		
	Siemens HiPath DX.TDT		
	Siemens HiPath DX.TDS		
Requ	ired Tasks		
2	Configure the CIL output		
2	Install NetPBX		
2	Configure TIM Plus		

Configuring your CIL output

When configuring your Siemens Realitis/Hipath DX to send its CIL information via a serial connection, you need to directly connect a serial

cable from the phone system's wall box to the PC running NetPBX .

Your system maintainer needs to enable CIL output by setting it to the Full or unrestricted CIL format.

Installing NetPBX

To collect call logging data from the serial port of your phone system and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the steps below:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Siemens HiPath DX 👻	
Connection method	No connection required 🗸	
Delete site	Cancel Save	

3. In the Site Properties window, select Siemens HiPath DX from the PBX model drop-down list.

- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to save the settings.

Siemens Realitis/HiPath DX - IP connection

These instructions help you configure your Siemens Realitis/HiPath DX phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Con	nection Type TIM Plus establishes a TCP connection to this PBX.			
Sup	Support Files			
	Siemens HiPath DX.TDT			
	Siemens HiPath DX.TDS			
Req	Required Tasks			
2	Configure the CIL output			
2	Configure TIM Plus			

Configuring your CIL output

CIL access over Ethernet

In addition to CIL access over V.24 ports, all Realitis DX and iSDX systems with firmware revision 6.0 and above can send their CIL information by Ethernet. The System/UPI card - ACI - only allows a maximum of three such connections; subsequent connection requests are rejected.

To set up and activate this feature, a request must be made to Product Management at Siemens, Beeston.

Connecting to the CIL server

TIM Plus establishes a TCP connection to the IP address of the System/UPI card of your Siemens phone system.

You can choose the IP address of the System/UPI card by setting the variable IPACT in the permanent database. Your local maintenance engineer should be able to program this address for you.

The default listening port is 17257.

Configuring TIM Plus

Follow the steps below to configure TIM Plus to collect SMDR data from your Siemens Realitis/HiPath DX:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Siemens - HiPath DX 👻	
Connection method	Actively connect to PBX 👻	
Host	192.168.1.1	
Port	17257	
Username		
Password		
Connection script	Siemens Realitis DX 👻	
Delete site	Cancel Save	

- 3. In the Site Properties window, select Siemens HiPath DX from the PBX model drop-down list.
- 4. In the Connection method field, select Actively connect to PBX from the drop-down list.
- 5. In the Host field, enter the IP address of the System/UPI card of your phone system.
- 6. In the Port field, enter 17257.
- 7. Leave the Username and Password fields blank.
- 8. In the Connection script field, select Siemens Realitis DX from the drop-down list.
- 9. Click on the Save button to apply the settings.

SpliceCom

Splicecom Maximiser

These instructions help you configure your Splicecom Maximiser phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn 777	nection Type TIM Plus establishes a TCP connection to this PBX.
	ort Files SpliceCom Maximiser.TDT
Requ Requ	SpliceCom Maximiser.TDS ired Tasks Configure the SMDR output
Ø	Configure TIM Plus

Configuring the SMDR output

By default, the call logging output of the Splicecom Maximiser is enabled and you do not normally require a password to obtain it. To protect your call logging data, you can set a Call Logging Password in the System Details screen of your Maximiser's web management interface. If you decide to set a password, you need to enter this when configuring TIM Plus (below).

8	Your system maintainer may have already set a call logging password for you.

Configuring TIM Plus

Follow the steps below to configure TIM Plus to collect call logging data from your Splicecom Maximiser:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	SpliceCom Maximiser 🗸	
Connection method	Actively connect to PBX 🔹	
Host	192.168.1.1	
Port	4001	
Username		
Password		
Connection script	Splicecom Maximiser 🗸	
Delete site	Cancel Save	

3. In the Site Properties window, select Splicecom Maximiser from the PBX model drop-down list.

- 4. In the Connection method field, select Actively connect to PBX from the drop-down list.
- 5. In the Host field, enter the IP address of your Splicecom Maximiser.
- 6. In the Port field, enter 4001.
- 7. Leave the Username field blank.
- 8. If your Maximiser has a call logging password set, enter it in the Password field; if not, leave it blank.
- 9. In the Connection script field, select Splicecom Maximiser from the drop-down list.
- 10. Click on the Save button to apply the changes.

Swyx

SwyxWare

These instructions help you configure your SwyxWare phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.

Conn	ection Type
III	SwyxWare outputs the SMDR data to a file
Supp	ort Files
III	SWYX V6.TDT
III	SWYX V6.TDS
Requ Requ Requ	ired Tasks Configure the SMDR output Configure TIM Plus

Configuring your SMDR output

Follow the steps below to configure the SwyxWare to output SMDR data to a file in a specific location:

- 1. Log in to your SwyxWare Administration Tool.
- 2. Right-click on the Swyx server you want to configure and click on the Properties button.
- 3. In the Properties window, click on the Call Detail Records tab.
- 4. Click on the Call Detail Records into Text File radio button.
- 5. In the Save to Folder field, enter \program files\tri-line\tim plus\spool\. If you are using a mapped drive enter the driver letter.
- 6. In the File Name field, enter data.{sitecode}, replacing {sitecode} with the ID of the site you are logging. To obtain the ID of a site, hover the mouse pointer over it on the Directory page in TIM Plus and it will be displayed as a tooltip.
- 7. Click on the OK button and close the SwyxWare Administration Tool.

Here is an example of the SwyxWare Administration properties window:

SwyxServer TNTTEST2 Prop	erties		×
Search SwyxPhones	Login Device	1 Standbu	SwyxServer
Trunk Recording	Voicemail		ail Server
Files		ted SwyxWare :	
General Client Preferences	· · ·	· · ·	(
	SwyxPhone Firmw		Charges
			charges
O No Call Detail Records		N	
Call Detail Records into 1	Fext File	43	
Save to Folder:			
c:\program files\tri-line\t	im plus\spool\		
File Name:			
data.1			_
Limit File Size to:	5000	Kilobyte	s
C Call Detail Records into [
Database Connection St	ring:		
		Test Connection	n
External Numbers			
Store complete Number	r		
C Hide Digits			
Number of Digits replac	ed by 'x':	0	
C Replace Number with "	-	,	
ОК	Cancel	Apply	Help

Configuring TIM Plus

Follow the steps below to configure TIM Plus to receive SMDR data from your SwyxWare:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties	×
PBX Options Name PBX model Connection method	Inactivity LCR Tariff Alarms
Name	London
PBX model	SWYX V6 🗸
Connection method	No connection required -
Delete site	Cancel Save

- 3. In the Site Properties window, select SWYX V6 from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

Tadiran

Coral Flexicom

These instructions help you configure your Coral Flexicom phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

The Coral Flexicom phone system sends its SMDR data via a serial connection. You need to directly connect a serial cable from the phone system to the PC that NetPBX is installed and running on.

For more information about the output and configuration of your SMDR data, contact your system maintainer.

Installing NetPBX

To collect call logging data from the serial port and send it to TIM Plus, you need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the steps below:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Coral Flexicom 200 👻	
Connection method	No connection required 👻	
Delete site	Cancel Save	

- 3. In the Site Properties window, select Coral Flexicom 200 from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

Toshiba

Toshiba CIX/CTX

The Toshiba CIX/CTX can be configured to send its SMDR data over a serial (RS232) or an IP connection. Click on one of the links below that relates to your preferred connection method.

Toshiba CIX/CTX - Serial connection

These instructions help you configure your Toshiba CIX/CTX phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

When configuring your Toshiba CIX/CTX phone system to output its SMDR data via a serial connection, you need to directly connect a serial cable from the phone system to the PC running NetPBX.

For more information about the output and configuration of your SMDR data, contact your system maintainer.

Installing NetPBX

To collect call logging data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the steps below:

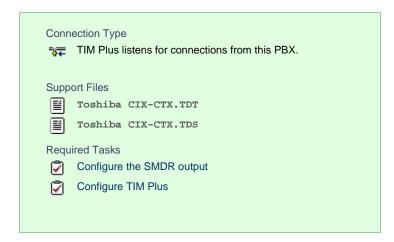
- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties	\mathbf{X}
PBX Options	Inactivity LCR Tariff Alarms
Name	London
PBX model	Toshiba CIX-CTX 🔹
Connection method	No connection required 👻
Delete site	Cancel

- 3. In the Site Properties window, select Toshiba CIX-CTX from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

Toshiba CIX/CTX - IP Connection

These instructions help you configure your Toshiba CIX/CTX phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

By default, the SMDR output of your Toshiba CIX/CTX is not enabled. Contact your system maintainer to enable call logging output for incoming, outgoing and internal calls.

Configuring TIM Plus

Follow the steps below to configure TIM Plus to listen for SMDR data from your Toshiba CIX/CTX:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Toshiba CIX-CTX 🗸	
Connection method	Listen for connections from PBX 🛛 🗸	
Host		
Port	9000	
Delete site	Cancel Save	

- 3. In the Site Properties window, select Toshiba CIX-CTX from the PBX model drop-down list.
- 4. In the Connection method field, select Listen for connections from PBX from the drop-down list.
- 5. Leave the Host field blank.
- 6. In the Port field enter 9000.
- 7. Click on the Save button to apply the settings.

Toshiba Strata DK

These instructions help you configure your Toshiba Strata DK phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your SMDR output

The Toshiba Strata DK phone system sends SMDR information via a serial connection when it is fitted with a Small Options Card. You need to directly connect a serial cable from the phone system to the PC that NetPBX is installed and running on.

For more information about the output and configuration of your SMDR data, contact your system maintainer.

Installing NetPBX

To collect call logging data from the serial port and send it to TIM Plus, you first need to install the NetPBX software. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the steps below:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

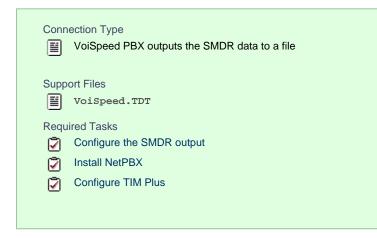
Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Toshiba Strata DK 🔹	
Connection method	No connection required 👻	
Delete site	Cancel Save	

- 3. In the Site Properties window, select Toshiba Strata DK from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

VoiSpeed

VoiSpeed PBX

These instructions help you configure your VoiSpeed PBX phone system to work with TIM Plus. Contact your system maintainer if you are not familiar with the configuration of your PBX.



Configuring your CDR output

The VoiSpeed phone system outputs its CDR data to a file. To configure the output, contact your system maintainer.

TIM Plus can be installed on the same machine as the VoiSpeed server; however, you should confirm this first with your system maintainer as it may impact system performance.

Installing NetPBX

Since your VoiSpeed phone system outputs its call logging data to a file, you first need to install the NetPBX software in order to collect the contents of the call logging file and forward it to TIM Plus. For setup instructions, click on the link below:

Install and configure NetPBX

Configuring TIM Plus

Once NetPBX is configured and collecting data, log in to TIM Plus and perform the steps below:

- 1. Click on the Directory tab.
- 2. Choose the site you want to configure and click Properties .

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	VoiSpeed -	
Connection method	No connection required -	
Delete site	Cancel	Save

- 3. In the Site Properties window, select VoiSpeed from the PBX model drop-down list.
- 4. In the Connection method field, select No connection required from the drop-down list.
- 5. Click on the Save button to apply the settings.

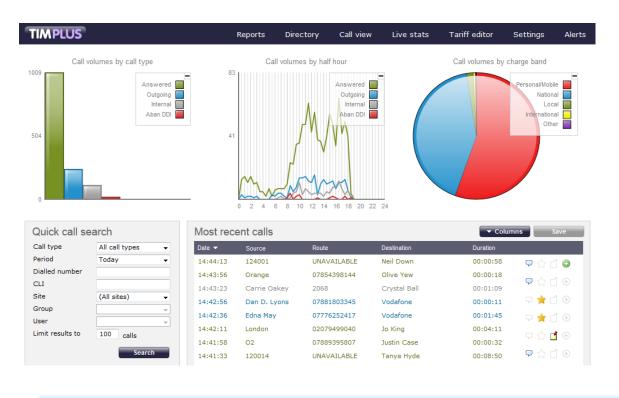
Accessing the system

TIM Plus resides on a centralised machine within your network where it runs as a service and, due to its in-built web server, it can be accessed via a standard web browser from any other PC on your network.

To access TIM Plus, open a web browser, go to the IP address or host name of the computer running TIM Plus and log in using your username and password.

Windows Security	×
The server timp username and	olus.call-logger.com at TIM Plus demonstration requires a password.
	erver is requesting that your username and password be ure manner (basic authentication without a secure
	User name Password V Remember my credentials
	OK Cancel

After successfully logging in, the following "dashboard" screen will be displayed.

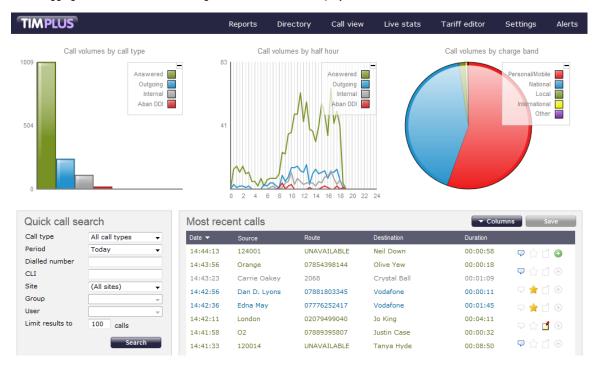


You may find that your access is restricted to a specific site or group. If you need to access other sites or groups, speak to your system administrator to get additional privileges.

Main screen

Overview

When logging in to TIM Plus, the following dashboard screen is displayed:



The information you see on this screen is relevant only to the area to which you've been granted access. For example:
 If you are a site administrator, the graphs, live call view and any other call-related information will be derived from calls that happened only on your own site and not those from any other sites within the system.
 If you are a site access to access to a second to a s

If your login account is restricted to a specific user group (department), the statistics will relate only to the call information for users within that particular group.

The dashboard screen consists of a toolbar along the top of the page and three main panels.

The toolbar is the main menu that you use to navigate the major features of TIM Plus. The tabs that make up the toolbar differ according to the type of account you use to log in with. The screenshot above displays an example dashboard screen for a user account that has administrative privileges whereby all of the tabs are present; however, for a restricted web user account, some of the tabs might not be visible, such as <u>Directory</u> or <u>Settings</u>.

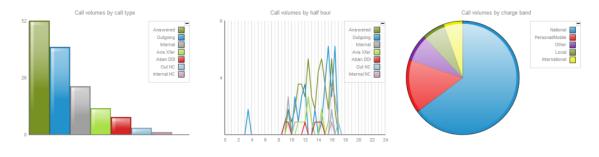
The three panels that make up the dashboard screen are as follows:

- Summary graphs
- Quick call search
- Most recent calls

Summary graphs

The summary graphs panel consists of three separate graphs, each organising their information using different criteria, as described below:

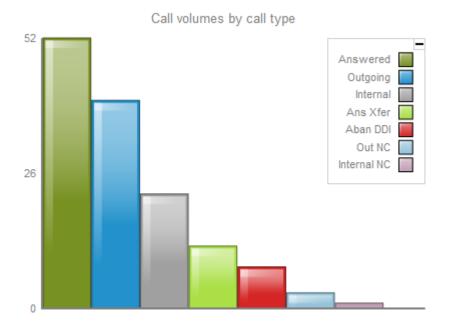
- Call volumes by call type
- Call volumes by half hour
- Call volumes by charge band



The information you see in each graph pertains only to the area to which the logged-in user has been granted access.

Call volume by call type

This first graph shows a snapshot of calls for the current day, based on the type of call, e.g. inbound, outbound, missed.



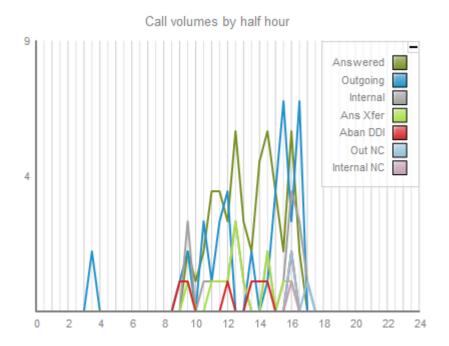
Each call type is colour-coded using a system-wide colour scheme, as follows:

- Green: Incoming calls
- Light green: Answered transferred calls
- Blue: Outgoing calls
- Light blue: Outgoing non-connected calls
- Grey: Internal calls
- Mauve: Internal non-connected calls
- Red: Abandoned DDI (Direct Dialled In) calls
- Pink: Tandem calls

The same call type colour coding system applies throughout TIM Plus.

Call volume by half hour

This graph shows a snapshot of calls for the current day, broken down by half-hour, allowing you to quickly identify peaks and troughs in call volumes to identify busy periods.

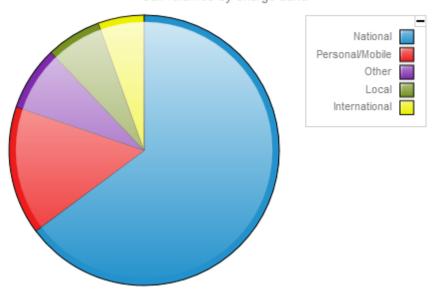


Each call type is colour-coded using a system-wide colour scheme as follows:

- Green: Incoming calls
- Light green: Answered transferred calls
- Blue: Outgoing calls
- Light blue: Outgoing non-connected calls
- Grey: Internal calls
- Mauve: Internal non-connected calls
- Red: Abandoned DDI (Direct Dialled In) calls
- Pink: Tandem calls

Call volume by charge band

This graph shows a snapshot of calls for the current day, based on their destination, allowing you to identify where you call most often. Calls are grouped into geographical locations such as Mobile, National, Local, International etc.



Call volumes by charge band

By default, the following colour scheme is used to identify calls to each geographical group:

- Red: Personal/Mobile calls
- Green: Local calls
- Blue: National calls
- Yellow: International calls
- Purple: Other calls

Quick call search

The guick call search panel offers a rapid way to locate specific calls in the central database, as an alternative to running a full call report. You can refine your search results by using the filters described below:

Quick call search		Most recent calls				▼ Columns		
Call type	All call types	•	Time 🔻	Source	Route	Destination	(Juration
Period	Today	-						
Dialled number								
CLI								
Site	(All sites)	•						
Group		Ŧ						
User		Ŧ						
Limit results to	100 calls							
	Searc	.h						

Call type

This filter allows you to define the type of call you want your search results to cover, e.g. incoming, outgoing, internal etc. To include all types of call, set this to All call types.

Call type	All call types	-
	All call types	
	Answered	
	Outbound	
	Missed	

Period

The Period search field defines the time period the results should cover. To choose a period, select it from the drop-down list.

Period	Custom
	Today Yesterday This week Last week This month
	Last month This year All calls Custom

There are several preset reporting periods available for selection, based on the standard Gregorian calendar. The following table describes how the start and end times are defined for each preset period:

Field	Description
Today	The start and end dates are set to the current date. The start time is set to 00:00:00 and the end time to 23:5 9:59.
Yesterday	The start and end dates are set to the current date minus one day. The start time is set to 00:00:00 and the end time to 23:59:59.
This week	The start date is set to the first day (normally Monday) of the current week. The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last week	The start date is set to the date of the last Monday, and the end date is set to the start date plus seven days. The start time is set to 00:00:00 and the end time to 23:59:59.
This month	The start date is set to the first day of the current month. The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The month is set to the previous month. The year is set to the current year, unless it is currently January, in which case, the previous year is used. The start and end times are set to 00:00:00 and 23:59:59 respectively.
This year	The start date is set to the first day of the first month of the current year, whilst the end date is set to today's date. The start and end times are set to 00:00:00 and 23:59:59 respectively.

All calls	The start and end dates and times are set to the dates and times of the first and last call in the entire call database, respectively.
Custom	Enter the start and end dates and times into the boxes provided. The start and end times are linked to their respective dates.

Dialled number

The Dialled number field allows you to filter your results by the number that was dialled. You can also specify a partial number to match all calls beginning with that number, e.g. to show all calls to London, enter 0207.

Dialled number	0207

You can use the * symbol as a wildcard in digit pattern matching, e.g. for calls to Tri-Line, enter 020726526*.

CLI

Calling Line Identification (CLI) is the telephone number of the remote caller in an incoming call scenario.

You can filter your results to show only calls that originate from a specific CLI or those whose CLI matches a particular pattern of digits. For example, to report on all incoming calls from London, you could enter 0207.

CLI 02072652600

You can use the * symbol as a wildcard in digit pattern matching, e.g. for calls from Tri-Line, enter 020726526*.

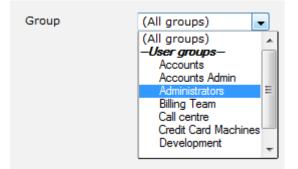
Site

The site search field enables you to specify the site you want your results to cover. Select (All sites) to search across all sites.

Site	(All sites)	-
	(All sites)	
	London	
	Madrid	
	Manchester	I
	Newcastle	

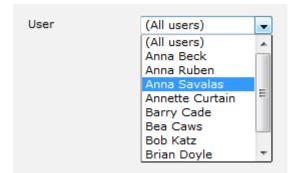
Group

Having chosen a specific site, you can limit the search results to a specific user group within that site by selecting it from the drop-down list.



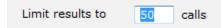
User

If both a site and group have been selected, you can further limit the search results to include only calls involving a particular user, by selecting the user from the drop-down list.



Limit results to

This feature enables you to specify the maximum number of search results you want to retrieve. Set the limit by entering a value in the field provided, e.g. entering 50 in the Limit results to field, will return a maximum of 50 results.



The search results will show in a new panel entitled Search results, as shown below:

Search results:					Back to recent calls
Time 🔻	Source	Route	Destination	Duration	
10:17:53	London	02074372526	Rose Pink	00:01:36	Ҏ 🏠 🗋 📀
10:16:31	Rachel Vaugn	3388	Justin Case	00:00:30	모슈립④
10:16:18	London	02076382847	AJ Singh	00:00:50	Ҏ 🚖 🖪 🛞
10:16:08	London	02076788000	Shane Winrey	00:02:22	모 ☆ 🗋 ⊙
10:15:06	London	02089443192	11042	00:00:35	Ӯ 🏠 🚺 🕥
10:14:58	London	02089173800	Cliff Jones	00:00:03	모 ☆ 🗂 😳
10:14:53	Chastity Case	02078239990	London	00:00:45	🗩 🚖 🗂 🛞
10:14:51	120021	UNAVAILABLE	Wayne Robert	00:02:43	모 ☆ 🗋 ⊙
10:14:38	Orange	07854369212	Pearl E White	00:00:12	모 ☆ 🗂 😳
10:14:36	120031	UNAVAILABLE	Rose Pink	00:01:35	모 ☆ 🗋 💿
10:14:23	Orange	07854180526	Sarah Conners	00:00:11	Ӯ 🕁 🖪 💿
10:12:01	Orson Carte	07751390118	02	00:00:25	🗩 🚖 🗂 🛞

To close the search results and return to the Most recent calls panel, click on the Back to recent calls link, at the top-right corner of the panel.

Most recent calls

By default, the Most recent calls panel displays the latest calls to have been processed by TIM Plus, with the most recent towards the top of the list. To sort the results by a different column, click on the relevant column header.

Search results:					Back to recent calls
Time 🔻	Source	Route	Destination	Duration	
10:17:53	London	02074372526	Rose Pink	00:01:36	모 ☆ 🖞 📀
10:16:31	Rachel Vaugn	3388	Justin Case	00:00:30	모 슈 🗋 🕥
10:16:18	London	02076382847	AJ Singh	00:00:50	Ҏ 🊖 🖪 🛞
10:16:08	London	02076788000	Shane Winrey	00:02:22	⊽ ☆ 🗋 ⊙
10:15:06	London	02089443192	11042	00:00:35	Ҏ 🏠 🖪 🛞
10:14:58	London	02089173800	Cliff Jones	00:00:03	모 🏠 🗋 📀
10:14:53	Chastity Case	02078239990	London	00:00:45	Ҏ 🊖 🗋 🛞
10:14:51	120021	UNAVAILABLE	Wayne Robert	00:02:43	🗣 🏠 🗋 💿
10:14:38	Orange	07854369212	Pearl E White	00:00:12	Ҏ 🏠 🗋 🔘
10:14:36	120031	UNAVAILABLE	Rose Pink	00:01:35	🗣 🏠 🗋 💿
10:14:23	Orange	07854180526	Sarah Conners	00:00:11	Ҏ 🏠 🖪 💿
10:12:01	Orson Carte	07751390118	02	00:00:25	Ҏ 🚖 🗋 🛞

Each call type is colour-coded using a system-wide colour scheme, as follows:

- Green: Incoming calls
- Light green: Answered transferred calls
- Blue: Outgoing calls
- Light blue: Outgoing non-connected calls
- Grey: Internal calls
- Mauve: Internal non-connected calls
- Red: Abandoned DDI (Direct Dialled In) calls
- Pink: Tandem calls

The calls you see in the Most recent calls panel pertain only to the area to which the logged-in user has been granted access; administrators see calls from all sites.

Columns headers

The column headers shown in the most recent calls list are specific to each web user and can be customised by clicking on the Columns button, which will display the following panel:

Most re	cent calls			🔺 Column	s Save
Time 💌	Date	CLI		Account code	
10:56:46	🧹 Time	Dial	led number	LCR digits) ☆ É ⊕
10:56:23	Source	Sou	rce name	Trunk access code	
	🖌 Route	Sou	rce ID	Data source	·☆□⊙
10:56:16	🧹 Destination	Des	tination name	Call reference	2 ☆ □ ⊙
10:56:08	Response	Des	tination ID	Flags	'☆□⊙
10:55:03	🧹 Duration	Tari	ff	Voice location	P☆□ ⊕
10:55:03	Cost	Tari	ff band	Voice filename	P☆ゴ⊙
10:54:53					P☆ゴ⊕
10:54:53				Save)☆ゴ⊙
10:54:53	10001	UNAVAIDADEE	rat Downe	00.03.21	-→ ☆ 🗋 ⊙ 👘
10:54:46	120017	UNAVAILABLE	AJ Singh	00:10:05	♀☆₫⊙
10:14:23	Orange	07854180526	Sarah Conners	00:00:11	모 🏠 🚺 💿
10:12:01	Orson Carte	07751390118	02	00:00:25	ᄝ 🚖 🗋 ⊙

Include a column header in the list by ticking the box alongside each one. Click on the Save button to apply any changes.

Each column header is described below:

Field name	Description
Date	The date the call started.
Time	The time the call started.
Source	The place from where the call originated.
Route	 The information displayed in this field is determined by the type of call: for incoming calls, this shows the CLI of the caller; for incoming internal calls, this shows either the caller's username or extension number; for outgoing calls, this shows the dialled number.
Destination	 The information displayed in this field is determined by the type of call: for incoming calls, this shows the name of the user whose extension answered the call, or the extension number if not available; for outgoing calls, this shows the geographical location that was dialled, or an alias if defined in your contacts list; for internal calls, this shows the extension that was dialled, enclosed in square brackets [].
Response	The time it took for the call to be answered (in seconds).
Duration	The duration of the call (in hours, minutes and seconds).
Cost	The cost of the call.
CLI	The telephone number of the remote caller for inbound calls.
Dialled number	The number that was dialled in order to reach a particular destination.
Source name	The name of the person who made the call.
Source ID	The ID of the person who made the call.
Destination name	The name of the destination called, e.g. Manchester, Tri-Line, London.
Destination ID	The ID of the destination called.
Tariff	The name of the tariff table that was used to cost the call, e.g. BT.
Tariff band	The specific tariff band that was used to cost the call, e.g. International, National, Mobile etc.

Account code	The account code associated with the call.			
LCR Digits	The Least Cost Routing (LCR) digits used to route the call.			
Trunk access code	The trunk access code used to access a group of channels.			
Data source	The location where the call originated.			
Call reference	Any call reference number associated with the call.			
Flags	 Any flags associated with a call, as described below: The call has no associated voice recording. The call has an associated voice recording; click on the icon to listen to the call. The call has not been scored; click on the icon to score the call. The call has not been scored; click on the icon to review scoring information for the call. The call has not been scored; click on the icon to review scoring information for the call. The call has not been scored; click on the icon to review scoring information for the call. The call has not been annotated; click on the icon to review scoring information for the call. The call has not been annotated; click on the icon to review the note (s). The call has no remove associated notes; click on the icon to review the note(s). The call has no related transfer legs. The call has no related transfer legs; click on the icon to view all transfers associated with the call. 			
Voice location	The unique ID of the call recording device that captured audio for the call.			

Voice filename	The unique call reference identifying any voice recording associated with the call.
	the call.

Reordering column headers

Each column header can be reordered by clicking and dragging it to the new location, as shown below:

Vlost rec	ent calls		Ţ	🔽 🗸 Col	umns Save
Time 🔻	Source	Route	Destination	Duration	
10:17:53	London	02074372320	RUSE PINK	00:01:36	ᄝ☆₫⊛
10:16:31	Rachel Vaugn	3388	Justin Case	00:00:30	모 ☆ 🗋 🟵
10:16:18	London	02076382847	AJ Singh	00:00:50	🗩 🊖 🖪 🛞
10:16:08	London	02076788000	Shane Winrey	00:02:22	Ҏ 🏠 🗋 💿
10:15:06	London	02089443192	11042	00:00:35	Ҏ 🏠 🖪 🛞
10:14:58	London	02089173800	Cliff Jones	00:00:03	Ҏ 🏠 🗋 🛞
10:14:53	Chastity Case	02078239990	London	00:00:45	Ҏ 🊖 🗋 🛞
10:14:51	120021	UNAVAILABLE	Wayne Robert	00:02:43	Ҏ 🏠 🗋 💿
10:14:38	Orange	07854369212	Pearl E White	00:00:12	Ҏ 🏠 🗋 💿
10:14:36	120031	UNAVAILABLE	Rose Pink	00:01:35	🗣 🏠 🗋 🛞
10:14:23	Orange	07854180526	Sarah Conners	00:00:11	Ҏ 🏠 🖪 🛞
10:12:01	Orson Carte	07751390118	02	00:00:25	Ҏ 🊖 🗋 🛞

Columns can be sorted by clicking the relevant column header, with each click toggling between ascending and descending order.

Any layout changes you make to the Most recent calls panel are saved only for the current web user and do not affect other web users.

Reports

What are reports?

Reports are the means by which your telephone call data is presented to you in a visual, meaningful way. Although the results of each report type differ substantially, running each of them involves following a similar, wizard-style procedure. Each report accepts several filters and options, allowing you to tailor the results to exactly the information you are looking for.

They can be run on demand at any time, or be scheduled to run at predetermined times in the future.

Below is an example output of the Call Analysis report:



		Durati	on (s)		Ring ti	me (s)	Dun	ation			Duration		Co	st
Time slot ▲	Σ	Max	Avg	Σ	Max	Avg	Max	Avg	Σ	Max	Avg	Total	Avg	Total
00:00 - 00:29	-	-	-	426	11	-	00:07:34	00:01:28	60	00:00:32	00:00:11	00:11:45	0.036	2.171
00:30 - 00:59	-	-	-	403	-	-	00:09:26	00:01:35	42	00:00:53	00:00:23	00:16:47	0.057	2.406
01:00 - 01:29	-	-	-	272	-	-	00:07:57	00:01:34	83	00:02:31	00:00:29	00:41:18	0.073	6.051
01:30 - 01:59	-	-	-	437	-	-	00:05:19	00:01:23	41	00:00:35	00:00:13	00:09:29	0.039	1.615
02:00 - 02:29	-	-	-	236	10	-	00:08:02	00:01:30	41	00:00:34	00:00:14	00:10:02	0.039	1.592
02:30 - 02:59	-	-	-	255	4	-	00:03:30	00:01:05	16	00:02:06	00:01:10	00:18:54	0.155	2.476
03:00 - 03:29	-	-	-	139	-	-	00:04:43	00:01:29	18	00:00:11	00:00:06	00:01:50	0.030	0.540
03:30 - 03:59	-	-	-	106	-	-	00:09:51	00:01:16	-	-	-	-	-	-
04:00 - 04:29	-	-	-	47	8	1	00:01:35	00:00:43	13	00:00:34	00:00:13	00:03:01	0.038	0.490
04:30 - 04:59	-	-	-	218	19	2	00:06:12	00:00:51	-	-	-	-	-	-
05:00 - 05:29	-	-	-	111	25	2	00:06:33	00:01:20	72	00:02:25	00:00:29	00:35:17	0.073	5.276
05:30 - 05:59	-	-	-	164	8	1	00:11:33	00:01:33	66	00:00:49	00:00:14	00:15:26	0.040	2.628
06:00 - 06:29	-	-	-	171	25	2	00:05:11	00:01:10	99	00:00:35	00:00:09	00:16:21	0.033	3.290
06:30 - 06:59	-	-	-	237	13	-	00:05:14	00:01:10	80	00:00:34	00:00:10	00:13:58	0.034	2.696
07:00 - 07:29	-	-	-	221	25	1	00:06:54	00:01:29	27	00:00:29	00:00:13	00:06:07	0.038	1.029
07:30 - 07:59	36	51	16	314	39	2	00:03:31	00:00:52	114	00:26:48	00:02:24	04:33:49	0.149	16.997

Reports overview video

Running reports on demand

To run a report on demand, click on the **Reports** tab and, from the list of reports in the left-hand panel, select the report you want to run. Click on the **Select this report** button to start the report wizard, as shown below:

IMPLUS	Reports Di	irectory Call view	Live stats	Tariff editor	Settings	Ale
Reports						
Busy channels Busy times Call analysis Call geography Call scoring Call volumes Custom report Daily activity Enterprice overprises		Figures are shown and averages so effectively plan you working day.	ition about your ear graphical how many ed and rou've made. n as maximum you can more our staffing	Select thi	s report	
cheduled reports				Prope	erties Del	lete
Report 🔺	Runs every	Last run		Next runs		
My busy times	1 month	Never		16 August 2013		
My call analysis	1 month	Never		16 November 2	2012 00:00:00	

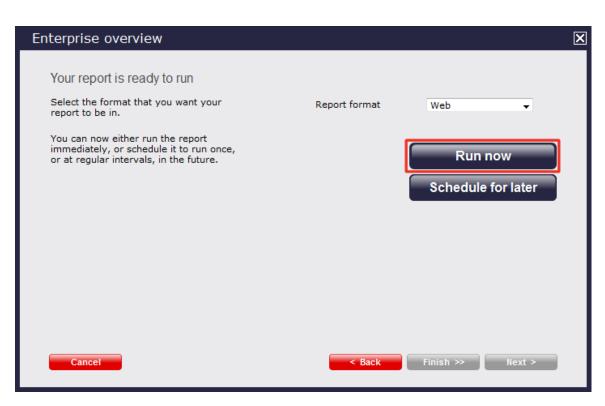
A new window will open, where you can set the parameters of your report. If you do not want to change any of the default settings, click on the Finish button, as shown below:

Enterprise overview		X
Select a reporting period		
Define the period you want the report to encompass.	Period From date	Yesterday (1) UI Jul 2011
Remember, you can always filter your results later, so choose a big enough period.	To date From time To time	02 Apr v 2013 00 : 00 : 00 23 : 59 : 59
		23.03.05
Cancel	< Back	Finish >> Next >

If you want to change any of the report's parameters, refer to the relevant page in the list below:

- Setting the report period
- Setting the report entity
- Setting the report filters
- Setting the report options
- Setting the report formats

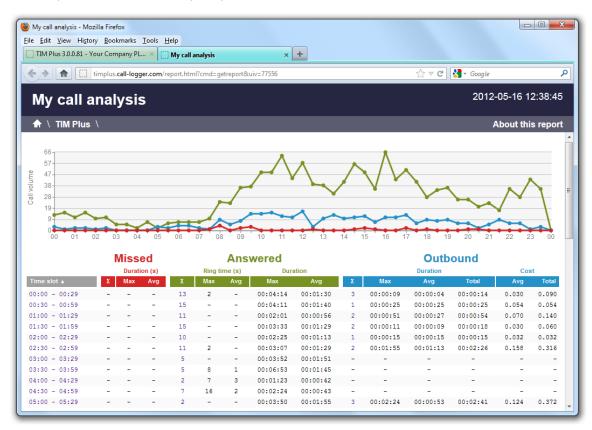
When you are ready to run the report, click on the Run now button, as shown below:



When the report has finished, its results will open in a new browser window.

If the results window does not appear after running your report, it may be because your browser is using a pop-up blocker. You should disable pop-up blocking for the TIM Plus web address.

The example below shows a Call Analysis report in web format:



Scheduling reports



Preparing the report

To schedule a report, choose the one you want to run from the list in the left-hand panel, then click on the Select this report button to start the report wizard, as shown below:

TIMPLUS	Report	s Directory	Call view Liv	ve stats	Tariff editor	Settings	Alert
Reports							
Account summary Busy channels Busy times Call analysis Call geography Call scoring Call volumes Custom report Daily activity Enterprise overview Frequent numbers Missed calls	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$	Callia and a second sec	ks down your work hour segments and rtant information a sentation of how n ound, answered an udoned calls you've res are shown as m averages so you ca trively plan your sta trively plan your sta irements throughou ing day.	l details bout your aphical nany d made. waximum in more affing	Select thi	s report	
Scheduled reports	P				Prope Next runs	erties Del	ete
Report 🔺 My busy times	Runs every 1 month		Last run Never		16 August 201	2.00.00.00	
My call analysis	1 month		Never		16 November 2		

In the same way as with running a report on demand, you can modify the report period, entity, filters, options and format before scheduling, by referring to the relevant pages below:

- Setting the report period
- Setting the report entity
- Setting the report filters
- Setting the report options
- Setting the report formats

If you do not want to change any of the default settings, click on the **Finish** button, as shown below:

Busy times		
Select a reporting period		
Define the period you want the report to encompass. Remember, you can always filter your results later, so choose a big enough period.	Period From date To date From time To time	Yesterday (1) 01 Jul + 2011 16 May + 2012 00 : 00 : 00 23 : 59 : 59
Cancel	< Back	Finish >> Next >

Once you have selected your report's parameters, click on the Schedule for later button.

Call analysis		X
Your report is ready to run Select the format that you want your		
report to be in.	Report format	PDF 🗸
You can now either run the report immediately, or schedule it to run once, or at regular intervals, in the future.		Run now
		Schedule for later
Cancel	< Back	Finish >> Next >

In the new window that opens you can set the scheduling parameters of the report:

- when you want the report to first run
- how frequently you want the report to run
- how you want the report delivered
- who should receive the report

Setting the scheduling parameters

When do you want the first report to run?

Enter the future date and time that you want the report to run at, as shown below:

Call analysis	×
Choose when you want the report to be deli Choose the date and time you want the report to be generated. If you want the report to be sent regularly instead of just once, tick the box and choose the recur period.	
Cancel	< Back Finish >> Next >

How often do you want the report to recur?

If you want the report to recur, tick the Repeat the report box and select the frequency for re-runs from the drop-down list, as shown below:

Call analysis	\mathbf{X}
Choose when you want the report to be deli Choose the date and time you want the	Vered Start running the report on
report to be generated.	2 Apr ▼ 2013 at 00 : 00 : 00
If you want the report to be sent regularly instead of just once, tick the box and choose the recur period.	Repeat the report every 1 months hours days weekdays weeks months years
Cancel	< Back Finish >> Next >

How do you want the report delivered?

The report can be delivered by e-mail or saved as a file to a specific location, by choosing a delivery method from the drop-down list:

Call analysis	X
Call analysis How is the report to be delivered? Choose how you would like this report to be delivered. You can save the report as a file or have it sent by email.	Delivery method Email Email address File
Cancel	< Back Finish >> Next >

Who receives the report?

Delivery method	Description
E-mail	 Enter the e-mail address that you want the report to be delivered to If you want the report to be e-mailed to more than one person, separate each address using the ; symbol.

File

- Type the full filename, including folder, of the location that you want the report to be saved as, e.g. C:\My Reports\My Call Analysis.html
- The filename can include the following variables:

Variable	Description
{year}	The current year
{month}	The current month
$\{week\}$	The current week number
{day}	The current day of the month
{hhmmss}	The time that the report ran, in a compact hours, minutes and seconds format
{name}	The name given to the report
{uiv}	A unique numeric report identifier

 To save the report to a network share, specify the filename using a UNC path. You must ensure that the user account running the TIM Plus service has access privileges to write to the file you have specified.

Enterprise overview	Σ
How is the report to be delivered? Choose how you would like this report to be delivered. You can save the report as a file or have it sent by email.	Delivery method Email Email address jbloggs@tri-line.com,johnwhite@abc.com
Cancel	< Back Finish >> Next >

Schedule now

When you have configured the scheduling parameters, click on the Schedule now button to save the report's definition.

Enterprise overview	٤	<
Report name		
Give the report a name for your reference.	Report name: My enterprise overview	
	Schedule now	
Cancel	< Back Finish >> Next >	

Notice that your newly-scheduled reports are now listed in the scheduled reports panel at the bottom of the screen, as shown below:

Reports								
Account summary Busy channels Busy times Call analysis Call geography Call scoring Call volumes Custom report Daily activity Enterprise overview Frequent numbers Missed calls	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$	Operation Description Non Arg Arg	13 00.04.08 0.007 0.009 14 00.05128 0.045 0.056 14 00.05128 0.045 0.056 14 00.05128 0.010 0.030 14 00.05148 0.041 0.017	Breaks down you half-hour segmen important informa calls. You get a cl representation of outbound, answer abandoned calls y Figures are shown and averages so effectively plan yc requirements thro working day.	ts and details tion about your ear graphical how many ed and rou've made. as maximum you can more our staffing	Select thi	s report	
cheduled reports						Prope	erties De	lete
Report 🔺		uns every month		Last run Never		Next runs 16 August 2013	2 00:00:00	
My busy times		month		Never			2012 00:00:00	

The properties of a scheduled reports are web user specific, and can be seen or edited only by the web user that initially added the report in the system.

Editing a scheduled report

Call analysis				
Call analysis				
No call analysis No wax of the second secon	half-hour segments calls. You get a de calls. You get a de calls. You get a de calls you've made. Figures are shown averages so you cor requirements throu working day.	s and details ion about your iar graphical iow many ad and abandoned as maximum and an more ur staffing	Select this report	
			Properties	Delete
Runs every			Next runs	
	Image: state	Image: Constraint of the segment of	NoteAutometryImage: AutometryImage: Autometry </td <td>Vector Vector Vector Vector Vector Select this report Select this report Select this</td>	Vector Vector Vector Vector Vector Select this report Select this report Select this

To edit a scheduled report, select it from the Scheduled reports panel, and click on the Properties button, as shown below:

A new window with the properties of the report will open, where you can edit the period, entity, filters, options and format of the report.

Call analysis		
Select a reporting period		
Define the period you want the report to encompass.	Period From date	Yesterday Vesterday Vesterday
Remember, you can always filter your results later, so choose a big enough period.	To date From time To time	17 May v 2012 00:00:00 23:59:59
Cancel	< Back	Finish >> Next >

Click on the links below for details of how to configure these parameters:

- Setting the report period
- Setting the report entity
- Setting the report filters
- Setting the report options
- Setting the report formats

Deleting a scheduled report

To delete a scheduled report, select it from the Scheduled reports panel and click the Delete button, as shown below:

TIMPLUS			Reports	Dire	ctory	Call view	Live stats	Tariff editor	Settings	Alerts
Reports										
Account summary Busy channels Busy times Call analysis Call geography Call scoring Call volumes Custom report Daily activity Enterprise overview Frequent numbers Inbound call performance	E	01.00 - 01.00 202 140 10 00.00.00 00.01.12 01.00 - 00.00 120 40 5 00.00.07 00.01.02	Image: Second	0.072 2.585 0.077 0.029 0.095 0.056 0.108 1.721 0.090 0.330 0.090 0.337	half-ho importa calls. Y represe outbou calls yo Figures averag effectiv	down your worl ur segments ann nin finformation a ou get a clear g intation of how i nd, answered ar u've made. are shown as n es so you can m ely plan your st ments througho g day.	d details sbout your raphical many d abandoned naximum and iore affing	Select this n	eport	
Scheduled reports								Prop	erties	Delete
Report 🔺		Runs eve				Last run		Next runs		
My busy channels on x dept		1 month				02 May 2013 11:	50:31	01 June 2013 1	0:00:00	~ ~

Report parameters

Setting the report period

For each report, you must specify a time span that covers the calls you want the report to include. This is known as the "reporting period".

Select a reporting period		
Define the period you want the report to	Period	Yesterday 💌 🌘
encompass.	From date	Today
Remember, you can always filter your results later, so choose a big enough period.	To date	Yesterday This week
	From time	Last week This month
penda	To time	Last month
		This year All calls
		Custom period

Preset period

There are several preset reporting periods available for selection, based on the standard Gregorian calendar. The following table describes how the start and end times are defined for each preset period:

Period	Description
Today	The start and end dates are set to the current date. The start time is set to 00:00:00 and the end time to 23:5 9:59.
Yesterday	The start and end dates are set to the current date minus one day. The start time is set to 00:00:00 and the end time to 23:59:59.
This week	The start date is set to the first day of the current week (normally Monday). The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last week	The start date is set to the date of the last Monday, and the end date is set to the start date plus seven days. The start time is set to 00:00:00 and the end time to 23:59:59.
This month	The start date is set to the first day of the current month. The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The month is set to the previous month. The year is set to the current year, unless it is currently January, in which case, the previous year is used. The start and end times are set to 00:00:00 and 23:59:59 respectively.
This year	The start date is set to the first day of the first month of the current year, whilst the end date is set to today's date. The start and end times are set to 00:00:00 and 23:59:59 respectively.
All calls	The start and end dates and times are set to the dates and times of the first and last call in the entire call database, respectively.

Custom period

In addition to the presets described above, it is possible to specify a custom reporting period by choosing Custom period from the Period drop-down list and specifying your own Start date, Start time, End date and End time of the period you want to report on.

Select a reporting period		
Define the period you want the report to encompass.	Period	Custom period 🚽 🕕
	From date	01 Jul 👻 2011
Remember, you can always filter your results later, so choose a big enough period.	To date	02 Apr 👻 2013
	From time	00 : 00 : 00
	To time	23 : 59 : 59

Run or schedule the report

To run or schedule the report without setting any further parameters, select the Finish button; to apply further settings, click on the Next button, which will direct you to the Entity section of the report wizard.

Setting the report entity

The Reporting entity parameter allows you to select the part of your organisation whose calls the report should include, e.g. a site, a group or an individual user.

Choose a reporting entity		
Select a specific section of your organisation whose calls will feature in the report. To run the report across your entire organisation, select (All sites) . Alternatively, select a specific site, user group, channel group, individual user or channel.	Site Group User	(All sites) - () - () - ()

Site

To report on a particular site, select it from the drop-down list or select All sites.



Site All sites (1)

Group

If a site has been selected, you are able to further limit the report's results by selecting a group from the drop-down list.



User

If both a site and group have been selected, you can further limit the report's results to include only calls involving a particular user, by selecting that user from the drop-down list.

User	All users	

If your web account is restricted to a specific site or group, only those entities to which you have access will be available in the drop-down lists.

Run or schedule the report

To run or schedule the report without setting any further parameters, select the Finish button; to apply further settings, click on the Next button, which will direct you to the Filters section of the report wizard.

Setting the report filters

Below is a list of all report filters available in TIM Plus, although not all filters are relevant to all reports:

Filter the results of t	he report		
Account code		Dialled number	
Call type	All calls 🗸 🗸	Duration	
Carrier	(All carriers) 🗸	LCR code	
CLI		Response	
Cost		Start time	
Destination		Trunk access code	

Account code

To produce a report consisting only of calls that were made using a particular account code, enter the account code in the field provided.

Account code 0140

To report on more than one account code, separate each code using a comma.

Call type

This filter allows you to select the type of call you want to report on, in terms of where the call originated and where it was delivered, e.g. incoming, outgoing, internal, etc. To report on all types of call, set this to All calls.

Call t	уре
--------	-----

All calls	

Carrier

If you use more than one carrier, you can limit the results to include only calls that were made using a specific carrier.

Carrier	All carriers	
If you use only one ca	arrier, there will be no drop-do	lown list available and no option to choose a carrier.

CLI

Calling Line Identification (CLI) is the telephone number of the remote caller in an incoming call scenario.

You can report on calls that originate from a specific CLI or those whose CLI matches a particular pattern of digits. For example, to report on all incoming calls from Tri-Line, you could enter 02072652600.

CLI	02072652600	

You can use the ! symbol to explicitly exclude a CLI from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls from Tri-Line, but include all others, you could use !020726526*. To report on more than one CLI, use a comma to separate each entry.

Cost

You can define a cost filter to include calls above or below specific values by entering your criteria, as shown below:

You can specify a cost range by using the - symbol; to specify limits, use the comparison operators, >, <, and ! .

Destination

If you want to filter calls to a specific, known destination, type the name of the destination in the text box provided. This filter accepts the ! an d * symbols for excluding values and specifying partial matches, respectively.

For example, if you wanted to exclude all calls to France, you could enter !France*, as shown below:

Destination	!France*	

Dialled number

To filter calls to a specific dialled number, type it in the text box provided. The dialled number is defined as the number that is dialled (in the case of an outbound call), or the DDI number that the remote party dialled to reach a particular extension or group (in the case of an inbound call).

To filter calls to a specific area, a partial number can be entered (e.g. 0033 for calls to France).

Dialled number	0033	
Dialled Humber	0033	

You can use the ! symbol to explicitly exclude a dialled number from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls to Tri-Line, but include all others, you could use !020726526*). To report on more than one dialled number, use a comma to separate each entry.

Duration

To filter calls above or below a particular duration, enter the desired duration in seconds.

Duration	>1800	

You can specify a duration range by using the - symbol; to specify limits, use the comparison operators, >, <, and ! .

In the above example, the report will return only calls longer than 1800 seconds (30 minutes).

LCR code

To filter your results to include only calls that used a Least Cost Routing (LCR) code, enter it in the text box provided.



You can use the ! symbol to explicitly exclude a LCR code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using all LCR codes beginning 162, you could enter !162*. To report on more than one LCR code, use a comma to separate each entry.

Response

This option allows you to filter calls based on their response time, measured in seconds. Specify the desired response time threshold in the text box provided.

Response time >10

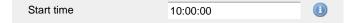
In the above example, the search results will display calls that have a response time greater than 10 seconds.

You can specify a response time range by using the - symbol and; to specify limits, use the comparison operators, >, <, and !.

Start time

This option allows you to filter calls based on the time the call started. Specify the start time in the text box provided using the hh:mm:ss for mat.

For example, to include only calls that began after 10 am, you could enter 10:00:00 in the Start time field, as shown below:



Trunk access code

If your telephone system uses trunk access codes to connect calls using specific channels, you can limit your report's results to include only calls made using those codes. Specify the trunk access code in the text box provided.

Trunk access code	9	

You can use the ! symbol to explicitly exclude a trunk access code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using the 9 trunk access code, you could enter ! 9. To report on more than one trunk access code, use a comma to separate each entry.

Run or schedule the report

To run or schedule the report without setting any further parameters, select the **Finish** button; to apply further settings, click on the **Next** button, which will direct you to the **Options** section of the report wizard.

Setting the report options

Reporting options

This section allows you to further narrow down your report results, by excluding certain types of call or sorting the results in a particular manner. These options are specific to the type of report you are running and differ between report types. Next to each option there is an Inf ormation icon (1) which, if clicked, opens a help prompt describing that particular option.

Options		
Specify one or more of any additional report options shown here.	 Exclude weekends (1) Exclude transfers (1) 	
	Sort order Ascending -	
	Sort results by Time slot 👻	
	Ignore missed calls shorter than 🔋 seconds (D

In the example above, the user wants to exclude weekends and transferred calls, as well as missed calls shorter than 3 seconds.

Run or schedule the report

To run or schedule the report without setting any further parameters, select the Finish button; to apply further settings, click on the Next button, which will direct you to the Format section of the report wizard.

Setting the report formats

Report format

This section allows you to choose the media format of your completed report. To select a media format, select it from the drop-down list:



The following formats are available:

Format	Description
S Web	 The web format is the default interface for all report types. The results are displayed in a new browser window which contains a combination of HTML, CSS and JavaScript content. To navigate through a report consisting of multiple pages, click on the (*), (*), (*) or (*) icons at the top-right corner of the screen. Universally-accessible, the web format provides a mixture of graphical charts and tabular data, whose column headers are click-able to allow dynamic sorting of results.
DF	 The PDF format guarantees an identical look across all operating systems, making it an ideal report format for printing out on paper, or for e-mailing to colleagues inside and outside of your organisation. Due to the static nature of the PDF format, dynamic sorting of column headers is not available, although results can be pre-sorted using the filters and options available during report creation.

xls	The Excel format is useful for onward manipulation of the data contained in your reports, or for including results in popular spreadsheet packages.
a, csv	The CSV format allows report results to be arranged in comma-separated lists of data. CSV files are often used for transferring data between different applications, such as databases, spreadsheets, and other third-party programs.
🖹 XML	The XML format can be useful when transferring the structured data from your report results to third-party applications, such as billing, accounting and time management applications.

Run or schedule the report

This is the final screen of the report wizard. Click on the Run now button to run the report immediately, or select the Schedule for later button to schedule the report to run at a later time. To revise the report parameters you have entered, click on the Back button, which will lead you to the previous report options.

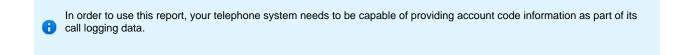
Report types

Account Summary



Introduction

The Account Summary report produces a type of phone bill for tracking how much billable time you've spent with each client, grouping its results by account code.



My accour	My account summary 2012-05-17 15:05:01			
🚖 \ TIM Plus \ L	ondon \ Accounts \			About this report
Calls with no	account code			
Carrier▲	Charge band	Σ	Total duration	Total cost
London	No charge band	95	01:06:29	-
BT	International	2	00:00:06	0.087
BT	Local	31	00:41:59	3.730
BT	National	51	02:13:01	13.059
		179	04:01:35	16.876
52003				
Carrier▲	Charge band	Σ	Total duration	Total cost
BT	National	3	00:03:45	0.377
		3	00:03:45	0.377
52004				
Carrier▲	Charge band	Σ	Total duration	Total cost
BT	National	5	00:30:32	1.987
		5	00:30:32	1.987
52005				
Carrier▲	Charge band	Σ	Total duration	Total cost
BT	National	3	00:05:23	0.374

Running the report

On the Reports screen, select the Account summary report from the left-hand pane and click the Select this report button.

IMPLUS					Rep	orts Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Reports											
Account summary	Accou	nt summa	ary								
Busy channels						Produces a type of p					
Busy times	My accou	unt summary			load this report	by the account code(make each call.	(s) that were used	to Sele	ct this report		
Call analysis		account code			and the region	Account codes are of				_	
Call geography	Calls with he	thange band	1	Total decideon	Nolast.	Account codes are of calls as having been					
Call scoring		Determinal Reviewal Local	54 4279 220	10-06-27 100-02-44 17-08-07 10-08-07	25.475 67.490 22.900	on behalf of clients, a allows you to collate	and this report				
Call volumes	-	Dober Personal/Mobile	10 10104 20279	214-04-10 244-04-10	201.911	back purposes, or to	track how much				
Custom report	52001					time you've spent wi	th each client.				
Daily activity		there bent		104/dector	1.111						
Enterprise overview		Local Bettowel	2	82-54-54 82-53-55 83-65-25	0.809						
Frequent numbers	52002										
Inbound call performance											
Missed calls											
Phone bill											
Random call selection											
Target response											
Top calls											
Unused devices											
User activity											

A new window will appear, where you can set the parameters of your report.

Selecting the reporting period

For each report, you must specify a time span that covers the calls you want the report to include. This is known as the "reporting period".

Select a reporting period		
Define the period you want the report to	Period	Yesterday 💽 🕕
encompass.	From date	Today Yesterday
Remember, you can always filter your	To date	This week
results later, so choose a big enough period.	From time	Last week This month
period.	To time	Last month This year All calls Custom period

There are several preset reporting periods available for selection, based on the standard Gregorian calendar. The following table describes how the start and end times are defined for each preset period:

Period	Description
Today	The start and end dates are set to the current date. The start time is set to 00:00:00 and the end time to 23:5 9:59.
Yesterday	The start and end dates are set to the current date minus one day. The start time is set to 00:00:00 and the end time to 23:59:59.
This week	The start date is set to the first day (normally Monday) of the current week. The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last week	The start date is set to the date of the last Monday, and the end date is set to the start date plus seven days. The start time is set to 00:00:00 and the end time to 23:59:59.
This month	The start date is set to the first day of the current month. The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The month is set to the previous month. The year is set to the current year, unless it is currently January, in which case, the previous year is used. The start and end times are set to 00:00:00 and 23:59:59 respectively.
This year	The start date is set to the first day of the first month of the current year, whilst the end date is set to today's date. The start and end times are set to 00:00:00 and 23:59:59 respectively.
All calls	The start and end dates and times are set to the dates and times of the first and last call in the entire call database, respectively.

In addition to the presets described above, it is possible to specify a custom reporting period by choosing Custom period from the Period drop-down list and specifying your own Start date, Start time, End date and End time of the period you want to report on.

Period	Custom period 👻 🕕
From date	01 Jul 👻 2011
To date	14 Feb 👻 2013
From time	00 : 00 : 00
To time	23 : 59 : 59

Once you have set the reporting period, click on the <u>Next</u> button to set additional report parameters and options, or select the <u>Finish</u> button to run the report immediately.

Selecting the reporting entity

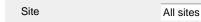
The Reporting entity parameter allows you to select the part of your organisation whose calls the report should include, e.g. a site, a group or an individual user.

Choose a reporting entity		
Select a specific section of your organisation whose calls will feature in the report. To run the report across your entire organisation, select (All sites) .	Site Group User	(All sites)
Alternatively, select a specific site, user group, channel group, individual user or channel.		

Site

To report on a particular site, select it from the drop-down list or select All sites .

All groups



Group

If a site has been selected, you are able to further limit the report's results by selecting a group from the drop-down list.

Group

User

If both a site and group have been selected, you can further limit the report's results to include only calls involving a particular user, by selecting that user from the drop-down list.

A

User	All users	
If your web account i the drop-down lists.	s restricted to a specific site o	group, only those entities to which you have access will be available in

Once you have selected the scope of your report, click on the Next button to set additional report parameters and options, or to run the report immediately, click the Finish button.

Selecting the report filters

You can limit the results of your report by choosing one or more of the following filters:

Filter the results o	of the report			
Account code			Dialled number	
Call type	All calls	- 0	Duration	
Carrier	(All carriers)	- 0	LCR code	
CLI			Response	
Cost			Start time	
Destination			Trunk access code	

Account code

To produce a report consisting only of calls that were made using a particular account code, enter the account code in the field provided.

Account code	0140	

To report on more than one account code, separate each code using a comma.

Call type

This filter allows you to define the type of call you want to report on, in terms of where the call originated and where it was delivered, e.g. incoming, outgoing, internal etc. To report on all types of call, set this to All calls.

Call type	All calls	

Carrier

If you use more than one carrier, you can limit the results to include only calls that were made using a specific carrier.

Carrier	All carriers	
If you use only one ca	arrier, there will be no drop-do	wn list available and no option to choose a carrier.

CLI

Calling Line Identification (CLI) is the telephone number of the remote caller in an incoming call scenario.

You can report on calls that originate from a specific CLI or those whose CLI matches a particular pattern of digits. For example, to report on all incoming calls from Tri-Line, you could enter 02072652600.



You can use the ! symbol to explicitly exclude a CLI from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls from Tri-Line, but include all others, you could use !020726526*. To report on more than one CLI, use a comma to separate each entry.

Cost

You can define a cost filter to include calls above or below specific values by entering your criteria, as shown below:

Cost	<2.00	

You can specify a cost range by using the - symbol; to specify limits, use the comparison operators, >, <, and ! .

Destination

If you want to filter calls to a specific, known destination, type the name of the destination in the text box provided. This filter accepts the ! an d * symbols for excluding values and specifying partial matches, respectively.

For example, if you wanted to exclude all calls to France, you could enter !France*, as shown below:

_
C

Dialled number

To filter calls to a specific dialled number, type it in the text box provided. The dialled number is defined as the number that is dialled (in the case of an outbound call), or the DDI number that the remote party dialled to reach a particular extension or group (in the case of an inbound call).

To filter calls to a specific area, a partial number can be entered (e.g. 0033 for calls to France).

Dialled number	0033	

You can use the ! symbol to explicitly exclude a dialled number from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls to Tri-Line, but include all others, you could use !020726526*). To report on more than one dialled number, use a comma to separate each entry.

Duration

To filter calls above or below a particular duration, enter the desired duration in seconds.

Duration >1800

You can specify a duration range by using the - symbol; to specify limits, use the comparison operators, >, <, and !.

In the above example, the report will return only calls longer than 1800 seconds (30 minutes).

LCR code

To filter your results to include only calls that used a Least Cost Routing (LCR) code, enter it in the text box provided.

LCR code 162 🕕

You can use the ! symbol to explicitly exclude a LCR code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using all LCR codes beginning 162, you could enter !162*. To report on more than one LCR code, use a comma to separate each entry.

Response

This option allows you to filter calls based on their response time, measured in seconds. Specify the desired response time threshold in the text box provided.

Response time	>10	

In the above example, the search results will display calls that have a response time greater than 10 seconds.

You can specify a response time range by using the - symbol and; to specify limits, use the comparison operators, >, <, and !.

Start time

This option allows you to filter calls based on the time the call started. Specify the start time in the text box provided using the hh:mm:ss for mat.

For example, to include only calls that began after 10 am, you could enter 10:00:00 in the Start time field, as shown below:

Start time	10:00:00	

Trunk access code

If your telephone system uses trunk access codes to connect calls using specific channels, you can limit your report's results to include only calls made using those codes. Specify the trunk access code in the text box provided.

Trunk access code	9	
		0

You can use the 1 symbol to explicitly exclude a trunk access code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using the 9 trunk access code, you could enter 19. To report on more than one trunk access code, use a comma to separate each entry.

Selecting the report options

This section enables you to further narrow down your report results, by excluding certain types of calls. It also allows you to sort the report's results in a particular manner.

Options			
Specify one or more of any additional report options shown here.	 Exclude weekends (1) Exclude transfers (1) Don't replace numbers with contact names (1) 		
	Sort order	Ascending 👻 🕕	
	Sort results by	Carrier 👻 🕕	
	Ignore missed calls sho	rter than 🔋 seconds 🕕	

Exclude weekends

To exclude weekend calls from your report's results, select the Exclude weekends option.

🔽 Exclude weekends 🕕	
----------------------	--

Exclude transfers

To exclude transferred calls from your report's results, select the Exclude transfers option.

Exclude transfers	
-------------------	--

Don't replace numbers with contact names

Tick this option if you do not want to replace dialled numbers, CLIs and account codes with their associated names, as defined in your web user's contacts list.

Don't replace numbers with contact names	
--	--

Sort order

Choose from the sort order drop-down list whether you want the results of the report to appear in ascending or descending order.

Sort order	Ascending	
------------	-----------	--

Sort results by

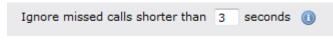
To sort your report's results by a particular column, select it from the Sort results by drop-down list.

Sort results by	Carrier	

Ignore short missed calls

Missed calls below a certain duration can sometimes pollute the meaning of a report's results. To exclude such short calls from your report,

enter a duration threshold in the text box provided, e.g. to ignore calls below 3 seconds, enter 3.



Selecting the report format

This section allows you to choose the media format of your completed report. The formats available are Web, PDF, Excel, CSV and XML.

More details about each report format are available in the Setting the report format section above.

Creating the report

When you have selected a reporting period and have chosen any filters and options, you can either run the report immediately by clicking on the Run now button, or schedule it for future delivery.

Your report is ready to run			
Select the format that you want your report to be in.	Report format	Web	•
You can now either run the report immediately, or schedule it to run once, or at regular intervals, in the future.			now e for later

The report's results

The results of this report are presented as a tabular breakdown of calls - grouped by account code - according to the parameters you've selected.

Below is an example of this report's output in Web format, showing a summary of account code usage:

/ly accoun	201	2012-05-17 15:05:01		
► \ TIM Plus \ Lo	ondon \ Accounts \	_	About this repo	
Calls with no	account code			
Carrier▲	Charge band	Σ	Total duration	Total cost
London	No charge band	95	01:06:29	-
BT	International	2	00:00:06	0.087
BT	Local	31	00:41:59	3.730
BT	National	51	02:13:01	13.059
		179	04:01:35	16.876
52003				
Carrier▲	Charge band	Σ	Total duration	Total cost
BT National	National	3	00:03:45	0.377
		3	00:03:45	0.377
2004				
Carrier▲	Charge band	Σ	Total duration	Total cost
BT	National	5	00:30:32	1.987
		5	00:30:32	1.987
2005				
Carrier▲	Charge band	Σ	Total duration	Total cost
BT	National	3	00:05:23	0.374

As with all reports produced by TIM Plus, each page of the report includes the following information:

- the report's title
- the date and time that the report was generated
- the name of the report, if applicable

The web format is the most interactive of all formats: all column headers are click-sortable and most graphical and tabular elements can be drilled down into, allowing deeper analysis of your results.

The headers of this report are as follows:

Header	Description
Carrier	The carrier used to route the call.
Charge band	The charge band used to cost the call.
Σ	The total volume of calls to each charge band.
Total duration	The total time spent on calls to each charge band.
Total cost	The total cost of calls to each charge band.

By clicking on the About this report link at the top-right corner of the page, you can review any filters and options that have been applied to the report.

To modify your report to cover a larger organisational scope, click on an element of the breadcrumb as shown below:

About this report

★ \ TIM Plus \ <u>London</u> \ Accounts \

Busy Channels



Introduction

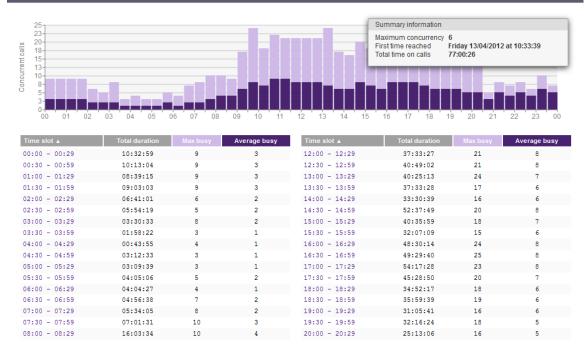
The Busy Channels report allows you to break down each business day into half-hour periods, showing the maximum and average number of telephone lines in use for each half-hour period. This report is useful for determining whether or not you have enough lines or if you have too many.

My busy channels

🛧 \ TIM Plus \ London \ Accounts \

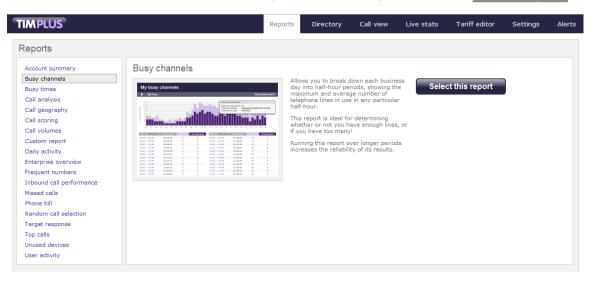
```
2012-05-17 15:17:14
```

About this report



Running the report

On the Reports screen, select the Busy channels report from the left-hand pane and click the Select this report button.



A new window will appear, where you can set the parameters of your report.

Selecting the reporting period

For each report, you must specify a time span that covers the calls you want the report to include. This is known as the "reporting period".

Select a reporting period		
Define the period you want the report to encompass.	Period	Yesterday 💽 🕕
	From date	Today Yesterday
Remember, you can always filter your results later, so choose a big enough period.	To date	This week
	From time	Last week This month
	To time	Last month This year All calls Custom period

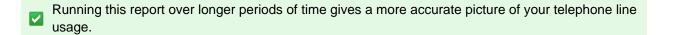
There are several preset reporting periods available for selection, based on the standard Gregorian calendar. The following table describes how the start and end times are defined for each preset period:

Period	Description
Today	The start and end dates are set to the current date. The start time is set to 00:00:00 and the end time to 23:5 9:59.
Yesterday	The start and end dates are set to the current date minus one day. The start time is set to 00:00:00 and the end time to 23:59:59.
This week	The start date is set to the first day of the current week (normally Monday). The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last week	The start date is set to the date of the last Monday, and the end date is set to the start date plus seven days. The start time is set to 00:00:00 and the end time to 23:59:59.
This month	The start date is set to the first day of the current month. The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The month is set to the previous month. The year is set to the current year, unless it is currently January, in which case, the previous year is used. The start and end times are set to 00:00:00 and 23:59:59 respectively.
This year	The start date is set to the first day of the first month of the current year, whilst the end date is set to today's date. The start and end times are set to 00:00:00 and 23:59:59 respectively.
All calls	The start and end dates and times are set to the dates and times of the first and last call in the entire call database, respectively.

In addition to the presets described above, it is possible to specify a custom reporting period by choosing Custom period from the Period drop-down list and specifying your own Start date, Start time, End date and End time of the period you want to report on.

Period	Custom period 👻 🕕
From date	01 Jul 👻 2011
To date	14 Feb 👻 2013
From time	00 : 00 : 00
To time	23 : 59 : 59

Once you have set the reporting period, click on the Next button to set additional report parameters and options, or select the Finish button to run the report immediately.



Selecting the reporting entity

The Reporting entity parameter allows you to select the part of your organisation whose calls the report should include, e.g. a site, a group or an individual user.

Choose a reporting entity		
Select a specific section of your organisation whose calls will feature in the report. To run the report across your entire organisation, select (All sites). Alternatively, select a specific site, user group, channel group, individual user or channel.	Site Group User	(All sites) (All sites) (1) (1) (2) (3) (3) (4) (4) (4) (5) (5) (5) (5) (5

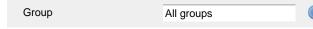
Site

To report on a particular site, select it from the drop-down list or select All sites .



Group

If a site has been selected, you are able to further limit the report's results by selecting a group from the drop-down list.



All users

User

If both a site and group have been selected, you can further limit the report's results to include only calls involving a particular user, by selecting that user from the drop-down list.

If your web account is restricted to a specific site or group, only those entities to which you have access will be available in the drop-down lists.

Once you have selected the scope of your report, click on the <u>Next</u> button to set additional report parameters and options, or to run the report immediately, click the Finish button.

Selecting the report filters

You can limit the results of your report by choosing one or more of the following filters:

Filter the results of	the report		
Account code		Dialled number	
Call type	All calls 🗸	Duration	
Carrier	(All carriers) 🗸	LCR code	
CLI		Response	
Cost		Start time	
Destination		Trunk access code	

Account code

To produce a report consisting only of calls that were made using a particular account code, enter the account code in the field provided.

Account code	0140	0
		-

To report on more than one account code, separate each code using a comma.

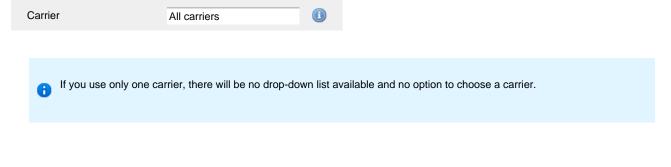
Call type

This filter allows you to define the type of call you want to report on, in terms of where the call originated and where it was delivered, e.g. incoming, outgoing, internal etc. To report on all types of call, set this to All calls.

Call type	All calls	

Carrier

If you use more than one carrier, you can limit the results to include only calls that were made using a specific carrier.



CLI

Calling Line Identification (CLI) is the telephone number of the remote caller in an incoming call scenario.

You can report on calls that originate from a specific CLI or those whose CLI matches a particular pattern of digits. For example, to report on all incoming calls from Tri-Line, you could enter 02072652600.

CLI	02072652600	

You can use the ! symbol to explicitly exclude a CLI from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls from Tri-Line, but include all others, you could use !020726526*. To report on more than one CLI, use a comma to separate each entry.

Cost

You can define a cost filter to include calls above or below specific values by entering your criteria, as shown below:

Cost <2.00

You can specify a cost range by using the - symbol; to specify limits, use the comparison operators, >, <, and !.

Destination

If you want to filter calls to a specific, known destination, type the name of the destination in the text box provided. This filter accepts the ! an d * symbols for excluding values and specifying partial matches, respectively.

For example, if you wanted to exclude all calls to France, you could enter !France*, as shown below:

Destination	!France*	

Dialled number

To filter calls to a specific dialled number, type it in the text box provided. The dialled number is defined as the number that is dialled (in the case of an outbound call), or the DDI number that the remote party dialled to reach a particular extension or group (in the case of an inbound call).

To filter calls to a specific area, a partial number can be entered (e.g. 0033 for calls to France).

Dialled number	0033	

You can use the ! symbol to explicitly exclude a dialled number from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls to Tri-Line, but include all others, you could use !020726526*). To report on more than one dialled number, use a comma to separate each entry.

Duration

To filter calls above or below a particular duration, enter the desired duration in seconds.



You can specify a duration range by using the - symbol; to specify limits, use the comparison operators, >, <, and !.

In the above example, the report will return only calls longer than 1800 seconds (30 minutes).

LCR code

To filter your results to include only calls that used a Least Cost Routing (LCR) code, enter it in the text box provided.



You can use the ! symbol to explicitly exclude a LCR code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using all LCR codes beginning 162, you could enter !162*. To report on more than one LCR code, use a comma to separate each entry.

Response

This option allows you to filter calls based on their response time, measured in seconds. Specify the desired response time threshold in the text box provided.

		-
Response time	>10	

In the above example, the search results will display calls that have a response time greater than 10 seconds.

You can specify a response time range by using the - symbol and; to specify limits, use the comparison operators, >, <, and !.

Start time

This option allows you to filter calls based on the time the call started. Specify the start time in the text box provided using the hh:mm:ss for mat.

For example, to include only calls that began after 10 am, you could enter 10:00:00 in the Start time field, as shown below:

Start time	10:00:00	

Trunk access code

If your telephone system uses trunk access codes to connect calls using specific channels, you can limit your report's results to include only calls made using those codes. Specify the trunk access code in the text box provided.

Trunk access code	9	

You can use the ! symbol to explicitly exclude a trunk access code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using the 9 trunk access code, you could enter !9. To report on more than one trunk access code, use a comma to separate each entry.

Selecting the report options

This section enables you to further narrow down your report results, by excluding certain types of calls. It also allows you to sort the report's results in a particular manner.

Options		
Specify one or more of any additional report options shown here.	Exclude weekends () Exclude transfers ())
	Sort order	Ascending 👻 🕕
	Sort results by	Time slot 👻 🕕
	Ignore missed calls shorte	er than 3 seconds 🕕

Exclude weekends

To exclude weekend calls from your report's results, select the Exclude weekends option.



Exclude transfers

To exclude transferred calls from your report's results, select the Exclude transfers option.



Sort order

Choose from the sort order drop-down list whether you want the results of the report to appear in ascending or descending order.

Sort order	Ascending	

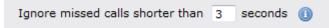
Sort results by

To sort your report's results by a particular column, select it from the Sort results by drop-down list.

Sort results by	Time slot	
-----------------	-----------	--

Ignore short missed calls

Missed calls below a certain duration can sometimes pollute the meaning of a report's results. To exclude such short calls from your report, enter a duration threshold in the text box provided, e.g. to ignore calls below 3 seconds, enter 3.



Selecting the report format

This section allows you to choose the media format of your completed report. The formats available are Web, PDF, Excel, CSV and XML.

More details about each report format are available in the Setting the report format section above.

Creating the report

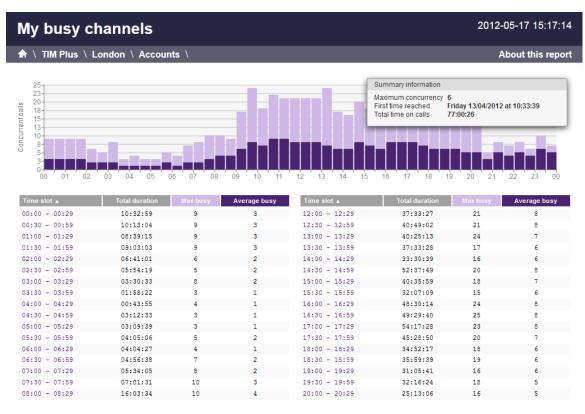
When you have selected a reporting period and have chosen any filters and options, you can either run the report immediately by clicking on the Run now button, or schedule it for future delivery.



The report's results

Web format

Below is an example of this report's output in web format, displaying the activity of your telephone lines grouped in half-hour time slots:



The web format is the most interactive of all formats: all column headers are click-sortable and most graphical and tabular elements can be drilled down into, allowing deeper analysis of your results. By clicking on the About this report link at the top-right corner of the page, you can review any filters and options that have been applied to the report.

As with all reports produced by TIM Plus, each page of the report includes the following information:

- the report's title
- the date and time that the report was generated
- the name of the report, if applicable

The body of the report consists of a graph and a table:

- The graph is a quick and easy indication of your line usage, broken down into half-hour time slots. The percentage on the y-axis shows the number of lines utilised, and the x-axis shows each half-hour of the day. The bars on the graph coloured light-purple show the *maximum* number of busy trunks in each particular half-hour, and the overlaid dark-purple ones show the *average* number of busy trunks in the same time period.
- The table displays the actual data organised in columns for maximum and average busy lines and the total duration for each half-hour time slot. Each column is described below:

Header	Description
Time slot	The time of day in half-hour periods
Total duration	The total duration of all calls made or received within the time slot shown
Max busy	The maximum number of trunks in use during the time slot shown
Average busy	The average number of trunks in use during the time slot shown

All column headers are clickable, allowing you to dynamically reorder the results.

To modify your report to cover a larger organisational scope, click on an element of the breadcrumb as shown below:

TIM Plus \ London \ Accounts \

PDF format

If you chose to run the report in PDF format, the report will consist of three pages.

The first page shows the login name of the person who has prepared/scheduled the report, the entity you are reporting on, the period covered and any filters used in the report.

About this report

My busy channels

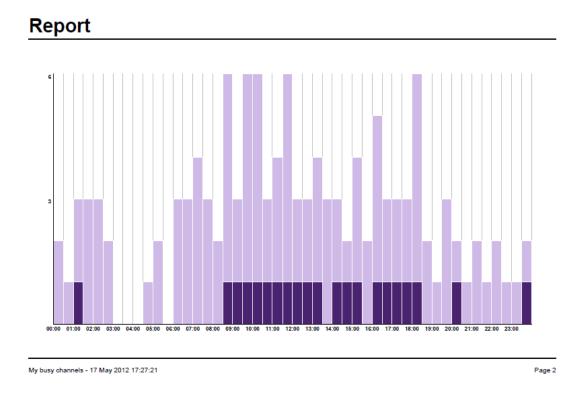
 Prepared by
 Joe Bloggs
 Covering period
 01 April 2012 00:00:00

 to
 30 April 2012 23:59:59

My busy channels - 17 May 2012 17:27:21

Page 1

The second page has a graph depicting the average and maximum number of channels used, as shown below:



The third page contains a table of time slots, showing the maximum and average number of channels that were busy, along with the total duration of time spent on calls during each time slot.

Data

rime slot	Total duration	Max busy	Average busy	Time slot	Total duration	Max busy	Average bus
0:00 - 00:29	00:09:06	2	-	12:00 - 12:29	01:11:34	3	1
0:20 - 00:59	00:01:24	1	-	12:30 - 12:59	00:36:41	3	1
1:00 - 01:29	00:52:45	3	1	13:00 - 13:29	00:58:11	4	1
1:30 - 01:59	00:13:54	3	-	12-20 = 12-59	00-07-28	2	-
:00 - 02:29	00:52:27	3	-	14:00 - 14:29	00:53:04	3	1
2:30 - 02:59	00:22:47	2	-	14:30 - 14:59	01:34:11	2	1
3:00 - 03:29	-	-	-	15:00 - 15:29	01:36:15	4	1
3:30 - 03:59	-	-	-	15:30 - 15:59	00:21:46	2	-
1:00 - 04:29	-	-	-	16:00 - 16:29	00:27:52	5	1
1:30 - 04:59	00:15:08	1	-	16:30 - 16:59	01:44:37	3	1
00 - 05:29	00:01:19	2	-	17:00 - 17:29	00:45:47	3	1
-20 - 05-59	-	-	-	17:30 - 17:59	02:18:00	3	1
:00 - 06:29	00:09:22	3	-	18:00 - 18:29	02:40:29	6	1
:30 - 06:59	00:39:00	3	-	18:30 - 18:59	01:28:19	2	-
:00 - 07:29	00:34:10	4	-	19:00 - 19:29	00:31:57	1	-
7:30 - 07:59	00:47:09	3	-	19:30 - 19:59	00:01:43	3	-
1:00 - 08:29	00:51:53	2	-	20:00 - 20:29	00:56:20	2	1
:30 - 08:59	01:49:55	6	1	20:30 - 20:59	00:13:47	1	-
9:00 - 09:29	03:59:58	3	1	21:00 - 21:29	00:46:09	2	-
:30 - 09:59	04:19:29	6	1	21:30 - 21:59	00:14:49	1	-
:00 - 10:29	02:33:48	6	ī	22:00 - 22:29	01:46:40	2	-
:30 - 10:59	01:22:35	3	1	22:30 - 22:59	00:13:29	1	-
1:00 - 11:29	02:07:29	4	1	23:00 - 23:29	01:11:37	1	-
:30 - 11:59	01:44:31	6	1	23:30 - 23:59	00:01:28	2	1

My busy channels - 17 May 2012 17:27:21

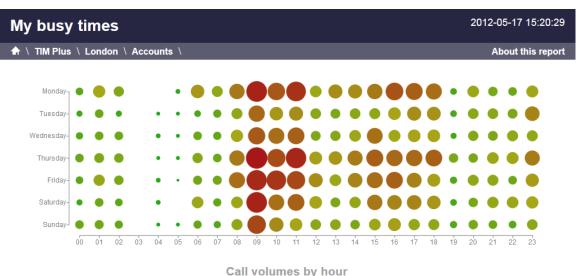
Page 3

Busy Times

The	Busy Times report
۷	Introduction
2	Running the report
2	Creating the report
2	The report's results

Introduction

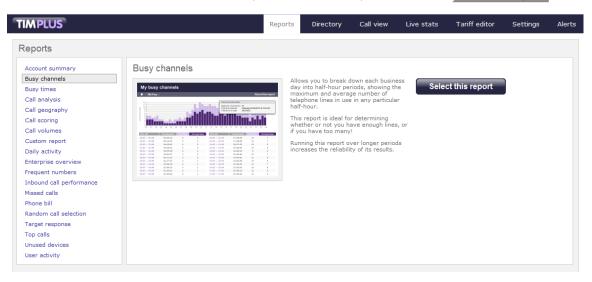
The Busy Times report provides an hour-by-hour graphical representation of your call volumes for each day, giving a detailed breakdown of calls by type, for each time slot. This report is useful for identifying call traffic trends and can readily highlight your busiest periods, allowing you to more effectively plan your staffing requirements.



Day	00	01	02	03	04	05	06	07	80	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Monday	8	20	14	-	-	3	24	16	31	56	40	51	18	26	26	31	41	38	34	6	18	12	10	19
Tuesday	5	10	5	-	2	2	6	9	16	35	24	26	15	13	15	16	21	26	25	6	15	15	13	28
Wednesday	7	10	10	-	3	2	10	9	20	39	34	37	13	14	18	33	19	21	21	5	14	13	16	16
Thursday	10	13	12	-	2	2	14	10	31	60	43	55	22	24	30	38	35	35	37	12	12	18	19	30
Friday	8	17	12	-	3	1	11	11	34	54	50	44	26	18	28	34	37	29	22	7	16	16	10	23
Saturday	5	10	8	-	3	-	18	9	18	56	33	37	21	13	17	31	28	28	24	6	12	17	18	20
Sunday	10	11	9	-	2	2	9	7	16	45	27	21	15	15	12	18	22	17	16	7	12	10	8	15
Total	53	91	70	-	15	12	92	71	166	345	251	271	130	123	146	201	203	194	179	49	99	101	94	151

Running the report

On the Reports screen, select the Busy times report from the left-hand pane and click the Select this report button.



A new window will appear, where you can set the parameters of your report.

Selecting the reporting period

For each report, you must specify a time span that covers the calls you want the report to include. This is known as the "reporting period".

Select a reporting period		
Define the period you want the report to	Period	Yesterday 💽 🕕
encompass.	From date	Today Yesterday
Remember, you can always filter your	To date	This week
results later, so choose a big enough period.	From time	Last week This month
	To time	Last month This year All calls Custom period

There are several preset reporting periods available for selection, based on the standard Gregorian calendar. The following table describes how the start and end times are defined for each preset period:

Period	Description
Today	The start and end dates are set to the current date. The start time is set to 00:00:00 and the end time to 23:5 9:59.
Yesterday	The start and end dates are set to the current date minus one day. The start time is set to 00:00:00 and the end time to 23:59:59.
This week	The start date is set to the first day of the current week (normally Monday). The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last week	The start date is set to the date of the last Monday, and the end date is set to the start date plus seven days. The start time is set to 00:00:00 and the end time to 23:59:59.
This month	The start date is set to the first day of the current month. The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The month is set to the previous month. The year is set to the current year, unless it is currently January, in which case, the previous year is used. The start and end times are set to 00:00:00 and 23:59:59 respectively.
This year	The start date is set to the first day of the first month of the current year, whilst the end date is set to today's date. The start and end times are set to 00:00:00 and 23:59:59 respectively.
All calls	The start and end dates and times are set to the dates and times of the first and last call in the entire call database, respectively.

In addition to the presets described above, it is possible to specify a custom reporting period by choosing Custom period from the Period drop-down list and specifying your own Start date, Start time, End date and End time of the period you want to report on.

Period	Custom period 👻 🕕
From date	01 Jul 👻 2011
To date	14 Feb 👻 2013
From time	00 : 00 : 00
To time	23 : 59 : 59

Once you have set the reporting period, click on the Next button to set additional report parameters and options, or select the Finish button to run the report immediately.

Selecting the reporting entity

The Reporting entity parameter allows you to select the part of your organisation whose calls the report should include, e.g. a site, a group or an individual user.

Choose a reporting entity		
Select a specific section of your organisation whose calls will feature in the report. To run the report across your entire organisation, select (All sites) . Alternatively, select a specific site, user group, channel group, individual user or channel.	Site Group User	(All sites) ● (1) ● (1) ● (1)

Site

To report on a particular site, select it from the drop-down list or select All sites .



All sites

Group

If a site has been selected, you are able to further limit the report's results by selecting a group from the drop-down list.

All groups

User

If both a site and group have been selected, you can further limit the report's results to include only calls involving a particular user, by selecting that user from the drop-down list.

User	All users	
If your web account is the drop-down lists.	restricted to a specific site or	group, only those entities to which you have access will be available in

Once you have selected the scope of your report, click on the Next button to set additional report parameters and options, or to run the report immediately, click the Finish button.

Selecting the report filters

You can limit the results of your report by choosing one or more of the following filters:

Filter the results o	of the report			
Account code			Dialled number	
Call type	All calls	- 0	Duration	
Carrier	(All carriers)	- 0	LCR code	
CLI			Response	
Cost			Start time	
Destination			Trunk access code	

Account code

To produce a report consisting only of calls that were made using a particular account code, enter the account code in the field provided.

Account code	0140	

To report on more than one account code, separate each code using a comma.

Call type

This filter allows you to define the type of call you want to report on, in terms of where the call originated and where it was delivered, e.g. incoming, outgoing, internal, etc. To report on all types of call, set this to **All calls**.

Call type	All calls	

Carrier

If you use more than one carrier, you can limit the results to include only calls that were made using a specific carrier.

Carrier	All carriers	
if you use only one ca	arrier, there will be no drop-do	wn list available and no option to choose a carrier.

CLI

Calling Line Identification (CLI) is the telephone number of the remote caller in an incoming call scenario.

You can report on calls that originate from a specific CLI or those whose CLI matches a particular pattern of digits. For example, to report on all incoming calls from Tri-Line, you could enter 02072652600.



You can use the ! symbol to explicitly exclude a CLI from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls from Tri-Line, but include all others, you could use !020726526*. To report on more than one CLI, use a comma to separate each entry.

Cost

You can define a cost filter to include calls above or below specific values by entering your criteria, as shown below:

Cost	<2.00	

You can specify a cost range by using the – symbol; to specify limits, use the comparison operators, >, <, and !.

Destination

If you want to filter calls to a specific, known destination, type the name of the destination in the text box provided. This filter accepts the ! an d * symbols for excluding values and specifying partial matches, respectively.

For example, if you wanted to exclude all calls to France, you could enter !France*, as shown below:

_
C

Dialled number

To filter calls to a specific dialled number, type it in the text box provided. The dialled number is defined as the number that is dialled (in the case of an outbound call), or the DDI number that the remote party dialled to reach a particular extension or group (in the case of an inbound call).

To filter calls to a specific area, a partial number can be entered (e.g. 0033 for calls to France).

Dialled number	0033	

You can use the ! symbol to explicitly exclude a dialled number from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls to Tri-Line, but include all others, you could use !020726526*). To report on more than one dialled number, use a comma to separate each entry.

Duration

To filter calls above or below a particular duration, enter the desired duration in seconds.

Duration >1800

You can specify a duration range by using the - symbol; to specify limits, use the comparison operators, >, <, and !.

In the above example, the report will return only calls longer than 1800 seconds (30 minutes).

LCR code

To filter your results to include only calls that used a Least Cost Routing (LCR) code, enter it in the text box provided.

LCR code 162 🕕

You can use the ! symbol to explicitly exclude a LCR code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using all LCR codes beginning 162, you could enter !162*. To report on more than one LCR code, use a comma to separate each entry.

Response

This option allows you to filter calls based on their response time, measured in seconds. Specify the desired response time threshold in the text box provided.

Response time	>10	

In the above example, the search results will display calls that have a response time greater than 10 seconds.

You can specify a response time range by using the - symbol and; to specify limits, use the comparison operators, >, <, and !.

Start time

This option allows you to filter calls based on the time the call started. Specify the start time in the text box provided using the hh:mm:ss for mat.

For example, to include only calls that began after 10 am, you could enter 10:00:00 in the Start time field, as shown below:

Start time	10:00:00	

Trunk access code

If your telephone system uses trunk access codes to connect calls using specific channels, you can limit your report's results to include only calls made using those codes. Specify the trunk access code in the text box provided.

Trunk access code	9	
		<u> </u>

You can use the ! symbol to explicitly exclude a trunk access code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using the 9 trunk access code, you could enter !9. To report on more than one trunk access code, use a comma to separate each entry.

Selecting the report options

This section enables you to further narrow down your report results, by excluding certain types of calls. It also allows you to sort the report's results in a particular manner.

Options	
report options shown here.	Exclude weekends () Exclude transfers () Fore missed calls shorter than 3 seconds ()

Exclude weekends

To exclude weekend calls from your report's results, select the Exclude weekends option.



Exclude transfers

To exclude transferred calls from your report's results, select the Exclude transfers option.

Exclude transfers (1)

Ignore short missed calls

Missed calls below a certain duration can sometimes pollute the meaning of a report's results. To exclude such short calls from your report, enter a duration threshold in the text box provided, e.g. to ignore calls below 3 seconds, enter 3.

Ignore missed calls shorter than	3	seconds	

Selecting the report format

This section allows you to choose the media format of your completed report. The formats available are Web, PDF, Excel, CSV and XML.

More details about each report format are available in the Setting the report format section above.

Creating the report

When you have selected a reporting period and have chosen any filters and options, you can either run the report immediately by clicking on the Run now button, or schedule it for future delivery.

Your report is ready to run		
Select the format that you want your report to be in.	Report format	Web
You can now either run the report immediately, or schedule it to run once, or at regular intervals, in the future.		Run now Schedule for later

The report's results

My busy	' tii	me	s	_	_	_	_	_	_	_				_				_		20)12-(05-17	15::	20:29
🚖 🔪 TIM Plus	\ L	.ond	on \	Ac	cou	nts	\														A	bout	this r	eport
											_													
Monday-	•		•			•													•		•	٠		
Tuesday-	•	•	٠		•		•	•	•	• (•	•				•			٠		
Wednesday-	•	•	•		•		•		•						• (•	•	•			
Thursday-	•	•	•		•		•		• (•				
Friday-	•		•		•		•		• (•			٠		
Saturday-	•	•	•		•				•					٠	• (•	•				
Sunday-			•		•		•		•	• (•		•	٠		
	00	01	02	03	04	4 0	5	06	07	08	09 1	0 11	12	13	14	15 1	6 17	18	19	20	21	22	23	
									0	all	volu	mes	by b	our										
Day	00	01	02	03	04	05	06	07	08	09		11	12	13	14	15	16	17	18	19	20	21	22	23
Monday	8	20	14			3	24	16	31	56		51	18	26	26	31	41	38	34	6	18	12	10	19
Tuesday	5	10	5	-	2	2	6	9	16	35		26	15	13	15	16	21	26	25	6	15	12	13	28
Wednesday	7	10	10	-	3	2	10	9	20	39		37	13	14	18	33	19	21	21	5	14	13	16	16
Thursday	10	13	12	-	2	2	14	10	31	60		55	22	24	30	38	35	35	37	12	12	18	19	30
Friday	8	17	12	-	3	1	11	11	34	54	50	44	26	18	28	34	37	29	22	7	16	16	10	23
Saturday	5	10	8	-	3	-	18	9	18	56	33	37	21	13	17	31	28	28	24	6	12	17	18	20
Sunday	10	11	9	-	2	2	9	7	16	45	27	21	15	15	12	18	22	17	16	7	12	10	8	15
Total	53	91	70	-	15	12	92	71	166	345	5 251	271	130	123	146	201	203	194	179	49	99	101	94	151

Below is an example of this report's output in web format, showing a graphical representation of calls grouped into time slots of one hour.

The large, dark red dots represent your busiest periods, whereas the small, green dots represent quieter periods; by hovering your cursor over a particular dot a tooltip will be displayed, showing the volume of calls for that dot's time period.

The time slot data is also displayed in tabular form, each value being a hyperlink which, if clicked, will drill down into a detailed list of calls for that time slot.

My busy ti	mes					2012-10-	-03 15:27:1
🕈 🔪 TIM Plus 🔪						Abo	ut this repo
All	Outbound Answ	vered Missed	Intern	al	Show all	R @	l of 37 😕 😕
Date & Time 🔺	Source	CLI	Route	Destination	Response	Duration	Cost
2012-09-04 00:00:46	London	02070108072	-	Laura Thompson	-	00:00:10	- 🖓
2012-09-04 00:00:56	Amanda Lynn	-	07957357127	T-Mobile	-	00:00:01	0.030 🖵
2012-09-04 00:03:36	T-Mobile	07940367495	-	Louise Lucas	-	00:01:17	- 🖓
2012-09-04 00:03:46	T-Mobile	07981955275	-	Winston Horn	-	00:01:37	- 🖓
2012-09-04 00:03:51	London	02076636000	-	David Ellis	-	00:01:03	- 🖓
2012-09-04 00:07:21	T-Mobile	07957584564	-	Matt Earley	-	00:01:41	- 🖓
2012-09-04 00:09:26	02	07714247647	-	Graham Manning	-	00:01:49	- 🖓
2012-09-04 00:10:56	Vodafone	07825068611	-	Floyd Tomlinson	-	00:01:47	- 🖓
2012-09-04 00:14:38	Vodafone	07775668307	-	Yu Woo	-	00:00:03	- 🖓
2012-09-04 00:15:06	Vodafone	07747862786	-	Derek Smith	-	00:01:15	- 🖓
2012-09-04 00:18:33	Orange	07967625420	-	Hannah Soras	-	00:04:01	- 🖵
2012-09-04 00:19:13	London	02072293477	-	David Ellis	-	00:02:48	- 🖓
2012-09-04 00:19:33	02	07803831958	-	George Evans	-	00:00:01	- 🖓
2012-09-04 00:20:13	Orange	07929200231	-	Edward James	-	00:02:47	- 🖓
2012-09-04 00:20:23	Amanda Lynn	-	07939006896	T-Mobile	-	00:00:07	0.030 🖵
2012-09-04 00:20:28	02	07926262196	-	Dean Tomkins	-	00:00:07	- 🖓
2012-09-04 00:21:38	London	02073878885	-	Holly Wood	-	00:00:01	- 🖓
2012-09-04 00:27:43	T-Mobile	07950488657	-	Alastair Burnett	-	00:00:16	- 🖓
2012-09-04 00:28:43	1081	-	07961150000	T-Mobile	-	00:00:09	0.030 🖵
2012-09-04 00:28:51	London	02072843500	-	Ricardo De Souze	-	00:01:34	- 🖓
2012-09-04 00:33:01	Vodafone	07901750601	-	Floyd Tomlinson	-	00:01:44	- 🖓
2012-09-04 00:34:36	Vodafone	07717530155	-	Natt Chen	-	00:03:24	- 🖓
2012-09-04 00:34:56	Vodafone	07767777666	-	Sally Gansa	-	00:01:16	- 🖓
2012-09-04 00:35:36	Vodafone	07825041492	-	Floyd Tomlinson	-	00:01:02	- 🖓
2012-09-04 00:38:03	Hutchison 3G	07723054591	-	Jack Garrett	-	00:02:55	- 🖓
2012-09-04 00:38:31	London	02072528275	-	Sam Thornton	-	00:00:07	- 9
012-09-04 00:39:36	UNAVAILABLE	-	-	Pete Moore	-	00:00:45	- 🖓
	UNAVAILABLE			Prakash Pindoria		00:00:53	- 💭
012-09-04 00:42:13	UNAVAILADLE	-	-	Prakash Pindoria	-	00:00:55	

As with all reports produced by TIM Plus, each page of the report includes the following information:

- the report's title
- the date and time that the report was generated
- the name of the report, if applicable

The web format is the most interactive of all formats: all column headers are click-sortable and most graphical and tabular elements can be drilled down into, allowing deeper analysis of your results. By clicking on the About this report link at the top-right corner of the page, you can review any filters and options that have been applied to the report.

To modify your report to cover a larger organisational scope, click on an element of the breadcrumb as shown below:

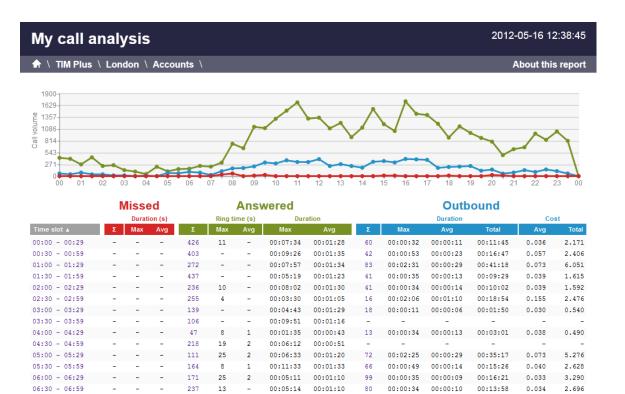


Call Analysis



Introduction

The Call Analysis report breaks down your working day into half-hour segments, providing a clear graphical representation of your outbound, answered and abandoned calls. Call volumes are shown as *maximums* and *averages* which can help with staff planning.



Running the report

- -

36 51 16

221

314

25 1

39

2

07:00 - 07:29

07:30 - 07:59

On the Reports screen, select the Call analysis report from the left-hand pane and click the Select this report button.

00:01:29

00:00:52

00:06:54

00:03:31

00:00:29

00:26:48

27

114

00:00:13

00:02:24

00:06:07

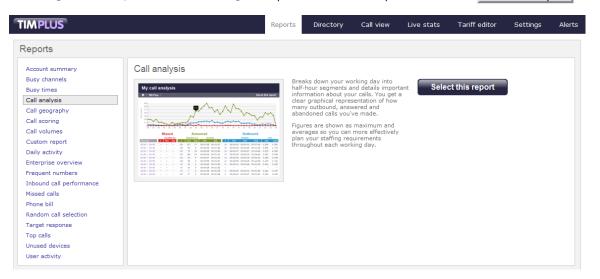
04:33:49

0.038

0.149

1.029

16.997



A new window will appear, where you can set the parameters of your report.

Selecting the reporting period

For each report, you must specify a time span that covers the calls you want the report to include. This is known as the "reporting period".

Select a reporting period		
Define the period you want the report to	Period	Yesterday 💽 🕕
encompass.	From date	Today Yesterday
Remember, you can always filter your	To date	This week
results later, so choose a big enough period.	From time	Last week This month
	To time	Last month This year All calls Custom period

There are several preset reporting periods available for selection, based on the standard Gregorian calendar. The following table describes how the start and end times are defined for each preset period:

Period	Description
Today	The start and end dates are set to the current date. The start time is set to 00:00:00 and the end time to 23:5 9:59.
Yesterday	The start and end dates are set to the current date minus one day. The start time is set to 00:00:00 and the end time to 23:59:59.
This week	The start date is set to the first day of the current week (normally Monday). The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last week	The start date is set to the date of the last Monday, and the end date is set to the start date plus seven days. The start time is set to 00:00:00 and the end time to 23:59:59.
This month	The start date is set to the first day of the current month. The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The month is set to the previous month. The year is set to the current year, unless it is currently January, in which case, the previous year is used. The start and end times are set to 00:00:00 and 23:59:59 respectively.
This year	The start date is set to the first day of the first month of the current year, whilst the end date is set to today's date. The start and end times are set to 00:00:00 and 23:59:59 respectively.
All calls	The start and end dates and times are set to the dates and times of the first and last call in the entire call database, respectively.

In addition to the presets described above, it is possible to specify a custom reporting period by choosing Custom period from the Period drop-down list and specifying your own Start date, Start time, End date and End time of the period you want to report on.

Period	Custom period 👻 🕕
From date	01 Jul 👻 2011
To date	14 Feb 👻 2013
From time	00 : 00 : 00
To time	23 : 59 : 59

Once you have set the reporting period, click on the Next button to set additional report parameters and options, or select the Finish button to run the report immediately.

Selecting the reporting entity

The Reporting entity parameter allows you to select the part of your organisation whose calls the report should include, e.g. a site, a group or an individual user.

Choose a reporting entity		
Select a specific section of your organisation whose calls will feature in the report. To run the report across your entire organisation, select (All sites) . Alternatively, select a specific site, user group, channel group, individual user or channel.	Site Group User	(All sites) ● (1) ● (1) ● (1)

Site

To report on a particular site, select it from the drop-down list or select All sites .



All sites

Group

If a site has been selected, you are able to further limit the report's results by selecting a group from the drop-down list.

All groups

User

If both a site and group have been selected, you can further limit the report's results to include only calls involving a particular user, by selecting that user from the drop-down list.

User	All users	
If your web account is the drop-down lists.	restricted to a specific site or	group, only those entities to which you have access will be available in

Once you have selected the scope of your report, click on the Next button to set additional report parameters and options, or to run the report immediately, click the Finish button.

Selecting the report filters

You can limit the results of your report by choosing one or more of the following filters:

Filter the results of the report					
Account code			Dialled number		
Call type	All calls	- 0	Duration		
Carrier	(All carriers)	- 0	LCR code		
CLI			Response		
Cost			Start time		
Destination			Trunk access code		

Account code

To produce a report consisting only of calls that were made using a particular account code, enter the account code in the field provided.

Account code	0140	

To report on more than one account code, separate each code using a comma.

Call type

This filter allows you to define the type of call you want to report on, in terms of where the call originated and where it was delivered, e.g. incoming, outgoing, internal, etc. To report on all types of call, set this to **All calls**.

Call type	All calls	

Carrier

If you use more than one carrier, you can limit the results to include only calls that were made using a specific carrier.

Carrier	All carriers	
if you use only one ca	arrier, there will be no drop-do	wn list available and no option to choose a carrier.

CLI

Calling Line Identification (CLI) is the telephone number of the remote caller in an incoming call scenario.

You can report on calls that originate from a specific CLI or those whose CLI matches a particular pattern of digits. For example, to report on all incoming calls from Tri-Line, you could enter 02072652600.



You can use the ! symbol to explicitly exclude a CLI from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls from Tri-Line, but include all others, you could use !020726526*. To report on more than one CLI, use a comma to separate each entry.

Cost

You can define a cost filter to include calls above or below specific values by entering your criteria, as shown below:

Cost	<2.00	

You can specify a cost range by using the – symbol; to specify limits, use the comparison operators, >, <, and !.

Destination

If you want to filter calls to a specific, known destination, type the name of the destination in the text box provided. This filter accepts the ! an d * symbols for excluding values and specifying partial matches, respectively.

For example, if you wanted to exclude all calls to France, you could enter !France*, as shown below:

_
C

Dialled number

To filter calls to a specific dialled number, type it in the text box provided. The dialled number is defined as the number that is dialled (in the case of an outbound call), or the DDI number that the remote party dialled to reach a particular extension or group (in the case of an inbound call).

To filter calls to a specific area, a partial number can be entered (e.g. 0033 for calls to France).

Dialled number	0033	

You can use the ! symbol to explicitly exclude a dialled number from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls to Tri-Line, but include all others, you could use !020726526*). To report on more than one dialled number, use a comma to separate each entry.

Duration

To filter calls above or below a particular duration, enter the desired duration in seconds.

Duration >1800

You can specify a duration range by using the - symbol; to specify limits, use the comparison operators, >, <, and !.

In the above example, the report will return only calls longer than 1800 seconds (30 minutes).

LCR code

To filter your results to include only calls that used a Least Cost Routing (LCR) code, enter it in the text box provided.

LCR code 162 🕕

You can use the ! symbol to explicitly exclude a LCR code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using all LCR codes beginning 162, you could enter !162*. To report on more than one LCR code, use a comma to separate each entry.

Response

This option allows you to filter calls based on their response time, measured in seconds. Specify the desired response time threshold in the text box provided.

Response time	>10	

In the above example, the search results will display calls that have a response time greater than 10 seconds.

You can specify a response time range by using the - symbol and; to specify limits, use the comparison operators, >, <, and !.

Start time

This option allows you to filter calls based on the time the call started. Specify the start time in the text box provided using the hh:mm:ss for mat.

For example, to include only calls that began after 10 am, you could enter 10:00:00 in the Start time field, as shown below:

Start time	10:00:00	

Trunk access code

If your telephone system uses trunk access codes to connect calls using specific channels, you can limit your report's results to include only calls made using those codes. Specify the trunk access code in the text box provided.

Truck access and	2	
Trunk access code	9	

You can use the ! symbol to explicitly exclude a trunk access code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using the 9 trunk access code, you could enter !9. To report on more than one trunk access code, use a comma to separate each entry.

Selecting the report options

This section enables you to further narrow down your report results, by excluding certain types of calls. It also allows you to sort the report's results in a particular manner.

Options		
Specify one or more of any additional report options shown here.	Exclude weekends 🧃	
	Sort order	Ascending 👻 🕕
	Sort results by	Time slot 👻 🕕
	Ignore missed calls short	er than 3 seconds 🕕

Exclude weekends

To exclude weekend calls from your report's results, select the Exclude weekends option.

Exclude weekends	0	

Exclude transfers

To exclude transferred calls from your report's results, select the Exclude transfers option.



Sort order

Choose from the Sort order drop-down list whether you want the results of the report to appear in ascending or descending order.





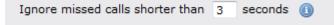
Sort results by

To sort your report's results by a particular column, select it from the Sort results by drop-down list.

Sort results by	Time slot	

Ignore short missed calls

Missed calls below a certain duration can sometimes pollute the meaning of a report's results. To exclude such short calls from your report, enter a duration threshold in the text box provided, e.g. to ignore calls below 3 seconds, enter 3.



Selecting the report format

This section allows you to choose the media format of your completed report. The formats available are Web, PDF, Excel, CSV and XML.

More details about each report format are available in the Setting the report format section above.

Creating the report

When you have selected a reporting period and have chosen any filters and options, you can either run the report immediately by clicking on the Run now button, or schedule it for future delivery.

Your report is ready to run		
Select the format that you want your report to be in.	Report format	Web 👻
You can now either run the report immediately, or schedule it to run once, or at regular intervals, in the future.		Run now Schedule for later

The report's results

Below is an example of this report's output in web format, displaying a breakdown of calls organised in half-hour time slots:



02:00 - 02:29	-	-	-	236	10	-	00:08:02	00:01:30	41	00:00:34	00:00:14	00:10:02	0.039	1.592
02:30 - 02:59	-	-	-	255	4	-	00:03:30	00:01:05	16	00:02:06	00:01:10	00:18:54	0.155	2.476
03:00 - 03:29	-	-	-	139	-	-	00:04:43	00:01:29	18	00:00:11	00:00:06	00:01:50	0.030	0.540
03:30 - 03:59	-	-	-	106	-	-	00:09:51	00:01:16	-	-	-	-	-	-
04:00 - 04:29	-	-	-	47	8	1	00:01:35	00:00:43	13	00:00:34	00:00:13	00:03:01	0.038	0.490
04:30 - 04:59	-	-	-	218	19	2	00:06:12	00:00:51	-	-	-	-	-	-
05:00 - 05:29	-	-	-	111	25	2	00:06:33	00:01:20	72	00:02:25	00:00:29	00:35:17	0.073	5.276
05:30 - 05:59	-	-	-	164	8	1	00:11:33	00:01:33	66	00:00:49	00:00:14	00:15:26	0.040	2.628
06:00 - 06:29	-	-	-	171	25	2	00:05:11	00:01:10	99	00:00:35	00:00:09	00:16:21	0.033	3.290
06:30 - 06:59	-	-	-	237	13	-	00:05:14	00:01:10	80	00:00:34	00:00:10	00:13:58	0.034	2.696
07:00 - 07:29	-	-	-	221	25	1	00:06:54	00:01:29	27	00:00:29	00:00:13	00:06:07	0.038	1.029
07:30 - 07:59	36	51	16	314	39	2	00:03:31	00:00:52	114	00:26:48	00:02:24	04:33:49	0.149	16.997

By clicking on the About this report link at the top-right corner of the page, you can review any filters and options that have been applied to the report.

As with all reports produced by TIM Plus, each page of the report includes the following information:

- the report's title
- the date and time that the report was generated
- the name of the report, if applicable

The web format is the most interactive of all formats: all column headers are click-sortable and most graphical and tabular elements can be drilled down into, allowing deeper analysis of your results. The headers of this report are as follows:

Header

Description

Time slot	The time period to which the other headers' results relate.
Missed	 Σ: The total number of missed calls. Max: The maximum length of time a caller waited before abandoning the call (in seconds). Avg: The average length of time a caller waited before abandoning the call (in seconds).
Answered	 Σ: The total number of answered calls. Ring time Max: The maximum length of time a caller waited before a call was answered (in seconds). Ring time Avg: The average length of time a caller waited before the call was answered (in seconds). Duration Max: The duration of the longest answered call (in hours, mins, secs). Duration Avg: The average length of all answered calls (in hours, mins, secs).
Outbound	 Σ: The total number of outbound calls. Duration Max: The duration of the longest outbound call (in hours, mins, secs). Duration Avg: The average length of all outbound calls (in hours, mins, secs). Duration Total: The total duration of time spent on outbound calls. Cost Avg: The average cost of all outbound calls. Cost Total: The total cost of all outbound calls.

To modify your report to cover a larger organisational scope, click on an element of the breadcrumb as shown below:

Accounts \
▲ \ TIM Plus \ London \ Accounts \

About this report

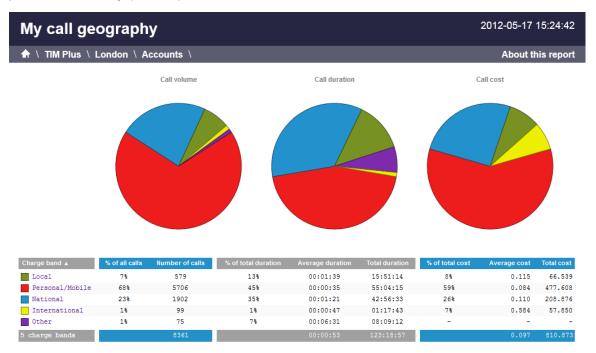
Call Geography

The	Call Geography report
_	Introduction Running the report Creating the report The report's results

Introduction

The Call Geography report consists of three pie charts, each showing call information grouped by volume, duration and cost. An accompanying table is also shown, containing details of where - geographically - your calls are made, classified by their tariff band, such as local, national, mobile or international.

The proportion of calls to each geographical destination is shown in terms of volume, duration and cost, highlighting the calls that are costing you the most and taking up most of your time.



Running the report

On the Reports screen, select the Call geography report from the left-hand pane and click the Select this report button.

TIMPLUS		Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Reports								
Account summary Busy channels Busy times Call analysis Call geography Call seography Call souring Call volumes Custom report Daily activity Enterprise overview Frequent numbers Inbound call performance Missed calls Phone bill Random call selection Target response Top calls Unused devices User activity	Call geograph	an ge to ge to C eg et	alls are classified by g. local, national, m	a table containing a bout where, e making your ca y their tariff band, obile, internations to see which calls	Selec	ct this report		

A new window will appear, where you can set the parameters of your report.

Selecting the reporting period

For each report, you must specify a time span that covers the calls you want the report to include. This is known as the "reporting period".

Select a reporting period			
Define the period you want the report to	Period	Yesterday 🗸	
encompass.	From date	Today Yesterday	
Remember, you can always filter your	To date	This week	
results later, so choose a big enough period.	From time	Last week This month	
	To time	Last month This year	
		All calls	
		Custom period	

There are several preset reporting periods available for selection, based on the standard Gregorian calendar. The following table describes how the start and end times are defined for each preset period:

Period	Description
Today	The start and end dates are set to the current date. The start time is set to 00:00:00 and the end time to 23:5 9:59.
Yesterday	The start and end dates are set to the current date minus one day. The start time is set to 00:00:00 and the end time to 23:59:59.
This week	The start date is set to the first day of the current week (normally Monday). The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last week	The start date is set to the date of the last Monday, and the end date is set to the start date plus seven days. The start time is set to 00:00:00 and the end time to 23:59:59.
This month	The start date is set to the first day of the current month. The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.

Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The month is set to the previous month. The year is set to the current year, unless it is currently January, in which case, the previous year is used. The start and end times are set to $00:00:00$ and $23:59:59$ respectively.
This year	The start date is set to the first day of the first month of the current year, whilst the end date is set to today's date. The start and end times are set to 00:00:00 and 23:59:59 respectively.
All calls	The start and end dates and times are set to the dates and times of the first and last call in the entire call database, respectively.

In addition to the presets described above, it is possible to specify a custom reporting period by choosing Custom period from the Period drop-down list and specifying your own Start date, Start time, End date and End time of the period you want to report on.

Period	Custom period 👻 🕕
From date	01 Jul 👻 2011
To date	14 Feb 🔻 2013
From time	00 : 00 : 00
To time	23 : 59 : 59

Once you have set the reporting period, click on the Next button to set additional report parameters and options, or select the Finish button to run the report immediately.

Selecting the reporting entity

The Reporting entity parameter allows you to select the part of your organisation whose calls the report should include, e.g. a site, a group or an individual user.

Choose a reporting entity		
Select a specific section of your organisation whose calls will feature in the report. To run the report across your entire organisation, select (All sites).	Site Group User	(All sites)
Alternatively, select a specific site, user group, channel group, individual user or channel.		

Site

To report on a particular site, select it from the drop-down list or select All sites .

Site All sites (1)

Group

If a site has been selected, you are able to further limit the report's results by selecting a group from the drop-down list.

Group	All groups	

User

If both a site and group have been selected, you can further limit the report's results to include only calls involving a particular user, by selecting that user from the drop-down list.

Use		All users		
	If your web account is the drop-down lists.	restricted to a specific site or	group, (only those entities to which you have access will be available in

Once you have selected the scope of your report, click on the Next button to set additional report parameters and options, or to run the report immediately, click the Finish button.

Selecting the report filters

You can limit the results of your report by choosing one or more of the following filters:

Filter the results of the report					
Account code			Dialled number		
Call type	All calls 🛛 👻		Duration		
Carrier	(All carriers) 🗸		LCR code		
CLI			Response		
Cost			Start time		
Destination			Trunk access code		

Account code

To produce a report consisting only of calls that were made using a particular account code, enter the account code in the field provided.



To report on more than one account code, separate each code using a comma.

Call type

This filter allows you to define the type of call you want to report on, in terms of where the call originated and where it was delivered, e.g. incoming, outgoing, internal, etc. To report on all types of call, set this to All calls.



Carrier

If you use more than one carrier, you can limit the results to include only calls that were made using a specific carrier.

Carrier	All carriers				
If you use only one ca	arrier, there will be no drop-dov	vn list available ar	าd no option to choos	e a carrier.	

CLI

Calling Line Identification (CLI) is the telephone number of the remote caller in an incoming call scenario.

You can report on calls that originate from a specific CLI or those whose CLI matches a particular pattern of digits. For example, to report on

all incoming calls from Tri-Line, you could enter 02072652600.

CLI	02072652600	

You can use the ! symbol to explicitly exclude a CLI from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls from Tri-Line, but include all others, you could use !020726526*. To report on more than one CLI, use a comma to separate each entry.

Cost

You can define a cost filter to include calls above or below specific values by entering your criteria, as shown below:

Cost	<2.00	
	-2100	

You can specify a cost range by using the - symbol; to specify limits, use the comparison operators, >, <, and ! .

Destination

If you want to filter calls to a specific, known destination, type the name of the destination in the text box provided. This filter accepts the ! an d * symbols for excluding values and specifying partial matches, respectively.

For example, if you wanted to exclude all calls to France, you could enter !France*, as shown below:

Destination	!France*	
	in railiee	

Dialled number

To filter calls to a specific dialled number, type it in the text box provided. The dialled number is defined as the number that is dialled (in the case of an outbound call), or the DDI number that the remote party dialled to reach a particular extension or group (in the case of an inbound call).

To filter calls to a specific area, a partial number can be entered (e.g. 0033 for calls to France).

Dialled number	0033	

>1800

You can use the ! symbol to explicitly exclude a dialled number from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls to Tri-Line, but include all others, you could use !020726526*). To report on more than one dialled number, use a comma to separate each entry.

Duration

To filter calls above or below a particular duration, enter the desired duration in seconds.



You can specify a duration range by using the - symbol; to specify limits, use the comparison operators, >, <, and ! .

In the above example, the report will return only calls longer than 1800 seconds (30 minutes).

LCR code

To filter your results to include only calls that used a Least Cost Routing (LCR) code, enter it in the text box provided.

LCR code	162	

You can use the ! symbol to explicitly exclude a LCR code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using all LCR codes beginning 162, you could enter !162*. To report on more than one LCR code, use a comma to separate each entry.

Response

This option allows you to filter calls based on their response time, measured in seconds. Specify the desired response time threshold in the text box provided.

Response time >10

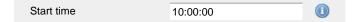
In the above example, the search results will display calls that have a response time greater than 10 seconds.

You can specify a response time range by using the - symbol and; to specify limits, use the comparison operators, >, <, and !.

Start time

This option allows you to filter calls based on the time the call started. Specify the start time in the text box provided using the hh:mm:ss for mat.

For example, to include only calls that began after 10 am, you could enter 10:00:00 in the Start time field, as shown below:



Trunk access code

If your telephone system uses trunk access codes to connect calls using specific channels, you can limit your report's results to include only calls made using those codes. Specify the trunk access code in the text box provided.

You can use the ! symbol to explicitly exclude a trunk access code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using the 9 trunk access code, you could enter ! 9. To report on more than one trunk access code, use a comma to separate each entry.

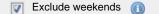
Selecting the report options

This section enables you to further narrow down your report results, by excluding certain types of calls. It also allows you to sort the report's results in a particular manner.

Options		
Specify one or more of any additional report options shown here.	 Exclude weekends (1) Exclude transfers (1) 	
	Sort order	Ascending 👻 🕕
	Sort results by	Charge band 👻 🕕
	Ignore missed calls shorte	er than 3 seconds 🕕

Exclude weekends

To exclude weekend calls from your report's results, select the Exclude weekends option.



Exclude transfers

To exclude transferred calls from your report's results, select the Exclude transfers option.

🔽 Exclude transfers 👔

Sort order

Choose from the sort order drop-down list whether you want the results of the report to appear in ascending or descending order.

Sort order Ascending

Sort results by

To sort your report's results by a particular column, select it from the sort results by drop-down list.

Sort results by	Charge band	
Ignore short missed calls		

Missed calls below a certain duration can sometimes pollute the meaning of a report's results. To exclude such short calls from your report, enter a duration threshold in the text box provided, e.g. to ignore calls below 3 seconds, enter 3.

Ignore missed calls shorter than 3	seconds 🕕
------------------------------------	-----------

Selecting the report format

This section allows you to choose the media format of your completed report. The formats available are Web, PDF, Excel, CSV and XML.

More details about each report format are available in the Setting the report format section above.

Creating the report

When you have selected a reporting period and have chosen any filters and options, you can either run the report immediately by clicking on the Run now button, or schedule it for future delivery.



The report's results

2012-05-17 15:24:42 My call geography 윰 \ TIM Plus \ London \ Accounts \ About this report Call volume Call duration Call cost rage dura 579 66.539 Local 78 13% 00:01:39 15:51:14 0.115 88 68% 45% 00:00:35 55:04:15 59% 0.084 477.608 Personal/Mobile 5706 23% 35% 0.110 208.876 National 1902 00:01:21 42:56:33 26% 18 00:00:47 01:17:43 78 International 1% 99 0.584 57.850 75 0ther 1% 78 00:06:31 08:09:12

Below is an example of this report's output in Web format:

The final report consists of three pie charts and a table.

Pie charts

- The left-hand pie chart shows the amount of calls to each location
- The centre chart shows the time spent on calls to each location
- The right-hand chart shows the cost of calls to each location

Table

The table shows the following information about the calls made to each charge band location:

Header	Description
Charge band	The charge band, e.g. Local, National, International, Mobile, etc. Each listed charge band is click-able, allowing you to drill-down to see which site, department or user made calls to that charge band location.
% of calls	The number of calls per charge band location as a percentage of the total calls made. To reorder, click on the header to alternate between descending and ascending.
Number of calls	The total volume of calls made to each charge band location.
% of total duration	The total duration of calls made to each charge band location, expressed as a percentage of all charge bands.
Average duration	The average duration spent on calls to the corresponding charge band.
Total duration	The total amount of time spent on calls to the corresponding charge band.
% of total cost	The total cost of all calls made to each charge band location, expressed as a percentage of the total cost of all calls.
Average cost	The average cost of calls made to each charge band location.
Total cost	The total cost of calls made to each charge band location.

The summary line at the foot of the table shows the total number of calls included in the report, the total duration of calls, average and total costs.

As with all reports produced by TIM Plus, each page of the report includes the following information:

- the report's title
- the date and time that the report was generated
- the name of the report, if applicable

The web format is the most interactive of all formats: all column headers are click-sortable and most graphical and tabular elements can be drilled down into, allowing deeper analysis of your results. By clicking on the About this report link at the top-right corner of the page, you can review any filters and options that have been applied to the report.

To modify your report to cover a larger organisational scope, click on an element of the breadcrumb as shown below:

A \ TIM Plus \ London \ Accounts \

About this report

Call Scoring

The (Call Scoring report
2	Introduction Running the report Creating the report The report's results

Introduction

The Call Scoring report provides a comprehensive analysis of previously-scored calls, enabling you to more efficiently assess the performance of your staff. TIM Plus gives you the option to create your own score cards, so you can specifically rate any call according to a set of custom evaluation criteria.

The scores can be based on any combination of questions whose answers are of the following type:

- Yes/No
- A value range
- Multiple choice

All questions are summarised in a clear, easy-to-understand format and are displayed separately, grouped into their respective categories.

My call scoring 2012-05-17 15:26:5					15:26:58	
► \ TIM Plus \			About this repor			
TIM Plus						
Did the customer place an order? (3 scores)					Placed order Booked demonstration Requested more information Not interested	33% 33% 33%
How well did the agent address customer needs? (3 scores)	Min 5	8	Average 8.33 ed on 3 score	Max 10 s		
How well did the agent understand customer's requirements? (3 scores)	Min 4		Average 8 ed on 3 score	Max 10 s		
Rate the agent overall (3 scores)					Excellent Very good Good Average Below average Bad	100% - - - -
Was the agent friendly and helpful? (3 scores)					Yes No	67% 33%
Was the call answered quickly? (3 scores)					Yes No	100%
6 questions						

An example of a scoring card can be seen below:

Call detail	X
Audio Audit Notes Scores	
Did the customer place an order?	 Placed order Booked demonstration Requested more info Not interested
How well did the agent address customer needs?	0 10
How well did the agent understand customer's requirements?	0 10
	Close Save

Running the report

On the Reports screen,	select the Call scoring	report from the left	-hand pane and o	click the Select	this report buttor
TIMPLUS Reports		Reports Directory	Call view Live s	tats Tariff editor	Settings Alerts
Account summary Busy channels Busy times Call analysis Call geography Call scoring Call volumes Custom report Daily activity Enterprise overview Frequent numbers Inbound call performance Missed calls Phone bill Random call selection Target response Top calls Unused devices User activity	Call scoring	duickly and easily et to them. All "Yes/No", "Rang Choice" questions are show grouped into their r	alls, enabling you to valuate the answers e" and "Multiple are summarised in a rstand format.	Select this report	

A new window will appear, where you can set the parameters of your report.

Selecting the reporting period

For each report, you must specify a time span that covers the calls you want the report to include. This is known as the "reporting period".

Define the period you want the report to encompass.	Period	Yesterday 💽 📵
	From date	Today Yesterday
Remember, you can always filter your results later, so choose a big enough period.	To date	This week
	From time	Last week This month
	To time	Last month This year All calls Custom period

There are several preset reporting periods available for selection, based on the standard Gregorian calendar. The following table describes how the start and end times are defined for each preset period:

Period	Description
Today	The start and end dates are set to the current date. The start time is set to 00:00:00 and the end time to 23:5 9:59.
Yesterday	The start and end dates are set to the current date minus one day. The start time is set to 00:00:00 and the end time to 23:59:59.
This week	The start date is set to the first day of the current week (normally Monday). The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last week	The start date is set to the date of the last Monday, and the end date is set to the start date plus seven days. The start time is set to 00:00:00 and the end time to 23:59:59.
This month	The start date is set to the first day of the current month. The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The month is set to the previous month. The year is set to the current year, unless it is currently January, in which case, the previous year is used. The start and end times are set to 00:00:00 and 23:59:59 respectively.
This year	The start date is set to the first day of the first month of the current year, whilst the end date is set to today's date. The start and end times are set to 00:00:00 and 23:59:59 respectively.
All calls	The start and end dates and times are set to the dates and times of the first and last call in the entire call database, respectively.

In addition to the presets described above, it is possible to specify a custom reporting period by choosing Custom period from the Period drop-down list and specifying your own Start date, Start time, End date and End time of the period you want to report on.

Period	Custom period 👻 🕕
From date	01 Jul 👻 2011
To date	14 Feb 👻 2013
From time	00 : 00 : 00
To time	23 : 59 : 59

Once you have set the reporting period, click on the Next button to set additional report parameters and options, or select the Finish button to run the report immediately.

Selecting the reporting entity

The Reporting entity parameter allows you to select the part of your organisation whose calls the report should include, e.g. a site, a group or an individual user.

Choose a reporting entity		
Select a specific section of your organisation whose calls will feature in the report. To run the report across your entire organisation, select (All sites).	Site Group User	(All sites)
Alternatively, select a specific site, user group, channel group, individual user or channel.		

Site

To report on a particular site, select it from the drop-down list or select All sites .

Site	All sites	

Group

If a site has been selected, you are able to further limit the report's results by selecting a group from the drop-down list.

Group	All groups

User

If both a site and group have been selected, you can further limit the report's results to include only calls involving a particular user, by selecting that user from the drop-down list.

User	All users	

If your web account is restricted to a specific site or group, only those entities to which you have access will be available in the drop-down lists.

Once you have selected the scope of your report, click on the Next button to set additional report parameters and options, or to run the report immediately, click the Finish button.

Selecting the report filters

You can limit the results of your report by choosing one or more of the following filters:

Filter the results of the	ne report		
Account code		Dialled number	
Call type	All calls 🗸	Duration	
Carrier	(All carriers) 🗸	LCR code	
CLI		Response	
Cost		Start time	
Destination		Trunk access code	

Call type

This filter allows you to define the type of call you want to report on, in terms of where the call originated and where it was delivered, e.g. incoming, outgoing, internal, etc. To report on all types of call, set this to All calls.

Call type	All calls	

CLI

Calling Line Identification (CLI) is the telephone number of the remote caller in an incoming call scenario.

You can report on calls that originate from a specific CLI or those whose CLI matches a particular pattern of digits. For example, to report on all incoming calls from Tri-Line, you could enter 02072652600.

CLI	02072652600	

Dialled number

To filter calls to a specific dialled number, type it in the text box provided. The dialled number is defined as the number that is dialled (in the case of an outbound call), or the DDI number that the remote party dialled to reach a particular extension or group (in the case of an inbound call).

To filter calls to a specific area, a partial number can be entered (e.g. 0033 for calls to France).

Dialled number	0033	
Blailed Humber	0033	

You can use the ! symbol to explicitly exclude a dialled number from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls to Tri-Line, but include all others, you could use !020726526*). To report on more than one dialled number, use a comma to separate each entry.

Duration

To filter calls above or below a particular duration, enter the desired duration in seconds.

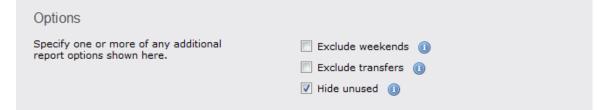
Duration	>1800	

You can specify a duration range by using the - symbol; to specify limits, use the comparison operators, >, <, and !.

In the above example, the report will return only calls longer than 1800 seconds (30 minutes).

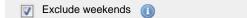
Selecting the report options

This section enables you to further narrow down your report results, by excluding certain types of calls. It also allows you to sort the report's results in a particular manner.



Exclude weekends

To exclude weekend calls from your report's results, select the Exclude weekends option.



Exclude transfers

To exclude transferred calls from your report's results, select the Exclude transfers option.

Exclude transfers (1)

Hide unused

To exclude unused extensions from your report's results, select the Hide unused option.

👿 Hide unused 🕕

Selecting the report format

This section allows you to choose the media format of your completed report. The formats available are Web, PDF, Excel, CSV and XML.

More details about each report format are available in the Setting the report format section above.

Creating the report

When you have selected a reporting period and have chosen any filters and options, you can either run the report immediately by clicking on the Run now button, or schedule it for future delivery.

Your report is ready to run		
Select the format that you want your report to be in.	Report format	Web 🗸
You can now either run the report immediately, or schedule it to run once, or at regular intervals, in the future.		Run now Schedule for later

The report's results

Below is an example of this report's output in web format:

Abou	t this repor
Placed order	
Placed order	
Booked demonstration Requested more information Not interested	33% 33% n 33% -
Min Average Max 5 8.33 10 Based on 3 scores	
Min Average Max 4 8 10 Based on 3 scores	
Excellent Very good Good Average Below average Bad	100% - - - -
Yes No	67% 33%
Yes No	100%
	Requested more information Not interested Min Average Max 5 8.33 10 Based on 3 scores Min Average Max 4 8 10 Based on 3 scores Excellent Very good Good Average Below average Bad Yes No

The web format is the most interactive of all formats: all column headers are click-sortable and most graphical and tabular elements can be drilled down into, allowing deeper analysis of your results. By clicking on the About this report link at the top-right corner of the page, you can review any filters and options that have been applied to the report.

As with all reports produced by TIM Plus, each page of the report includes the following information:

- the report's title
- the date and time that the report was generated
- the name of the report, if applicable

The results of the call scoring report will vary depending on the type of questions used to create your score cards:

Yes/No questions show their answers as two bars, each indicating the proportion of total answers.

Was the call answered quickly? (3 scores)			
ange questions show the minimum and maximum scores		5	
ow well did the agent address customer needs?	Min	Average	Max
scores)	5	8.33	10
		Based on 3 scores	;

Multiple choice questions show each possible answer as a percentage of the total number of answers.

Did the customer place an order?	Placed order	33%
(3 scores)	Booked demonstration	33%
	Requested more information	33%
	Not interested	-

To modify your report to cover a larger organisational scope, click on an element of the breadcrumb as shown below:

	🔒 🔪 TIM Plus	\ <u>London</u> \	Accounts \	About this report
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Call Volumes



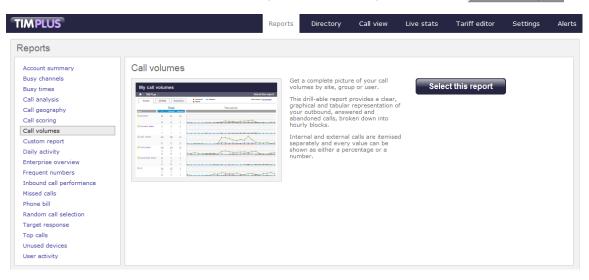
Introduction

The Call Volumes report gives you a complete picture of your call volumes organised by site, group or user. It provides a clear, graphical and tabular representation of your outbound, answered and abandoned calls, broken down into hourly time slots. Internal and external calls are itemised separately and every value can be toggled between a percentage or a number. Additionally, all of the displayed values are shown as hyperlinks, allowing you to drill down further into the results.



Running the report

On the Reports screen, select the Call volumes report from the left-hand pane and click the Select this report button.



A new window will appear, where you can set the parameters of your report.

Selecting the reporting period

For each report, you must specify a time span that covers the calls you want the report to include. This is known as the "reporting period".

Select a reporting period		
Define the period you want the report to	Period	Yesterday 💽 🕕
encompass.	From date	Today Yesterday
Remember, you can always filter your results later, so choose a big enough period.	To date	This week
	From time	Last week This month
	To time	Last month This year All calls Custom period

There are several preset reporting periods available for selection, based on the standard Gregorian calendar. The following table describes how the start and end times are defined for each preset period:

Period	Description
Today	The start and end dates are set to the current date. The start time is set to 00:00:00 and the end time to 23:5 9:59.
Yesterday	The start and end dates are set to the current date minus one day. The start time is set to 00:00:00 and the end time to 23:59:59.
This week	The start date is set to the first day of the current week (normally Monday). The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last week	The start date is set to the date of the last Monday, and the end date is set to the start date plus seven days. The start time is set to 00:00:00 and the end time to 23:59:59.
This month	The start date is set to the first day of the current month. The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The month is set to the previous month. The year is set to the current year, unless it is currently January, in which case, the previous year is used. The start and end times are set to 00:00:00 and 23:59:59 respectively.
This year	The start date is set to the first day of the first month of the current year, whilst the end date is set to today's date. The start and end times are set to 00:00:00 and 23:59:59 respectively.
All calls	The start and end dates and times are set to the dates and times of the first and last call in the entire call database, respectively.

In addition to the presets described above, it is possible to specify a custom reporting period by choosing Custom period from the Period drop-down list and specifying your own Start date, Start time, End date and End time of the period you want to report on.

Period	Custom period 👻 🕕
From date	01 Jul 👻 2011
To date	14 Feb 👻 2013
From time	00 : 00 : 00
To time	23 : 59 : 59

Once you have set the reporting period, click on the Next button to set additional report parameters and options, or select the Finish button to run the report immediately.

Selecting the reporting entity

The Reporting entity parameter allows you to select the part of your organisation whose calls the report should include, e.g. a site, a group or an individual user.

Choose a reporting entity		
Select a specific section of your organisation whose calls will feature in the report. To run the report across your entire organisation, select (All sites) . Alternatively, select a specific site, user group, channel group, individual user or channel.	Site Group User	(All sites) ● (1) ● (1) ● (1)

Site

To report on a particular site, select it from the drop-down list or select All sites .



All sites

Group

If a site has been selected, you are able to further limit the report's results by selecting a group from the drop-down list.

All groups

User

If both a site and group have been selected, you can further limit the report's results to include only calls involving a particular user, by selecting that user from the drop-down list.

User	All users	
If your web account is the drop-down lists.	restricted to a specific site or	group, only those entities to which you have access will be available in

Once you have selected the scope of your report, click on the Next button to set additional report parameters and options, or to run the report immediately, click the Finish button.

Selecting the report filters

You can limit the results of your report by choosing one or more of the following filters:

Filter the results o	of the report			
Account code			Dialled number	
Call type	All calls	- 0	Duration	
Carrier	(All carriers)	- 0	LCR code	
CLI			Response	
Cost			Start time	
Destination			Trunk access code	

Account code

To produce a report consisting only of calls that were made using a particular account code, enter the account code in the field provided.

Account code	0140	

To report on more than one account code, separate each code using a comma.

Call type

This filter allows you to define the type of call you want to report on, in terms of where the call originated and where it was delivered, e.g. incoming, outgoing, internal, etc. To report on all types of call, set this to **All calls**.

Call type	All calls	

Carrier

If you use more than one carrier, you can limit the results to include only calls that were made using a specific carrier.

Carrier	All carriers	
if you use only one ca	arrier, there will be no drop-do	wn list available and no option to choose a carrier.

CLI

Calling Line Identification (CLI) is the telephone number of the remote caller in an incoming call scenario.

You can report on calls that originate from a specific CLI or those whose CLI matches a particular pattern of digits. For example, to report on all incoming calls from Tri-Line, you could enter 02072652600.



You can use the ! symbol to explicitly exclude a CLI from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls from Tri-Line, but include all others, you could use !020726526*. To report on more than one CLI, use a comma to separate each entry.

Cost

You can define a cost filter to include calls above or below specific values by entering your criteria, as shown below:

Cost	<2.00	

You can specify a cost range by using the – symbol; to specify limits, use the comparison operators, >, <, and !.

Destination

If you want to filter calls to a specific, known destination, type the name of the destination in the text box provided. This filter accepts the ! an d * symbols for excluding values and specifying partial matches, respectively.

For example, if you wanted to exclude all calls to France, you could enter !France*, as shown below:

_
C

Dialled number

To filter calls to a specific dialled number, type it in the text box provided. The dialled number is defined as the number that is dialled (in the case of an outbound call), or the DDI number that the remote party dialled to reach a particular extension or group (in the case of an inbound call).

To filter calls to a specific area, a partial number can be entered (e.g. 0033 for calls to France).

Dialled number	0033	

You can use the ! symbol to explicitly exclude a dialled number from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls to Tri-Line, but include all others, you could use !020726526*). To report on more than one dialled number, use a comma to separate each entry.

Duration

To filter calls above or below a particular duration, enter the desired duration in seconds.

Duration >1800

You can specify a duration range by using the - symbol; to specify limits, use the comparison operators, >, <, and !.

In the above example, the report will return only calls longer than 1800 seconds (30 minutes).

LCR code

To filter your results to include only calls that used a Least Cost Routing (LCR) code, enter it in the text box provided.

LCR code 162 🕕

You can use the ! symbol to explicitly exclude a LCR code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using all LCR codes beginning 162, you could enter !162*. To report on more than one LCR code, use a comma to separate each entry.

Response

This option allows you to filter calls based on their response time, measured in seconds. Specify the desired response time threshold in the text box provided.

Response time	>10	

In the above example, the search results will display calls that have a response time greater than 10 seconds.

You can specify a response time range by using the - symbol and; to specify limits, use the comparison operators, >, <, and !.

Start time

This option allows you to filter calls based on the time the call started. Specify the start time in the text box provided using the hh:mm:ss for mat.

For example, to include only calls that began after 10 am, you could enter 10:00:00 in the Start time field, as shown below:

Start time	10:00:00	

Trunk access code

If your telephone system uses trunk access codes to connect calls using specific channels, you can limit your report's results to include only calls made using those codes. Specify the trunk access code in the text box provided.

Trunk access code	9	
		0

You can use the ! symbol to explicitly exclude a trunk access code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using the 9 trunk access code, you could enter !9. To report on more than one trunk access code, use a comma to separate each entry.

Selecting the report options

This section enables you to further narrow down your report results, by excluding certain types of calls. It also allows you to sort the report's results in a particular manner.

Options			
Specify one or more of any additional report options shown here.	 ✓ Exclude weekends (1) ✓ Show unconnected calls (1) ✓ Hide unused (1) 		
	Sort order Sort results by	Ascending Name	• (1) • (1)

Exclude weekends

To exclude weekend calls from your report's results, select the Exclude weekends option.



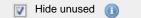
Show unconnected calls

To show unconnected calls in your report results, select the Show unconnected calls option:

Show unconnected calls 🕕

Hide unused

To exclude unused extensions from your report's results, select the Hide unused option.



Sort order

Choose from the sort order drop-down list whether you want the results of the report to appear in ascending or descending order.

Sort order	Ascending	
Sort results by		

To sort your report's results by a particular column, select it from the Sort results by drop-down list.

Sort results by

Name

Selecting the report format

This section allows you to choose the media format of your completed report. The formats available are web, PDF, Excel, CSV and XML. More details about each report format are available in the Setting the report format section above.

Creating the report

When you have selected a reporting period and have chosen any filters and options, you can either run the report immediately by clicking on the Run now button, or schedule it for future delivery.

Your report is ready to run		
Select the format that you want your report to be in.	Report format	Web 👻
You can now either run the report immediately, or schedule it to run once, or at regular intervals, in the future.		Run now Schedule for later

The report's results

Below is an example of this report's output in Web format:

My call vol	ume	5			2012-05-17 15:37:04
🔒 \ TIM Plus \ L	ondon \	Accou	nts \		About this report
Graph	Details		Summary	Answered Outbound	Show values percentages
		Total		Timeslots	
Name 🔺	Σ	External	Internal		
🙍 Al Dente	2532	2077	455		
	-	-	-		•
	1309	852	457		
🛃 Anna Beck	497	226	271		
	-	-	-		
_	333	305	28		
😰 Anna Ruben	341	288	53		
	<u>86</u>	86	-		
	388	<u>354</u>	34	· · · · · · · · · · · · · · · · · · ·	
🙍 Anna Savalas	7613	<u>6931</u>	682	The al	
	<u>52</u> 1488	<u>52</u> 648	- 840		
👔 Annette Curtain	6165	5851	314		
N Annette Curtain	221	221	-		
	1597	1221	376		
😰 Bea Caws	8041	7849	192		
	93	93	-		
	1064	709	355		

As with all reports produced by TIM Plus, each page of the report includes the following information:

- the report's title
- the date and time that the report was generated
- the name of the report, if applicable

The web format is the most interactive of all formats: all column headers are click-sortable and most graphical and tabular elements can be drilled down into, allowing deeper analysis of your results. To view details of any filters or parameters used in creating this report, click on Ab out this report at the top-right corner of the page.

The report is divided into three sections: Graph, Details and Summary.

Graph

The Graph tab provides a visual representation of all inbound, outbound and missed calls for both external and internal call activity. A simple toggle button at the top right of the screen enables you to flip between call volumes and percentages.

My call volumes													2012	-05-1	17 15	:37:04
🛧 \ TIM Plus \ London \ A	ccounts \													Abou	ıt this	report
Graph Details	Summar	У	Answer Missed	ed	Outbou	nd							Sho	w valu	es <u>per</u>	centages
Name Δ Σ Ex	Internal Internal 2077 455 - - 852 457			•	~		Ti	mes	lots	4			*			
etails																
he Details tab show	ws the actua	al volum	nes (or pe	ercen	tages) of c	alls f	for ea	ach ti	me s	slot t	hrou	ighou	it the	day	
My call volumes													2012	-10-0)4 12	:44:50
My call volumes	ccounts Adm	in \				_		_	_	_	_	_				:44:50 report
	ccounts Adm		Answere Missed	d 🔳	Outbour	d							,	Abou	t this	
A \ TIM Plus \ London \ A		1		d 🔳	Outbour	d			Tim	eslo	ots		,	Abou	t this	report
A \ TIM Plus \ London \ A				d •	Outboun		09	10	Tim	eslo 12	ots 13	14	,	Abou	t this	report
A \ TIM Plus \ London \ A Graph Details	Summary Σ <u>360</u>	Total External	Missed				09	<u>40</u>	11 <u>76</u>				Shov 15 <u>52</u>	Abou v value: 16 <u>49</u>	t this s perc 17 <u>85</u>	report entages 18 58
A TIM Plus \ London \ A Graph Details Name	Summary Σ 360 -	Total External	Missed				09 -	<u>40</u> -	11 <u>76</u> -	12 - -			15 52 -	Abou v value: 16 <u>49</u> -	t this s perc 17 <u>85</u> -	report entages 18 58 -
A TIM Plus \ London \ A Graph Details Name Al Dente	Summary <u>360</u> - <u>145</u>	Total External 151 - 145	Missed				09 - -	<u>40</u>	11 <u>76</u>		13 - - -	14	15 52 - -	Abou value: 16 <u>49</u> - <u>12</u>	t this perc 17 <u>85</u> - -	report entages 18 58 - 15
A TIM Plus \ London \ A Graph Details Name	Summary Σ 360 -	Total External	Missed Internal 209				09	<u>40</u> -	11 <u>76</u> -	12 - -			15 52 -	Abou v value: 16 <u>49</u> -	t this s perc 17 <u>85</u> -	report entages 18 58 -
A TIM Plus \ London \ A Graph Details Name Al Dente	Summary <u>Σ</u> <u>360</u> - <u>145</u> <u>122</u>	Total External 151 - 145 60	Missed				09	<u>40</u> -	11 <u>76</u> -	12 - -	13 - - -	14	15 52 - - 62	Abou v value: 16 <u>49</u> - 12 <u>19</u>	t this perc 17 <u>85</u> - - 15	report entages 18 58 - 15
A TIM Plus \ London \ A Graph Details Name Al Dente	Summary <u>360</u> - <u>145</u> <u>122</u> -	r Total External 151 - 145 60 -	Missed	05 - - - -			09	<u>40</u> -	11 <u>76</u> -	12 - -	13 - - -	14	15 52 - - 62 -	Abou v value: 16 49 - 12 19 -	t this perc 17 85 - 15 -	report entages 18 58 - 15 - - - -
A TIM Plus London A Graph Details Name Al Dente Andrew Montgomery	Summary 360 - 145 122 - 99	r Total External 151 - 145 60 - 85	Missed	05 - - - -			09	<u>40</u> -	11 <u>76</u> - <u>31</u> - - -	12 - -	13 - - -	14	15 52 - - 62 -	Abou v value: 16 49 - 12 19 -	t this perc 17 85 - 15 -	report entages 18 58 - 15 - - - -
A TIM Plus London A Graph Details Name Al Dente Andrew Montgomery Barbara Seville	Summary <u>360</u> - <u>145</u> <u>122</u> - <u>99</u> <u>15</u>	r Total External 151 - 145 60 - 85 15	Missed	05 - - - -			09 - - - - - - - - -	<u>40</u> -	11 <u>76</u> - <u>31</u> - - -	12 - -	13 - - -	14	15 52 - - 62 -	Abou v value: 16 49 - 12 19 -	t this perc 17 85 - 15 -	report entages 18 58 - 15 - - - -
A TIM Plus London A Graph Details Name Al Dente Andrew Montgomery	Summary 360 - 145 122 - 99 15 - 39 -	r Total External 151 - 145 60 - 85 15 - 39 - -	Missed	05 - - - -			09 	<u>40</u> -	11 <u>76</u> - <u>31</u> - - -	12 - 17 - - - - - -	13 - - 15 - - -	14	15 52 - - 62 -	Abou v value: 16 49 - 12 19 -	t this perc 17 85 - 15 -	report entages 18 58 - 15 - - - -
A TIM Plus London A Graph Details Name Al Dente Andrew Montgomery Barbara Seville	Summary <u>360</u> - <u>145</u> <u>122</u> - <u>99</u> <u>15</u> -	r Total External 151 - 145 60 - 85 15 - 15 -	Missed	05 - - - -			09	<u>40</u> -	11 <u>76</u> - <u>31</u> - - -	12 - 17 - - - - - -	13 - - 15 - - -	14	15 52 - - 62 -	Abou v value: 16 49 - 12 19 -	t this perc 17 85 - 15 -	report entages 18 58 - 15 - - - -

All numeric figures are shown as hyperlinks, allowing you to drill down into an itemised list of the calls that they represent.

My call vo	olumes	20	2012-10-04 12:48:19					
윰 🔪 TIM Plus 🏾	\London \A	Accounts \					About t	his report
All	Outbound	Answered	Missed	Internal]	Show all	🖲 📧 1 of 1	I9 🕑 🖲 🗍
Date & Time 🔺	Source	CLI	Route		Destination	Response	Duration	Cost
24/09/2012 13:15:26	London	02073	3536734 -		Norma Leigh	-	00:00:40	- 🔉
24/09/2012 13:15:36	Vodafone	07775	5872259 -		Brock Lee	14	00:00:11	- 🖓
24/09/2012 13:19:33	Pearl E Whi	ite -	078106	69018	Vodafone	-	00:00:25	0.054 🖵
24/09/2012 13:27:48	Penny Wise	-	078414	01258	02	-	00:02:28	0.321 🖵
24/09/2012 13:38:38	Pearl E Whi	ite -	020710	51229	London	-	00:00:33	0.055 🖵
24/09/2012 13:49:33	London	02087	7729999 -		Brock Lee	10	00:01:06	- 🖓
24/09/2012 13:56:33	Penny Wise	-	2054		Harry Patel	-	00:00:31	-
24/09/2012 14:01:51	Gaye Barr	-	079604	25550	T-Mobile	-	00:00:04	0.030 🖵
24/09/2012 14:05:11	London	02071	1847559 -		Brock Lee	7	00:00:08	- 🖓
24/09/2012 14:10:31	London	02074	4956590 -		Brock Lee	10	00:00:06	- 🖓
24/09/2012 14:10:31	London	02074	4131490 -		Doug Hole	-	00:02:32	- 🖓
24/09/2012 14:18:01	Easton West	- :	077602	02596	Vodafone	-	00:00:09	0.030 🖵
24/09/2012 14:44:43	Orange	07973	3894927 -		Mika Stai	-	00:03:28	- 🖓
24/09/2012 14:44:46	Orange	07973	3894927 -		Mika Stai	2	00:01:09	- 🖓
24/09/2012 14:48:08	London	02078	8022337 -		Don Key	5	00:00:01	- 🖓
24/09/2012 15:02:38	Gene Poole	-	2071		Pearl E White	-	00:01:22	-

Below is a description of each table header:

Header

Description

Date & Time The date and time the call started Source The place from where the call originated CLI The telephone number of the remote caller for inbound calls Route The information displayed in this field is determined by the type of call: for incoming calls, this shows the CLI of the caller for incoming internal calls, this shows either the caller's username or extension number for outgoing calls, this shows the dialled number Destination The information displayed in this field is determined by the type of call:
CLI The telephone number of the remote caller for inbound calls Route The information displayed in this field is determined by the type of call: for incoming calls, this shows the CLI of the caller for incoming internal calls, this shows either the caller's username or extension number for outgoing calls, this shows the dialled number Destination The information displayed in this field is determined by
calls Route The information displayed in this field is determined by the type of call: • for incoming calls, this shows the CLI of the caller • for incoming internal calls, this shows either the caller's username or extension number • for outgoing calls, this shows the dialled number • for information displayed in this field is determined by
the type of call: for incoming calls, this shows the CLI of the caller for incoming internal calls, this shows either the caller's username or extension number for outgoing calls, this shows the dialled number Destination
 for incoming calls, this shows the name of the user whose extension answered the call, or the extension number if not available for outgoing calls, this shows the geographical location that was dialled, or an alias if defined in your contacts list for internal calls, this shows the extension that was dialled, enclosed in square brackets []
Response The length of time it took for the call to be answered (i.e. the response time)
Duration The duration of the call (in hours, minutes and seconds)

Summary

The Summary tab shows a summary of all call activity for the reporting period you selected.

My cal	My call volumes												20	12-	05-	17 [.]	15:3	7:04							
🚖 🔪 TIM P	Plus \ L	ondon \	Account	s \																	A	bou	it th	iis re	eport
Graph	1	Details	Su	mmar	у			Answe Missed			Outbo	ound								5	Show	valu	es I	percen	itages
		Total											Ti	me	slot	S									
	Σ	External	Internal	00 01	02	03	04 08	5 06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Answered	2532	2077	455	<u>31</u> <u>15</u>	-	55	- 33	- 8	19	84	130	169	247	187	132	222	240	290	207	107	53	56	13	109	133
Missed	-	-	-		-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Outbound	1309	852	457	<u>18</u> <u>24</u>	-	-	- 1	10	-	83	29	126	107	100	165	<u>63</u>	<u>155</u>	<u>121</u>	108	<u>120</u>	-	48	-	-	18
	3841	2929	912	49 39	-	55	- 47	10	19	167	159	295	354	287	297	285	395	411	315	227	53	104	13	109	151

To modify your report to cover a larger organisational scope, click on an element of the breadcrumb as shown below:

Custom

I



Introduction

The Custom report allows a wide range of options and filtering criteria to be selected, enabling you to search for very specific phone calls. The results are displayed as an itemised list, grouped by call type: All, Outbound, Answered, Missed, Internal and Tandem.

My custom report

♠ \ TIM Plus \ London \ Accounts \

201	12-0)5-1	171	15:34	4:C

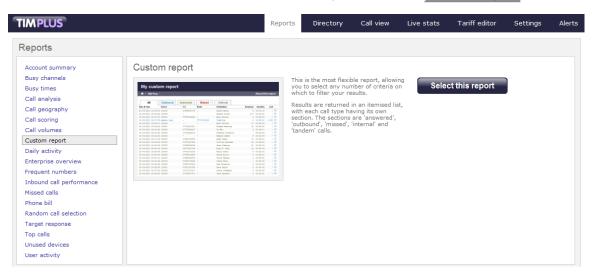
About this report

n

All	Outbound	Answered	Missed	Internal		Show all	📧 📧 1 of	16 🕑 (
te & Time ⊾	Source	CLI	Route	•	Destination	Response	Duration	Cost
/03/2012 00:07:53	Adam Zapel	1 -	0776	7254860	Vodafone	-	00:00:27	0.058
/03/2012 00:20:23	Adam Zapel	L –	0793	9041916	T-Mobile	-	00:00:04	0.030
/03/2012 00:41:18	Adam Zapel	L –	0207	4787000	London	-	00:00:08	0.030
/03/2012 01:00:56	London	020701	- 68080		Tom Morrow	-	00:01:03	-
/03/2012 01:59:31	London	020796	03334 -		Tom Morrow	-	00:02:10	-
/03/2012 02:09:08	Orange	079684	26619 -		Tom Morrow	-	00:01:35	-
/03/2012 04:31:41	. 02	079216	68518 -		Tom Morrow	-	00:01:44	-
/03/2012 06:03:28	Adam Zapel	- 1	0793	2040779	T-Mobile	-	00:00:10	0.030
/03/2012 06:50:38	London	020867	19759 -		Tom Morrow	-	00:00:40	-
/03/2012 08:12:13	Orange	079710	60111 -		Cheri Pitts	-	00:00:46	-
/03/2012 08:17:11	London	020701	52800 -		Cheri Pitts	-	00:00:21	-
/03/2012 08:26:48	Adam Zapel	- 1	0794	9250374	T-Mobile	-	-	0.030
/03/2012 08:43:41	Adam Zapel	L –	0798	5980159	T-Mobile	-	00:00:13	0.030
/03/2012 08:50:03	T-Mobile	079575	03577 -		Cheri Pitts	-	00:06:37	-
/03/2012 09:01:08	Adam Zapel	- 1	0778	8646633	Vodafone	-	00:00:18	0.039
/03/2012 09:04:23	02	078345	85328 -		Tom Morrow	-	00:01:05	-
/03/2012 09:10:51	London	020851	03628 -		Tom Morrow	-	-	-
/03/2012 09:12:56	Adam Zapel	L –	0778	6276358	Vodafone	-	00:00:22	0.048
/03/2012 09:14:48	Adam Zapel	- 1	0771	7514310	Vodafone	-	00:00:01	0.030
/03/2012 09:20:46	London	020735	11550 -		Tom Morrow	-	00:00:20	-
/03/2012 09:26:43	UNAVAILABI	LE -	-		Tom Morrow	-	00:01:09	-
/03/2012 09:28:18	Vodafone	077962	51027 -		Claire Annette	-	00:00:30	-
/03/2012 09:29:18	London	020733	68085 -		Tom Morrow	-	00:03:12	-
/03/2012 09:42:38	Adam Zapel	- 1	0207	3076700	London	-	00:00:15	0.030
/03/2012 09:43:26	London	020782	27654 -		Tom Morrow	-	00:00:28	-
/03/2012 09:50:01	London	020874	02420 -		Claire Annette	-	00:02:34	-
/03/2012 09:51:26	Tom Morrov	a –	0794	4789366	T-Mobile	-	00:01:09	0.150
/03/2012 09:57:51	UNAVAILABI	LE -	-		Cheri Pitts	-	00:01:38	-
/03/2012 10:05:16	02	077390	71002 -		Tom Morrow		_	-

Running the report

On the Reports screen, select Custom report from the left-hand pane and click the Select this report button.



A new window will appear, where you can set the parameters of your report.

Selecting the reporting period

For each report, you must specify a time span that covers the calls you want the report to include. This is known as the "reporting period".

Select a reporting period		
Define the period you want the report to	Period	Yesterday 💽 🕕
encompass.	From date	Today Yesterday
Remember, you can always filter your	To date	This week
results later, so choose a big enough period.	From time	Last week This month
	To time	Last month This year All calls Custom period

There are several preset reporting periods available for selection, based on the standard Gregorian calendar. The following table describes how the start and end times are defined for each preset period:

Period	Description
Today	The start and end dates are set to the current date. The start time is set to 00:00:00 and the end time to 23:5 9:59.
Yesterday	The start and end dates are set to the current date minus one day. The start time is set to 00:00:00 and the end time to 23:59:59.
This week	The start date is set to the first day of the current week (normally Monday). The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last week	The start date is set to the date of the last Monday, and the end date is set to the start date plus seven days. The start time is set to 00:00:00 and the end time to 23:59:59.
This month	The start date is set to the first day of the current month. The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The month is set to the previous month. The year is set to the current year, unless it is currently January, in which case, the previous year is used. The start and end times are set to 00:00:00 and 23:59:59 respectively.
This year	The start date is set to the first day of the first month of the current year, whilst the end date is set to today's date. The start and end times are set to 00:00:00 and 23:59:59 respectively.
All calls	The start and end dates and times are set to the dates and times of the first and last call in the entire call database, respectively.

In addition to the presets described above, it is possible to specify a custom reporting period by choosing Custom period from the Period drop-down list and specifying your own Start date, Start time, End date and End time of the period you want to report on.

Period	Custom period 👻 🕕
From date	01 Jul 👻 2011
To date	14 Feb 👻 2013
From time	00 : 00 : 00
To time	23 : 59 : 59

Once you have set the reporting period, click on the Next button to set additional report parameters and options, or select the Finish button to run the report immediately.

Selecting the reporting entity

The Reporting entity parameter allows you to select the part of your organisation whose calls the report should include, e.g. a site, a group or an individual user.

Choose a reporting entity		
Select a specific section of your organisation whose calls will feature in the report. To run the report across your entire organisation, select (All sites) . Alternatively, select a specific site, user group, channel group, individual user or channel.	Site Group User	(All sites) ● (1) ● (1) ● (1)

Site

To report on a particular site, select it from the drop-down list or select All sites .



All sites

Group

If a site has been selected, you are able to further limit the report's results by selecting a group from the drop-down list.

All groups

User

If both a site and group have been selected, you can further limit the report's results to include only calls involving a particular user, by selecting that user from the drop-down list.

User	All users	
If your web account is the drop-down lists.	restricted to a specific site or	group, only those entities to which you have access will be available in

Once you have selected the scope of your report, click on the Next button to set additional report parameters and options, or to run the report immediately, click the Finish button.

Selecting the report filters

You can limit the results of your report by choosing one or more of the following filters:

Filter the results o	of the report			
Account code			Dialled number	
Call type	All calls	- 0	Duration	
Carrier	(All carriers)	- 0	LCR code	
CLI			Response	
Cost			Start time	
Destination			Trunk access code	

Account code

To produce a report consisting only of calls that were made using a particular account code, enter the account code in the field provided.

Account code	0140	

To report on more than one account code, separate each code using a comma.

Call type

This filter allows you to define the type of call you want to report on, in terms of where the call originated and where it was delivered, e.g. incoming, outgoing, internal, etc. To report on all types of call, set this to **All calls**.

Call type	All calls	

Carrier

If you use more than one carrier, you can limit the results to include only calls that were made using a specific carrier.

Carrier	All carriers	
if you use only one ca	arrier, there will be no drop-do	wn list available and no option to choose a carrier.

CLI

Calling Line Identification (CLI) is the telephone number of the remote caller in an incoming call scenario.

You can report on calls that originate from a specific CLI or those whose CLI matches a particular pattern of digits. For example, to report on all incoming calls from Tri-Line, you could enter 02072652600.



You can use the ! symbol to explicitly exclude a CLI from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls from Tri-Line, but include all others, you could use !020726526*. To report on more than one CLI, use a comma to separate each entry.

Cost

You can define a cost filter to include calls above or below specific values by entering your criteria, as shown below:

Cost	<2.00	

You can specify a cost range by using the – symbol; to specify limits, use the comparison operators, >, <, and !.

Destination

If you want to filter calls to a specific, known destination, type the name of the destination in the text box provided. This filter accepts the ! an d * symbols for excluding values and specifying partial matches, respectively.

For example, if you wanted to exclude all calls to France, you could enter !France*, as shown below:

_
C

Dialled number

To filter calls to a specific dialled number, type it in the text box provided. The dialled number is defined as the number that is dialled (in the case of an outbound call), or the DDI number that the remote party dialled to reach a particular extension or group (in the case of an inbound call).

To filter calls to a specific area, a partial number can be entered (e.g. 0033 for calls to France).

Dialled number	0033	

You can use the ! symbol to explicitly exclude a dialled number from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls to Tri-Line, but include all others, you could use !020726526*). To report on more than one dialled number, use a comma to separate each entry.

Duration

To filter calls above or below a particular duration, enter the desired duration in seconds.

Duration >1800

You can specify a duration range by using the - symbol; to specify limits, use the comparison operators, >, <, and !.

In the above example, the report will return only calls longer than 1800 seconds (30 minutes).

LCR code

To filter your results to include only calls that used a Least Cost Routing (LCR) code, enter it in the text box provided.

LCR code 162 🕕

You can use the ! symbol to explicitly exclude a LCR code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using all LCR codes beginning 162, you could enter !162*. To report on more than one LCR code, use a comma to separate each entry.

Response

This option allows you to filter calls based on their response time, measured in seconds. Specify the desired response time threshold in the text box provided.

Response time	>10	

In the above example, the search results will display calls that have a response time greater than 10 seconds.

You can specify a response time range by using the - symbol and; to specify limits, use the comparison operators, >, <, and !.

Start time

This option allows you to filter calls based on the time the call started. Specify the start time in the text box provided using the hh:mm:ss for mat.

For example, to include only calls that began after 10 am, you could enter 10:00:00 in the Start time field, as shown below:

Start time	10:00:00	

Trunk access code

If your telephone system uses trunk access codes to connect calls using specific channels, you can limit your report's results to include only calls made using those codes. Specify the trunk access code in the text box provided.

		-
Trunk access code	9	

You can use the ! symbol to explicitly exclude a trunk access code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using the 9 trunk access code, you could enter !9. To report on more than one trunk access code, use a comma to separate each entry.

Selecting the report options

This section enables you to further narrow down your report results, by excluding certain types of calls. It also allows you to sort the report's results in a particular manner.

Options			
Specify one or more of any additional	Exclude weekends 🕕		
report options shown here.	Exclude transfers		
	🔲 Show transfer legs 🕧		
	Don't replace numbers with contact names (1)		
	Show account codes (1)		
	Notes only (1)		
	Audio only (1)		
	Scored only 🕕		
	Sort order Ascending 🗸 🕕		
	Sort results by Date & time 👻 🕕		
	Ignore missed calls shorter than 🦳 seconds 🕕		

Exclude weekends

To exclude weekend calls from your report's results, select the Exclude weekends option.

Exclude weekends
Exclude transfers
To exclude transferred calls from your report's results, select the Exclude transfers option.
Exclude transfers
Show transfer legs
To show the legs of transferred calls, click on the show transfer legs option . A 💿 icon will be displayed next to any call with associated call legs.
Show transfer legs (1)
Don't replace numbers with contact names

Tick this option if you do not want to replace dialled numbers, CLIs and account codes with their associated names, as defined in your web user's contacts list.



Show account codes

Select this option to display any associated account codes as an additional column in this report.

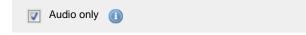
Notes only

Tick this option if you want your search results to include only calls that have notes associated with them.

Notes only					
------------	--	--	--	--	--

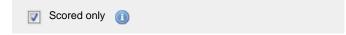
Audio only

Tick this option if you want your search results to include only calls that have an associated voice recording.



Scored only

Tick this option to include only calls that have a score associated with them, e.g. calls that have already been listened to and scored



Sort order

Choose from the sort order drop-down list whether you want the results of your report to appear in ascending or descending order.

Sort order	Ascending	
------------	-----------	--

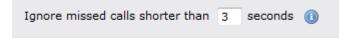
Sort results by

To sort your report's results by a particular column, select it from the Sort results by drop-down list.

Sort results by	Date & time	

Ignore short missed calls

Missed calls below a certain duration can sometimes pollute the meaning of a report's results. To exclude such short calls from your report, enter a duration threshold in the text box provided, e.g. to ignore calls below 3 seconds, enter 3.



Selecting the report format

This section allows you to choose the media format of your completed report. The formats available are Web, PDF, Excel, CSV and XML.

More details about each report format are available in the Setting the report format section above.

Creating the report

When you have selected a reporting period and have chosen any filters and options, you can either run the report immediately by clicking on the Run now button, or schedule it for future delivery.

Your report is ready to run		
Select the format that you want your report to be in.	Report format	Web 🗸
You can now either run the report immediately, or schedule it to run once, or at regular intervals, in the future.		Run now Schedule for later

The report's results

Below is an example of this report's output in Web format:

My custom report 2012-05-17 15:34:00							
🛧 🔪 TIM Plus 🔪 Lo	ndon \ Accoun	ts ∖				About th	is report
All Out	tbound Ans	wered Mis	sed Intern	al	Show all	📧 📧 1 of	16 🕑 🖲
Date & Time 🔺	Source	CLI	Route	Destination	Response	Duration	Cost
01/03/2012 00:07:53	Adam Zapel	-	07767254860	Vodafone	-	00:00:27	0.058 🖵
01/03/2012 00:20:23	Adam Zapel	-	07939041916	T-Mobile	-	00:00:04	0.030 🖵
01/03/2012 00:41:18	Adam Zapel	-	02074787000	London	-	00:00:08	0.030 🖵
01/03/2012 01:00:56	London	02070108086	-	Tom Morrow	-	00:01:03	- 🖓
01/03/2012 01:59:31	London	02079603334	-	Tom Morrow	-	00:02:10	- 👳
01/03/2012 02:09:08	Orange	07968426619	-	Tom Morrow	-	00:01:35	- 🖓
01/03/2012 04:31:41	02	07921668518	-	Tom Morrow	-	00:01:44	- 🖓
01/03/2012 06:03:28	Adam Zapel	-	07932040779	T-Mobile	-	00:00:10	0.030 💭
01/03/2012 06:50:38	London	02086719759	-	Tom Morrow	-	00:00:40	- 🖵
01/03/2012 08:12:13	Orange	07971060111	-	Cheri Pitts	-	00:00:46	- 🖓
01/03/2012 08:17:11	London	02070152800	-	Cheri Pitts	-	00:00:21	- 🖓
01/03/2012 08:26:48	Adam Zapel	-	07949250374	T-Mobile	-	-	0.030 💭
01/03/2012 08:43:41	Adam Zapel	-	07985980159	T-Mobile	-	00:00:13	0.030 🖵
01/03/2012 08:50:03	T-Mobile	07957503577	-	Cheri Pitts	-	00:06:37	- 🖓
01/03/2012 09:01:08	Adam Zapel	-	07788646633	Vodafone	-	00:00:18	0.039 💭
01/03/2012 09:04:23	02	07834585328	-	Tom Morrow	-	00:01:05	- 🗩
01/03/2012 09:10:51	London	02085103628	-	Tom Morrow	-	-	- 🖵
01/03/2012 09:12:56	Adam Zapel	-	07786276358	Vodafone	-	00:00:22	0.048 💭
01/03/2012 09:14:48	Adam Zapel	-	07717514310	Vodafone	-	00:00:01	0.030 💭
01/03/2012 09:20:46	London	02073511550	-	Tom Morrow	-	00:00:20	- 🖵
01/03/2012 09:26:43	UNAVAILABLE	-	-	Tom Morrow	-	00:01:09	- 🖵
01/03/2012 09:28:18	Vodafone	07796251027	-	Claire Annette	-	00:00:30	- 🗩
01/03/2012 09:29:18	London	02073368085	-	Tom Morrow	-	00:03:12	- 🖵
01/03/2012 09:42:38	Adam Zapel	-	02073076700	London	-	00:00:15	0.030 🖵
01/03/2012 09:43:26	London	02078227654	-	Tom Morrow	-	00:00:28	- 🖓
01/03/2012 09:50:01	London	02087402420	-	Claire Annette	-	00:02:34	- 🖓
01/03/2012 09:51:26	Tom Morrow	-	07944789366	T-Mobile	-	00:01:09	0.150 🖵
01/03/2012 09:57:51	UNAVAILABLE	-	-	Cheri Pitts	-	00:01:38	- 🖓
01/03/2012 10:05:16	02	07739071992	-	Tom Morrow	-	-	- 🖓

The web format is the most interactive of all formats: all column headers are click-sortable and most graphical and tabular elements can be drilled down into, allowing deeper analysis of your results. By clicking on the About this report link at the top-right corner of the page, you can review any filters and options that have been applied to the report.

As with all reports produced by TIM Plus, each page of the report includes the following information:

- the report's title
- the date and time that the report was generated
- the name of the report, if applicable

The report consists of a table containing an itemised list of the calls that matched your selection criteria. Each column header of the table is described below:

Header	Description
Date & Time	The date and time the call started
Source	The place from where the call originated

CLI	The telephone number of the remote caller for inbound calls
Route	 The information displayed in this field is determined by the type of call: for incoming calls, this shows the CLI of the caller for incoming internal calls, this shows either the caller's username or extension number for outgoing calls, this shows the dialled number
Destination	 The information displayed in this field is determined by the type of call: for incoming calls, this shows the name of the user whose extension answered the call, or the extension number if not available for outgoing calls, this shows the geographical location that was dialled, or an alias if defined in your contacts list for internal calls, this shows the extension that was dialled, enclosed in square brackets []
Response	The length of time it took for the call to be answered (e.g. the response time)
Duration	The duration of the call (in hours, minutes and seconds)
Cost	The cost of the call

To modify your report to cover a larger organisational scope, click on an element of the breadcrumb as shown below:

♠ \ TIM Plus \ London \ Accounts \

About this report

Daily Activity

The D	Daily Activity report
2	Introduction
2	Running the report
2	Creating the report
2	The report's results

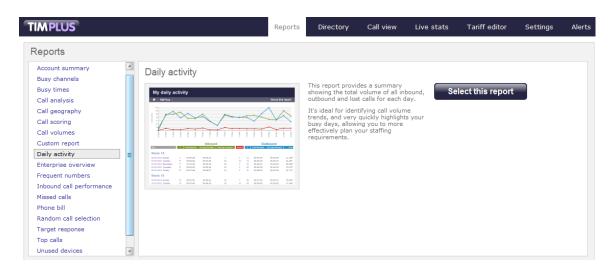
Introduction

The Daily Activity report provides a summary showing the volume of all inbound, outbound and missed calls for each day. It is useful for organisations whose call traffic fluctuates throughout the year because, by identifying your busiest periods, it allows you to more effectively plan your staffing requirements.



Running the report

On the Reports screen, select the Daily activity report from the left-hand pane and click the Select this report button.



A new window will appear, where you can set the parameters of your report.

Selecting the reporting period

For each report, you must specify a time span that covers the calls you want the report to include. This is known as the "reporting period".

Select a reporting period		
Define the period you want the report to encompass.	Period	Yesterday 🗖 🕕
	From date	Today Yesterday
Remember, you can always filter your results later, so choose a big enough period.	To date	This week
	From time	Last week This month
	To time	Last month This year
		All calls
		Custom period

There are several preset reporting periods available for selection, based on the standard Gregorian calendar. The following table describes how the start and end times are defined for each preset period:

Period	Description
Today	The start and end dates are set to the current date. The start time is set to 00:00:00 and the end time to 23:5 9:59.
Yesterday	The start and end dates are set to the current date minus one day. The start time is set to 00:00:00 and the end time to 23:59:59.
This week	The start date is set to the first day of the current week (normally Monday). The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last week	The start date is set to the date of the last Monday, and the end date is set to the start date plus seven days. The start time is set to $00:00:00$ and the end time to $23:59:59$.
This month	The start date is set to the first day of the current month. The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.

Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The month is set to the previous month. The year is set to the current year, unless it is currently January, in which case, the previous year is used. The start and end times are set to $00:00:00$ and $23:59:59$ respectively.
This year	The start date is set to the first day of the first month of the current year, whilst the end date is set to today's date. The start and end times are set to 00:00:00 and 23:59:59 respectively.
All calls	The start and end dates and times are set to the dates and times of the first and last call in the entire call database, respectively.

In addition to the presets described above, it is possible to specify a custom reporting period by choosing Custom period from the Period drop-down list and specifying your own Start date, Start time, End date and End time of the period you want to report on.

Period	Custom period 👻 🕕
From date	01 Jul 👻 2011
To date	14 Feb 🔻 2013
From time	00 : 00 : 00
To time	23 : 59 : 59

Once you have set the reporting period, click on the Next button to set additional report parameters and options, or select the Finish button to run the report immediately.

Selecting the reporting entity

The Reporting entity parameter allows you to select the part of your organisation whose calls the report should include, e.g. a site, a group or an individual user.

Choose a reporting entity		
Select a specific section of your organisation whose calls will feature in the report. To run the report across your entire organisation, select (All sites).	Site Group User	(All sites)
Alternatively, select a specific site, user group, channel group, individual user or channel.		

Site

To report on a particular site, select it from the drop-down list or select All sites .

Site All sites (1)

Group

If a site has been selected, you are able to further limit the report's results by selecting a group from the drop-down list.

Group	All groups	

User

If both a site and group have been selected, you can further limit the report's results to include only calls involving a particular user, by selecting that user from the drop-down list.

Use		All users		
	If your web account is the drop-down lists.	restricted to a specific site or	group, (only those entities to which you have access will be available in

Once you have selected the scope of your report, click on the Next button to set additional report parameters and options, or to run the report immediately, click the Finish button.

Selecting the report filters

You can limit the results of your report by choosing one or more of the following filters:

Filter the results of th	ne report		
Account code		Dialled number	
Call type	All calls 🛛 👻	Duration	
Carrier	(All carriers) 🗸	LCR code	
CLI		Response	
Cost		Start time	
Destination		Trunk access code	

Account code

To produce a report consisting only of calls that were made using a particular account code, enter the account code in the field provided.



To report on more than one account code, separate each code using a comma.

Call type

This filter allows you to define the type of call you want to report on, in terms of where the call originated and where it was delivered, e.g. incoming, outgoing, internal etc. To report on all types of call, set this to All calls.



Carrier

If you use more than one carrier, you can limit the results to include only calls that were made using a specific carrier.

Carrier	All carriers	
If you use only one ca	arrier, there will be no drop-do	own list available and no option to choose a carrier.

CLI

Calling Line Identification (CLI) is the telephone number of the remote caller in an incoming call scenario.

You can report on calls that originate from a specific CLI or those whose CLI matches a particular pattern of digits. For example, to report on

all incoming calls from Tri-Line, you could enter 02072652600.

CLI	02072652600	

You can use the ! symbol to explicitly exclude a CLI from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls from Tri-Line, but include all others, you could use !020726526*. To report on more than one CLI, use a comma to separate each entry.

Cost

You can define a cost filter to include calls above or below specific values by entering your criteria, as shown below:

Cost	<2.00	
	-2100	

You can specify a cost range by using the - symbol; to specify limits, use the comparison operators, >, <, and ! .

Destination

If you want to filter calls to a specific, known destination, type the name of the destination in the text box provided. This filter accepts the ! an d * symbols for excluding values and specifying partial matches, respectively.

For example, if you wanted to exclude all calls to France, you could enter !France*, as shown below:

Destination	!France*	
	in railiee	

Dialled number

To filter calls to a specific dialled number, type it in the text box provided. The dialled number is defined as the number that is dialled (in the case of an outbound call), or the DDI number that the remote party dialled to reach a particular extension or group (in the case of an inbound call).

To filter calls to a specific area, a partial number can be entered (e.g. 0033 for calls to France).

Dialled number	0033	

>1800

You can use the ! symbol to explicitly exclude a dialled number from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls to Tri-Line, but include all others, you could use !020726526*). To report on more than one dialled number, use a comma to separate each entry.

Duration

To filter calls above or below a particular duration, enter the desired duration in seconds.



You can specify a duration range by using the - symbol; to specify limits, use the comparison operators, >, <, and ! .

In the above example, the report will return only calls longer than 1800 seconds (30 minutes).

LCR code

To filter your results to include only calls that used a Least Cost Routing (LCR) code, enter it in the text box provided.

LCR code	162	

You can use the ! symbol to explicitly exclude a LCR code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using all LCR codes beginning 162, you could enter !162*. To report on more than one LCR code, use a comma to separate each entry.

Response

This option allows you to filter calls based on their response time, measured in seconds. Specify the desired response time threshold in the text box provided.

Response time >10

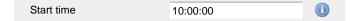
In the above example, the search results will display calls that have a response time greater than 10 seconds.

You can specify a response time range by using the - symbol and; to specify limits, use the comparison operators, >, <, and !.

Start time

This option allows you to filter calls based on the time the call started. Specify the start time in the text box provided using the hh:mm:ss for mat.

For example, to include only calls that began after 10 am, you could enter 10:00:00 in the Start time field, as shown below:



Trunk access code

If your telephone system uses trunk access codes to connect calls using specific channels, you can limit your report's results to include only calls made using those codes. Specify the trunk access code in the text box provided.

Trunk access code	9	

You can use the ! symbol to explicitly exclude a trunk access code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using the 9 trunk access code, you could enter ! 9. To report on more than one trunk access code, use a comma to separate each entry.

Selecting the report options

This section enables you to further narrow down your report results, by excluding certain types of calls. It also allows you to sort the report's results in a particular manner.

Options			
Specify one or more of any additional report options shown here.	Exclude weekends () Exclude transfers ()		
	Sort order	Ascending	- 0
	Sort results by	Day	- 🕕
	Ignore missed calls short	er than secon	ds 🕕

Exclude weekends

To exclude weekend calls from your report's results, select the Exclude weekends option.

🔽 Exclude weekends 🕕

Exclude transfers

To exclude transferred calls from your report's results, select the Exclude transfers option.

Exclude transfers (1)

Sort order

Choose from the sort order drop-down list whether you want the results of the report to appear in ascending or descending order.

Sort order Ascending

Sort results by

To sort your report's results by a particular column, select it from the Sort results by drop-down list.

Sort results by	Day	

Ignore short missed calls

Missed calls below a certain duration can sometimes pollute the meaning of a report's results. To exclude such short calls from your report, enter a duration threshold in the text box provided, e.g. to ignore calls below 3 seconds, enter 3.

Ignore missed calls shorter than	3	seconds	
Ignore missed cans shorter than	5	seconda	U

Selecting the report format

This section allows you to choose the media format of your completed report. The formats available are Web, PDF, Excel, CSV and XML.

More details about each report format are available in the Setting the report format section above.

Creating the report

When you have selected a reporting period and have chosen any filters and options, you can either run the report immediately by clicking on the Run now button, or schedule it for future delivery.

Your report is ready to run			
Select the format that you want your report to be in.	Report format	Web	•
You can now either run the report immediately, or schedule it to run once, or at regular intervals, in the future.			now e for later

The report's results

Below is an example of this report's output in Web format, showing the total volume of all inbound, outbound and missed calls for each day.



		Inbound			Inbound Outbound		Outbound		
Day 🔺	Σ	Total duration	Average duration	Average response	Missed	Σ	Total duration	Average duration	Cost
Week 9									
01/03/2012 Thursday	67	01:23:43	00:01:14	1	-	37	00:11:15	00:00:18	1.799
02/03/2012 Friday	64	01:38:29	00:01:32	1	-	40	00:14:01	00:00:21	2.169
03/03/2012 Saturday	57	01:17:01	00:01:21	-	-	39	00:13:50	00:00:21	1.920
04/03/2012 Sunday	56	01:05:03	00:01:09	1	-	46	00:12:45	00:00:16	1.948
Week 10									
05/03/2012 Monday	66	01:18:40	00:01:11	1	-	42	00:14:16	00:00:20	2.307
06/03/2012 Tuesday	62	01:41:42	00:01:38	1	-	34	00:08:26	00:00:14	1.566
07/03/2012 Wednesday	60	01:44:11	00:01:44	1	-	39	00:10:10	00:00:15	1.919
08/03/2012 Thursday	59	01:39:05	00:01:40	-	-	42	00:18:10	00:00:25	2.593
09/03/2012 Friday	58	01:11:46	00:01:14	1	-	37	00:15:11	00:00:24	2.180
10/03/2012 Saturday	58	01:22:38	00:01:25	1	-	40	00:08:36	00:00:12	1.512
11/03/2012 Sunday	58	01:32:13	00:01:35	1	-	37	00:09:25	00:00:15	1.389

As with all reports produced by TIM Plus, each page of the report includes the following information:

- the report's title
- the date and time that the report was generated
- the name of the report, if applicable

The web format is the most interactive of all formats: all column headers are click-sortable and most graphical and tabular elements can be drilled down into, allowing deeper analysis of your results. By clicking on the About this report link at the top-right corner of the page, you can review any filters and options that have been applied to the report.

The body of the report consists of a table showing a summary of your incoming and outgoing calls for each day during the period you selected. Each row shows the following information:

Header	Description
Day	The day of the week that the data covers
Inbound	 Σ: The total volume of calls received Total duration: The total length of time spent on incoming calls Average duration: The average call duration of inbound calls Average response: The average length of time taken to answer a call Duration Avg: The average length of time a caller waited before abandoning the call (in hours, minutes, seconds)

Missed	The missed calls column is always displayed as red. It allows you to re-order your details based on the total number of missed calls for the date shown.
Outbound	 Σ: The total volume of outbound calls Total duration: The total length of time spent on outbound calls Average duration: The average duration of outbound calls Cost: The total cost of all calls made, irrespective of each call's local currency

To modify your report to cover a larger organisational scope, click on an element of the breadcrumb as shown below:

	A \ TIM Plus \ London \ Accounts \	About this report
E	Interprise Overview	
	The Enterprise Overview report	
	Introduction	
	Running the report	
	Creating the report	
	The report's results	

Introduction

The Enterprise Overview report is an interactive, click-able report, showing call summaries for each type of call - inbound, outbound and missed. The report is useful for comparing call statistics between different parts of your organisation and allows you to drill-down into each value to see the same call information for subsequent groups or users. Totals, maximums and averages are displayed at the foot of each column.



Running the report

On the Reports screen, select the Enterprise overview report from the left-hand pane and click the Select this report button.

TIMPLUS		Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Reports								
Account summary Busy channels Busy times Call analysis Call geography Call scoring Call volumes Custom report	Enterprise overview	Poper and busik	call summarie inbound, outb Identify the ai want to inspect into them. Totals, maxim	, clickable report s for each call ty ound and missec reas of your bus ct, and simply 'du nums and averag he foot of each c	rpe, d calls, rill-down' res are	Select this repo	rt	
Daily activity Enterprise overview Frequent numbers Inbound call performance Missed calls Phone bill Random call selection Target response Top calls Unused devices		Ophiomed window Rescue Marcelet window Rescue Marcelet Marcelet window Rescue Rescue Marcelet window Rescue Rescue Rescue window Rescue Rescue Rescue window Rescue Rescue Rescue window Rescue Rescue Rescue						

A new window will appear, where you can set the parameters of your report.

Selecting the reporting period

For each report, you must specify a time span that covers the calls you want the report to include. This is known as the "reporting period".

Select a reporting period		
Define the period you want the report to	Period	Yesterday 🗨 🕕
encompass.	From date	Today Yesterday
Remember, you can always filter your results later, so choose a big enough period.	To date	This week
	From time	Last week This month
	To time	Last month This year All calls Custom period

There are several preset reporting periods available for selection, based on the standard Gregorian calendar. The following table describes how the start and end times are defined for each preset period:

Period	Description
Today	The start and end dates are set to the current date. The start time is set to 00:00:00 and the end time to 23:5 9:59.
Yesterday	The start and end dates are set to the current date minus one day. The start time is set to 00:00:00 and the end time to 23:59:59.
This week	The start date is set to the first day of the current week (normally Monday). The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last week	The start date is set to the date of the last Monday, and the end date is set to the start date plus seven days. The start time is set to 00:00:00 and the end time to 23:59:59.

This month	The start date is set to the first day of the current month. The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The month is set to the previous month. The year is set to the current year, unless it is currently January, in which case, the previous year is used. The start and end times are set to 00:00:00 and 23:59:59 respectively.
This year	The start date is set to the first day of the first month of the current year, whilst the end date is set to today's date. The start and end times are set to 00:00:00 and 23:59:59 respectively.
All calls	The start and end dates and times are set to the dates and times of the first and last call in the entire call database, respectively.

In addition to the presets described above, it is possible to specify a custom reporting period by choosing Custom period from the Period drop-down list and specifying your own Start date, Start time, End date and End time of the period you want to report on.

Period	Custom period 👻 🕕
From date	01 Jul 👻 2011
To date	14 Feb 👻 2013
From time	00 : 00 : 00
To time	23 : 59 : 59

Once you have set the reporting period, click on the Next button to set additional report parameters and options, or select the Finish button to run the report immediately.

Selecting the reporting entity

The Reporting entity parameter allows you to select the part of your organisation whose calls the report should include, e.g. a site, a group or an individual user.

Choose a reporting en	lity			
Select a specific section of y organisation whose calls wil report. To run the report a entire organisation, select (Alternatively, select a speci group, channel group, indiv channel.	I feature in the cross your All sites). fic site, user	Site Group User	(All sites)	 ▼ ● ▼ ● ●
Site To report on a particular site, sel	ect it from the drop-do	wn list or select All site	25.	
Site	All sites			
Group				
If a site has been selected, you a	are able to further limit	the report's results by sele	ecting a group from the drop	o-down list.
Group	All groups			

User

If both a site and group have been selected, you can further limit the report's results to include only calls involving a particular user, by selecting that user from the drop-down list.

Use	er	All users		
C	If your web account is the drop-down lists.	restricted to a specific site or	group, c	only those entities to which you have access will be available in

Once you have selected the scope of your report, click on the Next button to set additional report parameters and options, or to run the report immediately, click the Finish button.

Selecting the report filters

You can limit the results of your report by choosing one or more of the following filters:

Filter the results of	the report			
Account code			Dialled number	
Call type	All calls	•	Duration	
Carrier	(All carriers)	•	LCR code	
CLI			Response	
Cost			Start time	
Destination			Trunk access code	

Account code

To produce a report consisting only of calls that were made using a particular account code, enter the account code in the field provided.

Account code	0140	

To report on more than one account code, separate each code using a comma.

Call type

This filter allows you to define the type of call you want to report on, in terms of where the call originated and where it was delivered, e.g. incoming, outgoing, internal etc. To report on all types of call, set this to All calls.

calls that were made using a specific carrier.

Call type	All calls	
Carrier If you use more than one carrier,	you can limit the results to inc	lude only
Carrier	All carriers	

If you use only one carrier, there will be no drop-down list available and no option to choose a carrier.

CLI

Calling Line Identification (CLI) is the telephone number of the remote caller in an incoming call scenario.

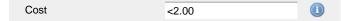
You can report on calls that originate from a specific CLI or those whose CLI matches a particular pattern of digits. For example, to report on all incoming calls from Tri-Line, you could enter 02072652600.



You can use the ! symbol to explicitly exclude a CLI from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls from Tri-Line, but include all others, you could use !020726526*. To report on more than one CLI, use a comma to separate each entry.

Cost

You can define a cost filter to include calls above or below specific values by entering your criteria, as shown below:



You can specify a cost range by using the - symbol; to specify limits, use the comparison operators, >, <, and ! .

Destination

If you want to filter calls to a specific, known destination, type the name of the destination in the text box provided. This filter accepts the ! an d * symbols for excluding values and specifying partial matches, respectively.

For example, if you wanted to exclude all calls to France, you could enter !France*, as shown below:

Destination	!France*	

Dialled number

To filter calls to a specific dialled number, type it in the text box provided. The dialled number is defined as the number that is dialled (in the case of an outbound call), or the DDI number that the remote party dialled to reach a particular extension or group (in the case of an inbound call).

To filter calls to a specific area, a partial number can be entered (e.g. 0033 for calls to France).

Dialled number	0033	
	0000	

You can use the ! symbol to explicitly exclude a dialled number from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls to Tri-Line, but include all others, you could use !020726526*). To report on more than one dialled number, use a comma to separate each entry.

Duration

To filter calls above or below a particular duration, enter the desired duration in seconds.

Duration >1800

You can specify a duration range by using the - symbol; to specify limits, use the comparison operators, >, <, and !.

In the above example, the report will return only calls longer than 1800 seconds (30 minutes).

LCR code

To filter your results to include only calls that used a Least Cost Routing (LCR) code, enter it in the text box provided.

LCR code	162	

You can use the ! symbol to explicitly exclude a LCR code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using all LCR codes beginning 162, you could enter !162*. To report on more than one LCR code, use a comma to separate each entry.

Response

This option allows you to filter calls based on their response time, measured in seconds. Specify the desired response time threshold in the text box provided.

Response time

In the above example, the search results will display calls that have a response time greater than 10 seconds.

You can specify a response time range by using the - symbol and; to specify limits, use the comparison operators, >, <, and !.

Start time

This option allows you to filter calls based on the time the call started. Specify the start time in the text box provided using the hh:mm:ss for mat.

For example, to include only calls that began after 10 am, you could enter 10:00:00 in the Start time field, as shown below:

Start time	10:00:00	

>10

Trunk access code

If your telephone system uses trunk access codes to connect calls using specific channels, you can limit your report's results to include only calls made using those codes. Specify the trunk access code in the text box provided.

Trunk access code	9	

You can use the ! symbol to explicitly exclude a trunk access code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using the 9 trunk access code, you could enter !9. To report on more than one trunk access code, use a comma to separate each entry.

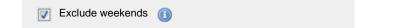
Selecting the report options

This section enables you to further narrow down your report results, by excluding certain types of calls. It also allows you to sort the report's results in a particular manner.

Options					
Specify one or more of any additional report options shown here.	 Exclude weekends (1) Exclude transfers (1) Hide unused (1) 				
	Sort order	Ascending	- ()		
	Sort results by	Name	- 0		
	Ignore missed calls short	er than secon	ds 🕕		

Exclude weekends

To exclude weekend calls from your report's results, select the Exclude weekends option.



Exclude transfers

To exclude transferred calls from your report's results, select the Exclude transfers option.

Exclude transfers (1)

Hide unused

To exclude unused extensions from your report's results, select the Hide unused option.



Sort order

Choose from the sort order drop-down list whether you want the results of the report to appear in ascending or descending order.



Sort results by

To sort your report's results by a particular column, select it from the Sort results by drop-down list.

Sort results by	Name	

Ignore short missed calls

Missed calls below a certain duration can sometimes pollute the meaning of a report's results. To exclude such short calls from your report, enter a duration threshold in the text box provided, e.g. to ignore calls below 3 seconds, enter 3.

Ignore missed calls shorter than	3	seconds	0

Selecting the report format

This section allows you to choose the media format of your completed report. The formats available are Web, PDF, Excel, CSV and XML.

More details about each report format are available in the Setting the report format section above.

Creating the report

When you have selected a reporting period and have chosen any filters and options, you can either run the report immediately by clicking on the Run now button, or schedule it for future delivery.

Your report is ready to run		
Select the format that you want your report to be in.	Report format	Web 🗸
You can now either run the report immediately, or schedule it to run once, or at regular intervals, in the future.		Run now Schedule for later

The report's results

The results of the report show a summary of call volumes - organised by call type - for the report entity you selected. By clicking on the About t this report link at the top-right corner of the page, you can review any filters and options that have been applied to the report.

As with all reports produced by TIM Plus, each page of the report includes the following information:

- the report's title
- the date and time that the report was generated
- the name of the report, if applicable

The web format is the most interactive of all formats: all column headers are click-sortable and most graphical and tabular elements can be drilled down into, allowing deeper analysis of your results.

The web format allows you to see the results of the report at different organisational levels: site level, group level, user level and as an itemised list.

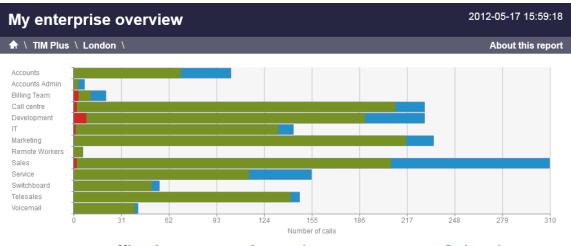
Site level

At site level, the report will show call summary information for each site, as shown below:



Group level

By clicking on a site, you can drill down into group-level information, as shown below:



		Missed		Answered			Ou	tbound		
Name 🔺	Σ	Avg duration	Σ	Total duration	Avg duration	Avg response	Σ	Total duration	Avg duration	Total cost
C Accounts	-	-	70	01:12:30	00:01:02	9	33	00:32:48	00:01:00	3.727
🛅 Accounts Admin	-	-	3	00:01:22	00:00:27	19	4	00:02:46	00:00:42	0.409
🛅 Billing Team	3	28	8	00:14:05	00:01:46	7	10	00:08:14	00:00:49	1.063
🛅 Call centre	2	68	209	05:41:04	00:01:38	2	19	00:31:39	00:01:40	3.405
🛅 Development	8	32	183	04:35:09	00:01:30	2	39	00:18:42	00:00:29	2.683
🗀 II	1	45	133	04:37:34	00:02:05	-	10	00:08:50	00:00:53	0.791
🛅 Marketing	-	-	218	06:38:25	00:01:50	1	18	00:13:46	00:00:46	1.146
🛅 Remote Workers	-	-	6	00:01:05	00:00:11	-	-	-	-	-
🛅 Sales	2	83	206	06:16:16	00:01:50	2	104	01:14:56	00:00:43	11.714
C Service	-	-	115	02:05:22	00:01:05	2	41	00:34:15	00:00:50	4.792

User level

When drilling down into a group, a new report is produced, showing the same summary information for each individual user within that group, as shown below:



			AllSweleu			0	utbound	
Name 🔺	Σ	Total duration	Avg duration	Avg response	Σ	Total duration	Avg duration	Total cost
👔 Al Dente	4	00:02:05	00:00:31	32	4	00:01:59	00:00:30	0.269
👔 Anna Beck	-	-	-	-	1	00:00:04	00:00:04	0.030
👩 Anna Ruben	-	-	-	-	1	00:00:03	00:00:03	0.030

At all organisational levels, the body of the report consists of a table containing call summary information about each entity. The column headers of this table are described below:

Header	Description
Name	The name of the entity for each line of data
Missed	 Σ: The total number of missed calls Avg duration: The average duration of all missed calls (in seconds)
Answered	 Σ: The number of incoming calls answered by extensions within the selected entity, including transferred calls Total duration: The total duration of all incoming calls (in hours, minutes and seconds) Avg duration: The average duration of all incoming calls (in hours, minutes and seconds) Avg response: The average time taken to respond to all incoming calls (in seconds)

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Outbound	 Σ: The number of outbound calls
	Total duration: The total duration of all
	outgoing calls (in hours, minutes and
	seconds)
	• Avg duration: The average duration of all
	outgoing calls (in hours, minutes and
	seconds)
	Total cost: The total aggregate cost of all
	outbound calls

In addition to summary information, totals and averages for each call type are shown in the footer of each column.

Itemised list

By clicking on the hyperlink of a particular user, a new report is produced that shows - in chronological order - an itemised list of calls made or received by that user, as shown below:

My enterprise overview					2012-05-17 1			16:07:50
🕈 🔪 TIM Plus	\London \	Accounts \ A	I Dente \				About t	his report
All	Outbound	Answered	Missed	Internal]			
Date & Time 🔺	Sour	ce	CLI	Route	Destination	Response	Duration	Cost
16/05/2012 10:41:2	1 ALD	Dente	-	07956186198	T-Mobile	-	00:00:34	0.074 💭
16/05/2012 10:42:1	8 Jaso	on Myers	-	2042	Al Dente	-	00:00:21	-
16/05/2012 10:47:2	3 Davi	id Ellis	-	2042	Al Dente	-	00:03:23	-
16/05/2012 10:59:5	1 Oran	nge	07854181304	-	Al Dente	21	00:00:31	- 🖓
16/05/2012 11:09:5	3 Al D	Dente	-	02076132858	London	-	00:00:04	0.030 💭
16/05/2012 11:42:1	3 Grac	ce Harper	-	2042	Al Dente	-	00:01:58	-
16/05/2012 11:52:2	1 Sam	Thornton	-	2042	Al Dente	-	00:00:14	-
16/05/2012 12:55:3	6 Al D	Dente	-	02074054600	London	-	00:01:21	0.135 💭
16/05/2012 15:13:1	8 Oran	ige	07967460922	-	Al Dente	4	00:00:47	- 🖓
16/05/2012 15:14:1	6 Oran	nge	07854180689	-	Al Dente	43	00:00:30	- 🖓
16/05/2012 16:44:5	3 Warr	ren Peace	-	2042	Al Dente	-	00:01:16	-
16/05/2012 17:38:3	6 T-Mo	obile	07958108040	-	Al Dente	61	00:00:17	- 🖓
16/05/2012 18:36:2	1 Al D	Dente	-	07854181108	Orange	-	-	0.030 🖵
13 calls							00:11:16	0.269

The headers of the itemised call table are described below:

Header	Description
Date & Time	The date and time the call started
Source	The place from where the call originated
CLI	The telephone number of the remote caller for inbound calls

Route	 The information displayed in this field is determined by the type of call: for incoming calls, this shows the CLI of the caller for incoming internal calls, this shows either the caller's username or extension number for outgoing calls, this shows the dialled number
Destination	 The information displayed in this field is determined by the type of call: for incoming calls, this shows the name of the user whose extension answered the call, or the extension number if not available for outgoing calls, this shows the geographical location that was dialled, or an alias if defined in your contacts list for internal calls, this shows the extension that was dialled, enclosed in square brackets []
Response	The length of time it took for the call to be answered (i.e. the response time)
Duration	The duration of the call (in hours, minutes and seconds)
Cost	The cost of the call

To modify your report to cover a larger organisational scope, click on an element of the breadcrumb as shown below:

A \ TIM Plus \ London \ Accounts \

About this report

Frequent Numbers



Introduction

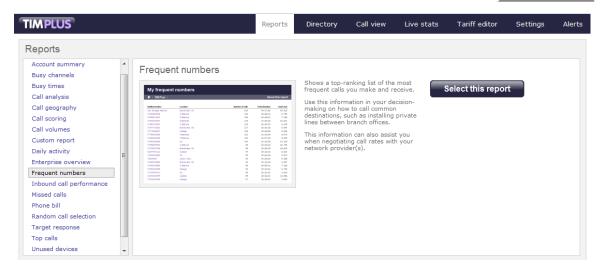
The Frequent Numbers report shows a top-ranking list of the numbers that you call, or are called by, most frequently. By highlighting your

most frequently-called destinations, the report can help you to determine if private circuits to your commonly-called destinations would be beneficial; it can also help you negotiate call rates with your network provider.

My frequent numbers 2012-05-17 16:11:54				
🛧 \ TIM Plus \ Lond	don \ Accounts \		Ab	out this report
Dialled number 🔺	Location	Number of calls	Total duration	Total cost
07966465332	Orange	11	00:01:07	0.330
07932138688	T-Mobile	9	00:00:53	0.270
07985980159	T-Mobile	16	00:04:52	0.715
07722702388	T-Mobile	10	00:01:21	0.300
02087355100	London	14	00:01:21	0.420
07958048138	T-Mobile	8	00:10:00	1.302
07867996393	Vodafone	11	00:00:59	0.330
02075849901	London	9	00:02:05	0.271
07849093682	02	12	00:01:52	0.367
07867525709	Vodafone	19	00:07:11	1.095
01342833313	East Grinstead	14	00:01:11	0.420
02075362601	London	8	00:00:40	0.240
02085977789	London	9	00:05:07	0.418
02074787000	London	9	00:01:02	0.270
07852616027	T-Mobile	14	00:08:53	1.191
07786276358	Vodafone	16	00:05:55	0.826
07968385191	Orange	10	00:03:03	0.437
00972525456330	Israel Mobile	9	00:02:27	2.646
07944789366	T-Mobile	13	00:09:00	1.243
07779599573	Orange	9	00:00:57	0.270
07957357127	T-Mobile	10	00:02:39	0.430
07854180071	Orange	12	00:01:14	0.360
02077497500	London	7	00:02:36	0.279
02088705151	London	12	00:02:46	0.396
07930410804	T-Mobile	14	00:06:52	0.910
07785546623	Vodafone	16	00:01:17	0.480
02080801502	London	9	00:03:23	0.346

Running the report

On the Reports screen, select the Frequent numbers report from the left-hand pane and click the Select this report button.



A new window will appear, where you can set the parameters of your report.

Selecting the reporting period

For each report, you must specify a time span that covers the calls you want the report to include. This is known as the "reporting period".

Select a reporting period		
Define the period you want the report to	Period	Yesterday 💽 🕕
encompass.	From date	Today Yesterday
Remember, you can always filter your results later, so choose a big enough period.	To date	This week
	From time	Last week This month
	To time	Last month This year All calls Custom period

There are several preset reporting periods available for selection, based on the standard Gregorian calendar. The following table describes how the start and end times are defined for each preset period:

Period	Description
Today	The start and end dates are set to the current date. The start time is set to 00:00:00 and the end time to 23:5 9:59.
Yesterday	The start and end dates are set to the current date minus one day. The start time is set to 00:00:00 and the end time to 23:59:59.
This week	The start date is set to the first day of the current week (normally Monday). The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last week	The start date is set to the date of the last Monday, and the end date is set to the start date plus seven days. The start time is set to 00:00:00 and the end time to 23:59:59.
This month	The start date is set to the first day of the current month. The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The month is set to the previous month. The year is set to the current year, unless it is currently January, in which case, the previous year is used. The start and end times are set to 00:00:00 and 23:59:59 respectively.
This year	The start date is set to the first day of the first month of the current year, whilst the end date is set to today's date. The start and end times are set to 00:00:00 and 23:59:59 respectively.
All calls	The start and end dates and times are set to the dates and times of the first and last call in the entire call database, respectively.

In addition to the presets described above, it is possible to specify a custom reporting period by choosing Custom period from the Period drop-down list and specifying your own Start date, Start time, End date and End time of the period you want to report on.

Period	Custom period 👻 🕕
From date	01 Jul 👻 2011
To date	14 Feb 👻 2013
From time	00 : 00 : 00
To time	23 : 59 : 59

Once you have set the reporting period, click on the Next button to set additional report parameters and options, or select the Finish button to run the report immediately.

Selecting the reporting entity

The Reporting entity parameter allows you to select the part of your organisation whose calls the report should include, e.g. a site, a group or an individual user.

Choose a reporting entity		
Select a specific section of your organisation whose calls will feature in the report. To run the report across your entire organisation, select (All sites) . Alternatively, select a specific site, user group, channel group, individual user or channel.	Site Group User	(All sites) ● (1) ■ (1) ■ (1)

Site

To report on a particular site, select it from the drop-down list or select All sites .



All sites

Group

If a site has been selected, you are able to further limit the report's results by selecting a group from the drop-down list.

All groups

User

If both a site and group have been selected, you can further limit the report's results to include only calls involving a particular user, by selecting that user from the drop-down list.

User	All users	
If your web account is the drop-down lists.	restricted to a specific site or	group, only those entities to which you have access will be available in

Once you have selected the scope of your report, click on the Next button to set additional report parameters and options, or to run the report immediately, click the Finish button.

Selecting the report filters

You can limit the results of your report by choosing one or more of the following filters:

Filter the results o	of the report			
Account code			Dialled number	
Call type	All calls	- 0	Duration	
Carrier	(All carriers)	- 0	LCR code	
CLI			Response	
Cost			Start time	
Destination			Trunk access code	

Account code

To produce a report consisting only of calls that were made using a particular account code, enter the account code in the field provided.

Account code	0140	

To report on more than one account code, separate each code using a comma.

Call type

This filter allows you to define the type of call you want to report on, in terms of where the call originated and where it was delivered, e.g. incoming, outgoing, internal etc. To report on all types of call, set this to All calls.

Call type	All calls	

Carrier

If you use more than one carrier, you can limit the results to include only calls that were made using a specific carrier.

Carrier	All carriers	
If you use only one ca	arrier, there will be no drop-do	wn list available and no option to choose a carrier.

CLI

Calling Line Identification (CLI) is the telephone number of the remote caller in an incoming call scenario.

You can report on calls that originate from a specific CLI or those whose CLI matches a particular pattern of digits. For example, to report on all incoming calls from Tri-Line, you could enter 02072652600.



You can use the ! symbol to explicitly exclude a CLI from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls from Tri-Line, but include all others, you could use !020726526*. To report on more than one CLI, use a comma to separate each entry.

Cost

You can define a cost filter to include calls above or below specific values by entering your criteria, as shown below:

Cost	<2.00	

You can specify a cost range by using the - symbol; to specify limits, use the comparison operators, >, <, and ! .

Destination

If you want to filter calls to a specific, known destination, type the name of the destination in the text box provided. This filter accepts the ! an d * symbols for excluding values and specifying partial matches, respectively.

For example, if you wanted to exclude all calls to France, you could enter !France*, as shown below:

_
C

Dialled number

To filter calls to a specific dialled number, type it in the text box provided. The dialled number is defined as the number that is dialled (in the case of an outbound call), or the DDI number that the remote party dialled to reach a particular extension or group (in the case of an inbound call).

To filter calls to a specific area, a partial number can be entered (e.g. 0033 for calls to France).

Dialled number	0033	

You can use the ! symbol to explicitly exclude a dialled number from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls to Tri-Line, but include all others, you could use !020726526*). To report on more than one dialled number, use a comma to separate each entry.

Duration

To filter calls above or below a particular duration, enter the desired duration in seconds.

Duration >1800

You can specify a duration range by using the - symbol; to specify limits, use the comparison operators, >, <, and !.

In the above example, the report will return only calls longer than 1800 seconds (30 minutes).

LCR code

To filter your results to include only calls that used a Least Cost Routing (LCR) code, enter it in the text box provided.

LCR code 162 🕕

You can use the ! symbol to explicitly exclude a LCR code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using all LCR codes beginning 162, you could enter !162*. To report on more than one LCR code, use a comma to separate each entry.

Response

This option allows you to filter calls based on their response time, measured in seconds. Specify the desired response time threshold in the text box provided.

Response time	>10	

In the above example, the search results will display calls that have a response time greater than 10 seconds.

You can specify a response time range by using the - symbol and; to specify limits, use the comparison operators, >, <, and !.

Start time

This option allows you to filter calls based on the time the call started. Specify the start time in the text box provided using the hh:mm:ss for mat.

For example, to include only calls that began after 10 am, you could enter 10:00:00 in the Start time field, as shown below:

Start time	10:00:00	

Trunk access code

If your telephone system uses trunk access codes to connect calls using specific channels, you can limit your report's results to include only calls made using those codes. Specify the trunk access code in the text box provided.

Trunk access code	9	

You can use the ! symbol to explicitly exclude a trunk access code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using the 9 trunk access code, you could enter !9. To report on more than one trunk access code, use a comma to separate each entry.

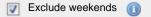
Selecting the report options

This section enables you to further narrow down your report results, by excluding certain types of calls. It also allows you to sort the report's results in a particular manner.

Options		
Specify one or more of any additional report options shown here.	 Exclude weekends Exclude transfers Don't replace num 	
	Call frequency	2
	Group results by	Dialled number 👻 🕕
	Sort data by	Number of calls 🛛 🗸 🕕
	Sort order	Ascending 👻 🕕
	Sort results by	Dialled number 👻 🕕
	Ignore missed calls sh	norter than seconds 🕕

Exclude weekends

To exclude weekend calls from your report's results, select the Exclude weekends option.



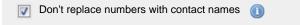
Exclude transfers

To exclude transferred calls from your report's results, select the Exclude transfers option.



Don't replace numbers with contact names

Tick this option if you do not want to replace dialled numbers, CLIs and account codes with their associated names, as defined in your web user's contacts list.



Call frequency

This option determines how frequently a call must have been dialled in order to feature in the results of this report. For example, to include only phone numbers that have been dialled twenty times or more, enter 20 as the minimum frequency, as shown below:

Call frequency	20	
----------------	----	--

Group results by

Choose from the drop-down list whether to group your results by CLI or dialled number.

Group results by

Dialled number

Sort data by

To choose the criteria that is used in determining the most frequent calls, select a field from the Sort data by drop-down list.

Sort data by	Cost	

Sort order

Choose from the Sort order drop-down list whether you want the results of the report to appear in ascending or descending order.

Sort order	Ascending	
	Aboornaing	

Sort results by

To sort your report's results by a particular column, select it from the Sort results by drop-down list.



Ignore short missed calls

Missed calls below a certain duration can sometimes pollute the meaning of a report's results. To exclude such short calls from your report, enter a duration threshold in the text box provided, e.g. to ignore calls below 3 seconds, enter 3.

Ignore missed calls shorter than	3	seconds	0
----------------------------------	---	---------	---

Selecting the report format

This section allows you to choose the media format of your completed report. The formats available are Web, PDF, Excel, CSV and XML.

More details about each report format are available in the Setting the report format section above.

Creating the report

When you have selected a reporting period and have chosen any filters and options, you can either run the report immediately by clicking on the Run now button, or schedule it for future delivery.

Your report is ready to run			
Select the format that you want your report to be in.	Report format	Web	•
You can now either run the report immediately, or schedule it to run once, or at regular intervals, in the future.		Run	now
		Schedule	e for later

The report's results

Below is an example of this report's output in Web format. By clicking on the About this report link at the top-right corner of the page, you can review any filters and options that have been applied to the report.

My frequent numbers

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2012-05-17 16:11:54

About this report

Dialled number 🔺	Location	Number of calls	Total duration	Total cost
07966465332	Orange	11	00:01:07	0.330
07932138688	T-Mobile	9	00:00:53	0.270
07985980159	T-Mobile	16	00:04:52	0.715
07722702388	T-Mobile	10	00:01:21	0.300
02087355100	London	14	00:01:21	0.420
07958048138	T-Mobile	8	00:10:00	1.302
07867996393	Vodafone	11	00:00:59	0.330
02075849901	London	9	00:02:05	0.271
07849093682	02	12	00:01:52	0.367
07867525709	Vodafone	19	00:07:11	1.095
01342833313	East Grinstead	14	00:01:11	0.420
02075362601	London	8	00:00:40	0.240
02085977789	London	9	00:05:07	0.418
02074787000	London	9	00:01:02	0.270
07852616027	T-Mobile	14	00:08:53	1.191
07786276358	Vodafone	16	00:05:55	0.826
07968385191	Orange	10	00:03:03	0.437
00972525456330	Israel Mobile	9	00:02:27	2.646
07944789366	T-Mobile	13	00:09:00	1.243
07779599573	Orange	9	00:00:57	0.270
07957357127	T-Mobile	10	00:02:39	0.430
07854180071	Orange	12	00:01:14	0.360
02077497500	London	7	00:02:36	0.279
02088705151	London	12	00:02:46	0.396
07930410804	T-Mobile	14	00:06:52	0.910
07785546623	Vodafone	16	00:01:17	0.480
02080801502	London	9	00:03:23	0.346

As with all reports produced by TIM Plus, each page of the report includes the following information:

- the report's title
- the date and time that the report was generated
- the name of the report, if applicable

The web format is the most interactive of all formats: all column headers are click-sortable and most graphical and tabular elements can be drilled down into, allowing deeper analysis of your results.

The body of the report contains a table showing a summary of each frequently dialled number or CLI along with their associated destinations. The column headers of the table are described below:

Header	Description
Dialled number	The telephone number that was dialled
Location	The location name associated with the dialled number or CLI
Number of calls	The total number of calls made to each unique dialled number or from each unique CLI
Total duration	The total time spent on calls to each dialled number or from each CLI, displayed in hh:mm:ss format
Total cost	The total cost of calls for each unique dialled number

All dialled numbers, CLIs and locations in the table are shown as hyperlinks; clicking on any of them displays an itemised list of calls to/from each one.

To modify your report to cover a larger organisational scope, click on an element of the breadcrumb as shown below:

♠ \ TIM Plus \ London \ Accounts \

About this report

Inbound Call Performance



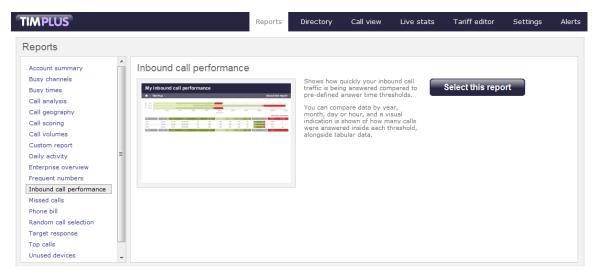
Introduction

The Inbound Call Performance report displays how quickly your inbound calls are being answered, compared to your target thresholds, grouped by year, month, day or hour. A visual representation of how well each target is met is shown alongside a table containing the actual response time values.



Running the report

On the Reports screen, select the Inbound call performance report from the left-hand pane and click the Select this report butto n.



A new window will appear, where you can set the parameters of your report.

Selecting the reporting period

For each report, you must specify a time span that covers the calls you want the report to include. This is known as the "reporting period".

Select a reporting period		
Define the period you want the report to	Period	Yesterday 💽 🕕
encompass.	From date	Today Yesterday
Remember, you can always filter your	To date	This week
results later, so choose a big enough period.	From time	Last week This month
	To time	Last month This year All calls Custom period

There are several preset reporting periods available for selection, based on the standard Gregorian calendar. The following table describes how the start and end times are defined for each preset period:

Period	Description
Today	The start and end dates are set to the current date. The start time is set to 00:00:00 and the end time to 23:5 9:59.
Yesterday	The start and end dates are set to the current date minus one day. The start time is set to 00:00:00 and the end time to 23:59:59.
This week	The start date is set to the first day of the current week (normally Monday). The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last week	The start date is set to the date of the last Monday, and the end date is set to the start date plus seven days. The start time is set to 00:00:00 and the end time to 23:59:59.
This month	The start date is set to the first day of the current month. The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The month is set to the previous month. The year is set to the current year, unless it is currently January, in which case, the previous year is used. The start and end times are set to 00:00:00 and 23:59:59 respectively.
This year	The start date is set to the first day of the first month of the current year, whilst the end date is set to today's date. The start and end times are set to 00:00:00 and 23:59:59 respectively.
All calls	The start and end dates and times are set to the dates and times of the first and last call in the entire call database, respectively.

In addition to the presets described above, it is possible to specify a custom reporting period by choosing Custom period from the Period drop-down list and specifying your own Start date, Start time, End date and End time of the period you want to report on.

Period	Custom period 👻 🕕
From date	01 Jul 👻 2011
To date	14 Feb 👻 2013
From time	00 : 00 : 00
To time	23 : 59 : 59

Once you have set the reporting period, click on the Next button to set additional report parameters and options, or select the Finish button to run the report immediately.

Selecting the reporting entity

The Reporting entity parameter allows you to select the part of your organisation whose calls the report should include, e.g. a site, a group or an individual user.

Choose a reporting entity		
Select a specific section of your organisation whose calls will feature in the report. To run the report across your entire organisation, select (All sites) . Alternatively, select a specific site, user group, channel group, individual user or channel.	Site Group User	(All sites) ● (1) ● (1) ● (1)

Site

To report on a particular site, select it from the drop-down list or select All sites .



All sites

Group

If a site has been selected, you are able to further limit the report's results by selecting a group from the drop-down list.

All groups

User

If both a site and group have been selected, you can further limit the report's results to include only calls involving a particular user, by selecting that user from the drop-down list.

User	All users	
If your web account is the drop-down lists.	restricted to a specific site or	group, only those entities to which you have access will be available in

Once you have selected the scope of your report, click on the Next button to set additional report parameters and options, or to run the report immediately, click the Finish button.

Selecting the report filters

You can limit the results of your report by choosing one or more of the following filters:

Account code			Dialled number	
Call type	All calls	- 0	Duration	
Carrier	(All carriers)	- 0	LCR code	
CLI			Response	
			Start time	
			Trunk access code	

Account code

To produce a report consisting only of calls that were made using a particular account code, enter the account code in the field provided.

Account code	0140	

To report on more than one account code, separate each code using a comma.

Call type

This filter allows you to define the type of call you want to report on, in terms of where the call originated and where it was delivered, e.g. incoming, outgoing, internal etc. To report on all types of call, set this to All calls.

Call type		All calls		
Carrier				
If you use mor	e than one carrier,	you can limit the results to inc	lude on	ly calls that were made using a specific carrier.
Carrier		All carriers		
f yo	ou use only one car	rier, there will be no drop-dow	<i>v</i> n list av	vailable and no option to choose a carrier.

CLI

Calling Line Identification (CLI) is the telephone number of the remote caller in an incoming call scenario.

You can report on calls that originate from a specific CLI or those whose CLI matches a particular pattern of digits. For example, to report on all incoming calls from Tri-Line, you could enter 02072652600.

CLI	02072652600	

You can use the ! symbol to explicitly exclude a CLI from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls from Tri-Line, but include all others, you could use !020726526*. To report on more than one CLI, use a comma to separate each entry.

Dialled number

To filter calls to a specific dialled number, type it in the text box provided. The dialled number is defined as the number that is dialled (in the case of an outbound call), or the DDI number that the remote party dialled to reach a particular extension or group (in the case of an inbound call).

To filter calls to a specific area, a partial number can be entered (e.g. 0033 for calls to France).

Dialled number

0033

a

You can use the ! symbol to explicitly exclude a dialled number from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls to Tri-Line, but include all others, you could use !020726526*). To report on more than one dialled number, use a comma to separate each entry.

Duration

To filter calls above or below a particular duration, enter the desired duration in seconds.

Duration >1800

You can specify a duration range by using the - symbol; to specify limits, use the comparison operators, >, <, and !.

In the above example, the report will return only calls longer than 1800 seconds (30 minutes).

LCR code

To filter your results to include only calls that used a Least Cost Routing (LCR) code, enter it in the text box provided.

	160	
LCR code	162	

You can use the ! symbol to explicitly exclude a LCR code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using all LCR codes beginning 162, you could enter !162*. To report on more than one LCR code, use a comma to separate each entry.

Response

This option allows you to filter calls based on their response time, measured in seconds. Specify the desired response time threshold in the text box provided.

Response time	>10	

In the above example, the search results will display calls that have a response time greater than 10 seconds.

You can specify a response time range by using the - symbol and; to specify limits, use the comparison operators, >, <, and !.

Start time

This option allows you to filter calls based on the time the call started. Specify the start time in the text box provided using the hh:mm:ss for mat.

For example, to include only calls that began after 10 am, you could enter 10:00:00 in the Start time field, as shown below:

O		
Start time	10:00:00	

Trunk access code

If your telephone system uses trunk access codes to connect calls using specific channels, you can limit your report's results to include only calls made using those codes. Specify the trunk access code in the text box provided.

Trunk access code 9

You can use the ! symbol to explicitly exclude a trunk access code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using the 9 trunk access code, you could enter ! 9. To report on more than one trunk access code, use a comma to separate each entry.

Selecting the report options

This section enables you to further narrow down your report results, by excluding certain types of calls. It also allows you to sort the report's results in a particular manner.

Options		
Specify one or more of any additional report options shown here.	 Exclude weekends (1) Exclude transfers (1) Hide unused (1) 	
	Thresholds 5, 10, 20 Group by Hour \checkmark (i)	

Exclude weekends

To exclude weekend calls from your report's results, select the Exclude weekends option.

Exclude weekends (1)

Exclude transfers

To exclude transferred calls from your report's results, select the Exclude transfers option.

👿 Exclude transfers	
---------------------	--

Hide unused

To exclude unused extensions from your report's results, select the Hide unused option.

📝 Hide unused 🕕

Thresholds

Define your response target threshold(s) by entering comma-separated values in the text box provided. The example below shows response time targets for calls answered within 5, 10 and 20 seconds, respectively.

Thresholds	5, 10, 20	
------------	-----------	--

Group by

Select the time period by which you want to group your calls.

Group by	Hour	

Selecting the report format

This section allows you to choose the media format of your completed report. The formats available are Web, PDF, Excel, CSV and XML.

More details about each report format are available in the Setting the report format section above.

Creating the report

When you have selected a reporting period and have chosen any filters and options, you can either run the report immediately by clicking on the Run now button, or schedule it for future delivery.

Your report is ready to run		
Select the format that you want your report to be in.	Report format	Web 👻
You can now either run the report immediately, or schedule it to run once, or at regular intervals, in the future.		Run now Schedule for later

The report's results

Below is an example of this report's output in Web format. By clicking on the About this report link at the top-right corner of the page, you can review any filters and options that have been applied to the report.

My i	My inbound call performance 2012-10-12 15:42:45										2 15:42:49		
∱ \		Plus \										About	this report
													4
1													
2	-												
3 4 r	-												
Ë 5	-												
6													
7													
	Ó	14	0	280	420	560	700		840	980	1120	1260	1400
							Call volu	me					
_									_			Show <u>values</u>	
Day		Σ	Ans	Avg durn	Avg resp	Max resp	0-10s	11-30s	31-60s	> 60s	%	Missed	Avg durn
1		1424	1413	00:01:36	1	112	96%	3%	1%	0%	99% 1%	11	38
2		1396	1382	00:01:37	1	154	96%	4%	0%	0%	99% 1%	14	38
3		1361	1349	00:01:43	1	143	97%	2%	0%	0%	99% 1%	12	42
4		1343	1327	00:01:37	1	77	97%	2%	0%	0%	99% 1%	16	33
5		1367	1355	00:01:38	1	131	96%	3%	1%	0%	99% 1%	12	33
6		1408	1394	00:01:35	1	168	97%	3%	1%	0%	99% 1%	14	45
7		1414	1400	00:01:38	1	71	97%	3%	0%	0%	99% 1%	14	36
SUMMAR	RY	9713	9620	00:01:38	1	168	9282	280	39	19	99% 1%	93	38

As with all reports produced by TIM Plus, each page of the report includes the following information:

- the report's title
- the date and time that the report was generated
- the name of the report, if applicable

The web format is the most interactive of all formats: all column headers are click-sortable and most graphical and tabular elements can be drilled down into, allowing deeper analysis of your results.

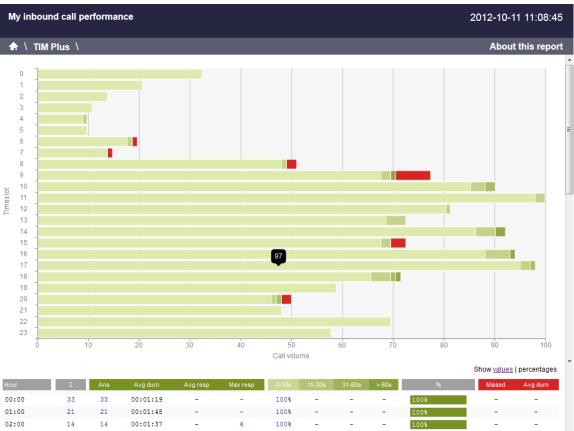
The achievement of each response time target is displayed as either percentages or actual values, and can be toggled using the link at the top-right of the graph.

The body of the report consists of a table showing a summary of your incoming calls, grouped by the period you selected. A description of the column headers are shown below:

Header	Description
Hour / Day / Month / Year	The time period.
Σ	The total number of calls in each period.

Answered	 Ans: The total number of answered calls in each period. Avg durn: The average length of time of all answered calls in each period. Avg resp: The average response time of all answered calls in each period. Max resp: The maximum time it took to answer a call in each period. x-xx s: The percentage of calls that were answered within each predefined target, e.g. if 50% is displayed under the 0-5s heading, means that half of all calls were answered within 5 seconds.
%	The number of answered versus missed calls within each period, expressed as a percentage.
Missed	 Σ: The total number of missed calls in each period. Avg durn: The average length of time that missed calls rang before they were abandoned.

Each period is shown as a hyperlink which, if clicked on, re-runs the report using a more granular period.



00:00	33	33	00:01:19	-	-	100%	-	-	-	100%		-	-
01:00	21	21	00:01:48	-	-	100%	-	-	-	100%		-	-
02:00	14	14	00:01:37	-	6	100%	-	-	-	100%		-	-
03:00	11	11	00:01:08	-	-	100%	-	-	-	100%		-	-
04:00	10	10	00:00:24	4	20	90%	10%	-	-	100%		-	-
05:00	10	10	00:01:12	1	6	100%	-	-	-	100%		-	-
06:00	20	19	00:01:08	2	22	95%	5%	-	-	95%	58	1	35
07:00	15	14	00:00:51	-	-	100%	-	-	-	93%	78	1	1
08:00	52	50	00:01:30	1	21	98 %	2%	-	-	96%	48	2	22
09:00	79	72	00:01:37	2	67	96%	3%	-	1%	91%	98	7	48
10:00	92	92	00:01:47	2	38	95%	3%	2%	-	100%		-	-
11:00	102	102	00:01:30	1	14	98 8	2%	-	-	100%		-	-
12:00	83	83	00:01:33	-	11	99%	1%	-	-	100%		-	-
13:00	74	74	00:02:23	1	27	95%	5%	-	-	100%		-	-
14:00	94	94	00:01:23	3	70	94%	4%	-	28	100%		-	-
15:00	74	71	00:01:34	1	15	97%	3%	-	-	96%	48	3	29
16:00	96	96	00:01:38	2	64	94%	5%	-	1%	100%		-	-
17:00	100	100	00:01:50	1	34	97%	28	1%	-	100%		-	-
18:00	73	73	00:02:11	3	77	92%	5%	1%	1%	100%		-	-
19:00	60	60	00:01:46	-	5	100%	-	-	-	100%		-	-
20:00	51	49	00:01:36	1	31	96%	28	2%	-	96%	48	2	13
21:00	49	49	00:01:30	-	6	100%	-	-	-	100%		-	-
22:00	71	71	00:01:16	-	-	100%	-	-	-	100%		-	-
23:00	59	59	00:01:20	-	9	100%	-	-	-	100%		-	-
SUMMARY	1343	1327	00:01:37	1	77	1284	33	5	5	99%	1%	16	33

To modify your report to cover a larger organisational scope, click on an element of the breadcrumb as shown below:

Accounts \

About this report

Missed Calls

The I	Missed Calls report
٢	Introduction
2	Running the report
Ż	Creating the report
2	The report's results

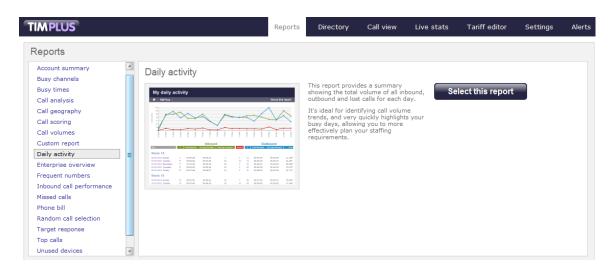
Introduction

The Missed Calls report analyses your missed calls in order to highlight which callers have and haven't been responded to. Each missed call is given a priority rating depending on how many times and how often the caller attempted to make contact. The time window in which a call must be responded to, if it is to be considered handled, is user-definable.

My missed calls 2012-05-17 16:14:30						
윰 \ TIM Plus \ London \ Acc	ounts \			A	bout this report	
Missed Handled First attempt ▲	CLI	Contact	Avg ring time	Attempts	Expand all Collapse all	
· · · · · · · · · · · · · · · · · · ·						
02 September 2012 09:57:13	07854181348	Simon Mason,	00:01:30	2		
Date & time		Dialled number	Contact		Ring time	
02 September 2012 09:57:13			Simon Mason		00:01:56	
02 September 2012 09:58:36			Bruce Stanton		00:01:04	
02 September 2012 09:58:26	07743409903	Simon Mason	00:00:09	1		
02 September 2012 12:30:33	07854180254	Bruce Stanton	00:00:23	1		
02 September 2012 14:41:23	07854180338	Bruce Stanton	00:00:02	1		
02 September 2012 17:10:28	07854180075	Bruce Stanton	00:00:06	1		
02 September 2012 20:05:41	07854180960	John Slater	00:00:08	1		
03 September 2012 09:45:18	07854181014	Bruce Stanton	00:01:07	1		
03 September 2012 09:55:56	07743391073	Bruce Stanton,	00:00:57	2		
Date & time		Dialled number	Contact		Ring time	
03 September 2012 09:55:56			Bruce Stanton		00:00:53	
03 September 2012 09:58:26			Simon Mason		00:01:01	
03 September 2012 09:57:13	07854181348	Simon Mason,	00:01:00	2		
Date & time		Dialled number	Contact		Ring time	
03 September 2012 09:57:13			Simon Mason		00:01:54	
03 September 2012 09:58:36			Bruce Stanton		00:00:05	
03 September 2012 17:10:28	07854832625	Bruce Stanton	00:00:06	1		

Running the report

On the Reports screen, select the Missed calls report from the left-hand pane and click the Select this report button.



A new window will appear, where you can set the parameters of your report.

Selecting the reporting period

For each report, you must specify a time span that covers the calls you want the report to include. This is known as the "reporting period".

Select a reporting period		
Define the period you want the report to	Period	Yesterday 🗖 🕕
encompass.	From date	Today Yesterday
Remember, you can always filter your	To date	This week
results later, so choose a big enough period.	From time	Last week This month
	To time	Last month This year
		All calls
		Custom period

There are several preset reporting periods available for selection, based on the standard Gregorian calendar. The following table describes how the start and end times are defined for each preset period:

Period	Description
Today	The start and end dates are set to the current date. The start time is set to 00:00:00 and the end time to 23:5 9:59.
Yesterday	The start and end dates are set to the current date minus one day. The start time is set to 00:00:00 and the end time to 23:59:59.
This week	The start date is set to the first day of the current week (normally Monday). The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last week	The start date is set to the date of the last Monday, and the end date is set to the start date plus seven days. The start time is set to $00:00:00$ and the end time to $23:59:59$.
This month	The start date is set to the first day of the current month. The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.

Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The month is set to the previous month. The year is set to the current year, unless it is currently January, in which case, the previous year is used. The start and end times are set to $00:00:00$ and $23:59:59$ respectively.
This year	The start date is set to the first day of the first month of the current year, whilst the end date is set to today's date. The start and end times are set to 00:00:00 and 23:59:59 respectively.
All calls	The start and end dates and times are set to the dates and times of the first and last call in the entire call database, respectively.

In addition to the presets described above, it is possible to specify a custom reporting period by choosing Custom period from the Period drop-down list and specifying your own Start date, Start time, End date and End time of the period you want to report on.

Period	Custom period 👻 🕕
From date	01 Jul 👻 2011
To date	14 Feb 🔻 2013
From time	00 : 00 : 00
To time	23 : 59 : 59

Once you have set the reporting period, click on the Next button to set additional report parameters and options, or select the Finish button to run the report immediately.

Selecting the reporting entity

The Reporting entity parameter allows you to select the part of your organisation whose calls the report should include, e.g. a site, a group or an individual user.

Choose a reporting entity		
Select a specific section of your organisation whose calls will feature in the report. To run the report across your entire organisation, select (All sites).	Site Group User	(All sites)
Alternatively, select a specific site, user group, channel group, individual user or channel.		

Site

To report on a particular site, select it from the drop-down list or select All sites .

Site All sites (1)

Group

If a site has been selected, you are able to further limit the report's results by selecting a group from the drop-down list.

Group	All groups	

User

If both a site and group have been selected, you can further limit the report's results to include only calls involving a particular user, by selecting that user from the drop-down list.

Use		All users		
	If your web account is the drop-down lists.	restricted to a specific site or	group, (only those entities to which you have access will be available in

Once you have selected the scope of your report, click on the Next button to set additional report parameters and options, or to run the report immediately, click the Finish button.

Selecting the report filters

You can limit the results of your report by choosing one or more of the following filters:

Filter the results of th	ne report		
Account code		Dialled number	
Call type	All calls 🛛 👻	Duration	
Carrier	(All carriers) 🗸	LCR code	
CLI		Response	
Cost		Start time	
Destination		Trunk access code	

Account code

To produce a report consisting only of calls that were made using a particular account code, enter the account code in the field provided.



To report on more than one account code, separate each code using a comma.

Call type

This filter allows you to define the type of call you want to report on, in terms of where the call originated and where it was delivered, e.g. incoming, outgoing, internal, etc. To report on all types of call, set this to All calls.



Carrier

If you use more than one carrier, you can limit the results to include only calls that were made using a specific carrier.

Carrier	All carriers				
If you use only one ca	arrier, there will be no drop-dov	vn list available ar	าd no option to choos	e a carrier.	

CLI

Calling Line Identification (CLI) is the telephone number of the remote caller in an incoming call scenario.

You can report on calls that originate from a specific CLI or those whose CLI matches a particular pattern of digits. For example, to report on

all incoming calls from Tri-Line, you could enter 02072652600.

CLI	02072652600	

You can use the ! symbol to explicitly exclude a CLI from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls from Tri-Line, but include all others, you could use !020726526*. To report on more than one CLI, use a comma to separate each entry.

Cost

You can define a cost filter to include calls above or below specific values by entering your criteria, as shown below:

Cost	<2.00	
	-2100	

You can specify a cost range by using the - symbol; to specify limits, use the comparison operators, >, <, and ! .

Destination

If you want to filter calls to a specific, known destination, type the name of the destination in the text box provided. This filter accepts the ! an d * symbols for excluding values and specifying partial matches, respectively.

For example, if you wanted to exclude all calls to France, you could enter !France*, as shown below:

Destination	!France*	
	in railiee	

Dialled number

To filter calls to a specific dialled number, type it in the text box provided. The dialled number is defined as the number that is dialled (in the case of an outbound call), or the DDI number that the remote party dialled to reach a particular extension or group (in the case of an inbound call).

To filter calls to a specific area, a partial number can be entered (e.g. 0033 for calls to France).

Dialled number	0033	

>1800

You can use the ! symbol to explicitly exclude a dialled number from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls to Tri-Line, but include all others, you could use !020726526*). To report on more than one dialled number, use a comma to separate each entry.

Duration

To filter calls above or below a particular duration, enter the desired duration in seconds.



You can specify a duration range by using the - symbol; to specify limits, use the comparison operators, >, <, and ! .

In the above example, the report will return only calls longer than 1800 seconds (30 minutes).

LCR code

To filter your results to include only calls that used a Least Cost Routing (LCR) code, enter it in the text box provided.

LCR code	162	

You can use the ! symbol to explicitly exclude a LCR code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using all LCR codes beginning 162, you could enter !162*. To report on more than one LCR code, use a comma to separate each entry.

Response

This option allows you to filter calls based on their response time, measured in seconds. Specify the desired response time threshold in the text box provided.

Response time >10

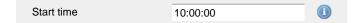
In the above example, the search results will display calls that have a response time greater than 10 seconds.

You can specify a response time range by using the - symbol and; to specify limits, use the comparison operators, >, <, and !.

Start time

This option allows you to filter calls based on the time the call started. Specify the start time in the text box provided using the hh:mm:ss for mat.

For example, to include only calls that began after 10 am, you could enter 10:00:00 in the Start time field, as shown below:



Selecting the report options

This section enables you to further narrow down your report results, by excluding certain types of calls. It also allows you to sort the report's results in a particular manner.

Options				
Specify one or more of any additional report options shown here.	 Exclude weekends (i) Summary only (i) Don't replace numbers with contact names (i) Notes only (i) Audio only (i) 			
	Sort orderAscendingImage: Image: Image			

Exclude weekends

To exclude weekend calls from your report's results, select the Exclude weekends option.



Summary only

To show only a summary of your missed calls, instead of an itemised list, tick the box summary only, as shown below:

📝 Summary only 🕕

Don't replace numbers with contact names

Tick this option if you do not want to replace dialled numbers, CLIs and account codes with their associated names, as defined in your web user's contacts list.

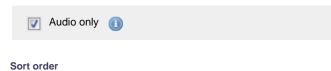
Don't replace numbers with contact names	
--	--

Notes only

Tick this option if you want your search results to include only calls that have notes associated with them.



Tick this option if you want your search results to include only calls that have an associated voice recording.



Choose from the sort order drop-down list whether you want the results of your report to appear in ascending or descending order.



Sort results by

To sort your report's results by a particular column, select it from the sort results by drop-down list.



Ignore short missed calls

Missed calls below a certain duration can sometimes pollute the meaning of a report's results. To exclude such short calls from your report, enter a duration threshold in the text box provided, e.g. to ignore calls below 3 seconds, enter 3.

Ignore missed calls shorter than	3	seconds	

Callback interval

This option allows you to define, in hours, the time window in which a call must be responded to, in order to be considered handled. The default callback interval is 24 (hours), but you may enter your own value, as shown below:



Selecting the report format

This section allows you to choose the media format of your completed report. The formats available are Web, PDF, Excel, CSV and XML.

More details about each report format are available in the Setting the report format section above.

Creating the report

When you have selected a reporting period and have chosen any filters and options, you can either run the report immediately by clicking on the Run now button, or schedule it for future delivery.

Your report is ready to run			
Select the format that you want your report to be in.	Report format	Web	•
You can now either run the report immediately, or schedule it to run once, or at regular intervals, in the future.		Run r Schedule	

The report's results

Below is an example of this report's output in Web format. By clicking on the About this report link at the top-right corner of the page, you can review any filters and options that have been applied to the report.

My missed calls				2012-	05-17 16:14:30
♠ \ TIM Plus \ London \ Acc	counts \			A	bout this repor
Missed Handled					Expand all Collapse a
First attempt ▲	CLI	Contact	Avg ring time	Attempts	Priority 🕕
02 September 2012 09:57:13	07854181348	Simon Mason,	00:01:30	2	
Date & time		Dialled number	Contact		Ring time
02 September 2012 09:57:13			Simon Mason		00:01:56
02 September 2012 09:58:36			Bruce Stanton		00:01:04
2 September 2012 09:58:26	07743409903	Simon Mason	00:00:09	1	
2 September 2012 12:30:33	07854180254	Bruce Stanton	00:00:23	1	
02 September 2012 14:41:23	07854180338	Bruce Stanton	00:00:02	1	
2 September 2012 17:10:28	07854180075	Bruce Stanton	00:00:06	1	
02 September 2012 20:05:41	07854180960	John Slater	00:00:08	1	
03 September 2012 09:45:18	07854181014	Bruce Stanton	00:01:07	1	
3 September 2012 09:55:56	07743391073	Bruce Stanton,	00:00:57	2	
Date & time		Dialled number	Contact		Ring time
03 September 2012 09:55:56			Bruce Stanton		00:00:53
03 September 2012 09:58:26			Simon Mason		00:01:01
03 September 2012 09:57:13	07854181348	Simon Mason,	00:01:00	2	
Date & time		Dialled number	Contact		Ring time
03 September 2012 09:57:13			Simon Mason		00:01:54
03 September 2012 09:58:36			Bruce Stanton		00:00:05
)3 September 2012 17:10:28	07854832625	Bruce Stanton	00:00:06	1	

As with all reports produced by TIM Plus, each page of the report includes the following information:

- the report's title
- the date and time that the report was generated
- the name of the report, if applicable

The web format is the most interactive of all formats: all column headers are click-sortable and most graphical and tabular elements can be drilled down into, allowing deeper analysis of your results.

The report consists of two sections: Missed calls and Handled calls.

Missed calls

The Missed calls tab displays a table containing the calls that were missed and not responded to. Each column header of the table is described below:

Header	Description
First attempt	The date and time of the first missed call
CLI	The telephone number of the remote caller
Contact	The person who missed the call. If several people were called, the field will display the caption, Various
Avg ring time	The average length of time a missed call rang before being abandoned
Attempts	The number of times the caller attempted to reach the specified contact without success
Priority	The priority is calculated by dividing the difference in time between the first and last call attempt by the total number of call attempts

Handled calls

The Handled calls tab displays a table containing the calls that were initially missed but eventually responded to. Each column header of the table is described below:

Header	Description
Handled	The date and time the call was handled
CLI	The telephone number of the remote caller
Contact	The person who eventually handled the call
Duration	The duration of the handled call
Attempts	The number of call attempts made before the call was eventually handled
Priority	The priority is calculated by dividing the difference in time between the first and last call attempt by the total number of call attempts

Clicking on an individual call will show an itemised list of all call attempts made by that same caller; clicking on the Expand all link at the top-right corner of the screen will show this itemised list for all missed calls on the page.

To modify your report to cover a larger organisational scope, click on an element of the breadcrumb as shown below:

★ \ TIM Plus \ London \ Accounts \

Phone Bill



Introduction

The Phone Bill report produces a fully itemised telephone bill for billing back telephone usage to your clients, with the option of adding a percentage markup to each phone call. These bills can also include fixed charges for items other than phone calls, such as room rental, internet services and additional sundry items. You can fully customise the style of the report's output to reflect your own brand, including a company logo, for example.

About this report

My phone bi	
-------------	--

🛧 \ TIM Plus \ London \ Accounts \

Mary Quant (4329)

Date & time 🔺	Dialled number	Destination	Duration	Cost
02/03/2012 14:50:26	07904910757	T-Mobile	00:01:30	0.195
03/03/2012 14:50:26	07904910757	T-Mobile	00:00:34	0.074
05/03/2012 14:50:26	07904691257	T-Mobile	00:00:58	0.126
07/03/2012 14:50:26	07904691337	T-Mobile	00:00:11	0.030
08/03/2012 14:50:26	07904028757	T-Mobile	00:01:42	0.221
10/03/2012 14:50:26	07904671427	T-Mobile	00:01:58	0.256
11/03/2012 14:50:26	07904910757	T-Mobile	00:01:11	0.154
19/03/2012 14:50:26	07904390957	T-Mobile	00:00:03	0.030
19/03/2012 14:50:26	07904910757	T-Mobile	00:01:37	0.210
22/03/2012 14:50:26	07904910757	T-Mobile	00:00:16	0.035
23/03/2012 14:50:26	07904910757	T-Mobile	00:02:00	0.260
11 calls			00:12:00	1.591
Subtotal				1.590

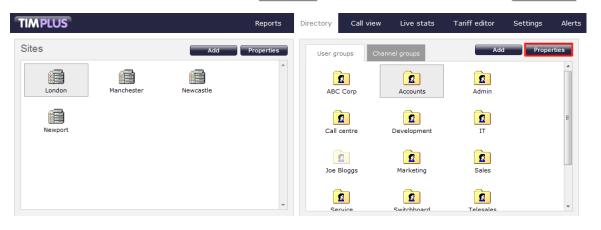
Summary of bill

В	ill total	572.06
Ta	ax (20.0%)	114.41
т	otal payable	686.47

Marking up calls

You can apply a call markup at both user group and individual user level, by setting a charge value inside the Directory.

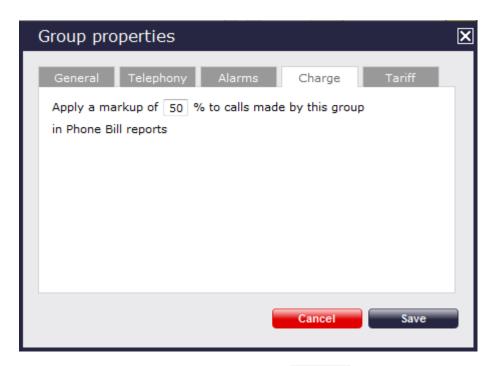
To apply a markup for a user group, navigate to the Directory tab, select the user group and click the Properties button.



In the Group properties window that appears, select the Charge tab and enter a percentage markup in the box provided, then click on the Save button. In the example below, a 50% charge would be added to all calls in the selected group.

2012-05-17 16:17:44

About this report



To apply a markup for an individual user, navigate to the <u>Directory</u> tab, locate the user you are interested in and click the <u>Properties</u> button. In the <u>User properties</u> window that appears, select the <u>Markup</u> tab and enter a description and percentage markup in the boxes provided, then click on the <u>Save</u> button.

l	User prop	erties			×
	General	Telephony	Charge	Markup	
		cription and pe a Phone Bill rep		arge this user	
	Description				
	Call premi	um			
	Amount	10	%		
					- 1
			Cancel	Save	

Adding a fixed charge

You can also add a fixed charge for items other than phone calls for each individual user that will feature in your bill.

To add a fixed charge, navigate to the Directory tab, select the user and click the Properties button. On the User properties window that appears, select the Charge tab and enter a description and a charge in the boxes provided, then click on the Save b utton.

User prop	erties			X
General	Telephony	Charge	Markup	
Enter a deso whenever th	cription and amo ney feature on a	ount to charg a Phone Bill r	ge this user report	
Description				
Line rental				
Amount	12.99			
				- 1
		Cancel	Save	

Running the report

On the Reports screen, select the Phone bill report from the left-hand pane and click the Select this report button.

Account summary Busy channels Busy times Call analysis Call scoring Call scoring Call scoring Call volumes Custom report Daily activity Enterprise overview Frequent numbers Inbound call performance Missed calls Phone bill Phone bill Random call selection Target response	TIMPLUS	Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Top calls	Account summary Busy chanels Busy times Call analysis Call soring Call soring Call volumes Custom report Daily activity Enterprise overview Frequent numbers Inbound call performance Missed calls Phone bill Random call selection Target response	Abad Barryot Market Market Barryot Bar	For use in si to produce a or company Examples in serviced offi organisation calls made b The bill can	tuations where y telephone bill for cost centres. clude business c ces, hospitality, that needs to bi y clients. include fixed cha	rou need or clients entres, or any II back arges for			Alerts

A new window will appear, where you can set the parameters of your report.

Selecting the reporting period

For each report, you must specify a time span that covers the calls you want the report to include. This is known as the "reporting period".

Select a reporting period		
Define the period you want the report to	Period	Yesterday 💽 🕕
encompass.	From date	Today Yesterday
Remember, you can always filter your results later, so choose a big enough period.	To date	This week
	From time	Last week This month
	To time	Last month This year
		All calls Custom period

There are several preset reporting periods available for selection, based on the standard Gregorian calendar. The following table describes how the start and end times are defined for each preset period:

Period	Description
Today	The start and end dates are set to the current date. The start time is set to 00:00:00 and the end time to 23:5 9:59.
Yesterday	The start and end dates are set to the current date minus one day. The start time is set to 00:00:00 and the end time to 23:59:59.
This week	The start date is set to the first day (normally Monday) of the current week. The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last week	The start date is set to the date of the last Monday, and the end date is set to the start date plus seven days. The start time is set to 00:00:00 and the end time to 23:59:59.
This month	The start date is set to the first day of the current month. The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The month is set to the previous month. The year is set to the current year, unless it is currently January, in which case, the previous year is used. The start and end times are set to 00:00:00 and 23:59:59 respectively.
This year	The start date is set to the first day of the first month of the current year, whilst the end date is set to today's date. The start and end times are set to 00:00:00 and 23:59:59 respectively.
All calls	The start and end dates and times are set to the dates and times of the first and last call in the entire call database, respectively.

In addition to the presets described above, it is possible to specify a custom reporting period by choosing Custom period from the Period drop-down list and specifying your own Start date, Start time, End date and End time of the period you want to report on.

Period	Custom period 👻 🕕
From date	01 Jul 👻 2011
To date	14 Feb 👻 2013
From time	00 : 00 : 00
To time	23 : 59 : 59

Once you have set the reporting period, click on the Next button to set additional report parameters and options, or select the Finish button to run the report immediately.

Selecting the reporting entity

The Reporting entity parameter allows you to select the part of your organisation whose calls the report should include, e.g. a site, a group or an individual user.

Choose a reporting entity		
Select a specific section of your organisation whose calls will feature in the report. To run the report across your entire organisation, select (All sites).	Site Group User	(All sites)
Alternatively, select a specific site, user group, channel group, individual user or channel.		

Site

To report on a particular site, select it from the drop-down list or select All sites.

Site	All sites	

Group

If a site has been selected, you are able to further limit the report's results by selecting a group from the drop-down list.

Group	All groups

User

If both a site and group have been selected, you can further limit the report's results to include only calls involving a particular user, by selecting that user from the drop-down list.

User	All users	

If your web account is restricted to a specific site or group, only those entities to which you have access will be available in the drop-down lists.

Once you have selected the scope of your report, click on the Next button to set additional report parameters and options, or to run the report immediately, click the Finish button.

Selecting the report filters

You can limit the results of your report by choosing one or more of the following filters:

Filter the results of the report					
Account code			Dialled number		
Call type	All calls 👻		Duration		
Carrier	(All carriers) 🗸		LCR code		
CLI			Response		
Cost			Start time		
Destination			Trunk access code		

Account code

To produce a report consisting only of calls that were made using a particular account code, enter the account code in the field provided.

Account code 0140

To report on more than one account code, separate each code using a comma.

A

Call type

This filter allows you to define the type of call you want to report on, in terms of where the call originated and where it was delivered, e.g. incoming, outgoing, internal etc. To report on all types of call, set this to All calls.

Call type	All calls		
Carrier			
If you use more than one carrier,	you can limit the results to inc	clude on	ly calls that were made using a specific carrier.
Carrier	All carriers		
If you use only one carrier, there will be no drop-down list available and no option to choose a carrier.			

CLI

Calling Line Identification (CLI) is the telephone number of the remote caller in an incoming call scenario.

You can report on calls that originate from a specific CLI or those whose CLI matches a particular pattern of digits. For example, to report on all incoming calls from Tri-Line, you could enter 02072652600.

CLI	02072652600	

You can use the ! symbol to explicitly exclude a CLI from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls from Tri-Line, but include all others, you could use !020726526*. To report on more than one CLI, use a comma to separate each entry.

Cost

You can define a cost filter to include calls above or below specific values by entering your criteria, as shown below:

		-
Cost	<2.00	

You can specify a cost range by using the - symbol; to specify limits, use the comparison operators, >, <, and ! .

Destination

If you want to filter calls to a specific, known destination, type the name of the destination in the text box provided. This filter accepts the ! an d * symbols for excluding values and specifying partial matches, respectively.

For example, if you wanted to exclude all calls to France, you could enter !France*, as shown below:

!France*

Dialled number

To filter calls to a specific dialled number, type it in the text box provided. The dialled number is defined as the number that is dialled (in the case of an outbound call), or the DDI number that the remote party dialled to reach a particular extension or group (in the case of an inbound call).

To filter calls to a specific area, a partial number can be entered (e.g. 0033 for calls to France).

Dialled number	0033		
----------------	------	--	--

You can use the ! symbol to explicitly exclude a dialled number from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls to Tri-Line, but include all others, you could use !020726526*). To report on more than one dialled number, use a comma to separate each entry.

Duration

To filter calls above or below a particular duration, enter the desired duration in seconds.

Duration >1800

You can specify a duration range by using the - symbol; to specify limits, use the comparison operators, >, <, and !.

In the above example, the report will return only calls longer than 1800 seconds (30 minutes).

LCR code

To filter your results to include only calls that used a Least Cost Routing (LCR) code, enter it in the text box provided.

LCR code	162	

You can use the ! symbol to explicitly exclude a LCR code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using all LCR codes beginning 162, you could enter !162*. To report on more than one LCR code, use a comma to separate each entry.

Response

This option allows you to filter calls based on their response time, measured in seconds. Specify the desired response time threshold in the text box provided.

Response time	>10	

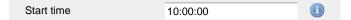
In the above example, the search results will display calls that have a response time greater than 10 seconds.

You can specify a response time range by using the - symbol and; to specify limits, use the comparison operators, >, <, and !.

Start time

This option allows you to filter calls based on the time the call started. Specify the start time in the text box provided using the hh:mm:ss for mat.

For example, to include only calls that began after 10 am, you could enter 10:00:00 in the start time field, as shown below:



Trunk access code

If your telephone system uses trunk access codes to connect calls using specific channels, you can limit your report's results to include only calls made using those codes. Specify the trunk access code in the text box provided.

Trunk access code 9 (1)

You can use the ! symbol to explicitly exclude a trunk access code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using the 9 trunk access code, you could enter !9. To report on more than one trunk access code, use a comma to separate each entry.

Selecting the report options

This section enables you to further narrow down your report results, by excluding certain types of calls. It also allows you to sort the report's results in a particular manner.

Options		
Specify one or more of any additional report options shown here.	Exclude weekends	0
report options shown here.	Exclude transfers	0
	📃 Summary only 🏾 🕕)
	Don't replace num	bers with contact names 🕕
	🔽 Hide unused 🕕	
	🔲 Hide charges 🕕	
	Sort order	Ascending 🗸 🕕
	Sort results by	Date & time 🗸 🕕
	Group calls by	User 👻 🕕

Exclude weekends

To exclude weekend calls from your report's results, select the Exclude weekends option.



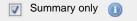
Exclude transfers

To exclude transferred calls from your report's results, select the Exclude transfers option.

Exclude transfers (1)

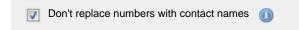
Summary only

To show only a summary of calls, instead of an itemised list, tick the box summary only, as shown below:



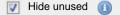
Don't replace numbers with contact names

Tick this option if you do not want to replace dialled numbers, CLIs and account codes with their associated names, as defined in your web user's contacts list.



Hide unused

To exclude unused extensions from your report's results, select the Hide unused option.



Hide charges

To hide the charges applied to this report, select the Hide charges option:

Hide charges	0	
--------------	---	--

Sort order

Choose from the Sort order drop-down list whether you want the results of the report to appear in ascending or descending order.

Sort order	Ascending	
Sort results by		

To sort your report's results by a particular column, select it from the Sort results by drop-down list.

		-
Sort results by	Date & time	

Group calls by

Choose from the Group calls by drop-down list how you want to group your results:

Group calls by	User	

Selecting the report format

This section allows you to choose the media format of your completed report. The formats available are Web, PDF, Excel, CSV and XML.

More details about each report format are available in the Setting the report format section above.

Creating the report

When you have selected a reporting period and have chosen any filters and options, you can either run the report immediately by clicking on the Run now button, or schedule it for future delivery.

Your report is ready to run			
Select the format that you want your report to be in.	Report format	Web	•
You can now either run the report immediately, or schedule it to run once, or at regular intervals, in the future.		Run	now
		Schedule	for later

The report's results

Below is an example of this report's output in Web format. By clicking on the About this report link at the top-right corner of the page, you can review any filters and options that have been applied to the report.

My phone bill

🛧 \ TIM Plus \ London \ Accounts \

Mary Quant (4329)

Call charges

Date & time	Dialled number	Destination	Duration	Cos
02/03/2012 14:50:26	07904910757	T-Mobile	00:01:30	0.195
03/03/2012 14:50:26	07904910757	T-Mobile	00:00:34	0.074
05/03/2012 14:50:26	07904691257	T-Mobile	00:00:58	0.126
07/03/2012 14:50:26	07904691337	T-Mobile	00:00:11	0.030
08/03/2012 14:50:26	07904028757	T-Mobile	00:01:42	0.221
10/03/2012 14:50:26	07904671427	T-Mobile	00:01:58	0.256
11/03/2012 14:50:26	07904910757	T-Mobile	00:01:11	0.154
19/03/2012 14:50:26	07904390957	T-Mobile	00:00:03	0.030
19/03/2012 14:50:26	07904910757	T-Mobile	00:01:37	0.210
22/03/2012 14:50:26	07904910757	T-Mobile	00:00:16	0.035
23/03/2012 14:50:26	07904910757	T-Mobile	00:02:00	0.260
11 calls			00:12:00	1.591
Subtotal				1.590

Summary of bill

Bill total	572.06
Tax (20.0%)	114.41
Total payable	686.47

2012-05-17 16:17:44

About this report

As with all reports produced by TIM Plus, each page of the report includes the following information:

- the report's title
- the date and time that the report was generated
- the name of the report, if applicable

The web format is the most interactive of all formats: all column headers are click-sortable and most graphical and tabular elements can be drilled down into, allowing deeper analysis of your results.

The body of the report consists of an itemised call list for each billed user. Each itemised list has the following column headers:

Header	Description
Date & Time	The date and time the call started.
Dialled number	The telephone number that was dialled.
Destination	The location name associated with the dialled number.
Duration	The total time spent on the call, in hh:mm:ss format.
Cost	The cost of the call(s).
Subtotal	The total cost of all outgoing calls for each user.
Bill total	The total cost of all outgoing calls for all users.
Тах	The sales tax to apply to the bill (if applicable).
Total payable	The total amount payable, including taxes.

To modify your report to cover a larger organisational scope, click on an element of the breadcrumb as shown below:

Accounts \

Random Call Selection

The	Random Call Selection report
1 1 1 1 1 1 1 1	Introduction Running the report Creating the report The report's results

Introduction

The Random Call Selection report is useful for obtaining a sample of phone calls from across your organisation for the purposes of call auditing and quality control, especially when coupled with the integrated call recording features of TIM Plus. You can annotate, score, or listen to any of the calls that appear in the report's results.

My random call selection 2012-05-17 16:14:30										
🔒 \ TIM Plus \ Lone	don \ Accounts \					About th	nis report			
All Ou	tbound Answere	d Missed	Interna	I						
Date & Time ▲	Source	CLI	Route	Destination	Response	Duration	Cost			
2012-03-01 15:15:43	London	02072998500	-	Tom Morrow	-	00:00:02	- 🖵			
2012-03-02 08:50:06	Jean Poole	-	2062	Adam Zapel	-	00:00:44	-			
2012-03-02 15:08:26	T-Mobile	07957218628	-	Claire Annette	-	00:00:10	- 🖓			
2012-03-05 18:20:58	UNAVAILABLE	-	-	Tom Katz	-	00:01:02	- 💬			
2012-03-06 09:29:18	London	02073368085	-	Tom Morrow	-	00:08:43	- 🖵			
2012-03-06 14:22:13	Hutchison 3G	07861384392	-	Susan Travis	12	00:02:09	- 🖓			
2012-03-07 10:17:56	UNAVAILABLE	-	-	Tom Morrow	-	00:04:09	- 🖓			
2012-03-07 10:53:28	Vodafone	07798607843	-	Tom Morrow	-	00:00:26	- 🖓			
2012-03-07 11:09:03	London	02073836420	-	Claire Annette	-	00:01:26	- 🖓			
2012-03-07 18:37:58	Adam Zapel	-	07779599573	Orange	-	00:00:01	0.030 💭			
2012-03-07 20:33:43	Ajith Tarasinghe	-	07930410804	T-Mobile	-	00:00:40	0.087 💬			
2012-03-08 08:50:06	Jean Poole	-	2062	Adam Zapel	-	00:01:16	-			
2012-03-08 23:42:46	T-Mobile	07961749227	-	Ajith Tarasinghe	-	00:01:45	- 🖓			
2012-03-09 07:48:28	Orange	07977404409	-	Cheri Pitts	-	00:02:42	- 💬			
2012-03-09 08:48:26	London	02078376433	-	Tanya Burrell	8	00:00:11	- 🖓			
2012-03-09 10:50:23	London	02079018300	-	Cheri Pitts	-	00:02:08	- 🖓			
2012-03-10 08:50:06	Jean Poole	-	2062	Adam Zapel	-	00:00:10	-			
2012-03-10 15:31:56	Adam Zapel	-	02074372526	London	-	00:00:17	0.030 💬			
2012-03-10 17:08:18	London	02077935870	-	Tom Morrow	-	00:01:29	- 🖓			
2012-03-11 01:00:56	London	02070108086	-	Tom Morrow	-	00:00:30	- 🖓			
2012-03-11 09:14:48	Adam Zapel	-	07717813220	Vodafone	-	00:00:09	0.030 💭			
2012-03-13 09:26:38	London	02073076700	-	Cheri Pitts	-	00:01:19	- 🖓			
2012-03-13 17:40:58	London	02073230660	-	Tom Katz	-	00:00:46	- 🖓			
2012-03-14 10:17:56	UNAVAILABLE	-	-	Tom Morrow	-	00:00:14	- 🖓			
2012-03-14 10:36:18	Adam Zapel	-	02077584475	London	-	00:00:06	0.030 💬			
2012-03-14 17:33:56	London	02071585500	-	Tom Katz	-	00:01:19	- 🖓			
2012-03-14 22:01:41	London	02072263521	-	Tom Morrow	-	00:04:11	- 🖓			
2012-03-15 09:59:51	Claire Annette	-	2071	Lance Boyle	-	00:01:04	-			
2012-03-16 01:02:16	Adam Zapel	-	07779715284	Orange	-	00:00:39	0.085 🖵			

Running the report

On the Reports screen, select the Random call selection report from the left-hand pane and click the Select this report button.

MPLUS						Rep	OPES	6	Directory	Call view	Live stats	Tariff editor	Settings	Aler
eports														
Account summary	Â	Rando	om c	all sele	ection									
Busy channels										n conjunction wi	th call	A 1 (1):		
Busy times		My rando	m call se	lection			Dead Trins 7			is report provid to select calls at		Select this repo	ort	
Call analysis			Orteand	dauwred		<u> </u>	over the r	epen		cking purposes.				
Call geography		2011-05-05 00 00 00 00 00 00 00 00 00 00 00 00 0		Charlot Market	inter Bestandben Beng Reise Denier Gener	14	1000000 (r	1.0	Annotate, so	ore, or listen to	each of			
Call scoring		1711-09-09 100-09-09 2014-09-09 100-09-09 2014-09-09 100-09-09 2014-09-09 100-09-10	10000	erriseL10	Dills being Bill Leavy NEX Drive Beth R. John					t the report prod				
Call volumes		2011-09-08 00.09.10 2011-09-08 00.09.10 2011-09-08 00.09.10 2011-09-08 00.04.08	1000.0	CTHE22008	The lines	1.1								
Custom report		8753-59-59 KM 54-59 2013-59-58 KM 57-53 2013-59-58 KM 57-53	1000	CTREADER - CTREADER - CTREADER - GETERNAT	NUI LOOM Marcy Bases Abit David			1.0						
Daily activity	=	2011-06-08 00-18-18 2011-09-08 00-18-13 2011-08-08 00-18-08 2011-09-09 00-18-08	120024	C2C00000 -	David Ellina Teatry Balls	1.1	0.00.00							
		2011-09-09 00 10 09 00 2011-09-09 00 10 00 10 00 2011-09-09 00 10 00 00 00	10000	CHERRINGTH -	Dita No. Disapp Disan NC22 No.		0100104							
Enterprise overview		2011-06-08 00-08-08 2011-08-08 00-01-08 0111-08-08 00-01-08 2011-08-08 00-01-08	10000	CITOLOGUE - CITOLOGUE - CITOLOGUE - CITOLOGUE -		10 10								
Frequent numbers		1713-49-39 mm 20-39 2013-49-39 mm 20-39	10000	C.IETEROPHER	New March	5	1000	1						
Inbound call performance														
Missed calls														
Phone bill														
Random call selection														
Target response														
Top calls														
Unused devices	_													

A new window will appear, where you can set the parameters of your report.

Selecting the reporting period

For each report, you must specify a time span that covers the calls you want the report to include. This is known as the "reporting period".

Select a reporting period		
Define the period you want the report to	Period	Yesterday 🗨
encompass.	From date	Today Yesterday
Remember, you can always filter your	To date	This week
results later, so choose a big enough period.	From time	Last week This month
	To time	Last month
		This year All calls
		Custom period

There are several preset reporting periods available for selection, based on the standard Gregorian calendar. The following table describes how the start and end times are defined for each preset period:

Period	Description
Today	The start and end dates are set to the current date. The start time is set to 00:00:00 and the end time to 23:5 9:59.
Yesterday	The start and end dates are set to the current date minus one day. The start time is set to 00:00:00 and the end time to 23:59:59.
This week	The start date is set to the first day of the current week (normally Monday). The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last week	The start date is set to the date of the last Monday, and the end date is set to the start date plus seven days. The start time is set to 00:00:00 and the end time to 23:59:59.
This month	The start date is set to the first day of the current month. The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.

Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The month is set to the previous month. The year is set to the current year, unless it is currently January, in which case, the previous year is used. The start and end times are set to $00:00:00$ and $23:59:59$ respectively.
This year	The start date is set to the first day of the first month of the current year, whilst the end date is set to today's date. The start and end times are set to 00:00:00 and 23:59:59 respectively.
All calls	The start and end dates and times are set to the dates and times of the first and last call in the entire call database, respectively.

In addition to the presets described above, it is possible to specify a custom reporting period by choosing Custom period from the Period drop-down list and specifying your own Start date, Start time, End date and End time of the period you want to report on.

Period	Custom period 👻 🕕
From date	01 Jul 👻 2011
To date	14 Feb 🔻 2013
From time	00 : 00 : 00
To time	23 : 59 : 59

Once you have set the reporting period, click on the Next button to set additional report parameters and options, or select the Finish button to run the report immediately.

Selecting the reporting entity

The Reporting entity parameter allows you to select the part of your organisation whose calls the report should include, e.g. a site, a group or an individual user.

Choose a reporting entity		
Select a specific section of your organisation whose calls will feature in the report. To run the report across your entire organisation, select (All sites).	Site Group User	(All sites)
Alternatively, select a specific site, user group, channel group, individual user or channel.		

Site

To report on a particular site, select it from the drop-down list or select All sites .

Site All sites (1)

Group

If a site has been selected, you are able to further limit the report's results by selecting a group from the drop-down list.

Group	All groups	

User

If both a site and group have been selected, you can further limit the report's results to include only calls involving a particular user, by selecting that user from the drop-down list.

Use		All users		
	If your web account is the drop-down lists.	restricted to a specific site or	group, (only those entities to which you have access will be available in

Once you have selected the scope of your report, click on the Next button to set additional report parameters and options, or to run the report immediately, click the Finish button.

Selecting the report filters

You can limit the results of your report by choosing one or more of the following filters:

Filter the results of th	ne report		
Account code		Dialled number	
Call type	All calls 🛛 👻	Duration	
Carrier	(All carriers) 🗸	LCR code	
CLI		Response	
Cost		Start time	
Destination		Trunk access code	

Account code

To produce a report consisting only of calls that were made using a particular account code, enter the account code in the field provided.



To report on more than one account code, separate each code using a comma.

Call type

This filter allows you to define the type of call you want to report on, in terms of where the call originated and where it was delivered, e.g. incoming, outgoing, internal, etc. To report on all types of call, set this to All calls.



Carrier

If you use more than one carrier, you can limit the results to include only calls that were made using a specific carrier.

Carrier	All carriers				
If you use only one ca	arrier, there will be no drop-dov	vn list available ar	าd no option to choos	e a carrier.	

CLI

Calling Line Identification (CLI) is the telephone number of the remote caller in an incoming call scenario.

You can report on calls that originate from a specific CLI or those whose CLI matches a particular pattern of digits. For example, to report on

all incoming calls from Tri-Line, you could enter 02072652600.

CLI	02072652600	

You can use the ! symbol to explicitly exclude a CLI from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls from Tri-Line, but include all others, you could use !020726526*. To report on more than one CLI, use a comma to separate each entry.

Cost

You can define a cost filter to include calls above or below specific values by entering your criteria, as shown below:

Cost	<2.00	
	-2100	

You can specify a cost range by using the - symbol; to specify limits, use the comparison operators, >, <, and ! .

Destination

If you want to filter calls to a specific, known destination, type the name of the destination in the text box provided. This filter accepts the ! an d * symbols for excluding values and specifying partial matches, respectively.

For example, if you wanted to exclude all calls to France, you could enter !France*, as shown below:

Destination	!France*	
	in railiee	

Dialled number

To filter calls to a specific dialled number, type it in the text box provided. The dialled number is defined as the number that is dialled (in the case of an outbound call), or the DDI number that the remote party dialled to reach a particular extension or group (in the case of an inbound call).

To filter calls to a specific area, a partial number can be entered (e.g. 0033 for calls to France).

Dialled number	0033	

>1800

You can use the ! symbol to explicitly exclude a dialled number from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls to Tri-Line, but include all others, you could use !020726526*). To report on more than one dialled number, use a comma to separate each entry.

Duration

To filter calls above or below a particular duration, enter the desired duration in seconds.



You can specify a duration range by using the - symbol; to specify limits, use the comparison operators, >, <, and ! .

In the above example, the report will return only calls longer than 1800 seconds (30 minutes).

LCR code

To filter your results to include only calls that used a Least Cost Routing (LCR) code, enter it in the text box provided.

LCR code	162	

You can use the ! symbol to explicitly exclude a LCR code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using all LCR codes beginning 162, you could enter !162*. To report on more than one LCR code, use a comma to separate each entry.

Response

This option allows you to filter calls based on their response time, measured in seconds. Specify the desired response time threshold in the text box provided.

Response time >10

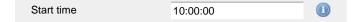
In the above example, the search results will display calls that have a response time greater than 10 seconds.

You can specify a response time range by using the - symbol and; to specify limits, use the comparison operators, >, <, and !.

Start time

This option allows you to filter calls based on the time the call started. Specify the start time in the text box provided using the hh:mm:ss for mat.

For example, to include only calls that began after 10 am, you could enter 10:00:00 in the Start time field, as shown below:



Trunk access code

If your telephone system uses trunk access codes to connect calls using specific channels, you can limit your report's results to include only calls made using those codes. Specify the trunk access code in the text box provided.

You can use the ! symbol to explicitly exclude a trunk access code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using the 9 trunk access code, you could enter ! 9. To report on more than one trunk access code, use a comma to separate each entry.

Selecting the report options

This section enables you to further narrow down your report results, by excluding certain types of calls. It also allows you to sort the report's results in a particular manner.

Options		
Specify one or more of any additional report options shown here.	Don't replace num	bers with contact names 🕕
	Show account code	es 🕕
	📃 Notes only 🕕	
	📃 Audio only 🕕	
	🔲 Scored only 🕕	
	Maximum results	50
	Maximum results	50 (1)
	Sort order	Ascending 👻 🕕
	Sort results by	Date & time 🚽 🕕

Don't replace numbers with contact names

Tick this option if you do not want to replace dialled numbers, CLIs and account codes with their associated names, as defined in your web user's contacts list.

V	Don't replace numbers with contact names	

Show account codes

Select this option if you would like to display any associated account codes as an additional column in this report.

Show account codes (1)

Notes only

Tick this option if you want your search results to include only calls that have notes associated with them.

Notes only	
Notee entry	

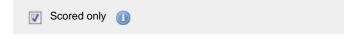
Audio only

Tick this option if you want your search results to include only calls that have an associated voice recording.

V Audio only	
--------------	--

Scored only

Tick this option to include only calls that have been previously scored.



Maximum results

To limit the report's results, enter the maximum number of results you want the report to display in the Maximum results option, e.g. if you enter 50 in the text box provided, only 50 results will be displayed.



Sort order

Choose from the sort order drop-down list whether you want the results of your report to appear in ascending or descending order.

Sort order	Ascending	

Sort results by

To sort your report's results by a particular column, select it from the Sort results by drop-down list.

		_
Sort results by	Date & time	

Selecting the report format

This section allows you to choose the media format of your completed report. The formats available are Web, PDF, Excel, CSV and XML.

More details about each report format are available in the Setting the report format section above.

Creating the report

When you have selected a reporting period and have chosen any filters and options, you can either run the report immediately by clicking on the Run now button, or schedule it for future delivery.

Your report is ready to run		
Select the format that you want your report to be in.	Report format	Web 🗸
You can now either run the report immediately, or schedule it to run once, or at regular intervals, in the future.		Run now
		Schedule for later

The report's results

Below is an example of this report's output in Web format. By clicking on the About this report link at the top-right corner of the

All

Date & Time 🔺

2012-03-11 01:00:56

2012-03-11 09:14:48

2012-03-13 09:26:38

2012-03-13 17:40:58

2012-03-14 10:17:56

2012-03-14 10:36:18

2012-03-14 17:33:56

2012-03-14 22:01:41

2012-03-15 09:59:51

2012-03-16 01:02:16

page, you can review any filters and options that have been applied to the report.

Answered

My random call selection

🛧 \ TIM Plus \ London \ Accounts \

Outbound

Source

London

London

London

London

London

Adam Zapel

UNAVAILABLE

Adam Zapel

Claire Annette

Adam Zapel

2012-03-01 15:15:43	London	02072998500	-	Tom Morrow	-	00:00:02
2012-03-02 08:50:06	Jean Poole	-	2062	Adam Zapel	-	00:00:44
2012-03-02 15:08:26	T-Mobile	07957218628	-	Claire Annette	-	00:00:10
2012-03-05 18:20:58	UNAVAILABLE	-	-	Tom Katz	-	00:01:02
2012-03-06 09:29:18	London	02073368085	-	Tom Morrow	-	00:08:43
2012-03-06 14:22:13	Hutchison 3G	07861384392	-	Susan Travis	12	00:02:09
2012-03-07 10:17:56	UNAVAILABLE	-	-	Tom Morrow	-	00:04:09
2012-03-07 10:53:28	Vodafone	07798607843	-	Tom Morrow	-	00:00:26
2012-03-07 11:09:03	London	02073836420	-	Claire Annette	-	00:01:26
2012-03-07 18:37:58	Adam Zapel	-	07779599573	Orange	-	00:00:01
2012-03-07 20:33:43	Ajith Tarasinghe	-	07930410804	T-Mobile	-	00:00:40
2012-03-08 08:50:06	Jean Poole	-	2062	Adam Zapel	-	00:01:16
2012-03-08 23:42:46	T-Mobile	07961749227	-	Ajith Tarasinghe	-	00:01:45
2012-03-09 07:48:28	Orange	07977404409	-	Cheri Pitts	-	00:02:42
2012-03-09 08:48:26	London	02078376433	-	Tanya Burrell	8	00:00:11
2012-03-09 10:50:23	London	02079018300	-	Cheri Pitts	-	00:02:08
2012-03-10 08:50:06	Jean Poole	-	2062	Adam Zapel	-	00:00:10
2012-03-10 15:31:56	Adam Zapel	-	02074372526	London	-	00:00:17
2012-03-10 17:08:18	London	02077935870	-	Tom Morrow	-	00:01:29

07717813220

02077584475

07779715284

_

Route

Internal

Destination

Tom Morrow

Cheri Pitts

Vodafone

Tom Katz

London

Orange

Tom Katz

Tom Morrow

Lance Boyle

Tom Morrow

Missed

CLI

As with all reports produced by TIM Plus, each page of the report includes the following information:

02070108086

02073076700

02073230660

02071585500

02072263521

- the report's title
- the date and time that the report was generated
- the name of the report, if applicable

The web format is the most interactive of all formats: all column headers are click-sortable and most graphical and tabular elements can be drilled down into, allowing deeper analysis of your results.

The body of the report consists of a table showing a randomly-chosen summary of calls for the period you selected. Each column header of the table is described below:

Header	Description
Date & Time	The date and time the call started.
Source	The place from where the call originated.
CLI	The telephone number of the remote caller, for inbound calls.
Route	 The information displayed in this field is determined by the type of call: for incoming calls, this shows the CLI of the caller; for incoming internal calls, this shows either the caller's username or extension number; for outgoing calls, this shows the dialled number.

2012-05-17 16:14:30

Duration

00:00:30

00:00:09

00:01:19

00:00:46

00:00:14

00:00:06

00:01:19

00:04:11

00:01:04

00:00:39

Response

About this report

Cost

- 🖓

- 👳

- 0

- 🖓

- 🖓

- 📿

- 🖓 0.030

- 9 - 9

- 🖓

- 🖓

Q 0.030 💬

ò

Q

- 🖓

- 🖓

0.030 💬

0.085 🖵

0.030 💬

Q

0.087 💬

ò

Destination	 The information displayed in this field is determined by the type of call: for incoming calls, this shows the name of the user whose extension answered the call, or the extension number if not available; for outgoing calls, this shows the geographical location that was dialled, or an alias if defined in your contacts list; for internal calls, this shows the extension that was dialled, enclosed in square brackets [].
Response	The length of time it took for the call to be answered (i.e. the response time).
Duration	The duration of the call (in hours, minutes and seconds).
Cost	The cost of the call.

To modify your report to cover a larger organisational scope, click on an element of the breadcrumb as shown below:

|--|

Target Response



Introduction

The Target Response report enables you to assess how well calls to your company are answered, compared to user-defined targets. The report provides a visual representation as well as a line-by-line summary of the proportion of calls answered inside and outside your set targets.

My target response 2012-05-17 16:30:43												
♠ \ TIM Plus \ About this report												
London												
0	4600	9200	13800	18		23000 Iber of calls	27600	32200	3	6800	41400	46000
Answered Missed												
Name 🔺	Σ	Avg resp		6 - 10 s	11 - 15 s	> 15 s	Σ	Avg durn		6 - 10 s	11 - 15 s	> 15 s
E London	45672	1	93%	38	2%	28	465	37	22%	7%	6%	65%
1 items	45672	1		38	28	28	465	37		78	68	65%

Running the report

On the Reports screen, select the Target response report from the left-hand pane and click the Select this report button.

TIMPLUS		Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alert
Reports								
Account summary Busy channels Busy times Call analysis Call geography Call scoring Call volumes Custom report Daily activity Enterprise overview Frequent numbers Inbound call performance Missed calls Phone bill Random call selection Target response Top calls Unused devices	Target reponse		calls to your individual de answered co targets. It provides a each day alc showing wha	o quickly assess company as a w partments or sit mpared to user- a line-by-line sun ong with a visual ng with a visual t percentage of side and outside	whole (or es) are defined nmary of indicator calls were	Select this repo	ort	

A new window will appear, where you can set the parameters of your report.

Selecting the reporting period

For each report, you must specify a time span that covers the calls you want the report to include. This is known as the "reporting period".

Select a reporting period		
Define the period you want the report to	Period	Yesterday 💽 🕕
encompass.	From date	Today Yesterday
Remember, you can always filter your	To date	This week
results later, so choose a big enough period.	From time	Last week This month
	To time	Last month
		This year All calls
		Custom period

There are several preset reporting periods available for selection, based on the standard Gregorian calendar. The following table describes how the start and end times are defined for each preset period:

Period	Description
Today	The start and end dates are set to the current date. The start time is set to 00:00:00 and the end time to 23:5 9:59.

Yesterday	The start and end dates are set to the current date minus one day. The start time is set to 00:00:00 and the end time to 23:59:59.
This week	The start date is set to the first day of the current week (normally Monday). The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last week	The start date is set to the date of the last Monday, and the end date is set to the start date plus seven days. The start time is set to $00:00:00$ and the end time to $23:59:59$.
This month	The start date is set to the first day of the current month. The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The month is set to the previous month. The year is set to the current year, unless it is currently January, in which case, the previous year is used. The start and end times are set to 00:00:00 and 23:59:59 respectively.
This year	The start date is set to the first day of the first month of the current year, whilst the end date is set to today's date. The start and end times are set to 00:00:00 and 23:59:59 respectively.
All calls	The start and end dates and times are set to the dates and times of the first and last call in the entire call database, respectively.

In addition to the presets described above, it is possible to specify a custom reporting period by choosing Custom period from the Period drop-down list and specifying your own Start date, Start time, End date and End time of the period you want to report on.

Period	Custom period 👻 🕕
From date	01 Jul 👻 2011
To date	14 Feb 🔻 2013
From time	00 : 00 : 00
To time	23 : 59 : 59

Once you have set the reporting period, click on the Next button to set additional report parameters and options, or select the Finish button to run the report immediately.

Selecting the reporting entity

The Reporting entity parameter allows you to select the part of your organisation whose calls the report should include, e.g. a site, a group or an individual user.

Choose a reporting entity		
Select a specific section of your organisation whose calls will feature in the report. To run the report across your entire organisation, select (All sites).	Site Group User	(All sites) • (1) • (1) • (1)
Alternatively, select a specific site, user group, channel group, individual user or channel.		

Site

To report on a particular site, select it from the drop-down list or select All sites .

Site	All sites	

Group

If a site has been selected, you are able to further limit the report's results by selecting a group from the drop-down list.

Group	All groups	
	0	-

User

If both a site and group have been selected, you can further limit the report's results to include only calls involving a particular user, by selecting that user from the drop-down list.

User	All users	

If your web account is restricted to a specific site or group, only those entities to which you have access will be available in the drop-down lists.

Once you have selected the scope of your report, click on the Next button to set additional report parameters and options, or to run the report immediately, click the Finish button.

Selecting the report filters

You can limit the results of your report by choosing one or more of the following filters:

Filter the results of the report					
Account code			Dialled number		
Call type	All calls 🗸		Duration		
Carrier	(All carriers) 🗸		LCR code		
CLI			Response		
Cost			Start time		
Destination			Trunk access code		

Account code

To produce a report consisting only of calls that were made using a particular account code, enter the account code in the field provided.

Account code 0140

To report on more than one account code, separate each code using a comma.

Call type

This filter allows you to define the type of call you want to report on, in terms of where the call originated and where it was delivered, e.g. incoming, outgoing, internal, etc. To report on all types of call, set this to all calls.

Call type All calls

Carrier

If you use more than one carrier, you can limit the results to include only calls that were made using a specific carrier.

Carrier	All carriers	
If you use only one ca	arrier, there will be no drop-dov	wn list available and no option to choose a carrier.

CLI

Calling Line Identification (CLI) is the telephone number of the remote caller in an incoming call scenario.

You can report on calls that originate from a specific CLI or those whose CLI matches a particular pattern of digits. For example, to report on all incoming calls from Tri-Line, you could enter 02072652600.

CLI	02072652600	

You can use the ! symbol to explicitly exclude a CLI from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls from Tri-Line, but include all others, you could use !020726526*. To report on more than one CLI, use a comma to separate each entry.

Cost

You can define a cost filter to include calls above or below specific values by entering your criteria, as shown below:

Cast	2.00	
Cost	<2.00	

You can specify a cost range by using the - symbol; to specify limits, use the comparison operators, >, <, and ! .

Destination

If you want to filter calls to a specific, known destination, type the name of the destination in the text box provided. This filter accepts the ! an d * symbols for excluding values and specifying partial matches, respectively.

For example, if you wanted to exclude all calls to France, you could enter !France*, as shown below:

Destination	!France*	
Destination	!France*	

Dialled number

To filter calls to a specific dialled number, type it in the text box provided. The dialled number is defined as the number that is dialled (in the case of an outbound call), or the DDI number that the remote party dialled to reach a particular extension or group (in the case of an inbound call).

To filter calls to a specific area, a partial number can be entered (e.g. 0033 for calls to France).

You can use the ! symbol to explicitly exclude a dialled number from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls to Tri-Line, but include all others, you could use !020726526*). To report on more than one dialled number, use a comma to separate each entry.

Duration

To filter calls above or below a particular duration, enter the desired duration in seconds.

Duration >1800

You can specify a duration range by using the - symbol; to specify limits, use the comparison operators, >, <, and ! .

In the above example, the report will return only calls longer than 1800 seconds (30 minutes).

LCR code

To filter your results to include only calls that used a Least Cost Routing (LCR) code, enter it in the text box provided.

LCR code	162	C

You can use the ! symbol to explicitly exclude a LCR code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using all LCR codes beginning 162, you could enter !162*. To report on more than one LCR code, use a comma to separate each entry.

Response

This option allows you to filter calls based on their response time, measured in seconds. Specify the desired response time threshold in the text box provided.

Response time	>10	

In the above example, the search results will display calls that have a response time greater than 10 seconds.

You can specify a response time range by using the - symbol and; to specify limits, use the comparison operators, >, <, and !.

Start time

This option allows you to filter calls based on the time the call started. Specify the start time in the text box provided using the hh:mm:ss for mat.

For example, to include only calls that began after 10 am, you could enter 10:00:00 in the Start time field, as shown below:

Start time	10:00:00	
olar ano	10.00.00	

Trunk access code

If your telephone system uses trunk access codes to connect calls using specific channels, you can limit your report's results to include only calls made using those codes. Specify the trunk access code in the text box provided.

Trunk access code	9	

You can use the ! symbol to explicitly exclude a trunk access code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using the 9 trunk access code, you could enter !9. To report on more than one trunk access code, use a comma to separate each entry.

Selecting the report options

This section enables you to further narrow down your report results, by excluding certain types of calls. It also allows you to sort the report's results in a particular manner.

Options					
Specify one or more of any additional report options shown here.	Exclude weekends 🕕				
	Exclude transfers (1)				
	✓ Hide unused (1)				
	🔲 Include internal 🕕				
	Thresholds				
	Sort order Ascending 🗸				
	Sort results by Name 👻 🌔				
	Ignore missed calls shorter than seconds 🕕				

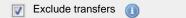
Exclude weekends

To exclude weekend calls from your report's results, select the Exclude weekends option.



Exclude transfers

To exclude transferred calls from your report's results, select the Exclude transfers option.



Hide unused

To exclude unused extensions from your report's results, select the Hide unused option.



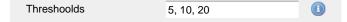
Include internal

Tick this box if you want to include internal calls in your report's results.



Thresholds

Use this option to define your response time target thresholds. The example below shows response time targets of 5, 10 and 20 seconds.



Sort order

Choose from the sort order drop-down list whether you want the results of your report to appear in ascending or descending order.



Sort results by

To sort your report's results by a particular column, select it from the Sort results by drop-down list.



Ignore short missed calls

Missed calls below a certain duration can sometimes pollute the meaning of a report's results. To exclude such short calls from your report, enter a duration threshold in the text box provided, e.g. to ignore calls below 3 seconds, enter 3.

Ignore missed calls shorter than	3	seconds	

Selecting the report format

This section allows you to choose the media format of your completed report. The formats available are Web, PDF, Excel, CSV and XML.

More details about each report format are available in the Setting the report format section above.

Creating the report

When you have selected a reporting period and have chosen any filters and options, you can either run the report immediately by clicking on

the Run now button, or schedule it for future delivery.

Your report is ready to run		
Select the format that you want your report to be in.	Report format	Web 🗸
You can now either run the report immediately, or schedule it to run once, or at regular intervals, in the future.		Run now Schedule for later

The report's results

Below is an example of this report's output in Web format. By clicking on the About this report link at the top-right corner of the page, you can review any filters and options that have been applied to the report.

My target response 2012-05-17 16:30:43												
🔒 🔪 TIM Plus	: \										About th	is report
London	4600	9200	13800) 18		23000 nber of calls	27600	32200	3	6800	41400	46000
Answered Missed												
Name 🔺	Σ	Avg resp	0 - 5 s	6 - 10 s	11 - 15 s	> 15 s	Σ	Avg durn		6 - 10 s	11 - 15 s	> 15 s
E London	45672	1	93%	3%	2%	2%	465	37	22%	7%	6%	65%
1 items	45672	1	938	38	28	28	465	37		78	68	65%

As with all reports produced by TIM Plus, each page of the report includes the following information:

- the report's title
- the date and time that the report was generated
- the name of the report, if applicable

The web format is the most interactive of all formats: all column headers are click-sortable and most graphical and tabular elements can be drilled down into, allowing deeper analysis of your results.

The body of the report consists of a table showing a summary of call information for the period you selected, grouped by entity. Each column header of the table is described below:

Header	Description
Name	The name of the entity for each line of data

Answered	Σ: The total volume of calls received for
	each entity
	• Avg resp: The average response time of
	all answered calls in each period
	• x-xx s: The percentage of calls that were
	answered within each predefined target,
	e.g. if 50% is displayed under the 0-5s he
	ading, half of all calls were answered
	sooner than 5 seconds
	You can define your own thresholds in the
	Options section of the report wizard
	(above)
Missed	 Σ: The total number of missed calls for
	each entity
	Avg durn: The average length of time a
	missed call rang before being abandoned
	x-xx s: The percentage of calls that were
	abandoned within each predefined target,
	e.g. if 50% is displayed under the 0-5s he
	ading, half of all calls were abandoned
	sooner than 5 seconds
	You can define your own thresholds in the
	Optionssection of the report wizard

Each entity is shown as a hyperlink which, if clicked on, re-runs the report to include only call information pertaining to that entity, allowing you to inspect the performance of specific teams and individual users.



C Accounts	70	9	60%	16%	10%	14%	-	-	-	-	-	-
🗀 Accounts Admin	3	19	33%	-	-	67%	-	-	-	-	-	-
🛅 Billing Team	8	7	63%	13%	13%	13%	3	28	33%	-	-	67%
Call centre	209	2	91%	4%	1%	48	2	68	-	-	-	100%
Development	183	2	96%	1%	18	38	8	32	38%	-	13%	50%
🗀 II	133	-	98 %	2%	-	-	1	45	-	-	-	100%
Marketing	218	1	98 %	1%	-	1%	-	-	-	-	-	-
🛅 Remote Workers	6	-	100%	-	-	-	-	-	-	-	-	-
Cales	206	2	888	5%	3%	3%	2	83	-	-	-	100%
C Service	115	2	92%	3%	1%	3%	-	-	-	-	-	-

To modify your report to cover a larger organisational scope, click on an element of the breadcrumb as shown below:

About this report

A \ TIM Plus \ London \ Accounts \

Top Calls



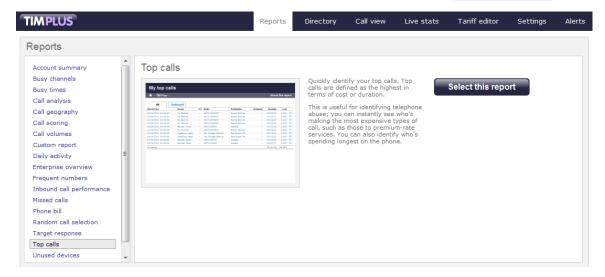
Introduction

The Top Calls report is useful for discovering unusual calling patterns and identifying potential abuse, by highlighting the longest and most costly calls made by people in your organisation.

My top calls					2	2012-05-17	16:23:56
🛧 🔪 TIM Plus 🔪 Lon	don \ Accounts \					About t	his report
All Out	bound						
Date & Time 🔺	Source	CLI	Route	Destination	Response	Duration	Cost
16/05/2012 17:32:06	Mika Stai	-	76414028	Local Call	-	00:11:17	1.128 🖵
16/05/2012 16:14:38	Ming Xao	-	01702222638	Southend-on-Sea	-	00:03:40	0.367 🖵
16/05/2012 13:41:28	Doug Hole	-	71892748	Local Call	-	00:02:16	0.227 💭
16/05/2012 13:46:01	Norma Leigh	-	72942005	Local Call	-	00:02:03	0.205 🖵
16/05/2012 17:57:06	Norma Leigh	-	01753800800	Slough	-	00:02:02	0.203 🖵
16/05/2012 12:55:36	Al Dente	-	02074054600	London	-	00:01:21	0.135 🖵
16/05/2012 18:20:56	Pearl E White	-	07854180499	Orange	-	00:00:53	0.115 🖵
16/05/2012 15:24:01	Duane Pipe	-	71162017	Local Call	-	00:00:58	0.097 🖵
16/05/2012 11:58:43	Pearl E White	-	07955872193	02	-	00:00:43	0.093 🖵
16/05/2012 08:13:33	Easton West	-	07956961145	T-Mobile	-	00:00:41	0.089 🖵
10 calls						00:25:54	2.659

Running the report

On the Reports screen, select the Top calls report from the left-hand pane and click the Select this report button.



A new window will appear, where you can set the parameters of your report.

Selecting the reporting period

For each report, you must specify a time span that covers the calls you want the report to include. This is known as the "reporting period".

Define the period you want the report to	Period	Yesterday
encompass.		Today
	From date	Yesterday
Remember, you can always filter your	To date	This week
results later, so choose a big enough period.	From time	Last week This month
	To time	Last month
		This year
		All calls Custom period

There are several preset reporting periods available for selection, based on the standard Gregorian calendar. The following table describes how the start and end times are defined for each preset period:

Period Description

Today	The start and end dates are set to the current date. The start time is set to 00:00:00 and the end time to 23:5 9:59.
Yesterday	The start and end dates are set to the current date minus one day. The start time is set to 00:00:00 and the end time to 23:59:59.
This week	The start date is set to the first day of the current week (normally Monday). The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last week	The start date is set to the date of the last Monday, and the end date is set to the start date plus seven days. The start time is set to 00:00:00 and the end time to 23:59:59.
This month	The start date is set to the first day of the current month. The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The month is set to the previous month. The year is set to the current year, unless it is currently January, in which case, the previous year is used. The start and end times are set to 00:00:00 and 23:59:59 respectively.
This year	The start date is set to the first day of the first month of the current year, whilst the end date is set to today's date. The start and end times are set to 00:00:00 and 23:59:59 respectively.
All calls	The start and end dates and times are set to the dates and times of the first and last call in the entire call database, respectively.

In addition to the presets described above, it is possible to specify a custom reporting period by choosing Custom period from the Period drop-down list and specifying your own Start date, Start time, End date and End time of the period you want to report on.

Period	Custom period 🛛 🗸 🕕
From date	01 Jul 👻 2011
To date	14 Feb 👻 2013
From time	00 : 00 : 00
To time	23 : 59 : 59

Once you have set the reporting period, click on the Next button to set additional report parameters and options, or select the Finish button to run the report immediately.

Selecting the reporting entity

The Reporting entity parameter allows you to select the part of your organisation whose calls the report should include, e.g. a site, a group or an individual user.

Choose a reporting entity		
Select a specific section of your organisation whose calls will feature in the report. To run the report across your entire organisation, select (All sites).	Site Group User	(All sites)
Alternatively, select a specific site, user group, channel group, individual user or channel.		

Site

To report on a particular site, select it from the drop-down list or select All sites.

Site	All sites	

Group

If a site has been selected, you are able to further limit the report's results by selecting a group from the drop-down list.

Group	All groups

User

If both a site and group have been selected, you can further limit the report's results to include only calls involving a particular user, by selecting that user from the drop-down list.

User	All users	

If your web account is restricted to a specific site or group, only those entities to which you have access will be available in the drop-down lists.

Once you have selected the scope of your report, click on the Next button to set additional report parameters and options, or to run the report immediately, click the Finish button.

Selecting the report filters

You can limit the results of your report by choosing one or more of the following filters:

Account code			Dialled number	
Call type	All calls	- 0	Duration	
Carrier	(All carriers)	- 0	LCR code	
CLI			Response	
			Start time	
			Trunk access code	

Account code

To produce a report consisting only of calls that were made using a particular account code, enter the account code in the field provided.

Account code 0140

To report on more than one account code, separate each code using a comma.

Call type

This filter allows you to define the type of call you want to report on, in terms of where the call originated and where it was delivered, e.g. incoming, outgoing, internal etc. To report on all types of call, set this to All calls.

A

Call type	All calls	
Carrier		
If you use more than one carrier,	you can limit the results to inc	clude only calls that were made using a specific carrier.
Carrier	All carriers	
if you use only one ca	rrier, there will be no drop-dow	vn list available and no option to choose a carrier.

CLI

Calling Line Identification (CLI) is the telephone number of the remote caller in an incoming call scenario.

You can report on calls that originate from a specific CLI or those whose CLI matches a particular pattern of digits. For example, to report on all incoming calls from Tri-Line, you could enter 02072652600.

		
CLI	02072652600	

You can use the ! symbol to explicitly exclude a CLI from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls from Tri-Line, but include all others, you could use !020726526*. To report on more than one CLI, use a comma to separate each entry.

Dialled number

To filter calls to a specific dialled number, type it in the text box provided. The dialled number is defined as the number that is dialled (in the case of an outbound call), or the DDI number that the remote party dialled to reach a particular extension or group (in the case of an inbound call).

To filter calls to a specific area, a partial number can be entered (e.g. 0033 for calls to France).

Dialled number	0033	

You can use the ! symbol to explicitly exclude a dialled number from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls to Tri-Line, but include all others, you could use !020726526*). To report on more than one dialled number, use a comma to separate each entry.

Duration

To filter calls above or below a particular duration, enter the desired duration in seconds.

Duration	>1800	

You can specify a duration range by using the - symbol; to specify limits, use the comparison operators, >, <, and ! .

In the above example, the report will return only calls longer than 1800 seconds (30 minutes).

LCR code

To filter your results to include only calls that used a Least Cost Routing (LCR) code, enter it in the text box provided.

LCR code	162	

You can use the ! symbol to explicitly exclude a LCR code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using all LCR codes beginning 162, you could enter !162*. To report on more than one LCR code, use a comma to separate each entry.

Response

This option allows you to filter calls based on their response time, measured in seconds. Specify the desired response time threshold in the text box provided.

Response time	>10	
•		-

In the above example, the search results will display calls that have a response time greater than 10 seconds.

You can specify a response time range by using the - symbol and; to specify limits, use the comparison operators, >, <, and !.

Start time

This option allows you to filter calls based on the time the call started. Specify the start time in the text box provided using the hh:mm:ss for mat.

For example, to include only calls that began after 10 am, you could enter 10:00:00 in the Start time field, as shown below:

Start time	10:00:00	
Start time	10.00.00	

Trunk access code

If your telephone system uses trunk access codes to connect calls using specific channels, you can limit your report's results to include only calls made using those codes. Specify the trunk access code in the text box provided.

Trunk access code	9	
	°	

You can use the ! symbol to explicitly exclude a trunk access code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using the 9 trunk access code, you could enter !9. To report on more than one trunk access code, use a comma to separate each entry.

Selecting the report options

This section enables you to further narrow down your report results, by excluding certain types of calls. It also allows you to sort the report's results in a particular manner.

Options					
Specify one or more of any additional report options shown here.	Exclude weekends	D			
report options shown here.	🔲 Exclude transfers 🕕				
	🔲 Don't replace numbe	rs with contact names 🕕			
	Show account codes	0			
	📃 Notes only 🕕				
	🔲 Audio only 🕕				
	Scored only (1)				
	Maximum results	10			
	Sort data by	Cost 👻 🕕			
	Sort order	Ascending 🗸 🕕			
	Sort results by	Date & time 🚽 🕕			
	Ignore missed calls shore	ter than seconds 🕕			

Exclude weekends

To exclude weekend calls from your report's results, select the Exclude weekends option.



Exclude transfers

To exclude transferred calls from your report's results, select the Exclude transfers option.

Exclude transfers	0
-------------------	---

Don't replace numbers with contact names

Tick this option if you do not want to replace dialled numbers, CLIs and account codes with their associated names, as defined in your web user's contacts list.

Don't replace numbers with contact names	
--	--

Show account codes

Select this option to display any associated account codes as an additional column in this report.

\checkmark	Show account codes	0

Notes only

Tick this option if you want your search results to include only calls that have notes associated with them.

Votes only			
------------	--	--	--

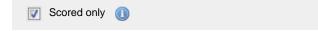
Audio only

Tick this option if you want your search results to include only calls that have an associated voice recording.



Scored only

Tick this option to include only calls that have a score associated with them, e.g. calls that have already been listened to and scored



Maximum results

To limit the report's results, enter the maximum number of results you want the report to display in the Maximum results option, e.g. if you enter 50 in the text box provided, only 50 results will be displayed.

Maximum results 50

Sort data by

To choose the criteria that is used in determining the top calls, select a field from the Sort data by drop-down list.

Sort data by Cost

Sort order

Choose from the sort order drop-down list whether you want the results of your report to appear in ascending or descending order.

	Sort order	Ascending				
S	ort results by					
Т	o sort your report's results by a	particular column, select it fi	om the Sor	t results	by drop-down	list.

Sort results by	Date & time	
Son results by	Date & time	

Ignore short missed calls

Missed calls below a certain duration can sometimes pollute the meaning of a report's results. To exclude such short calls from your report, enter a duration threshold in the text box provided, e.g. to ignore calls below 3 seconds, enter 3.

Ignore missed calls shorter than	3	seconds	

Selecting the report format

This section allows you to choose the media format of your completed report. The formats available are Web, PDF, Excel, CSV and XML.

More details about each report format are available in the Setting the report format section above.

Creating the report

When you have selected a reporting period and have chosen any filters and options, you can either run the report immediately by clicking on the Run now button, or schedule it for future delivery.

Your report is ready to run			
Select the format that you want your report to be in.	Report format	Web	•
You can now either run the report immediately, or schedule it to run once, or at regular intervals, in the future.		Run n Schedule f	

The report's results

Below is an example of this report's output in web format:

My top calls 2012-05-17 16		16:23:56					
🔒 🔪 TIM Plus 🔪 Lon	idon \ Accounts \					About t	his report
	bound						
Date & Time 🔺	Source	CLI	Route	Destination	Response	Duration	Cost
16/05/2012 17:32:06	Mika Stai	-	76414028	Local Call	-	00:11:17	1.128 🖵
16/05/2012 16:14:38	Ming Xao	-	01702222638	Southend-on-Sea	-	00:03:40	0.367 🖵
16/05/2012 13:41:28	Doug Hole	-	71892748	Local Call	-	00:02:16	0.227 💭
16/05/2012 13:46:01	Norma Leigh	-	72942005	Local Call	-	00:02:03	0.205 💭
16/05/2012 17:57:06	Norma Leigh	-	01753800800	Slough	-	00:02:02	0.203 🖵
16/05/2012 12:55:36	Al Dente	-	02074054600	London	-	00:01:21	0.135 💭
16/05/2012 18:20:56	Pearl E White	-	07854180499	Orange	-	00:00:53	0.115 🖵
16/05/2012 15:24:01	Duane Pipe	-	71162017	Local Call	-	00:00:58	0.097 🖵
16/05/2012 11:58:43	Pearl E White	-	07955872193	02	-	00:00:43	0.093 💭
16/05/2012 08:13:33	Easton West	-	07956961145	T-Mobile	-	00:00:41	0.089 🖵
10 calls						00:25:54	2.659

The web format is the most interactive of all formats: all column headers are click-sortable and most graphical and tabular elements can be drilled down into, allowing deeper analysis of your results. By clicking on the About this report link at the top-right corner of the page, you can review any filters and options that have been applied to the report.

As with all reports produced by TIM Plus, each page of the report includes the following information:

- the report's title
- the date and time that the report was generated
- the name of the report, if applicable

The report consists of a table containing a list of your top calls, as defined by your selection criteria. Each column header of the table is described below:

Header	Description
Date & Time	The date and time the call started
Source	The place from where the call originated
CLI	The telephone number of the remote caller for inbound calls
Route	 The information displayed in this field is determined by the type of call: for incoming calls, this shows the CLI of the caller for incoming internal calls, this shows either the caller's username or extension number for outgoing calls, this shows the dialled number
Destination	 The information displayed in this field is determined by the type of call: for incoming calls, this shows the name of the user whose extension answered the call, or the extension number if not available for outgoing calls, this shows the geographical location that was dialled, or an alias if defined in your contacts list for internal calls, this shows the extension that was dialled, enclosed in square brackets []
Response	The length of time it took for the call to be answered (i.e. the response time)
Duration	The duration of the call (in hours, minutes and seconds)
Cost	The cost of the call

To modify your report to cover a larger organisational scope, click on an element of the breadcrumb as shown below:

♠ \ TIM Plus \ London \ Accounts \

About this report

Unused Devices

The	Unused Devices report
	Introduction
2	Running the report
2	Creating the report
2	The report's results

Introduction

The Unused Devices report identifies any users and channels that haven't been utilised in a given period of time. It is useful for identifying telephone handsets that can be safely reallocated to other users or which channels are no longer used.

My unused devices 2012-05-17 16:14:3				
A \ TIM Plus \ London \ Accounts \				About this report
Users Channels				
Name 🔺	ID	Email	DDI	Mobile
👩 Danny Lehman	7300	-	-	-
👔 Jake Bolger	7289	-	-	-
👩 Jo Balham	7311	-	-	-
👩 Jon Southgate	1962	js@abc.com	-	-
👩 Lucy Smart	7081	-	-	-
👩 Malcolm Hughes	11043	-	-	-
🙍 Marie Barrett	7725	-	-	-
🕵 Michael Faulty	7210	-	-	-
🙍 Mohan Patel	7089	-	-	-
🙍 Natasha Levy	7305	-	-	-
👩 Oisin Kennedy	7294	-	-	-
👩 Peta Lacey	1946	-	-	-
👔 Phil Rogers	7209	-	-	-
👩 Ros Leftley	7208	-	-	-
👩 Sarah Baker	7309	-	-	-
👩 Sean Mason	7297	-	-	-
👔 Tina Ridgley	7310	-	-	-
17 users				

Running the report

On the Reports screen, select the Unused devices report from the left-hand pane and click the Select this report button.

IMPLUS				F	Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alert
Reports											
Account summary											
Busy channels	Unuse	ed de	vices								
Busy times						Identify any	users and chann	els that			
Call analysis	My unus	ed device	•		About this report		n utilised over a	given	Select this repo	ort	
Call geography	Users	Channels									
Call scoring	Eanny Cashe E Record Cashe E Rooman Second	1040 1040	k-mit/porcepacy.com 7.grees/porcepacy.com	0011012424444 02012424444	PAGE 2NACOUSTINE 171812/0222		s ideal for identif sets that can be s				
Call volumes	E Max Rooks E May Burne E May Public	100	n. postał przewanającej com n. miestał przewanającej com n. doształ przewanającej com	CHIPTALADORN CHIPTALADORN CHIPTALADORN	174220000019 57422000019 37412200003		or to see which c	hannels			
Custom report	E Hei Loon NCIMA 344 E Report Datas	1400	n. Josefyrorronpers.com n. Josefyrorronpers.com n. aktive/prorronpers.com	CEDTRADOW CEDTRADOW	01402054894 0140228888 01405481889	are no longe	er used.				
Daily activity	C Remain Nolling 2 Juliy Freth C Samity Samir	101	a duridynamipaty on	02010243080 02012569874 020144422370	1796-62000 1797-93460 1798-9400						
	Remain Seven	120		02714744040 02714144600 02714414600	17481294233 3742046899 37420468979						
Enterprise overview	C Nu Past	7747	a dustily company.com	0074840200	17421220023 17421220023						
Frequent numbers	E Norma 144	107	a limit year conjunction	02073434794	17404.1000001 17405.000000						
Inbound call performance	E Homen Moline E Builly Fields 24 unmen	1973	a duridycaronymy on	CEDEDLINER CEDEDLINER	179-6-62009 17977-03-663						
Missed calls											
Phone bill											
Random call selection											
Target response											
Top calls											
Unused devices											

A new window will appear, where you can set the parameters of your report.

Selecting the reporting period

For each report, you must specify a time span that covers the calls you want the report to include. This is known as the "reporting period".

Select a reporting period		
Define the period you want the report to	Period	Yesterday 🗨 🌘
encompass.	From date	Today Yesterday
Remember, you can always filter your results later, so choose a big enough period.	To date	This week
	From time	Last week This month
	To time	Last month
		This year All calls
		Custom period

There are several preset reporting periods available for selection, based on the standard Gregorian calendar. The following table describes how the start and end times are defined for each preset period:

Period	Description
Today	The start and end dates are set to the current date. The start time is set to 00:00:00 and the end time to 23:5 9:59.
Yesterday	The start and end dates are set to the current date minus one day. The start time is set to 00:00:00 and the end time to 23:59:59.
This week	The start date is set to the first day of the current week (normally Monday). The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last week	The start date is set to the date of the last Monday, and the end date is set to the start date plus seven days. The start time is set to 00:00:00 and the end time to 23:59:59.
This month	The start date is set to the first day of the current month. The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.

Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The month is set to the previous month. The year is set to the current year, unless it is currently January, in which case, the previous year is used. The start and end times are set to 00:00:00 and 23:59:59 respectively.
This year	The start date is set to the first day of the first month of the current year, whilst the end date is set to today's date. The start and end times are set to 00:00:00 and 23:59:59 respectively.
All calls	The start and end dates and times are set to the dates and times of the first and last call in the entire call database, respectively.

In addition to the presets described above, it is possible to specify a custom reporting period by choosing Custom period from the Period drop-down list and specifying your own Start date, Start time, End date and End time of the period you want to report on.

Period	Custom period 🛛 🗸 🕕
From date	01 Jul 👻 2011
To date	14 Feb 👻 2013
From time	00 : 00 : 00
To time	23 : 59 : 59

Once you have set the reporting period, click on the Next button to set additional report parameters and options, or select the Finish button to run the report immediately.

Selecting the reporting entity

The Reporting entity parameter allows you to select the part of your organisation whose calls the report should include, e.g. a site, a group or an individual user.

Choose a reporting entity		
Select a specific section of your organisation whose calls will feature in the report. To run the report across your entire organisation, select (All sites).	Site Group User	(All sites) ● (1) ● (1) ● (1)
Alternatively, select a specific site, user group, channel group, individual user or channel.		

Site

To report on a particular site, select it from the drop-down list or select All sites .

Site All sites (1)

Group

If a site has been selected, you are able to further limit the report's results by selecting a group from the drop-down list.

Group	All groups	

User

If both a site and group have been selected, you can further limit the report's results to include only calls involving a particular user, by selecting that user from the drop-down list.

User	All users		
If your the dr	web account is restricted to a specific sin op-down lists.	ite or group, only those entities to which you have access will be availab	ole in

Once you have selected the scope of your report, click on the <u>Next</u> button to set additional report parameters and options, or to run the report immediately, click the <u>Finish</u> button.

Selecting the report options

You can limit the results of your report by choosing one or more of the following filters:

Options			
Specify one or more of any additional report options shown here.	Show "Do not log"	'devices 🕕	
	Sort order	Ascending	- 0
	Sort results by	Name	-

Show "Do not log" devices

Tick this box if you would like to include devices whose status is set to not log calls.

📝 Show "Do not log" devices 🕕

Sort order

Choose from the sort order drop-down list whether you want the results of your report to appear in ascending or descending order.

Sort order	Ascending	
------------	-----------	--

Sort results by

To sort your report's results by a particular column, select it from the Sort results by drop-down list.

Sort results by	Date & time	

Selecting the report format

This section allows you to choose the media format of your completed report. The formats available are web, PDF, Excel, CSV and XML.

More details about each report format are available in the Setting the report format section above.

Creating the report

When you have selected a reporting period and have chosen any filters and options, you can either run the report immediately by clicking on the Run now button, or schedule it for future delivery.

Your report is ready to run		
Select the format that you want your report to be in.	Report format	Web 🗸
You can now either run the report immediately, or schedule it to run once, or at regular intervals, in the future.		Run now Schedule for later

The report's results

Below is an example of this report's output in web format, showing both unused users and unused channels:

My unused devices 2012-05-17 16:14:				012-05-17 16:14:30
A \ TIM Plus \ London \ Accounts \				About this report
Users Channels				
Name 🔺	ID	Email	DDI	Mobile
🙍 Danny Lehman	7300	-	-	-
👩 Jake Bolger	7289	-	-	-
👩 Jo Balham	7311	-	-	-
👩 Jon Southgate	1962	js@abc.com	-	-
👩 Lucy Smart	7081	-	-	-
👩 Malcolm Hughes	11043	-	-	-
👔 Marie Barrett	7725	-	-	-
🜠 Michael Faulty	7210	-	-	-
👩 Mohan Patel	7089	-	-	-
👩 Natasha Levy	7305	-	-	-
👩 Oisin Kennedy	7294	-	-	-
👩 Peta Lacey	1946	-	-	-
👔 Phil Rogers	7209	-	-	-
👩 Ros Leftley	7208	-	-	-
👩 Sarah Baker	7309	-	-	-
😰 Sean Mason	7297	-	-	-
😰 Tina Ridgley	7310	-	-	-
17 users				

My unused devices		2012-05-17 16:14:30
🛧 \ TIM Plus \ London \ Accounts \		About this report
Users Channels		Show all 📧 📧 1 of 2 😕 🖲
Name	ID	
	10004	
<i>₩</i> 25001	25001	
<i>₩</i> 25002	25002	
	25003	
	25004	
	25005	
	25006	
	25007	
	25008	
<i>₩</i> 25009	25009	

The web format is the most interactive of all formats: all column headers are click-sortable and most graphical and tabular elements can be drilled down into, allowing deeper analysis of your results. By clicking on the About this report link at the top-right corner of the page, you can review any filters and options that have been applied to the report.

As with all reports produced by TIM Plus, each page of the report includes the following information:

- the report's title
- the date and time that the report was generated

the name of the report, if applicable

The results will display as a paginated list of unused devices with each type of device being grouped in its own tab:

The	Users	tab shows the following information:

Header	Description
Name	The name of the user
ID	The extension number associated with the user
Email	The e-mail address associated with the user
DDI	The DDI associated with the user, if available
Mobile	The mobile number associated with the user, if available

The

Channels tab shows the following information:

Header	Description
Name	The name of the channel
ID	The ID associated with the channel

To modify your report to cover a larger organisational scope, click on an element of the breadcrumb as shown below:

★ \ TIM Plus \ London \ Accounts \

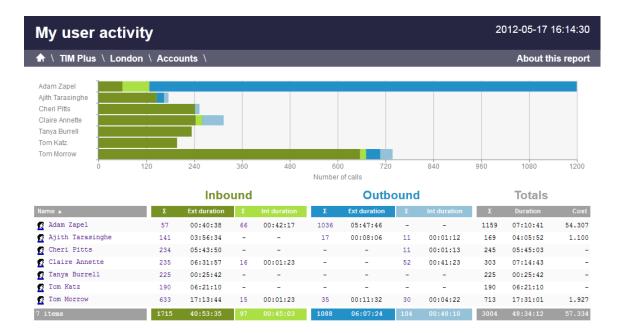
About this report

User Activity



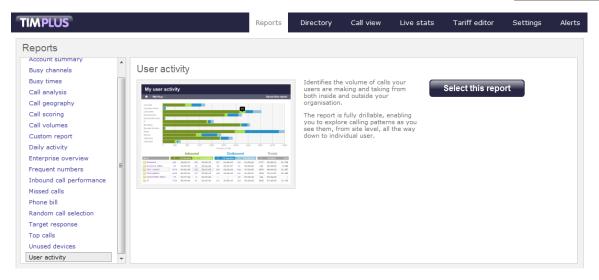
Introduction

The User Activity report provides a comprehensive summary of internal and external call activity - both inbound and outbound - for each site, group or user. It is also possible to drill down into each entity to obtain the same call information at a more detailed level.



Running the report

On the Reports screen, select the Enterprise overview report from the left-hand pane and click the Select this report button.



A new window will appear, where you can set the parameters of your report.

Selecting the reporting period

For each report, you must specify a time span that covers the calls you want the report to include. This is known as the "reporting period".

Define the period you want the report to encompass. Period Yesterday Image: Compass and Compass an	Select a reporting period		
This year All calls Custom period	encompass. Remember, you can always filter your results later, so choose a big enough	From date To date	Today Yesterday This week Last week This month Last month This year All calls

There are several preset reporting periods available for selection, based on the standard Gregorian calendar. The following table describes how the start and end times are defined for each preset period:

Period	Description
Today	The start and end dates are set to the current date. The start time is set to 00:00:00 and the end time to 23:5 9:59.
Yesterday	The start and end dates are set to the current date minus one day. The start time is set to 00:00:00 and the end time to 23:59:59.
This week	The start date is set to the first day of the current week (normally Monday). The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last week	The start date is set to the date of the last Monday, and the end date is set to the start date plus seven days. The start time is set to 00:00:00 and the end time to 23:59:59.
This month	The start date is set to the first day of the current month. The end date is set to the current day. The start time is set to 00:00:00 and the end time to the current time.
Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The month is set to the previous month. The year is set to the current year, unless it is currently January, in which case, the previous year is used. The start and end times are set to 00:00:00 and 23:59:59 respectively.
This year	The start date is set to the first day of the first month of the current year, whilst the end date is set to today's date. The start and end times are set to 00:00:00 and 23:59:59 respectively.
All calls	The start and end dates and times are set to the dates and times of the first and last call in the entire call database, respectively.

In addition to the presets described above, it is possible to specify a custom reporting period by choosing Custom period from the Period drop-down list and specifying your own Start date, Start time, End date and End time of the period you want to report on.

Period	Custom period 👻 🌘	D
From date	01 Jul 👻 2011	
To date	14 Feb 👻 2013	
From time	00:00:00	
To time	23 : 59 : 59	

Once you have set the reporting period, click on the Next button to set additional report parameters and options, or select the Finish button to run the report immediately.

Selecting the reporting entity

The Reporting entity parameter allows you to select the part of your organisation whose calls the report should include, e.g. a site, a group or an individual user.

Choose a reporting entity		
Select a specific section of your organisation whose calls will feature in the report. To run the report across your entire organisation, select (All sites).	Site Group User	(All sites)
Alternatively, select a specific site, user group, channel group, individual user or channel.		

Site

To report on a particular site, select it from the drop-down list or select All sites.

Site	All sites	

Group

If a site has been selected, you are able to further limit the report's results by selecting a group from the drop-down list.

Group	All groups

User

If both a site and group have been selected, you can further limit the report's results to include only calls involving a particular user, by selecting that user from the drop-down list.

User	All users	

If your web account is restricted to a specific site or group, only those entities to which you have access will be available in the drop-down lists.

Once you have selected the scope of your report, click on the Next button to set additional report parameters and options, or to run the report immediately, click the Finish button.

Selecting the report filters

You can limit the results of your report by choosing one or more of the following filters:

Filter the results of the report						
	Account code			Dialled number		
	Call type	All calls 👻		Duration		
	Carrier	(All carriers) 🗸		LCR code		
	CLI			Response		
	Cost			Start time		
	Destination			Trunk access code		

Account code

To produce a report consisting only of calls that were made using a particular account code, enter the account code in the field provided.

Account code 0140

To report on more than one account code, separate each code using a comma.

a

Call type

This filter allows you to define the type of call you want to report on, in terms of where the call originated and where it was delivered, e.g. incoming, outgoing, internal etc. To report on all types of call, set this to All calls.

Call type	All calls	0	
Carrier			
If you use more than one carrier,	you can limit the results to inc	ude only calls that were made using a specific ca	rrier.
Carrier	All carriers	0	
If you use only one car	rrier, there will be no drop-dov	n list available and no option to choose a carrier.	

CLI

Calling Line Identification (CLI) is the telephone number of the remote caller in an incoming call scenario.

You can report on calls that originate from a specific CLI or those whose CLI matches a particular pattern of digits. For example, to report on all incoming calls from Tri-Line, you could enter 02072652600.

CLI	02072652600	

You can use the ! symbol to explicitly exclude a CLI from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls from Tri-Line, but include all others, you could use !020726526*. To report on more than one CLI, use a comma to separate each entry.

Cost

You can define a cost filter to include calls above or below specific values by entering your criteria, as shown below:

		-
Cost	<2.00	

You can specify a cost range by using the - symbol; to specify limits, use the comparison operators, >, <, and ! .

Destination

If you want to filter calls to a specific, known destination, type the name of the destination in the text box provided. This filter accepts the 1 an d * symbols for excluding values and specifying partial matches, respectively.

For example, if you wanted to exclude all calls to France, you could enter !France*, as shown below:

!France*

Dialled number

To filter calls to a specific dialled number, type it in the text box provided. The dialled number is defined as the number that is dialled (in the case of an outbound call), or the DDI number that the remote party dialled to reach a particular extension or group (in the case of an inbound call).

To filter calls to a specific area, a partial number can be entered (e.g. 0033 for calls to France).

Dialled number	0033	
	0000	

You can use the ! symbol to explicitly exclude a dialled number from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls to Tri-Line, but include all others, you could use !020726526*). To report on more than one dialled number, use a comma to separate each entry.

Duration

To filter calls above or below a particular duration, enter the desired duration in seconds.

Duration >1800

You can specify a duration range by using the - symbol; to specify limits, use the comparison operators, >, <, and !.

In the above example, the report will return only calls longer than 1800 seconds (30 minutes).

LCR code

To filter your results to include only calls that used a Least Cost Routing (LCR) code, enter it in the text box provided.

LCR code	162	

You can use the ! symbol to explicitly exclude a LCR code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using all LCR codes beginning 162, you could enter !162*. To report on more than one LCR code, use a comma to separate each entry.

Response

This option allows you to filter calls based on their response time, measured in seconds. Specify the desired response time threshold in the text box provided.

Response time	>10	

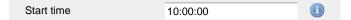
In the above example, the search results will display calls that have a response time greater than 10 seconds.

You can specify a response time range by using the - symbol and; to specify limits, use the comparison operators, >, <, and !.

Start time

This option allows you to filter calls based on the time the call started. Specify the start time in the text box provided using the hh:mm:ss for mat.

For example, to include only calls that began after 10 am, you could enter 10:00:00 in the Start time field, as shown below:



Trunk access code

If your telephone system uses trunk access codes to connect calls using specific channels, you can limit your report's results to include only calls made using those codes. Specify the trunk access code in the text box provided.

Trunk access code 9 (1)

You can use the ! symbol to explicitly exclude a trunk access code from the report's results, and/or the * symbol as a wildcard in digit pattern matching. For example, to exclude calls made using the 9 trunk access code, you could enter 19. To report on more than one trunk access code, use a comma to separate each entry.

Selecting the report options

This section enables you to further narrow down your report results, by excluding certain types of calls. It also allows you to sort the report's results in a particular manner.

Options	
Specify one or more of any additional report options shown here.	 Exclude weekends (1) Exclude transfers (1) Hide unused (1)
	Sort order Ascending 🗸 🕕
	Sort results by Name 🚽 🕕
	Ignore missed calls shorter than seconds 🕕

Exclude weekends

To exclude weekend calls from your report's results, select the Exclude weekends option.

Exclude weekends 🕕

Exclude transfers

To exclude transferred calls from your report's results, select the Exclude transfers option.

Two Exclude transfers (1)	
---------------------------	--

Hide unused

To exclude unused extensions from your report's results, select the Hide unused option.

Hide unused				
-------------	--	--	--	--

Sort order

Choose from the sort order drop-down list whether you want the results of the report to appear in ascending or descending order.

	-				
- C	Sor	tor	:der	•	

F	Ascending	
---	-----------	--

Sort results by

To sort your report's results by a particular column, select it from the sort results by drop-down list.



Ignore short missed calls

Missed calls below a certain duration can sometimes pollute the meaning of a report's results. To exclude such short calls from your report, enter a duration threshold in the text box provided, e.g. to ignore calls below 3 seconds, enter 3.

Ignore missed calls shorter than	3	seconds	
----------------------------------	---	---------	--

Selecting the report format

This section allows you to choose the media format of your completed report. The formats available are Web, PDF, Excel, CSV and XML.

More details about each report format are available in the Setting the report format section above.

Creating the report

When you have selected a reporting period and have chosen any filters and options, you can either run the report immediately by clicking on the Run now button, or schedule it for future delivery.

Your report is ready to run		
Select the format that you want your report to be in.	Report format	Web 🗸
You can now either run the report immediately, or schedule it to run once, or at regular intervals, in the future.		Run now Schedule for later

The report's results

The results of the report show comprehensive call summary information - organised by call type - for the report entity you selected. By clicking on the About this report link at the top-right corner of the page, you can review any filters and options that have been applied to the report.

As with all reports produced by TIM Plus, each page of the report includes the following information:

- the report's title
- the date and time that the report was generated
- the name of the report, if applicable

The web format is the most interactive of all formats: all column headers are click-sortable and most graphical and tabular elements can be drilled down into, allowing deeper analysis of your results.

Results are shown for each organisational level: site, group and individual user, where a table is shown with the following headers:

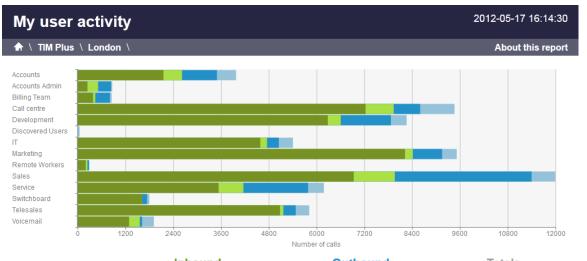
Header	Description
Name	The name of the entity for each line of data
Inbound	 Σ: The number of inbound answered calls, including transferred calls Ext duration: The total duration of all inbound external calls (in hours, minutes and seconds) Int duration: The total duration of all inbound internal calls (in hours, minutes and seconds)

Outbound	 Σ: The number of outbound calls made Ext duration: The total duration of all outbound external calls (in hours, minutes and seconds) Int duration: The total duration of all outbound internal calls (in hours, minutes and seconds)
Totals	 Σ: The total number of calls including all inbound and outbound, both internal and external Duration: The total duration of time spent on all inbound and outbound calls Cost: The total cost of all calls

Site Level

My use	r activ	vity								2012-05-17	7 16:14:30
🔒 🔪 TIM Plu	ls /									About	this report
London] 0	6400	12800	19	200 256	500 Nu	32000 umber of calls	38400	44800	51200	57600	64000
		Inbou	und			Outb	ound			Totals	
Name 🔺	Σ	Ext duration	Σ	Int duration	Σ	Ext duration	Σ	Int duration	Σ	Duration	Cost
🚍 London	46137	1252:10:36	4100	55:21:51	9785	130:59:38	4100	55:21:51	64122	1493:53:56	931.509
1 item	46137	1252:10:36	4100	55:21:51	9785	130:59:38	4100	55:21:51	64122	1493:53:56	931.509

Group level



	Inbound				Outb	ound	Totals				
Name 🔺	Σ	Ext duration	Σ	Int duration	Σ	Ext duration	Σ	Int duration	Σ	Duration	Cost
Carla Accounts	2077	39:14:02	455	04:43:24	852	20:42:23	457	04:34:54	3841	69:14:43	114.224
🛅 Accounts Admin	226	05:29:02	271	05:51:20	305	05:21:51	28	00:14:04	830	16:56:17	34.801
🛅 Billing Team	374	05:32:41	53	00:48:13	354	03:04:10	34	00:21:31	815	09:46:35	23.187
Call centre	6983	185:34:44	682	09:27:18	648	10:26:12	840	16:20:27	9153	221:48:41	58.739
Development	6072	153:01:03	314	03:03:38	1221	09:32:01	376	04:52:50	7983	170:29:32	76.876
🛅 Discovered Users	-	-	-	-	-	-	46	00:46:03	46	00:46:03	-
🛅 II	4431	154:24:48	161	01:02:56	290	07:46:17	336	04:54:17	5218	168:08:18	44.065
C Marketing	7942	245:38:46	192	02:00:30	709	11:19:41	355	03:54:53	9198	262:53:50	61.085
🛅 Remote Workers	194	00:59:28	45	00:14:29	29	00:12:20	-	-	268	01:26:17	1.128

Individual user level



Name 🔺	Σ	Ext duration	Σ	Int duration	Σ	Ext duration	Σ	Int duration	Σ	Duration	Cost
👔 Al Dente	44	01:14:58	-	-	11	00:00:50	36	00:09:29	91	01:25:17	0.330
👔 Anna Ruben	-	-	-	-	29	00:06:16	-	-	29	00:06:16	1.084
👔 Anna Savalas	14	00:21:48	-	-	12	02:15:05	-	-	26	02:36:53	9.091
👔 Annette Curtain	210	07:31:55	-	-	-	-	-	-	210	07:31:55	-
👩 Bea Caws	16	00:10:25	21	00:02:16	33	01:17:00	39	00:11:02	109	01:40:43	5.228
👔 Bob Katz	85	01:24:58	-	-	32	00:12:51	-	-	117	01:37:49	1.620
👩 Brian Doyle	-	-	39	00:05:11	-	-	18	00:12:11	57	00:17:22	-

Itemised call list

When drilling down into an individual user, the report style changes to an itemised call list rather than a call summary table:

My user activity

♠ \ TIM Plus \ London \ Accounts \ Al Dente \

All	Outbound	Answered	Missed	Internal				
Date & Time 🔺	Source	e	CLI	Route	Destination	Response	Duration	Cost
16/05/2012 10:41:21	Al De	nte	-	07956186198	T-Mobile	-	00:00:34	0.074 Ģ
16/05/2012 10:42:18	Jason	Myers	-	2042	Al Dente	-	00:00:21	-
16/05/2012 10:47:23	David	Ellis	-	2042	Al Dente	-	00:03:23	-
16/05/2012 10:59:51	Orang	e	07854181304	-	Al Dente	21	00:00:31	- 9
16/05/2012 11:09:53	Al De	nte	-	02076132858	London	-	00:00:04	0.030 🤤
16/05/2012 11:42:13	Grace	Harper	-	2042	Al Dente	-	00:01:58	-
16/05/2012 11:52:21	Sam I	hornton	-	2042	Al Dente	-	00:00:14	-
16/05/2012 12:55:36	Al De	nte	-	02074054600	London	-	00:01:21	0.135 🤤
16/05/2012 15:13:18	Orang	e	07967460922	-	Al Dente	4	00:00:47	- Ç
16/05/2012 15:14:16	Orang	e	07854180689	-	Al Dente	43	00:00:30	- 🖓
16/05/2012 16:44:53	Warre	n Peace	-	2042	Al Dente	-	00:01:16	-
16/05/2012 17:38:36	T-Mob	ile	07958108040	-	Al Dente	61	00:00:17	- Ç
16/05/2012 18:36:21	Al De	nte	-	07854181108	Orange	-	-	0.030 🖵
13 calls							00:11:16	0.269

The column headers of the itemised call list are as follows:

Header	Description
Date & Time	The date and time the call started
Source	The place from where the call originated
CLI	The telephone number of the remote caller for inbound calls
Route	 The information displayed in this field is determined by the type of call: for incoming calls, this shows the CLI of the caller for incoming internal calls, this shows either the caller's username or extension number for outgoing calls, this shows the dialled number
Destination	 The information displayed in this field is determined by the type of call: for incoming calls, this shows the name of the user whose extension answered the call, or the extension number if not available for outgoing calls, this shows the geographical location that was dialled, or an alias if defined in your contacts list for internal calls, this shows the extension that was dialled, enclosed in square brackets []
Response	The length of time it took for the call to be answered (i.e. the response time)

2012-05-17 16:07:50

About this report

Duration	The duration of the call (in hours, minutes and seconds)
Cost	The cost of the call

To modify your report to cover a larger organisational scope, click on an element of the breadcrumb as shown below:

♠ \ TIM Plus \ London \ Accounts \

About this report

Directory

Directory overview

The Directory is the place where all of your sites, groups, users and channels are configured. In here, objects can be added, moved around your organisation and be inspected and modified.

To access the Directory, select the Directory tab from the main menu, as shown below:

IMPLUS		Reports	Dire	ectory	Call view	Live stats	Tariff editor	Settings	Alert
Sites		Add Proper	ties	Use	r groups	Channel groups	Add	Prope	rties
London	Manchester	Paris	*		Accounts	Admin	Call centre		* E
				D	evelopment	Discovered Users	E IT		
			Ŧ		2	£	2		Ŧ
18 items						Fir	nd Add nev	w Prope	rties
Name 🔺	Extension	Email address		Mobile		Direct line	Alte	extension	
👩 Anna Beck	2013					02075263300			
👩 Anna Ruben	1020								
👩 Annette Curtain	13406								
👩 Barry Cade	7046					02072651111			
		bkatz@tri-line.com				02030124578			
🛃 Bob Katz	1966	DRUCZWEITING.COM							
😰 Bob Katz 🔮 Brian Doyle	1966 2083	Bratzierr me.com							
		brazen me.com							
👩 Brian Doyle	2083	DRategarinic.com							

If you are logged in as a standard web user whose access is restricted to a specific group, the **Directory** tab will not be displayed. For administrative privileges, contact your system maintainer.

The Directory screen contains three panels, as detailed below:

Sites

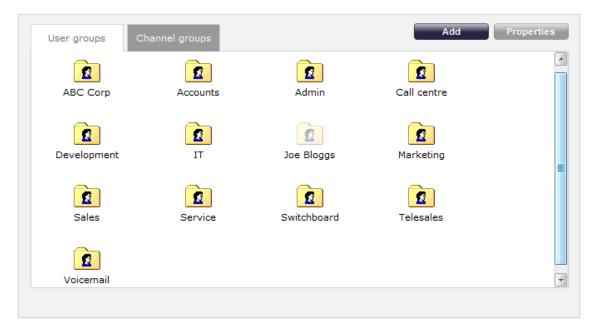
The sites panel is located at the top-left of the Directory screen. The function of a site object is to acquire call logging data from a telephone system, as well as serving as a representation of a hierarchical level in your organisation. TIM Plus allows the logging of data from up to five telephone systems and a site object must be configured for each one.

Sites			Add	Properties
London	Manchester	Newcastle	Newport	*
				-

For more information, click on the Sites page.

Groups

The Groups panel is located at the top-right of the Directory screen and contains groups of users (extensions) and channels (trunks), with each type of group divided into separate tabs. By selecting a tab, all of the groups of that type will be displayed in the panel.



For more information, click on the Groups page.

Contents

The Contents panel is located at the bottom-half of the Directory screen. This contains the individual objects belonging to the previously-selected user or channel group.

8 items					Find Add new Properties
Name 🔺	Extension	Email address	Mobile	Direct line	Alt extension
Anna Beck	2013			02075263300	
👔 Anna Ruben	1020				
Annette Curtain	13406				
Barry Cade	7046			02072651111	
Bob Katz	1966	bkatz@tri-line.com		02030124578	I
Brian Doyle	2083				
Brooke Trout	3105				
Doug Hole	3803				I
Duane Pipe	2050				
Earl Lee Riser	3026				I
Easton West	1978				I
Edna May	2084				
Forrest Green	7284				(Finite State Stat

For more information, click on the Contents page.

Sites

Sites overview

Sites	overview		
Ż	What is a site?		
2	Adding a site		
2	Deleting a site		

What is a site?

The function of a site object is to acquire call logging data from a telephone system, as well as serving as a representation of a hierarchical level in your organisation. TIM Plus allows the logging of data from up to five telephone systems and a site object must be configured for each one.

If your organisation makes use of more than five telephone systems, you should upgrade to the TIM Enterprise product.

The sites panel is located on the top-left side of the Directory screen.

TIMPLUS		Reports	Directory Call v	view Live stats	Tariff editor Set	tings Alerts
Sites		Add Properties	User groups	Channel groups	Add	Properties
London	Manchester					*
					Find Add new	Properties
Name 🔺	Extension	Email address	Mobile	Direct line	Alt extens	ion

Adding a site

To add a site to the Directory, click on the Add button at the top-left of the panel, as shown below:

TIMPLUS	Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Sites	Properties	Use	r groups C	hannel groups	Add	Prope	rties
London Manchester	А Т						*
				_	ind Add ne	w Prope	rties
Name 🛦 Extension Email address	3	Mobile		Direct line	Ai	extension	•

The site properties window will appear, where you can enter the site's name, the PBX make and model, as well as the connection method used by your telephone system to deliver call logging data. For information on how to configure the rest of the site's properties, refer to the Configuring a site section.

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	Paris	
PBX model	3Com NBX R6 🗸	
Connection method	No connection required 🗸	
	Cancel	

When you have configured the site's properties, click on the Add button to add the site to the Directory.

TIMPLUS	Reports Directory	Call view Live stats	Tariff editor	Settings	Alerts
Sites		er groups Channel groups	Add	Proper	rties
London Manchester Paris		No groups in s	selected site		А Т
Name 🛦 Extension Email addres	ss Mobile	Direct line	Find Add ne	w Proper	rties A

Deleting a site

When you delete a site, you are deleting all the information contained within that site, including its users and channels, and any calls associated with those items!

To delete a site from the Directory, select the site you want to remove, then click on the Properties button, as shown below:

TIMPLUS	Reports Directory	Call view Live stats	Tariff editor	Settings	Alerts
Sites	Properties	r groups Channel groups	Add	Prope	rties
London Manchester Paris		No groups in	selected site		*
	*				~
Name 🔺 Extension Email addres	s Mobile	Direct line	Find Add ne	extension	rties
					4

The Site Properties window will appear. Click on the Delete site tab at the bottom-left of the window to remove the site from the Directory; a confirmation will be required, to prevent the site being deleted accidentally.

Site properties		×
PBX Options	Inactivity LCR Tariff Alarms	
Name	Paris	
PBX model	3Com NBX R6 🗸	
Connection method	No connection required 🗸	
Delete site	Cancel	
Delete site	Cancel Save	-

Configuring a site

Configuring a si	te	
🖸 Overvie	N	
PBX		
Options		
📝 Inactivity	/	
🖉 LCR		
📝 Tariff		
📝 Alarms		

Overview

To configure a site, go to the Directory screen, select the site you want to configure and click on the **Properties** button at the top-right of the panel, as shown below:

Sites			Add	Properties
London	Manchester	Newcastle	Newport	
				Ŧ

The following window will appear, where you can configure the properties of your site:

Site properties		X
PBX Options	Inactivity LCR Tariff Alarms	
Name	London	
PBX model	Internal 👻	
Connection method	No connection required	
Delete site	Cancel	
		•

Each tab in the Site properties window are described below:

PBX

The PBX tab allows you to configure the properties of your telephone system. The properties presented in this tab will vary, depending on the connection method used by your telephone system to provide call logging data.

For all connection types

PBX Options	Inactivity LCR Tariff Alarms
Name	London
PBX model	Internal 👻
Connection method	No connection required 🗸

Field	Description
Name	The name by which you want your site to be identified.
PBX model	The name of your telephone system.
Connection method	The connection method used by your telephone system to provide call logging data.

For listening connections

PBX Options	Inactivity LCR Tariff Alarms
Name	London
PBX model	Avaya IP Office 6+ 🗸
Connection method	Listen for connections from PBX -
Host	
Port	9000

Field	Description
Host	Specify the IP address of your PBX to only allow data to be sent from that address. You may leave this field blank to accept data from any IP address.
Port	The port number that TIM Plus should listen on for call logging data.

For active connections

PBX Options	Inactivity LCR Tariff Alarms
Name	London
PBX model	Avaya IP Office 👻
Connection method	Actively connect to PBX 🗸
Host	192.168.0.1
Port	9000
Username	
Password	
Connection script	Generic Simple 🗸

Field	Description
Host	The IP address of the telephone system.
Port	The port number that your telephone system listens on.
Username	The username required to log in to your telephone system, if applicable.
Password	The password required to log in to your telephone system, if applicable.

For FTP transfer connections

PBX Options	
Name	London
PBX model	Cisco UCM 5+ 🗸
Connection method	Receive FTP transfers from PBX 🚽
	Use SFTP protocol
Username	cmadmin
Password	••••••

Field	Description
Username	The username of the FTP account on your telephone system.
Password	The password of the FTP account on your telephone system.

For DSN connections

Name London PBX model Alcatel OminPCX Office Connection method Connect to a system DSN DSN name TIM Plus - Alcatel OHL Frequency 5
Connection method Connect to a system DSN - DSN name TIM Plus - Alcatel OHL -
DSN name TIM Plus - Alcatel OHL -
Frequency 5
DB Script Alcatel OminPCX Office OHL -

Field	Description
DSN name	The name of the system DSN connection to use when connecting to your telephone system's database.
Frequency	The frequency, in seconds, of the checks that TIM Plus makes when connecting to the database to determine if new data is available.
DB Script	The database script that TIM Plus uses when checking for new data.

For RADIUS connections

PBX Options	Inactivity LCR Tariff Alarms Sync
Name	London
PBX model	Cisco UCME - RADIUS
Connection method	RADIUS connection
Client IP	192.168.1.1
Secret	•••••

Field	Description
Client IP	The IP address of your telephone system responsible for sending RADIUS packets.
Secret	The secret key used in RADIUS authentication between TIM Plus and your telephone system.

For SysLog connections

BX model Cisco UCME - SysLog	PBX Options	Inactivity LCR Tariff Alarms Sync
Connection method SysLog connection	Name	London
	PBX model	Cisco UCME - SysLog 🗸
Dient IP 192.168.1.1	Connection method	SysLog connection 👻
	Client IP	192.168.1.1

Field	Description
Client IP	The IP address of your telephone system responsible for sending SysLog events to TIM Plus.

For detailed information about connecting to all makes/models of PBX, refer to the Connecting to your PBX section.

Options

The Options tab enables you to keep a backup of any call logging data received, timestamp incoming call records and delay processing of call records. These options are explained below in more detail:

PBX	Options	Inactivity	LCR	Tariff	Alarms
🔽 Save a ba	ckup of any	data received	from this PBX	, to the followi	ing file:
{app}\b	ackup\back	up-{year}-{mo	onth}-{day}.{	[uiv}	
🔲 Timestamı	o received o	lata			
📃 Binary dat	a				
Delay proc	cessing of re	eceived data by	250 ms		

Save a backup of any data received from this PBX

TIM Plus allows you to save a backup of any call logging data received from your telephone system(s).

To enable backups, tick the save a backup of any data received from this PBX box and enter the location of the folder you want to store the files in. The default path is $\{app\}\backup\backup\gar\-\{month\}-\{day\}.\{uiv\}$ and can contain dynamic variables, as detailed below:

ltem	Description
app	The full installation path of TIM Plus

year	The year the data was captured in yyyy format
month	The month the data was captured in mm format
day	The day of the month when data was captured in dd for mat
uiv	A unique ID representing each site in the Directory

Timestamp received data

TIM Plus can timestamp call records from your telephone system as they are received, if they do not already include dates and times.

Binary data

Select this option if your telephone system sends call records in a non-textual format.

Delay processing of received data

Enable this option and enter a time delay, in milliseconds, if call records are sent from your telephone system over a slow connection. This helps to prevent data loss when call records are processed before they are fully received.

Inactivity

The Inactivity tab allows you to set up an inactivity timer, which can notify you by e-mail when TIM Plus has not received data from your telephone system for a given amount of time.

PBX Options Inactivity LCR	Tariff Ala	arms			
Enable inactivity timer	Exclude the follo inactivity monito	-	ys and h	ours fror	n
After 30 minutes of inactivity, send email to:-					
support@tri-line.com	Monday	00	07	14	21
copporter indicom	Tuesday	V 01	V 08	15	✓ 22
Reset connection on inactivity	Wednesday	V 02	09	16	V 23
	Thursday	V 03	10	17	
	Friday	V 04	11	V 18	
	🔽 Saturday	V 05	12	V 19	
	Sunday	V 06	13	V 20	

Enable inactivity timer

Select this option to enable inactivity monitoring for the site you are configuring. Enter the amount of time, in minutes, that must pass with no call activity, before an e-mail is sent. Next, enter the e-mail address that will receive inactivity alerts for this site.

Reset connection on inactivity

TIM Plus can reset the network connection to your telephone system when an inactivity alert is sent, in order to cause the telephone system to restart its connection.

Exclude days and hours from inactivity monitoring

Tick the box alongside the days and hours when it is legitimate that no call activity takes place, such as at night or at weekends, so as not to receive unnecessary e-mail notifications for those periods.

LCR

The

LCR tab allows you to administer any least cost routing (LCR) codes you may use to route calls via different carriers.

CK digits route yo	our telephone calls t	nrougn aitteren	t carriers. Create	LCR entries below:		
LCR digits	routes to	(Ignore)		Add		
LCR digits 🔺			Routes to			
141			Default		×	1
1470			Default		×	
1620			Default		×	
1620141			Default		×	
16201470			Default		×	
1623			Default		×	

Adding LCR codes

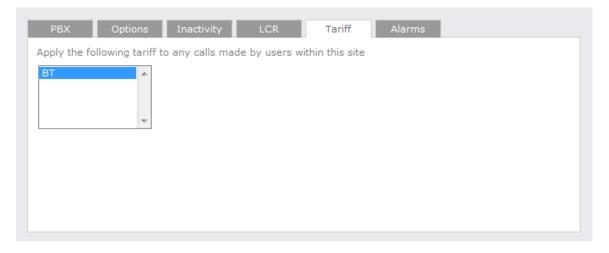
To add an LCR code, enter it in the LCR digits field and select its associated tariff table from the drop-down list, as shown above.

Removing LCR codes

To remove an LCR code, click on the \times icon alongside it.

Tariff

The Tariff tab allows you to select a default tariff table to use when costing calls made by users from this site.



By default, TIM Plus is supplied with a standard tariff table for the country of installation, which automatically includes details of national, international and mobile/cellphone dial codes. Bespoke tariffs can also be provided on request.

Alarms

TIM Plus can send e-mail alerts when calls whose properties match certain criteria have happened, such as calls above a particular duration, calls to specific phone numbers, or when user-defined cost thresholds are exceeded.

PBX Options Inac	tivity LCR Tariff Alarms
Raise an alarm when any of	the following criteria are met
Dialled number starts with	00, 09
Cost is above	5.00
Duration longer than	1800 seconds
Enable missed call alarms for	
Send alarms to the following em support@tri-line.com	all address(es):
supportern-inte.com	

Dialled number alarm

An alarm can be activated when a full or partial number is dialled. To add a series of full or partial numbers, separate each one with a comma, as shown above. An example might be 00, 020, 020726526, 02072652600.

Cost alarm

An alarm can be activated when a call exceeds a specific cost.

Duration alarm

An alarm can be activated when a call exceeds a predetermined duration, specified in seconds.

Missed call alarm

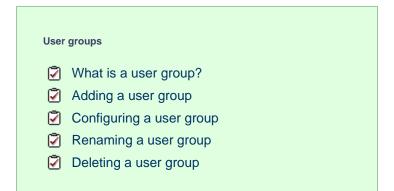
E-mail notifications of missed calls can be activated, by ticking the Enable missed call alarms for this site option.

Delivering the alarm notification

To receive an e-mail notification from TIM Plus about any of the aforementioned alarms, enter the address of the e-mail recipient in the box provided; to send alerts to multiple email addresses, separate each one with a semicolon.

Groups

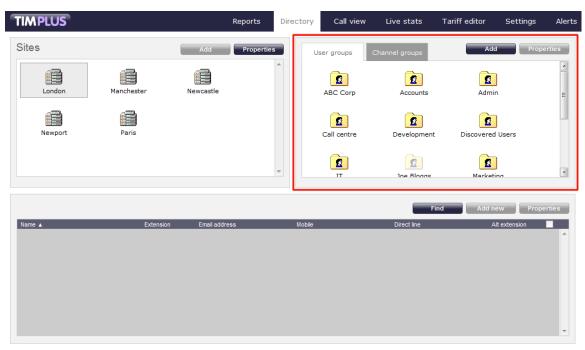
User groups



What is a user group?

A user group is a container of individual users, and together they mimic the organisational structure of your company, enabling you to run

reports on, and restrict access to, parts of the TIM Plus directory.



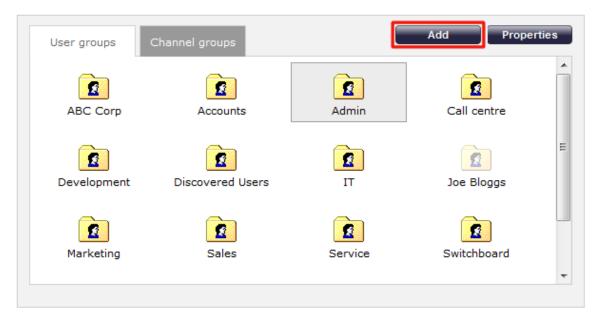
The Discovered Users folder

A special user group, Discovered Users, is automatically created in TIM Plus to harvest hitherto-unknown user information from the call data received from your telephone system. Over time, when all possible users have been collected by the Discovered Users folder, you can create your own user groups based on the structure of your organisation, and move users into these new groups.

TIMPLUS	Reports Dire	ctory Call view	Live stats	Tariff editor	Settings	Alerts
Sites	Properties	User groups	Channel groups	Add	Prope	rties
London Manchester Newcastle	*	Discovered Users				* II
Newport Paris	Ŧ					~
			Fir	nd Add nev	v Proper	rties
Name 🔺 Extension Email add	tress	Mobile	Direct line	At (extension	*
						-

Adding a user group

To add a new user group to the Directory, select the User groups tab from the Groups panel and click on the Add button.



A new window will appear, allowing you to add the name of the group and its associated pilot/hunt group number, if applicable.

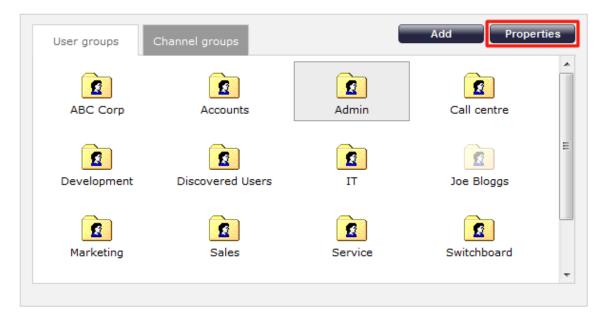
Group pro	operties				×
General Name Pilot/Hunt	Telephony	Alarms	Charge	Tariff	
			Cancel	Add	

Click on the Add button to add the new group to the Directory.

If you use synchronisation, such as Cisco AXL, you need not manually configure user groups, since TIM Plus automatically imports users from your telephone system, placing them in their respective groups.

Configuring a user group

To configure the properties of a user group, highlight the group you want to configure and click on the **Properties** button at the top-right corner of the panel:



A new window will open, where you can configure the properties of the user group. Each tab in the Group properties window is described below:

General

In the G

General tab you can edit the name of the user group and its associated pilot/hunt group number, if applicable.

General Telephony	Alarms	Charge	Tariff
Name	Accounts		
Pilot/Hunt number	7000		

Telephony

The Telephony tab gives you the option to exclude the currently-selected group from being logged by TIM Plus. If call recording integration is enabled, you can also exclude calls from being recorded.

General Telephony Alarms	Charge	Tariff
 Do not log calls for users within this Do not record calls for users within t Exclude users within this group from 	his group	

The following options can be enabled or disabled in this panel:

Option	Description
Do not log	Calls to and from this user group will not be logged by TIM Plus. In addition, if integrated call recording is used, no audio recordings will be available
Do not record calls	Calls to and from this user group will not be recorded, if integrated call recording is in use
Exclude users from call statistics	Collection of statistics will not be performed for calls to and from this user group

G Your software license user capacity does not include users inside groups whose Do not log option is enabled.

Alarms

TIM Plus can send e-mail alerts when calls whose properties match certain criteria have happened, such as calls above a particular duration, calls to specific phone numbers, or when user-defined cost thresholds are exceeded.

General Telephony Ala	arms	Charge	Tariff
📝 Raise an alarm when any of	f the follo	wing criteria a	are met
Dialled number starts with	00, 09		
Cost is above	5.00		
Duration longer than	1800	seconds	
Enable missed call alarms for Send alarms to the following end	-		
support@tri-line.com			

Dialled number alarm

An alarm can be activated when a full or partial number is dialled by any user within the selected group. To add a series of full or partial numbers, separate each one with a comma, as shown above. An example might be 00, 020, 020726526, 02072652600.

Cost alarm

An alarm can be activated when a call made by any user within the selected group exceeds a specific cost.

Duration alarm

An alarm can be activated when a call made by any user within the selected group exceeds a predetermined duration, measured in seconds.

Missed call alarm

E-mail notifications of missed calls can be activated for users in the selected group, by ticking the Enable missed call alarms for this site option.

Delivering the alarm notification

To receive an e-mail notification from TIM Plus about any of the aforementioned alarms, enter the address of the e-mail recipient in the box provided; to send alerts to multiple e-mail addresses, separate each one with a semicolon.

Charge

The Charge tab gives you the ability to add a percentage markup to all calls in the selected group. To apply the charge, enter the percentage by which you would like to mark up calls, as shown below:

General	Telephony	Alarms	Charge	Tariff
Apply a ma	rkup of 25 %	to calls made	by this group	
in Phone Bi	ll reports			

Tariff

The

Tariff

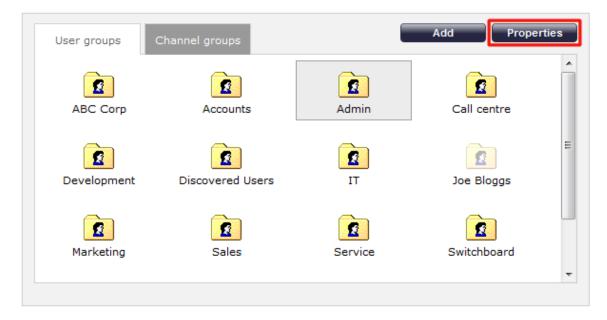
tab gives you the ability to select a default tariff table to use when costing calls made by users in this group.



By default, TIM Plus is supplied with a standard tariff table for the country of installation, which automatically includes details of national, international and mobile/cellphone dial codes. Bespoke tariffs can also be provided on request.

Renaming a user group

To rename a user group, locate it in the Directory and click on the Properties button.



A new window will open, where you can specify a new name for the group. Click Save to apply the changes.

Group pro	operties			X
General	Telephony	Alarms	Charge	Tariff
Name		Accounts		
Pilot/Hunt i	number	7000		
Name Pilot/Hunt n				
Delete			Cancel	Save

Deleting a user group

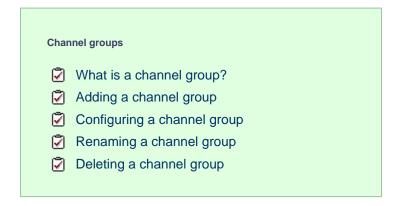
When you delete a user group, you are deleting all the information contained within that group, including all users and calls associated with those users!

To delete a user group from the Directory, select the group you want to remove and click on the Properties button.

Group pro	perties				×
General	Telephony	Alarms	Charge	Tariff	
Name Pilot/Hunt n	umber	Switchboard			
r noç runc n					
Delete		_	Cancel	Save	

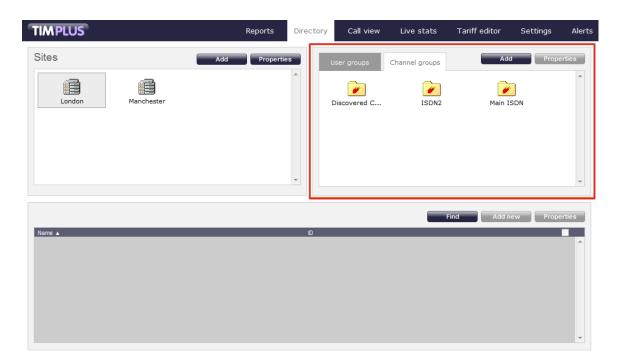
The Group properties window will appear. Click on the Delete site tab at the bottom-left of the window to remove the group from the Directory; a confirmation will be required, to prevent the group being deleted accidentally.

Channel groups



What is a channel group?

A channel group is a container of individual channels and is normally named to reflect the type of channel it contains, such as ISDN30, ISDN2, Analogue, etc.

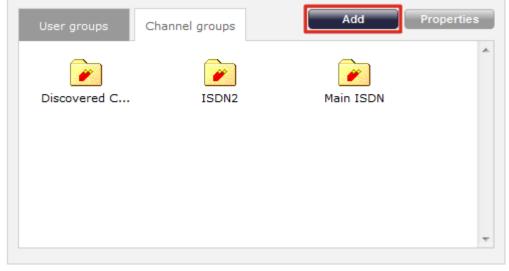


The Discovered Channels folder

A special channel group, Discovered Channels, is automatically created in TIM Plus to harvest hitherto-unknown channel information from the call data received from your telephone system. Over time, when all possible channels have been collected by the Discovered Channels folder, you can create your own channel groups based on the structure of your organisation, and move channels into these new groups.

Adding a channel group

To add a new channel group to the Directory, select the Channel groups tab from the Groups panel and click on the Add butto n.



A new window will appear, allowing you to enter the group's name and its associated trunk access code (TAC), if applicable.

Channel group	properties	X
General Telepi	nony Tariff	
Name	ISDN 30	
Access code	8000	
Channels in this (NT mode)	group emulate network termination	
	Cancel Add	

Click on the Add button to add the new group to the Directory.

If you use synchronisation, such as Cisco AXL, you need not manually configure channel groups, since TIM Plus automatically imports channels from your telephone system, placing them in their respective groups.

Configuring a channel group

To configure the properties of a channel group, highlight the group you want to configure and click on the **Properties** button at the top-right corner of the panel:

	^
Main ISDN	
	~

A new window will open, where you can configure the properties of your channel group. Each tab in the Group properties window is described below:

General

In the General tab you can edit the name of the channel group and its associated access code, if applicable.

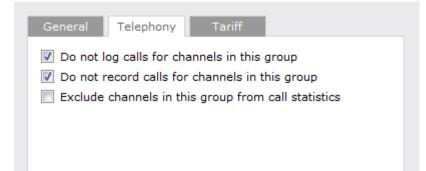
General Telep	phony Tariff
Name	Main ISDN
Access code	6030
Access code	0000
Channels in thi	s group emulate network termination
	·

Channels in this group emulate network termination

This option only applies if you have enabled integrated call recording on your system. Its purpose is to indicate that the far end of the channel's physical connection is emulating PSTN network termination (NT), such as in a private circuit scenario.

Telephony

The Telephony tab gives you the option to exclude the currently-selected group from being logged by TIM Plus. If call recording integration is enabled, you can also exclude calls from being recorded.



Option	Description
Do not log	Calls for this channel group will not be logged by TIM Plus. In addition, if integrated call recording is in use, no audio recordings will be available
Do not record calls	Calls for this channel group will not be recorded, if integrated call recording is in use
Exclude channels from call statistics	Collection of statistics will not be performed for this channel group

Tariff

The Tariff

tab gives you the ability to select a default tariff table to use, when costing calls for this channel group.



By default, TIM Plus is supplied with a standard BT tariff which will automatically pick up national, international and mobile dial codes. Bespoke tariffs can also be provided on request.

Renaming a channel group

To rename a channel group, locate it in the Directory and click on the Properties tab.



A new window will open, where you can specify a new name for the group. Click Save to apply the changes.

Channel group properties	×
General Telephony Tariff Name ISDN2 Access code Channels in this group emulate network termination (NT mode)	
Delete Cancel Save	

Deleting a channel group

When you delete a channel group, you are deleting all the information contained within that group, including all channels and the calls associated with those channels!

To remove a channel group from the Directory, select the group you want to remove and click on the **Properties** button. In the Channel properties window that will open, click on the **Delete** button to remove the channel from the Directory; a confirmation will be required, to prevent users being deleted accidentally.

Channel group	properties	X
General Teleph Name Access code Channels in this (NT mode)	ISDN2	
Delete	Cancel Save	

Contents

What are Contents?

The contents panel is located at the bottom-half of the Directory screen. This contains the individual objects belonging to the previously-selected user or channel group.

If a user group is currently selected, the Contents panel will display a list of users contained in that group, as shown below:

TIMPLUS		Reports	Directory Call v	iew Live stats	Tariff editor S	ettings Alert
Sites		Add Propertie	User groups	Channel groups	Add	Properties
London	Manchester	Newcastle		Joe Bloggs	Marketing	•
Newport	Paris		Sales	Service	Switchboard	E
			-	£		~
17 items					ind Add new	Properties
Name 🔺	Extension	Email address	Mobile	Direct line	Alt exte	ension
AJ Singh	12030					
AJ Singh	12030 1002					
 AJ Singh Danny Blackwell Gary Stock 	12030 1002 11087					
AJ Singh Danny Blackwell Gary Stock George Evans	12030 1002 11087 12024					
AJ Singh Danny Blackwell Gary Stock George Evans Kerri Tai	12030 1002 11087 12024 2005					
 AJ Singh Danny Blackwell Gary Stock George Evans Kerri Tai Lance King 	12030 1002 11087 12024 2005 13405					
A) Singh Danny Blackwell Gary Stock George Evans Kerri Tai Lance King Malory Jones	12030 1002 11087 12024 2005 13405 3303					
AJ Singh Danny Blackwell Gary Stock George Evans Kerri Tai Lance King Malory Jones Melvyn Coutts	12030 1002 11087 12024 2005 13405 3303 11065					
A) Singh Danny Blackwell Gary Stock George Evans Kerri Tai Lance King Malory Jones	12030 1002 11087 12024 2005 13405 3303					

If a channel group is currently selected, the Contents panel will display a list of channels contained in that group, as shown below:

IMPLUS			Reports Dir	rectory Ca	ll view	Live stats	Tariff editor	Settings	Alert
Sites		Add	Properties	User grou	ips C	hannel groups	Add	Prope	erties
London	Manchester	Newcastle	*	Discover	ed C	ISDN2	Main ISI	DN NC	*
Newport	Paris								
			Ŧ						-
228 items						F	ind Add ne	ew Prope	rties
				D			ind Add ne		rties
228 items Name ▲ # 10001				D 10001		F	ind Add ne		
Name 🔺				-		F	ind Add ne		
Name ▲				10001		F	ind Add ne		
Name ▲ // 10001 // 10003 // 10004				10001 10003		F	ind Add ne		
Name 🔺				10001 10003 10004	_	F	ind Add ne		
Name ▲ // 10001 // 10003 // 10004 // 120001				10001 10003 10004 120001			ind Add ne		
Name 10001 10003 10004 120001 120001 120002				10001 10003 10004 120001 120002			ind Add ne		
Name ▲ // 10001 // 10003 // 10004 // 120001 // 120002 // 120003				10001 10003 10004 120001 120002 120003			ind Add ne		
Name ▲				10001 10003 10004 120001 120002 120003 120004			ind Add ne		

Users

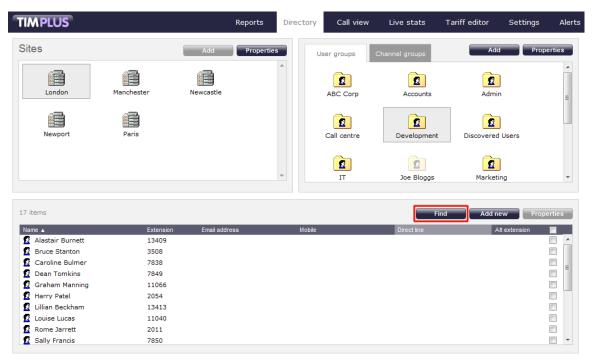
User	S
2	Overview
2	Finding a user
2	Adding a user
2	Editing a user's properties
Ø	Moving a user between two groups
2	Deleting a user

Overview

Users represent the people in your organisation who make use of devices such as telephone extensions, fax machines, etc. When you first configure TIM Plus, your users are automatically harvested from the data received from the phone system into a folder named Discovered Users. The properties of each user can be edited afterwards, and users can also be subsequently organised into new user groups, if preferred.

Finding a user

To locate a user in the Directory, select the Directory tab and click on the Find button at the top-right corner of the Contents panel, as shown below:



In the new window that opens, enter the name or extension number of the user you are looking for, then click on the Search button. The results will appear in the same window, as shown below:

Enter search term	Anna		Sea	irch
Name 🔺	Search in all proper	Site	Group	
👔 Anna Beck	2013	London	Accounts	-
💈 Anna Hobbs	12032	London	Telesales	
👔 Anna Prentice	7623	London	Call centre	
👔 Anna Ruben	1020	London	Accounts	
👔 Anna Savalas	1975	London	Accounts	
🔮 Hannah Soras	11038	London	Call centre	

Adding a user

Before adding a new user to the system, check that it doesn't already exist, by searching for it in the Directory.

To manually add a user to the system, click on the Directory tab, select the group where you want the new user to be added, then click on the Add new button at the top-right corner of the Contents panel.

TIMPLUS		Reports	Directory	Call view	Live stats	Tariff editor S	ettings Alerts
Sites		Add Properties		Jser groups	Channel groups	Add	Properties
London	Manchester	Newcastle	^	ABC Corp	Accounts	Admin	E
Newport	Paris			Call centre	Development	Discovered User	rs
			~	Г	Joe Bloggs	Marketing	-
28 items					Fir	nd Add new	Properties
Name 🔺	Extension	Email address	Mobile		Direct line	Alt exte	ension
🙎 Anna Beck	2013				02075263300		
😰 Anna Ruben	1020						
🙎 Annette Curtain	13406						
😰 Barry Cade	7046				02072651111		
😰 Bob Katz	1966	bkatz@tri-line.com			02030124578		
🙎 Brian Doyle	2083						
🙎 Brooke Trout	3105						
🙎 Doug Hole	3803						
📓 Duane Pipe	2050						
😰 Earl Lee Riser	3026						-

A new window will open, allowing you to configure the properties of the new user:

User properties			×
General Telephony	Charge	Markup	
Name Extension Email Alt extension Comment			
•	Cancel	Add	

Each field in the User properties window is described below:

Field	Description
Name	The name of the user. If no name is entered, the extension number will show instead
Extension	The extension number of the user
E-mail	The e-mail address of the user
Alt extension	The alternative extension number(s) or the DDI digits of the user's extension, if applicable
Comment	Any comments you want to add for this user

Once you have configured the properties of the user, click on the Add button, as shown below:

User proper	ties	X
General T	elephony Charge	Markup
Name	Anne	
Extension	Nickolson	
Email	anick@tri-line.com	
Alt extension		
Comment		
	Cancel	Add

Editing a user's properties

To edit the properties of a user, select it and click on the **Properties** button at the top-right corner of the Contents panel:

tems				Find	Add new Properti
ime 🔺	Extension	Email address	Mobile	Direct line	Alt extension 📃
Anna Beck	2013			02075263300	
Anna Ruben	1020				
Annette Curtain	13406				
Barry Cade	7046			02072651111	
Bob Katz	1966	bkatz@tri-line.com		02030124578	
💈 Brian Doyle	2083				
Brooke Trout	3105				
💈 Doug Hole	3803				
💈 Duane Pipe	2050				
🖞 Earl Lee Riser	3026				

The User properties window will open, displaying each property of the user, arranged over the following tabs:

General

General T	elephony	Charge	Markup
Name	Anna Sava	alas	
Extension	1975		
Email	asavalas@	tri-line.com	
Alt extension			
Comment			

Field	Description
Name	The name of the user. If no name is entered, the extension number will show instead
Extension	The extension number of the user
Email	The e-mail address of the user
Alt extension	The alternative extension number(s) or the DDI digits of the user, if applicable
Comment	Any comments you want to add for this user

Telephony

General	Telephony Charge	Markup
DDI	02075238715	
IP Phone		
Mobile	07810101101	
Home	02071829356	
🔲 Do not log	g calls for this user	
📝 Do not re	cord calls for this user	
Exclude t	his user from call statistics	

Field	Description
DDI	The DDI number of the user
IP Phone	The IP phone number of the user
Mobile	The mobile number of the user
Home	The home telephone number of the user
Do not log calls for this user	When selected, calls for this user will not be logged
Do not record calls for this user	When selected, calls for this user will not be recorded
Exclude this user from call statistics	When selected, collection of statistics will not be performed for calls to and from this user

Charge

The

Charge tab allows you add or edit a fixed charge for the user, such as room rental, internet services or additional sundry items.

General	Telephony	Charge	Markup
	cription and am	-	
Description			
Monthly us	er fee		
Amount	30.00		

Markup

The Markup tab allows you to add or edit a markup charge to calls made by the user.

General	Telephony	Charge	Markup
	ription and pe Phone Bill rep	-	harge this user
Description			
Call marku	ıр		
Amount	20	%	

After editing the properties of the user, click on the Save button to save your changes.

Moving a user between two groups

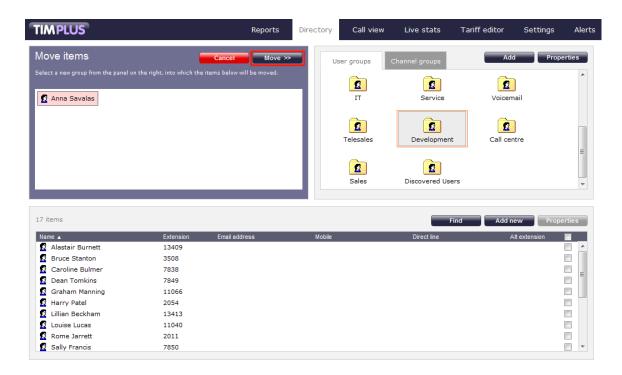
Follow the steps below to move a user from one group to another:

- 1. Click on the Directory tab and open the contents of the group which contains the user you want to move.
- 2. Select the user by ticking the box alongside it. The top-left panel of the screen will temporarily change to a Move items panel

containing the selected user.

		Reports	Directory	Call view	Live stats	Tariff editor	Settings	Aler
ove items		Cancel Move >>		lser groups	Channel groups	Add	Prope	erties
lect a new group from the panel on	the right, into which the	: items below will be moved.	١.	Switchboard	ABC Corp	Admin		*
			11	Ioe Bloggs	Accounts	Marketing	9	
				2		2		
				IT	Service	Voicemai	I	Ψ.
items				IT	Fit			erties
ame 🔺	Extension	Email address	Mobile	IT		nd Add nev	v Prope	erties
ame ⊾ Misty Waters	1980	Email address	Mobile	IT	Fit	nd Add nev	v Prope extension	erties
ame ⊾ Misty Waters Marsha Mellow	1980 1979	Email address	Mobile	IT	Fit	nd Add nev	v Prope	erties
ame ⊾ Misty Waters Marsha Mellow May First	1980 1979 3801		Mobile	IT	Fit	nd Add nev	v Prope	erties
ame ▲ Misty Waters Marsha Mellow May First Al Dente	1980 1979	Email address adente@tri-line.com	Mobile	IT	Fit	nd Add nev	v Prope extension	erties
ame ▲ Misty Waters Marsha Mellow May First Al Dente Barbara Seville	1980 1979 3801 2042 1000		Mobile	IT	Fit	nd Add nev	v Prope	erties
ame ▲ 2 Misty Waters 2 Marsha Mellow 2 May First 2 Al Dente 2 Barbara Seville 2 Bea Caws	1980 1979 3801 2042		Mobile	IT	Fit	nd Add nev	v Prope	erties
ame ▲ 2 Misty Waters 2 Marsha Mellow 2 May First 2 Al Dente 2 Barbara Seville 2 Bea Caws	1980 1979 3801 2042 1000		Mobile	IT	Fit	nd Add nev	v Prope	erties
ama A Misty Waters Marsha Mellow May First Al Dente Barbara Seville Bea Caws Andrew Montgomery	1980 1979 3801 2042 1000 2000		Mobile	IT	Fit	nd Add nev	v Prope	erties
ama A Misty Waters Marsha Mellow May First Al Dente Barbara Seville Bea Caws Andrew Montgomery	1980 1979 3801 2042 1000 2000 2068	adente@tri-line.com	Mobile	IT	Fit	nd Add nev	v Prope	

3. Next, select the destination group that you want the user to be moved into, and click on the Move button, as shown below:



Deleting a user

When you delete a user, you are also deleting the calls associated with that user!

To delete a user from the system, select it and click on the **Properties** button at the top-right corner of the Contents panel:

items				Find	Add new Propert
ame 🔺	Extension	Email address	Mobile	Direct line	Alt extension
Anna Beck	2013			02075263300	
Anna Ruben	1020				
Annette Curtain	13406				
Barry Cade	7046			02072651111	
Bob Katz	1966	bkatz@tri-line.com		02030124578	
Brian Doyle	2083				
Brooke Trout	3105				
Doug Hole	3803				
Duane Pipe	2050				
Earl Lee Riser	3026				

In the User properties window that will open, click on the Delete button to remove the user from the Directory; a confirmation will be required, to prevent users being deleted accidentally.

I	User proper	ties			X
ſ	General	elephony	Charge	Markup	
	Name	Anna Rube	en		
	Extension	1020			
	Email				
	Alt extension				
	Comment				
	Delete		Cancel	Save	

Channels



Overview

Channels are system objects representing your telephone lines. When you first configure TIM Plus, your channels are automatically harvested from the data received from the phone system, into a folder named Discovered Channels. The properties of each channel can be edited afterwards, and channels can also be organised subsequently into new channel groups, if preferred.

Finding a channel

To locate a channel in the Directory, select the Directory tab and click on the Find button at the top-right corner of the Contents panel, as shown below:

TIMPLUS			Reports Di	irectory	Call view	Live stats	Tariff editor	Settings	Alerts
Sites		Add	Properties	Us	er groups	Channel groups	Add	Prope	erties
London	Manchester	Newcastle	*	D	iscovered C	ISDN2	Main ISE	DN	*
Newport	Paris								
			~						Ŧ
228 items							Find Add ne	w Prope	erties
Name 🔺				D					
🥢 10001				10001					
🥢 10003				10003					
🥢 10004				10004					
<i>₩</i> 120001				120001					
₩ 120002				120002					
<i>₩</i> 120003				120003					
₩ 120004				120004					
₩ 120005				120005					
				120006					
₩ 120007				120007					-

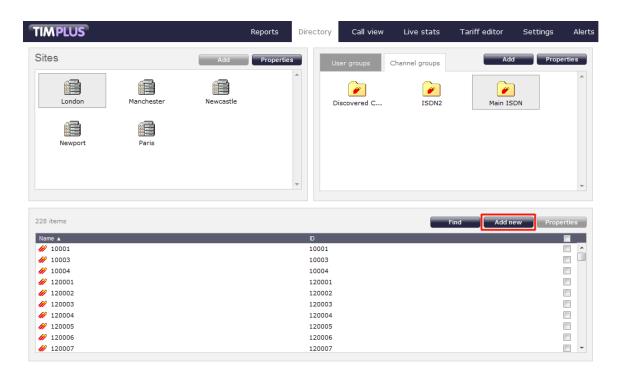
In the new window that opens, enter the name or ID of the channel you are looking for, then click on the Search button. The results will appear in the same window, as shown below:

Search the direct	ory			
Enter search term	12000 V Search in all propert	ies	Sea	irch
Name 🔺	D	Site	Group	
<i>₩</i> 120001	120001	London	Main ISDN	*
<i>₩</i> 120002	120002	London	Main ISDN	
<i>W</i> 120003	120003	London	Main ISDN	
<i>W</i> 120004	120004	London	Main ISDN	
<i>W</i> 120005	120005	London	Main ISDN	
<i>W</i> 120006	120006	London	Main ISDN	
<i>W</i> 120007	120007	London	Main ISDN	
<i>₩</i> 120008	120008	London	Main ISDN	
<i>W</i> 120009	120009	London	Main ISDN	
				\overline{v}
				lose

Adding a channel

Before adding a new channel to the system, check that it doesn't already exist, by searching for it in the Directory.

To manually add a channel to the system, click on the Directory tab and select the group where you want the new channel to be added, then click on the Add new button at the top-right corner of the Contents panel:



A new window will open, allowing you to configure the properties of the channel:

Channel p	roperties	×
Name ID		
	Cancel Add	

Once you have configured the properties of the channel, click on the Add button, as shown below:

Channel properties					
Name	100011				
ID	100011				
		Cancel	Add		

Editing a channel's properties

To edit the properties of a channel, select it and click on the **Properties** button at the top-right corner of the Contents panel:

TIMPLUS	Reports Direct	tory Call view	Live stats	Tariff editor	Settings	Alerts
Sites	Properties	User groups	Channel groups	Add	Prope	erties
London Manchester Newcastle	*	Discovered C	ISDN2	Main ISI	ON	*
Newport Paris						
	Ţ					Ŧ

228 items		Find Add new Properties
Name 🔺	D	E
	10001	
de 10003	10003	
	10004	
	120001	
	120002	
	120003	
	120004	
<i>₩</i> 120005	120005	
	120006	
A 120007	120007	

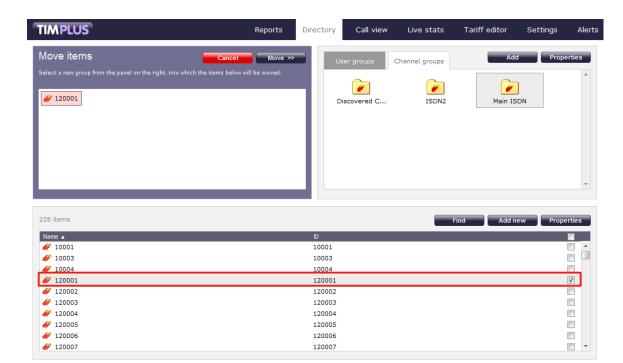
A new window will open, allowing you to edit the properties of the channel. Click Save to apply the changes.

Channel	Channel properties					
Name	120001					
ID	120001					
Delete		Cancel	Save			

Moving a channel between two groups

Follow the steps below to move a channel from one group to another.

- 1. Click on the Directory tab and select the group which contains the channel you want to move.
- 2. Select the channel, by ticking the box alongside it. The top-left panel of the screen will temporarily change to a Move items panel containing the selected channel.



3. Next, select the destination group that you want the channel to be moved into, and click on the Move button.

Deleting a channel

When you delete a channel, you are also deleting the calls associated with that channel!

TIMPLUS Reports Directory Call view Live stats Tariff editor Settings Alerts Sites Channel groups i 1 . Londor Manchester Newcastle ISDN2 Discovered C... Main ISDN Paris Newport 228 items Add new Name 🔺 ₩ 10001 10001 🥢 10003 10003 10004 10004 *#* 120001 120001 *W* 120002 120002 ∥ 120003 120003 120004 120004 ₩ 120005 120005 120006 🥢 120006 -120007 🥢 120007

To delete a channel from the system, select it and click on the Properties button at the top-right corner of the Contents panel:

In the Channel properties window that will open, click on the Delete will be required, to prevent channels being deleted accidentally.

-				

button to remove the channel from the Directory; a confirmation

Channel properties					
Name	120001				
ID	120001				
Delete		Cancel	Save		

Call view

The Call view screen displays a live list of calls, showing each call the moment it is received from your telephone system(s) and successfully processed by TIM Plus. The call list is arranged so that the most recent calls are at the top of the list.

IMPLU	S		Reports Direct	tory Call view	Live stats	Tariff editor	Settings	Aler
Most rece	ent calls				_	Clear 🗸 🗸 Co	lumns	Save
Time 🔻	Source	Route	Destination	Datasource	Duration	Cost		
18:02:53	Jason Myers	13366	Orson Carte	London	00:00:33	0.00	ן 🚖 🖓	1 🕀
18:02:16	02	07710500475	Sarah Lee	London	00:08:56	0.00	豆 合 [1 💿
18:01:23	London	02079110166	Billy Elliot	London	00:01:45	0.00	🗣 🏠 [1 🕀
18:00:18	Orange	07854107769	Simon Mason	London	00:00:36	0.00	모 슈 🛛	1 🛞
18:00:06	London	02076122530	Lance King	London	00:00:51	0.00	🗣 🏠 [1 🕀
17:57:46	Sam Thornton	2063	Greg Richards	London	00:00:31	0.00	🗩 🔶 [1 🕀
17:56:56	May Day	02071523915	London	London	00:00:49	0.08	🗣 🏠 [1 🕀
17:56:33	T-Mobile	07958527131	Mika Stai	London	00:01:13	0.00	🗩 🚖 [1 🕀
17:55:38	London	02074477680	Grace Harper	London	00:00:52	0.00	🗣 🏠 [
17:52:43	Eve Royal	07932807770	T-Mobile	London	00:00:05	0.03	🗣 🏠 [1 💿
17:52:13	Vodafone	07775584498	Ty Knotts	London	00:00:23	0.00	🖵 🏠 [1 💿
17:52:01	T-Mobile	07960389762	Linda Palmer	London	00:01:08	0.00	🗩 🏠 🛛	1 🛞
17:48:48	London	02074004500	George Evans	London	00:01:40	0.00	🗣 🏠 [1 🕀
17:48:08	London	02074247500	Gail Storm	London	00:01:11	0.00	모 🏠 [1 🕀
17:48:03	Orange	07854180526	Pauline Hunter	London	00:01:24	0.00	🗩 🚖	1 💿
17:47:13	Vodafone	07786802296	Misty Shore	London	00:00:18	0.00	모 🏠 [1 🔘
17:46:58	124001	UNAVAILABLE	William Masters	London	00:03:34	0.00	🗩 🏠 🛛	1 🛞
17:45:31	120014	UNAVAILABLE	Jason Myers	London	00:00:29	0.00	🗩 🚖	1 🕀

Each call type is colour-coded using a system-wide colour scheme, as follows:

- Green: Incoming calls
- Light green: Answered transferred calls
- Blue: Outgoing calls
- Light blue: Outgoing non-connected calls
- Grey: Internal calls
- Mauve: Internal non-connected calls
- Red: Abandoned DDI (Direct Dialled In) calls
- Pink: Tandem calls

The calls you see in the Call view screen pertain only to the area to which the logged-in user has been granted access; a dministrators see calls from all sites.

Column headers

The call View screen can be customised by each web user to show only the columns they are interested in. To add or remove columns, click on the Columns tab, which will display the following panel:

IMPL	LUS				Report	S	Directory	Call	view	Live sta	ts Tariff	editor	Settings	Aler
/lost re	ecent calls										Clear	▲ C	olumns	Save
Time 🔻	Route	Destination	Duration	Cost	CLI	Source	🖌 Date 🖌 Time			🖌 CLI	ed number		Account code	1
15:35:41	1 2010	Dusty Rhodes	00:00:18	0.00		Grace I	Source			Sour	ce name ce ID		Trunk access	code
15:35:33	3 07980661443	Viv Hollands	00:03:04	0.00	07980661443	Orange	🖌 Destinati			Dest	ination name	[Call reference	e
15:34:38	8 73684200	Local Call	00:03:42	0.37		William	Response Curation			V Dest	ination ID f		Flags Voice location	n
15:32:41	1 02076055000	Wayne Robert	00:00:44	0.00	02076055000	London	🖌 Cost			🗌 Tarif	fband		Voice filenam	e
15:32:26	5 UNAVAILABLE	Derek Smith	00:00:22	0.00		120020								Save
		Chris P. Bacon	00:00:33	0.00	07747461965	Vodafo	ne 12	001/	12027	London		2013 17 May	♥ \x(
15:31:56	5 02074372526	London	00:00:07	0.03		Amand	a Lynn 20	62	123012	London	02074372526	2013	🛡 🏠 [

Include a column header in the list by ticking the box alongside each one. Click the Save button to apply your changes. Each column header displayed in the Call view list is described in the table below:

Field name	Description					
Date	The date the call started					
Time	The time the call started					
Source	The place from where the call originated					
Route	 The information displayed in this field is determined by the type of call: for incoming calls, this shows the CLI of the caller; for incoming internal calls, this shows either the caller's username or extension number; for outgoing calls, this shows the dialled number. 					
Destination	 The information displayed in this field is determined by the type of call: for incoming calls, this shows the name of the user whose extension answered the call, or the extension number if not available; for outgoing calls, this shows the geographical location that was dialled, or an alias if defined in your contacts list; for internal calls, this shows the extension that was dialled, enclosed in square brackets []. 					
Response	The time it took for the call to be answered (in seconds)					
Duration	The duration of the call (in hours, minutes and seconds)					
Cost	The cost of the call					
CLI	The telephone number of the remote caller for inbound calls					

Dialled number	The number that was dialled in order to reach a particular destination
Source name	The name of the person who made the call
Source ID	The ID of the person who made the call
Destination name	The name of the destination called, e.g. Manchester, Tri-Line, London
Destination ID	The ID of the destination called
Tariff	The name of the tariff table that was used to cost the call, e.g. BT
Tariff band	The specific tariff band that was used to cost the call, e.g. International, National, Mobile etc.
Account code	The account code associated with the call
LCR Digits	The Least Cost Routing (LCR) digits used to route the call
Trunk access code	The trunk access code used to access a group of channels
Data source	The location where the call originated
Call reference	Any call reference number associated with the call

Voice filename	The unique call reference identifying any voice recording associated with the call
Voice location	The unique ID of the call recording device that captured audio for the call
Voice location	to listen to the call to listen to the call to listen to the call the call has not been scored; click on the icon to score the call free call free call has been scored; click on the icon to review scoring information for the call free call has not been annotated; click on the icon to add a note to the call free call free call has one or more associated notes; click on the icon to review the note(s) free call has no related transfer legs free call has related transfer legs; click on the icon to view all transfers associated with the call The unique ID of the call recording device that captured audio for the call
	 The call has no associated voice recording The call has an associated voice
Flags	Any flags associated with a call, as described below:

Reordering column headers

Each column header can be reordered by clicking and dragging it to the new location, as shown below:

TIMPLU	S	I	Reports Directory	Call view	Live stats	Tariff editor	Settings 4	Alerts
Most rec	ent calls		1			Clear C	olumns Save	
Time 👻	Source	Route	Destination	Datasource	Duration	Cost		
18:08:23	London	02072439000	Candy Barr	London	00:00:23	0.00	豆 合 口 ④	Ð
18:07:16	Andrew Montgomery	07940686284	T-Mobile	London	00:00:06	0.03	🗣 🏠 🗋 🤅	
18:06:08	Lance King	2091	Norma Leigh	London	00:00:34	0.00		
18:05:48	London	02077359478	Sally Francis	London	00:00:02	0.00	🗣 🏠 🗋 🤅	
18:03:33	London	02076777676	Christina Andrews	London	00:00:26	0.00	모 🏠 🗋 🤅	
18:02:53	Jason Myers	13366	Orson Carte	London	00:00:33	0.00	모습립에	

Columns can be sorted by clicking the relevant column header, with each click toggling between ascending and descending order. A small triangle is displayed alongside the column header to indicate the current sorting order.

Any layout changes you make to the Live calls panel are saved only for the current web user and do not affect other web users.

Live stats

Display boards

Display boards overview video

What is a display board?

A display board is a user-definable screen that can comprise any live, up-to-the-minute information, such as call statistics, leaderboards or RSS feeds. It can also pull content from third-party systems, such as sales management, accounting or CRM software.

Starting from either a blank canvas or from a pre-defined template, a display board can be customised by adding any combination of the following types of panel, using an on-screen designer:



The example below shows a display board containing a label panel at the top of screen, a leaderboard panel on the left-hand side, and a series of 6 summary panels on the right-hand side. An RSS panel is displayed at the bottom of the screen. At the top-left corner of the display board, an additional transparent label panel was added to represent a company logo.

-		A	II Teles	sales		19:47:31	
Best performers					Summa	ary stats	
Pos				Total In	Longest In		
P05	Name	Calls ▼	Total dur	Avg dur	407	00:09:16	
	Grace Harper	24	00:51:43	00:02:09		00.09.10	
2	Christina Andrews	22	00:40:13	00:01:50		Grace Harper	
	Mark Longhorn	21	00:24:25	00:01:10	Total Out	Longest Out	
	Sally Gansa	12	00:14:32	00:01:13		00:04:27	
5	Ricardo De Souze	12	00:25:30	00:02:08	14	00.04.27	
6	Jason Myers	12	00:22:17	00:01:51		Lee Faithful	
7	Billy Elliot	7	00:16:37	00:02:22	Total Lost	Most Expensive	
8	Malcolm Meehan	3	00:02:28	00:00:49		0.44	
	Lee Faithful	3	00:05:04	00:01:41			
						Lee Faithful	
	Fire rages n	ear N. Me	xico nuclea	r plant			
6	Fire rages near N. Mexico nuclear plant The fire is about a mile from the Los Alamos National Laboratory. All nuclear materials are protected, lab officials said in a statement.						

The following pages contain details of how to create and customise display boards.

How are display boards populated?

Whilst display boards can be populated by various external data feeds, their principal use is to display up-to-the-minute information about your organisation's phone calls, for which objects known as "stats points" are employed. These statistics collection points are mathematical "counters" whose scope is determined by their placement in your directory hierarchy. For example, placing a stats point inside a specific user group ensures that call information is collected only for users that inhabit the selected group. Similarly, placing a stats point inside a site will collect only call information for the chosen site.

Additionally, when configuring a stats point, a subject must be specified, which determines the property of each call whose value will be used when grouping its collated information into distinct sets. For example, specifying a subject of "user" will group its collated call information into sets of data for each distinct user.

Stats points are defined in the Stats points tab on the Live stats screen, as shown below:

		Refresh	Add Properti
Subject	Covering period	Next reset	Status
User	1 day	18 May 2012 00:00:00	Loaded
Dialled number	1 day	18 May 2012 00:00:00	Loaded
Channel group	1 day	18 May 2012 03:00:00	Loaded
Channel group	1 day	18 May 2012 06:53:20	Loaded
User	1 day		Loaded
User	1 day	18 May 2012 00:00:00	Loaded
User	1 day		Loaded
Dialled number	1 day	18 May 2012 00:00:00	Loaded
User	1 hour		Loaded
User	1 week	18 May 2012 03:33:20	Loaded
User	1 week	20 May 2012 00:00:00	Loaded
User	1 day	18 May 2012 00:00:00	Loaded
User	1 week		Loaded
User	1 day	18 May 2012 00:07:00	Loaded
User	1 day	18 May 2012 00:00:00	Loaded
User	5 minutes		Loaded
User	1 week	20 May 2012 00:01:00	Loaded
User	1 week	20 May 2012 00:00:00	Loaded
User	1 day	18 May 2012 00:00:00	Loaded
	Dialled number Channel group User User User Dialled number User User User User User User User Us	SubjectCovering periodUser1 dayDialled number1 dayChannel group1 dayChannel group1 dayUser1 dayUser1 dayUser1 dayUser1 dayUser1 dayUser1 dayUser1 dayUser1 weekUser1 weekUser1 dayUser1 dayUser1 dayUser1 dayUser1 dayUser1 dayUser1 dayUser1 dayUser5 minutesUser1 weekUser1 weekUser1 weekUser1 weekUser1 weekUser1 week	Stats alarms Subject Covering period Next reset User 1 day 18 May 2012 00:000 Dialled number 1 day 18 May 2012 00:000 Channel group 1 day 18 May 2012 00:000 Channel group 1 day 18 May 2012 00:000 Channel group 1 day 18 May 2012 00:000 User 1 day 18 May 2012 00:00:00 User 1 hour User User 1 day 18 May 2012 00:00:00 User 1 day 18 May 2012 00:00:00 User 1 day 18 May 2012 00:07:00 User 1 day 18 May 2012 00:07:00 User 1 day 18 May 2012 00:00:00 User 1 day 18 May 2012 00:00:00 User 1 day 18 May 2012 00:00:00 User <td< td=""></td<>

For more information about stats points and how to create them, refer to the Stats points section.

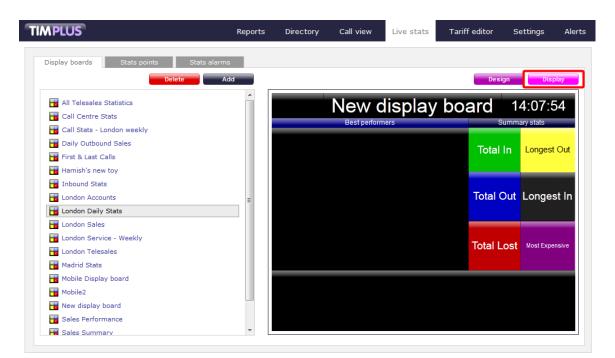
In order to create a display board containing call information, at least one stats point must be defined first.

Accessing the display boards

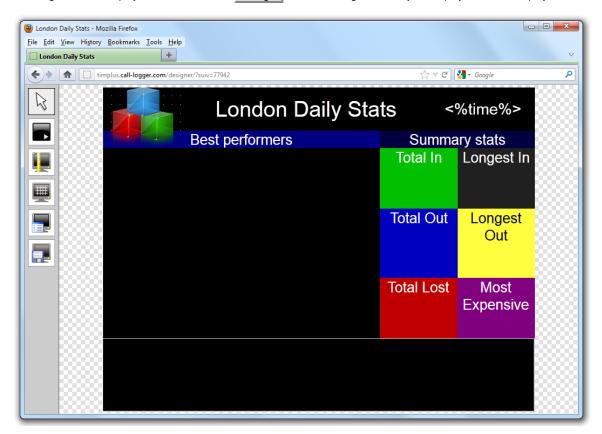
To access your display boards, click on the Live stats tab and a list of display boards will appear on the left-hand panel.

The list of display boards you are allowed to see depends on the place of your login account in the Directory. To be able to see additional display boards, contact your system administrator.

To view a display board, click on the Display button, as shown below:



To design or edit a display board, click on the Design tab. The design mode of your display board will display as follows:



To access a display board directly, type its URL in the address bar of your web browser, as shown below:

	aily Stats	H			☆ ≂ C	Google
	umpids.call-logger.com/	display/isulv=77942				Google
×		Lon	don Dai	ly Stats		11:15:26
	Be	st perform	ers			ary stats
Pos	Name	Calls v	Total dur	Avg dur	Total In	Longest In
	Adam Zapel	16	00:05:24	00:00:20	37	00:10:57
2	Tom Morrow	13	00:25:35	00:01:58	Total Out	Longest Out
3	Cheri Pitts	10	00:14:37	00:01:28	04	00:01:33
4	Bea Minor	6	00:03:02	00:00:30	24	
5	Pat Downe	4	00:02:38	00:00:40	Total Lost	Olive Yew Most Expens
6	Claire Annette	4	00:04:47	00:01:12	•	0.15
					0	Olive Yew
F		delivers up-	o-the-minute t, politics and		ation on the lates	t top stories,

The URL of the display board can be saved in your Favorites, to your desktop or mobile device - if you need to view this screen frequently. Alternatively, you may want to display this permanently on a large screen in your office so that everyone in your team can monitor the statistics.

Adding a display board



How to create a display board

Before creating a display board, you must create a stats point object to populate it.

To add a new display board, select the Live stats tab and click on the Add button at the top-right corner of the Display boards lis t, as shown below:

Display boards Stats points Stats alarms				-	Design Display
Call Centre Stats	^	22 March 2013	<%1	title%>	16:03:25
Daily Outbound Sales First & Last Calls London Sales		Total Lost	Total Answered	Total Outbound	Avg Dur
London Sales					
Madrid Stats					
📷 Mobile Display board 📷 Mobile2					
New display board 1					
🖬 Sales Performance					
📩 Sales Summary					
Telesales Stats					

A new window will open, allowing you to select one of the following three options:

- Create blank: This option allows you to design your own display board from scratch
- Create from a template: This option allows you to choose a predefined display board template
- Create from an existing display board: This option allows you to create a new display board based on an existing template

Add new display board	×
<section-header>New display board to show live call statistics, leaderboards, RSS feeds and other custom web panels.Choose to create a blank display board, a display board based on a pre-defined template, or to copy an existing display board.Click Advanced to limit access to the display board to specific users inside your organisation.</section-header>	Name New display board Create blank Create from a template Create from an existing display board
Advanced	Cancel < Back Finish

Create blank

To design your own display board from scratch, select the Create blank option and click on the Finish button, as shown below:

Add new display board		X
New display board to show live call statistics, leaderboards, RSS feeds and other custom web panels. Choose to create a blank display board, a display board based on a pre-defined template, or to copy an existing display board. Click Advanced to limit access to the display board to specific users inside your organisation.	Name New display board Create blank Create from a template Create from an existing display board .	
Advanced	Cancel < Back Finish	

A new window will open, showing the design mode of your display board, as shown below:

London Daily St	ligtory Bookmarks Iools Help tats +		
)> 🔒 [timplus.call-logger.com/designer/?suiv=77942	🏠 ⊽ 🕑 🛂 ▾ Google	
3	•••••••••••••••••••••••••••••••••••••••		000
			00
	😳		888
- 1000	📖		000
=			200
	····		<u></u>
▦			60C
	······································		200
			200
P	🔢		888
_	💓		000
	······································		200
F			200
- 100 C	····		600 B
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- 1000 C	······································		000
	· · · · · · · · · · · · · · · · · · ·		
- COO	· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·	202
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			-00
- 1000 A		<u></u>	892
	😳		

For information on how to design your own display board, refer to the Designing a display board section.

Create from a template

To create a display board from a predefined template, select the Create from template option, then click on the Next button, as shown below:

Add new display board		X
 New display board to show live call statistics, leaderboards, RSS feeds and other custom web panels. Choose to create a blank display board, a display board based on a pre-defined template, or to copy an existing display board. Click Advanced to limit access to the display board to specific users inside your organisation. 	Name New display board Create blank Create from a template Create from an existing display board	
Advanced	Cancel < Back	Next >

You can now select from a series of predefined templates, by clicking on its associated number, then click on the Next button.

Ter	nplate display board		X
	Best performers	Prev 1 2 3 4 5 6 7 8 9 N	ext >
	Provides a leader board to show who's spent most time on calls. For each user, the total and average call durations are also shown.	Telesales Stats 17:53: Best performers Summary stats	27
i	Summary panels highlight the longest and most expensive calls as well as showing a summary of nbound, outbound and lost calls for the group you select. An RSS feed also provides rolling news and current affairs headlines.	Pos Name Calls + Total dur Avg dur 1 Mark Longhon 21 00.26.45 00.0117 2 Graze Harper 19 00.42.20 00.02.14 3 Ricardo De Souze 16 00.26.45 00.01.17 4 Sally Gansa 10 00.16.41 00.01.40 5 Jason Myers 6 0000.32 00.01.40 6 Nimesh Shah 4 00.03.32 00.00.54 7 Gillian Doyle 4 00.21.12 00.00.54 8 Sandria Clooney 2 000145 000.05.44	3:30 st In 7:14
		CNN.com CNN.com delivers up-to-the-reinude news and information on the latest top stories, weather, entertainment: politics and more.	
		Cancel Sack	ext>

At this stage, you are asked to select a stats collection point or skip to the next section.

Stats collection point reference		×
Stats collection point reference Choose an existing stats collection point that each panel of the display board should reference. Alternatively, add references to stats collection points later on from inside the designer.	 Don't select a stats collection point Select an existing stats collection point 	
	Cancel < Back	Finish

Don't select a stats collection point

If you don't want to select a stats point at this time, click Finish and your display board will be added to the Display boards list. A stats point can be added at a later stage, by accessing the Designmode of your display board. For information on how to configure a stats collection point, refer to the Adding a stats point section.

S	tats collection point reference		×
	Choose an existing stats collection point that each panel of the display board should reference. Alternatively, add references to stats collection points later on from inside the designer.	 Don't select a stats collection point Select an existing stats collection point 	
		Cancel Sack Finis	

The display board will be blank until a stats point is selected.

Select an existing stats collection point

If you select this option, a list with the existing stats points objects will be displayed, as shown below:

oose an existing stats collection point t each panel of the display board should erence.	 Don't select a stats or Select an existing state 			
Alternatively, add references to stats collection points later on from inside the designer.	Name 🔺	Subject	Covering period	
	All Sites Stats	User	1 day	•
	All Stats	User	1 day	
	Answered	Dialled number	1 day	=
	Busy Lines	Channel group	1 day	
	Call Groups	Channel	1 day	
	Channels London	Channel group	1 day	
	Daily London Service	User	1 day	
	Daily London Telesales	User	1 day	
	DailyStats	User	1 day	
	Dialled Numbers	Dialled number	1 day	
	Hourly London Sales	User	1 hour	
	London ALL	User	1 week	-

Select the relevant stats point from the list and click on the Finish button to add the new display board to the Display boards list.

Create from an existing display board

To create a display board from an existing template, select the Create from an existing display board option and click the Next | button.

ļ	Add new display board		×
	Add new display board New display board Design a display board to show live call statistics, leaderboards, RSS feeds and other custom web panels. Choose to create a blank display board, a display board based on a pre-defined template, or to copy an existing display board. Click Advanced to limit access to the display board to specific users inside your organisation.	Name New display board Create blank Create from a template Treate from an existing display board	×
	Advanced	Cancel < Back Next >	

A list with the currently-available display boards will be shown. Select the one you want to copy, then click on the Next button.

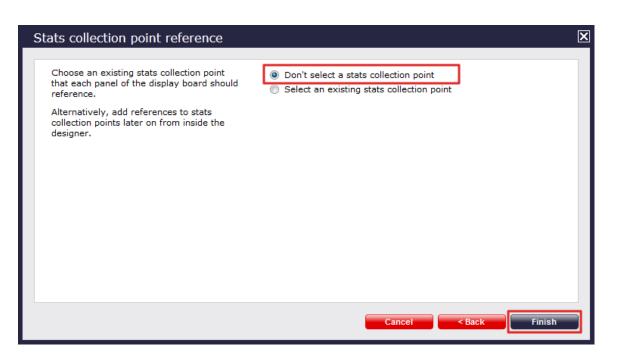
Choose an existing display board to copy:		Preview:		
🚼 Daily Outbound Sales	~	25 March 2013	London Stats	15:39:03
诸 First & Last Calls				
诸 London Sales				
🚼 London Service - Weekly				
🔢 London Stats				
📲 Madrid Stats	=			
诸 Mobile Display board				
Hobile2				Total Lost
📲 New display board 1				
🚼 Sales Performance				
诸 Sales Summary	-			

You are now given the option to add a stats collection point or skip this stage.

S	tats collection point reference		×
	Choose an existing stats collection point that each panel of the display board should reference.	 Don't select a stats collection point Select an existing stats collection point 	
	Alternatively, add references to stats collection points later on from inside the designer.		
		Cancel Sack Finish	

Don't select a stats collection point

If you don't want to select a stats collection point at this time, click **Finish** and your display board will be added to the Display boards list. A stats point can be added at a later stage, by accessing the Design mode of your display board. For information about how to configure a stats collection point, refer to the Adding a stats point section.



The display board will be blank until a stats point is selected.

Select an existing stats collection point

If you select this option, a list with the existing stats points objects will be displayed, as shown below:

Choose an existing stats collection point hat each panel of the display board should eference.	 Don't select a stats co Select an existing state 			
Alternatively, add references to stats collection points later on from inside the	Name 🔺	Subject	Covering period	
esigner.	All Sites Stats	User	1 day	
-	All Stats	User	1 day	
	Answered	Dialled number	1 day	=
	Busy Lines	Channel group	1 day	
	Call Groups	Channel	1 day	
	Channels London	Channel group	1 day	
	Daily London Service	User	1 day	
	Daily London Telesales	User	1 day	
	DailyStats	User	1 day	
	Dialled Numbers	Dialled number	1 day	
	Hourly London Sales	User	1 hour	
	London ALL	User	1 week	-

Select the relevant stats point from the list and click on the Finish button to add the new display board in the Display boards list.

Restrict access to display boards

If you want to restrict specific web users from accessing a display board, click on the Advanced button at the bottom-left corner of the Ad new display board window, and select the site and group to which you want to limit access to the display board:

Add new display board			×
New display board Design a display board to sho statistics, leaderboards, RSS f other custom web panels. Choose to create a blank di display board based on a pi template, or to copy an exit board. Click Advanced to limit ac display board to specific us organisation.	Select a loc	Name New display board Decation to the display board by selecting a site London Admin Cancel Save	
Advanced		Cancel < Back Finish	

In the example above, your display board will be accessible to web users that have permissions to the London-Admin group. If a web user has access only to London-Accounts group, they will not be able to see this display board.

Designing a display board

To design a display board, select it from the Display boards list and click on the Design button at the top-right corner of the panel, as shown below:

isplay boards Stats points Stats a	alarms				
Delete	Add		Desi	ign Dis	pla
🚼 Call Centre Stats	<u>^</u>				
诸 Call Stats - London weekly					
🔢 Daily Outbound Sales					
🚼 First & Last Calls					
📷 London Daily Stats					
🚼 London Sales					
📷 London Service - Weekly					
诸 London Stats					
📷 Madrid Stats					
📷 Mobile Display board					
T Mobile2					
📷 New display board 1					
📷 Sales Performance					
🚼 Sales Summary					
诸 Summary Stats					
Telesales Stats					

If you opted to design your display board from scratch, the following screen will appear:

London Daily S	tats +	
)) 	timplus.call-logger.com/designer/?suiv=77942	🏠 🤻 🖱 🚼 ∓ Google
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To add or edit panels in your display board, use the toolbar on the left-hand side of the panel. Each toolbar button is described below:



The pointer button

The pointer (selector) button allows you to select an object and alter its properties.



The panel type button

This button allows you to select the type of panel you want to add to the canvas. The available panel types are presented below:



Label panel



Leaderboard panel

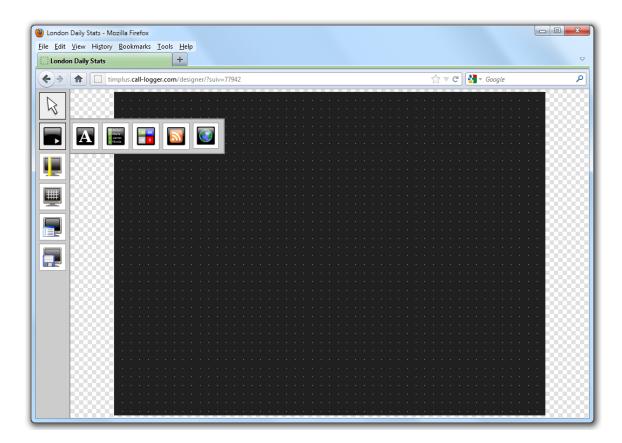
Summary panel



RSS panel



Web panel





The aspect ratio button

This button allows you to change the ratio of the screen. The defaults available are 16:10 and 4:3, but the board can be stretched to any value you set.



The grid button

The grid button is a simple toggle switch that shows or hides the grid.



The canvas settings button

This button allows you to change the background properties of the canvas.



The save button

This button allows you to save any changes made to the canvas.

Display board panels

Common features

This section offers information about how to style the panels of your display boards.



Selecting a font

To select a font style or a font size, expand the drop-down list and choose from the available options, as shown below:



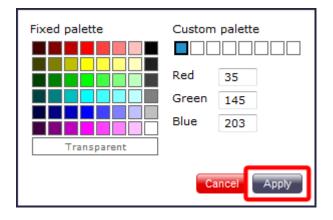
Colour picker

To select the colour of an object, click on the drop-down arrow to expand the colour palette.

Text style	16pt 👻 Arial 👻

To select a standard colour, choose from the Fixed palette section. If you are adding an image, select the background to be transparent, so it doesn't interfere with the appearance of the image.

To select a custom colour, click on one of the blank colour squares and type the RGB colour codes to add it to your custom palette. Click on the Apply button to set the chosen colour:



Formatting buttons

If you would like the text in your display board to appear as bold, italic or underlined, click on the relevant **B I U** button, as shown below:

Text style	20pt → Arial → BIU ≣≣≣

Text position

To determine the position of your text, click on the relevant 🗐 🗐 button, as shown below:

Text style	20pt 🗸 Arial 🗸

Label panel

Labe	l panel
2	What is a label panel?
2	Adding a label panel
2	Customising a label panel
2	Label panel - overview video

What is a label panel?

The label panel allows you to add textual labels anywhere on your display board. These labels can consist of static text, dynamic text (such as the current date and time), and images (such as your company logo) by specifying no text but choosing a background image.

The example below shows how label panels - highlighted in red - appear on a display board; a large label panel, All Telesales, is shown at the top of the screen, followed by two smaller label panels, Best Performers and Summary Stats, describing the sections below them. Two further label panels were used to add a company logo (at the top-left of the page) and the current date and time (at the top-right of the page).

	Bes	st performers	3		Summa	ary stats
					Total In	Longest In
Pos	Name	Calls v	Total dur	Avg dur		
	Grace Harper	24	00:51:43	00:02:09	107	00:09:16
2	Christina Andrews	22	00:40:13	00:01:50		Grace Harper
3	Mark Longhorn	21	00:24:25	00:01:10	Total Out	Longest Out
4	Sally Gansa	12	00:14:32	00:01:13		00:04:27
5	Ricardo De Souze	12	00:25:30	00:02:08	14	00.04.27
6	Jason Myers	12	00:22:17	00:01:51	Taballant	Lee Faithful
	Billy Elliot	7	00:16:37	00:02:22	Total Lost	Most Expensive
8	Malcolm Meehan	3	00:02:28	00:00:49		N A A
9	Lee Faithful	3	00:05:04	00:01:41		
						Lee Faithful
	111010000	near N. Mex				
			e Los Alamos №	lational Laborat	ory. All nuclear material	s are protected, lab

Adding a label panel



To add a label panel, click on the toolbar button to expand the list of panel types and choose the button, as shown below:



After selecting the label panel button, the mouse pointer changes into a white crosshair pointer, indicating that the designer is ready to draw your panel. Click and hold your left mouse button, starting at the point defining the upper-left corner of your new panel. Whilst still holding down the left mouse button, drag the marquee that will appear to the point that will define the lower-right corner of your panel, as shown below:

London Daily St		
)> 🔒 🕻	timplus.call-logger.com/designer/?suiv=77942	A ♥ C Google
>	Label panel 1	
<u> </u>	Label panel	1
	Label pan	el 1
5		
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-		
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	💮	
	🔢	
	😳	
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1000		

Customising a label panel

To customise a label panel, click on the toolbar button to switch to panel selection mode. Hover your mouse pointer over the label panel you want to customise and click on the 🗭 icon, when it appears towards the top-right corner of the panel, as shown below:



The Label panel properties window will open, containing the following tabs:

Label panel p	properties			×
Content	Background	Metrics		
🔲 Hide label				
Label	Label	panel 1		
Text style	20pt		•	
		BIU		
		Can	icel	Save

Content

The Content tab allows you to enter the name you want to appear on the label panel and apply any styling properties, such as font size, font style, text colour, etc.

Label panel pi	roperties		X
Content	Background	Metrics	
🔲 Hide label			
Label	Londo	on Daily Stats	
Text style	24pt	▼ Arial	•
	□ -	B I <u>U</u> ≣	
	Fixe	d palette	Custom palette
			Red Green
			Blue
		Transparent	
			Cancel
		Canc	el Save

Field	Description
Hide label	Tick this option if you don't want your panel to display the textual element, such as when you are adding a stand-alone image in the panel's background property
Label	Enter the text you want to appear on the label panel
Text style	Select any styling properties, such as font size, font style, text colour, etc.

Background

The Background tab allows you to configure the background properties of your label panel.

Label panel propert	ies	X
Content Backs	ground Metrics C:\images\logo.png	
Image style	Centred	-
Colour	•	
Apply lighting effects	Fixed palette	Custom palette
	Ca	ancel

Field	Description
Image source	If you want your panel to display an image, type its source here. Remember, the path is relative to the folder on disk from which the web content is served, and is different for each class of web user
Image style	Choose how the image should be displayed
Colour	Choose the background colour of the panel; if you are adding an image, you may want to select Transparen t so that this does not interfere with your image
Apply lighting effects to this panel	Tick this option to apply a shine effect to the entire panel; if you are using the panel to display an image, this may adversely affect how it appears

Metrics

The

Metrics tab allows you to define the shape of the panel, by entering values for its position and size.

Label panel	properties		X
Content	Background	Metrics	
Left Top Width Height	0 P 720 P	x x x x	
		Can	icel Save

Once you have configured the properties of your Label panel, click on the Save button to apply any changes.

Label panel - overview video

For a live demonstration of how to design and customise a label panel, watch the video below:

Leaderboard panel

Leaderboard panel What is a leaderboard panel? Adding a leaderboard panel Customising a leaderboard panel Leaderboard panel - overview video

What is a leaderboard panel?

A

The leaderboard panel allows you to display your live call logging data organised in columns placed next to each other, in order to provide a visual summary of any call information you wish to monitor. The content of each column is determined solely by your selection and the leaderboard can show any combination of column types. The fonts and background of the panel are also customisable.

The information shown in the leaderboard is updated every time a call finishes and has been logged by the system.

The example below shows a leaderboard panel containing the following columns: the total number of calls, inbound, outbound, lost calls, duration of inbound, duration of outbound, total duration of calls and is ordered by total number of calls per user:

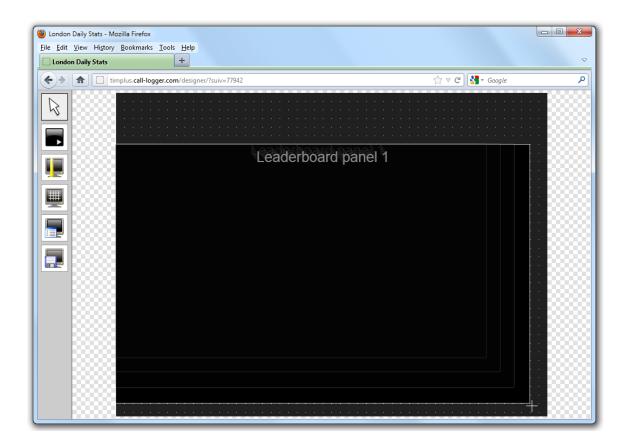
2							*	245
	Ра	ris	VV	'ee	eki	y I I	Team	
Pos	Name	Total 🔻	In	Out	Lost	Duration (In)	Duration (Out)	Total Duration
1	Adam Zapel	111	2	104	0	00:01:52	00:33:33	00:38:32
2	Tom Morrow	66	60	2	0	01:49:52	00:00:19	01:50:35
3	Dan D. Lyons	59	5	48	0	00:02:45	00:16:51	00:26:08
4	Amanda Lynn	57	8	42	0	00:05:42	00:10:49	00:20:12
5	Bea Minor	52	36	13	0	00:18:36	00:06:18	00:27:24
6	Bill Loney	45	14	13	0	00:06:02	00:14:16	00:45:22
7	Lance Boyle	38	12	15	0	00:07:37	00:13:39	00:32:47
8	AI Fresco	37	11	13	0	00:05:48	00:13:26	00:36:32
9	Claire Annette	34	26	0	0	00:39:48	00:00:00	00:46:34
10	Aretha Holly	31	5	19	0	00:06:04	00:29:31	00:39:47

Adding a leaderboard panel



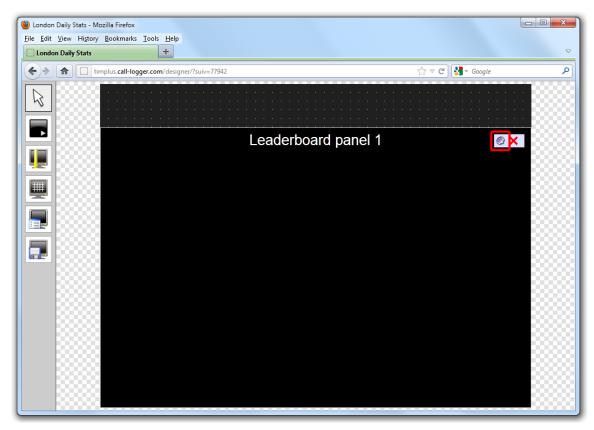
Undon Daily Stats - Mozilla Firefox			
<u>File Edit View History Bookmarks Iools H</u> elp			
C London Daily Stats +			
(timplus.call-logger.com/designer/?suiv=77942	☆ ⊽ C	Soogle	٩
[🚾] 000000			

After selecting the leaderboard panel button, the mouse pointer changes into a white crosshair pointer, indicating that the designer is ready to draw your panel. Click and hold your left mouse button, starting at the point defining the upper-left corner of your new panel. Whilst still holding down the left mouse button, drag the marquee that will appear to the point that will define the lower-right corner of your panel, as shown below:



Customising a leaderboard panel

To customize a leaderboard panel, click on the toolbar button to switch to panel selection mode. Hover your mouse pointer over the leaderboard panel you want to customise and click on the icon, when it appears towards the top-right corner of the panel, as shown below:



The Leaderboard panel properties window will open, containing the following tabs:

Leaderboard panel properties						
Title	Content Background Metrics					
Panel title						
Hide label						
Label	Leaderboard panel 1					
Text style	20pt 👻 Arial 👻					
Leaderboard heade	rs					
Hide headers						
Text style	16pt 🗸 Arial 🗸					
	Cancel Save					

Title

The Title tab allows you to configure the properties of the panel title and of the leaderboard headers:

	Panel title				Leaderb	oard headers
	Best performers					
Pos	Name	Total ▼	In	Out	Lost	Duration In
1	Adam Zapel	16		15		00:00:46
2	Tom Morrow	12	12	0		00:03:08
3	Cheri Pitts	10	10	0		00:01:15
4	Bea Minor	10	9			00:00:28

Panel title

Leaderboard panel properties						
Title Conter	nt Background M	1etrics				
Panel title Hide label Label	Rost performers					
Text style	Best performers 24pt ▼ Arial B I U ≣ ≣	•				
Leaderboard headers Hide headers Text style	Fixed palette Cus Fixed palette Cus Red Gree Fixed palette Cus Red Fixed palette Cus Fixed palette Cus Fixed palette Cus Fixed palette Cus Red Fixed palette Cus Fixed palette	en 145				
	Cancel	Cancel Apply Save				

Field	Description
Hide label	Tick this option if you don't want your panel to have a title
Label	Enter the name of your leaderboard
Text style	Select any styling properties for your panel title, e.g font size, font style or text colour etc.

Leaderboard headers

Leaderboard pan	Leaderboard panel properties						
Title	Content Background	Metrics					
Panel title Hide label Label Text style 	Best performers 24pt ✔ Arial ■ B U						
Leaderboard head	ers 16pt ▼ Arial □▼ B I U	•					
	Fixed palette	Custom palette Red Green Blue					
		Cancel					

Field	Description
Hide label	Tick this option if you don't want to add any column headers
Text style	Select any styling properties for your column headers, e.g font size, font style or text colour etc.

Content

The Content tab allows you to select the type of information you want to display in your leaderboard. Each column can comprise different call information (duration, response time, etc.), for different call types (inbound, outbound, etc.) and for different entities (sites, groups, users). For example, one column can show statistics for the total number of inbound calls on a daily basis, while in a different column you can display the same information, but for a different user group and on a weekly basis.

Perform the following steps to add a column to your leaderboard panel:

Select a stats point

A

To populate a leaderboard with call logging information, you first need to add a stats point object in the Directory to collect data for the site, group or user you want the leaderboard to display.

To select the relevant stats point for your leaderboard, click on the Find button, as shown below:

Leaderboard	panel proper	ties			×
Title	Content	Background	l r	Metrics	
Stats point				Find	
Call type	Answer	ed	-		_
Column	Name		-	Add	
Column	e numbers with c	ontact names			
		Can	cel	Save	

A new window will open, allowing you to drill-down to the site or group level in the Directory, where the stats point object you want to add resides. To select the stats point, click on the 💜 icon alongside it.

Select a stats collection point	X
Up Refresh	
C Service	*
🗀 Switchboard	
C Telesales	
🛅 Voicemail	
ga Answered	× 1
🖞 Busy Lines	× 1
🕺 Channels London	Image: A state of the state
🝰 Dialled Numbers	✓
្លាំ London ALL	✓ =
🝰 London Daily Stats	
	-
	Cancel

The selected stats point will automatically feed all columns in the leaderboard, but each individual column can be set afterwards to use a different stats point.

Select a call type

To select the type of call you want to display in this column, click on the Call type drop-down list and choose from the available options, as shown below:

l	_eaderboard	panel properties	X
	Title	Content Background Metrics	
	Stats point	London Daily Stats Find	
	Call type	Answered 👻	
	Column	Answered Add Missed Outbound	
	Column	Outbound N/C Internal Tandem All	*
	Don't replac	ce numbers with contact names	
		Cancel	

Select column information

To select the type of call information you want to display in this column, such as total duration, response time, etc., click on the Column dropdown list and choose from the available options, as shown below:

Leaderboard	oanel properties	X
Title	Content Background Metrics	
Stats point	London Daily Stats Find	
Call type	Answered 🗸	_
Column	Position Add Name	
Column	Position Count Call concurrency Total Duration Maximum Response Response by Duration by Minimum Response by Duration by Duration by e numbe Average Response Duration by E a sponse Duration by Duration by Duration by E a sponse Response by Duration by E a sponse by Duration by E a spo	tave

Click on the Add button to add the column to the list and repeat the process if you need to add another column.

Leaderboard	panel prop	erties			X
Title	Content	Background	Met	rics	_
Stats point Call type Column			J.	Find Add	
Column				*	
👔 🌡 Pos		1	: A –	• 🖬	
👔 👃 Name			: A –	•	
👔 🧍 Total			:å A –	•	
Don't replace	e numbers with	contact names		Ŧ	
		Ca	ncel	Save	

In the example below, the following settings for the Call type and Column fields have been selected in order to form the columns that

appear in the list:

Leaderboard	panel propertie	es		X
Title	Content	Background	Metrics	
Stats point Call type	London Da Answered	ily Stats	Find ▼	
Column	Duration		✓ Add	- 1
Column				<u>^</u>
🕆 🌡 Pos		1	A 🗕 👁 🖥	
👔 🌡 Name		:1	<u>A</u> – 👁 🐻	1
👔 🌡 Total		:1	<u> </u>	
î ↓ In		:1	<u> </u>	
👔 🌡 Out		:1	<u> </u>	
1 🖡 Lost		:1	<u> </u>	
👔 🌡 Duration	In	:1	<u> </u>	-
Don't replace	e numbers with cont	act names		
		Cance	el Sa	ive

Name	Call type	Column
Pos	All	Position
Name	All	Name
Total	All	Count
In	Answered	Count
Out	Outbound	Count
Lost	Missed	Count
Duration In	Answered	Average duration

Changing column name

To change the name of a column, click on it to highlight the text and enter the new name. Press the Enter key to save the changes.

Title Content Background Metrics Stats point London Daily Stats Find Call type Answered Column Count Add Column Count Add Column Count Add Image: Column Image: Column Image: Column	_eaderboard p	anel proper	ties			۷
Call type Column Count Pos Name Name Total Count (Ans)	Title	Content	Background	Me	trics	
Column Image: Pos Image: Pos <	-				Find	
Column Pos Name Total Total Count (Ans) Don't replace numbers with contact names	Call type	Answere	d	•		
 Pos Name Total Count (Ans) Count (Ans) Total Tot	Column	Count			Add	
Image: Name Image: Total Image: Total Image: Count (Ans) Image: Count (Ans) Image: Total (Ans)	Column					*
 ↑ Total ↑ Count (Ans) ▲ ● ● ● ▲ ● ● ● ▲ ● ● ● ● ● 	1 🖡 Pos		↓ ∄	ं 📕 🔻	•	
Î ↓ Count (Ans)	👔 🌡 Name			ैं। 📕 🔻	•	
Don't replace numbers with contact names	👔 🌡 Total			ः 🖪 🗖	•	
	Î↓ Count (A	(ns)		: 🖬 🗖 🔻	•	
						-
	Don't replace	numbers with co	ontact names			
			_			
Cancel Save			c	ancel	Save	

Rearranging columns

To rearrange the columns in a different order, click on the 1 I icon alongside each column. By clicking on the 1 icon, the column will move one level up in the design mode, and one column to the left on the live display board.

In the example below, we rearrange the In and Total columns. By clicking on the 1 icon next to the Total column, we move it one level up.

Leaderboard p	anel properties	×	Leaderboard pa	nel properties	X
Title	Content Background	Metrics	Title	Content Background	Metrics
Stats point Call type Column	London Daily Stats Answered Duration	Find Add	Stats point Call type Column		Find
Column Pos Name Total In Out Lost	یت شد شد شد شد		Column Pos Name Name In Total Out Lost	ند: ال ف ف ف ف	
	numbers with contact names	· · · · · · · · · · · · · · · · · · ·		umbers with contact names	· · ·

Changing a column's sorting

To sort the columns to appear in a specific order, click on the $1^{\frac{1}{3}}$ icon.

In the example below, we change the sorting of the **Total** column from descending to ascending. By clicking on the $\downarrow_1^{\frac{3}{2}}$ icon alongside the **T** otal column, we turn the sorting of this column to descending.

Leaderboard pa	anel properties	×	Leaderboard pa	anel properties	X
Title	Content Background Metrics		Title	Content Background Metrics	
Stats point	London Daily Stats Find		Stats point	London Daily Stats Find	
Call type	Answered -		Call type	Answered -	
Column	Duration - Add		Column	Duration - Add	
Column	*		Column		
î ↓ Pos	i 🗛 🖜 🗑		🕆 🌡 Pos	i 📕 🕶 🛅	
👔 🌡 Name	i A 🗸 👁 🗑		î ↓ Name	i 📕 🔹 🕥 🛅	
👔 🌡 Total	👫 🖄 🗛 🖜 📷		👔 🌡 Total	11 🔬 🖌 👁 🗟	
👔 🌡 In	i A 🗸 👁 📷		î↓ In	i 📕 🗸 🐨 🐻	
1 🖡 Out	i 🗛 🔹 🗃		1 ↓ Out	i 📕 🗸 🐨 🗑	
👔 🌡 Lost	xà 🗡 👁 🖻		1 🗍 Lost	i 📕 🕶 🗑	
	Ψ.			Ψ	
Don't replace	numbers with contact names		Don't replace	numbers with contact names	
	Cancel			Cancel	

Changing the stats collection point

To change the stats collection point of a column, click on the side icon alongside it, as shown below:

Leaderboard	panel properti	ies		X
Title	Content	Background	Metri	CS
Stats point Call type Column	London D Answered Duration		-	ind
Column				^
👔 🌡 Pos		↓ ≞	🔬 📕 💌 👁	> 🔽
👔 🌡 Name			🔬 📕 💌 🕲	> 🗊
👔 🌡 Total			ः 🖪 🗕 🥶	> 🖬 🛓
👔 🌡 In]	ः 🗖 🗕 👁	
1 🖡 Out			📩 🔺 💌	> 🗃 📗
👔 🌡 Lost			:i 🗡 💌	» 🗟 📗
👔 🌡 Duration	In		:i 🗡 💌	> 🗊 👻
Don't replace	e numbers with cor	ntact names		
		Ca	ancel	Save

A new window will open, allowing you to drill-down to the site or group level in the Directory, where the stats point object you want to add resides. To select the stats point, click on the 💙 icon alongside it.

Select a stats collection point to li	ink to 🛛 🗵
Up Refresh	
C Service	*
🛅 Switchboard	
🛅 Telesales	
🛅 Voicemail	
🚵 Answered	
📸 Busy Lines	
📸 Channels London	
📸 Dialled Numbers	
្លាំ London ALL	✓
📸 London Daily Stats	
	*
	Cancel
	Cancer

After selecting the new stats point, the 着 icon will automatically turn into 着, to highlight that the current column is using a different stats collection point.

_eaderboard p	oanel propertie	es		۵
Title	Content	Background	Metrics	
Stats point	London Dai	ily Stats	Find	
Call type	All	-	•	
Column	Count	•	Add	
Column				*
🕆 🌡 Pos		1. se	<u>A</u> • 👁 🐻	
👔 👃 Name		81	<u>A</u> – 👁 🐻	
👔 🌡 Total		81	<u>A</u> • 🕲 🐻	
👔 👃 In		:1	<u>A</u> – 👁 🐻	
👔 👢 Out		3 4	<u>A</u> – 👁 🐻	
👔 🌡 Lost		34	<u>A</u> – 👁 🐻	
				Ŧ
📃 Don't replace	e numbers with conta	act names		
		Cancel	Save	

Changing the font properties

		elected column, e.g font size, font style or text colour etc.
Leaderboard panel	properties Itent Background	Metrics
Stats point Call type	London Daily Stats	Find
Column	Count	Add
Column		^
👔 🌡 Pos	¶.	🚈 🔺 👁 🐻
👔 👃 Name		á 🗛 🖜 🐻
👔 👃 Total		🤬 🗛 🖜 🐻
1 🖡 In		: A 🗸 👁 📷
1 🌡 Out		Text style
1 👃 Lost		20pt 🗸 Arial 🗸
Don't replace number	ers with contact names	Cancel Save
	Ca	ancel Save

Hiding a column

To temporarily hide a column from your leaderboard panel, click on the 🌑 icon, which will turn automatically into 🛠 highlighting the column is hidden.

_eaderboard	oanel properties			
Title	Content Bac	ckground	Metrics	L.
Stats point	London Daily S	tats	Find	
Call type	All	-		
Column	Count	•	Add	
Column				*
🕆 🌡 Pos		1. See	<u>A</u> – 👁 🐻	1
1 🖡 Name		31	<u>A</u> – 👁 🐻	1
👔 👃 Total		3	<u>A</u> – D 🛅	1
👔 🌡 In		34	<u>A</u> – 👁 🐻	1
👔 🌡 Out		31	<u>A</u> – 👁 🐻	1
👔 🌡 Lost		31	<u>A</u> - 🗙	
Don't replace	e numbers with contact r	names		Ŧ
		Cancel	Sav	/e

To display the column again, click on the $^{\bigstar}$ icon, which will turn back into $^{\textcircled{}}$.

Deleting a column

If you would like to permanently delete a column from your leaderboard panel, click on the 🐻 icon, as shown below:

Leaderboard	oanel proper	ties		×
Title	Content	Background	Metrics	
Stats point	London	Daily Stats	Find	
Call type	All		•	
Column	Count		▼ Add	
Column				
🕆 🌡 Pos		↓ ∎ :≟	<u>A</u> • 🕲 🐻	
👔 🌡 Name		32	A 🗕 👁 🐻	
👔 🌡 Total		े ब	I 🔼 🗝 🐨 🔄 🛛	
👔 🌡 In		:	I 🗕 🔹 🐻	
👔 🌡 Out		:2	<u>A</u> – 👁 🐻	
👔 🌡 Lost		3 <u>0</u>	<u>A</u> – 👁 🐻	
			-	
📃 Don't replace	e numbers with co	ontact names		
		Cano	el Save	

Background

The Background tab allows you to configure the background properties of your leaderboard panel.

Leaderboard panel p	properties	X
Title Cont Image source Image style Colour	tent Background Centred	Metrics
Apply lighting effects	Fixed palette	Custom palette Red Green Blue Cancel Apply
	Ca	incel Save

Field	Description
Image source	If you want your panel to display an image, type its source here. Remember, the path is relative to the folder on disk from which the web content is served, and is different for each class of web user
Image style	Choose how the image should be displayed
Colour	Choose the background colour of the panel; if you are adding an image, you may want to select Transparen t so that this does not interfere with your image
Apply lighting effects to this panel	Tick this option to apply a shine effect to the entire panel; if you are using the panel to display an image, this may adversely affect how it appears

Metrics

The

Metrics tab allows you to define the size of the leaderboard panel and the parameters of the page.

Leaderboard	panel properties
Title	Content Background Metrics
Left	0 p×
Тор	159 P×
Width	940 PX
Height	650 P×
Paging	atic paging
Page size	10
Show th	e first page only
Page speed	3 seconds
	Cancel Save

Panel size

To define the shape of the panel, enter the values for its position and size.

Paging

If you want to use automatic paging, select the box provided; alternatively, enter the number of rows you want the leaderboard to show per page, or select show the first page only. If the leaderboard has more than one page, you can set the rate at which you want the pages to change, by entering a value in the Page speed box.

Once you have configured the settings of your leaderboard panel, click on the Save button to apply any changes.

Leaderboard panel - overview video

For a live demonstration of how to design and customise a leaderboard panel, watch the video below:

Summary panel

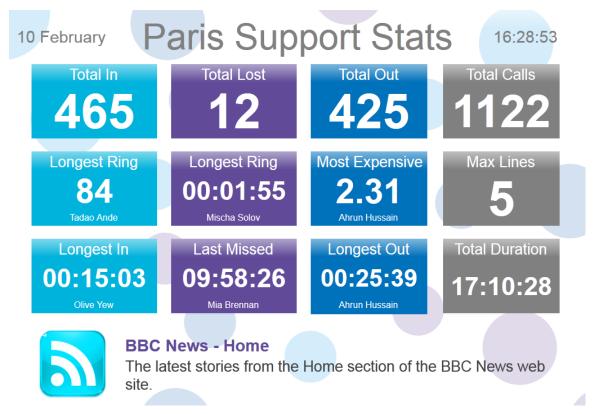


- What is a summary panel?
- Adding a summary panel
- Customising a summary panel
- Summary panel overview video

What is a summary panel?

Summary panels are normally used to display call statistics based on a particular call type or call property, e.g. the longest call, the most expensive call, the total number of inbound calls etc.

The display board in the screenshot below displays several summary panels, each of them showing call information grouped by different criteria



Adding a summary panel

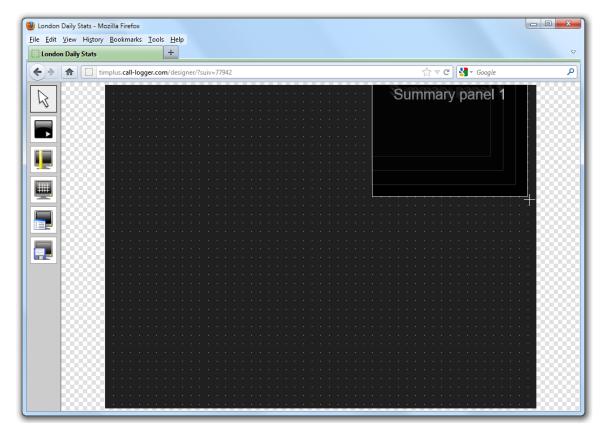
below:



toolbar button to expand the list of panel types and choose the button, as shown

🅘 London Daily Stats - Mozilla Firefox <u>File Edit View History Bookmarks Tools H</u>elp London Daily Stats + Implus.call-logger.com/designer/?suiv=77942 ☆ マ C 🛃 - Google م 43 A 📰 📑 💽 💽

After selecting the summary panel button, the mouse pointer changes into a white crosshair pointer, indicating that the designer is ready to draw your panel. Click and hold your left mouse button, starting at the point defining the upper-left corner of your new panel. Whilst still holding down the left mouse button, drag the marquee that will appear to the point that will define the lower-right corner of your panel, as shown below:



Customising a summary panel

To customize a summary panel, click on the

toolbar button to switch to panel selection mode. Hover your mouse pointer over the label panel you want to customise and click on the 🥏 icon, when it appears towards the top-right corner of the panel, as shown below:

ndon Daily St	p	+		
> 🟦 🗄	timplus.call-logger.con	n/designer/?suiv=77942	 🏠 ⊽ 😋 🚼 र Google	
7688			 Summary panel 🔬 🗙	18
			 5	
	S			
	88) · · · · · · ·			
-1222				100
n				
	• • • • • • • •			100
				192
	(1) * * * * * * *			100
				199
	00			100
				100
1000	• • • • • • • • •			100
				100
				100
	SS			100
				1 D O I

The Summary panel properties window will open, containing the following tabs:

Summary panel properties				
Title	Content	Background	Metrics	
Hide label				
Label Text style	Sumi 20pt □ ▼	mary panel 1 ▼ Arial B I U ■		
		Cano	el Save	

Title

The Title tab allows you to enter the name you want to appear on the summary panel and apply any styling properties, such as font size, font style, text colour, etc.

Summary pa	nel properties	5	×
Title	Content	Background	Metrics
Hide label			
Label	Total	In	
Text style	24pt		
	Fixe	ed palette	Custom palette Red 119 Green 145 Blue 34
		Canc	Save

Field	Description
Hide label	Tick this option if you don't want your panel to have a title
Label	Enter a title for your summary panel
Text style	Select any styling properties for your panel title, e.g font size, font style or text colour etc.

Content

The Content tab allows you to select the type of call information you want to display in your summary panel.

Selecting a stats point

8

To populate the summary panel with call logging information, you first need to create a stats point object in the Directory to collect data for the site, group or user that you want the summary panel to display.

To choose the entity whose calls you want to display in this panel, select a stats collection point, by clicking on the Find button.

Summary pan	el properties
Title	Content Background Metrics
Stats point	Find
Call type Column	Answered v Count v
Show summa	ary value
Summary va	alue
Text style	Auto ▼ Arial ▼ B I U E E E
Show the nar	ne of the user responsible for this figure
Summary va	alue by
Text style	20pt ▼ Arial ▼ B I U
	Cancel Save

A new window will open, allowing you to drill-down to the site or group level in the Directory, where the stats point object you want to add resides. To select the stats point, click on the 💜 icon alongside it.

Select a stats collection point	×
Up Refresh	
C Service	
🛅 Switchboard	
🛅 Telesales	
🗋 Voicemail	
🝰 Answered	× 1
📸 Busy Lines	× 1
📸 Channels London	Image: A start of the start
្លាំ Dialled Numbers	× _
្លាំ London ALL	✓ [■]
📸 London Daily Stats	Image: A start of the start
	.
	Cancel
	Cancer

This will now appear as your chosen stats point.

Selecting the call type

To select the call type you want to display in this column, click on the Call type drop-down list and choose from the available options, as shown below:

S	ummary panel pro	operties 🛛 🗙
P	Title Cor	ntent Background Metrics
	Stats point	London Daily Stats Find
	Call type	Answered
	Column	Answered Missed Outbound
	Show summary valu	Outbound N/C Internal
	Summary value	Tandem All
	Text style	Auto 🗸 Arial 🗸
	Show the name of th	e user responsible for this figure
	Summary value by	/
	Text style	20pt ▼ Arial ▼ B I U E
		Cancel Save

Selecting the information type

To select the type of call information you want to display in the summary panel, such as total duration, response time, etc., click on the Column drop-down list and choose from the available options, as shown below:

Summary panel p	properties	×
Title	Content Background Metrics	
Stats point	London Daily Stats Find	
Call type	Answered 👻	
Column	Count	
Show summary va	Count A Call concurrency Total	
Summary value		
Text style	Maximum Response Duration Minimum	
Show the name of	Response	
Summary value	Response	
Text style	By Date & time	
	Duration Response	
	CLI Dialled number	

Show summary values

To see only the summary values for the information displayed in this panel, without the textual element, tick the available option and apply any styling properties, if preferred.

Summary par	nel properties	;	\mathbf{X}
Title	Content	Background	Metrics
Stats point		Daily Stats	Find
Call type	Answere	d ,	-
Column	Count	•	-
Show summ	-		
Text style Show the na Summary v Text style	me of the use		Custom palette Custom palette Red Green Blue Blue
		Transparent	
			Cancel

Show the name of the user

To see the name of the user whose call information is displayed in this panel, tick the available option and apply any styling properties, if preferred.

In the example below, we have selected to show the longest outbound call, so in the Call type field we have selected Outbound, and in the Column field we have selected Maximum Duration. Ticking the box to display the name of the user that meets the criteria above, the summary panel will display the outbound call with the max duration and the name of the person who achieved this.

Summary par	el properties 🛛 🗙
Title	Content Background Metrics
Stats point	London Daily Stats Find
Call type	Outbound 👻
Column	Duration 👻
Show summary v	
Text style	22pt ✓ Arial ✓ B I U E E E
Show the na	me of the user responsible for this figure
Summary v	alue by
Text style	20pt 🗸 Arial 🗸
	Cancel Save

The summary panel of this last example will display as shown below:



Background

The Background

tab allows you to configure the background properties of your summary panel.

Summary panel p	roperties	X
Title C Image source Image style Colour	Content Background	Metrics
Apply lighting effective	cts Fixed palette	Custom palette Red 119 Green 145 Blue 34 Cancel Apply
	Ca	ancel Save

Field	Description
Image source	If you want your panel to display an image, type its source here. Remember, the path is relative to the folder on disk from which the web content is served, and is different for each class of web user
Image style	Choose how the image should be displayed
Colour	Choose the background colour of the panel; if you are adding an image, you may want to select Transparen t so that this does not interfere with your image
Apply lighting effects to this panel	Tick this option to apply a shine effect to the entire panel; if you are using the panel to display an image, this may adversely affect how it appears

The two examples below show the difference between panels with and without lighting effects.



Metrics

-

The	Metrics	tab allows you to define the shape of the panel, by entering values for its position and size			
5	Summary	y panel properties	×		
b	Title	Content Background Metrics			
	Left	400 px			
	Top Width	32 px 300 px			
	Height	112 px			
		Cancel	ן		

Summary panel - overview video

For a live demonstration of how to design and customise a summary panel, watch the video below:

RSS panel

RSS panel

- What is an RSS panel?
- Adding an RSS panel
- Customising an RSS panel
- RSS panel overview video

What is an RSS panel?

An RSS panel allows you to send a live RSS feed to your display board. The example below shows an RSS panel displayed at the bottom of the board.

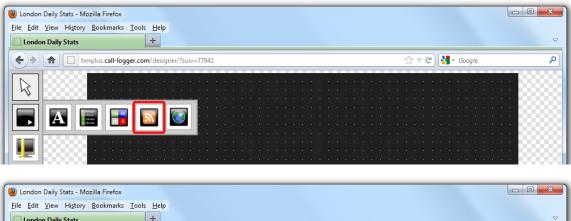
		A	II Teles	ales		19:47:31	
	Bes	t performer	Summa	ary stats			
Pos	Name	Calls ▼	Total dur	Avg dur	Total In	Longest In	
1	Grace Harper	24	00:51:43	00:02:09	107	00:09:16	
	Christina Andrews	22	00:40:13	00:01:50		Grace Harper	
	Mark Longhorn	21	00:24:25	00:01:10	Total Out	Longest Out	
	Sally Gansa	12	00:14:32	00:01:13		00:04:27	
5	Ricardo De Souze	12	00:25:30	00:02:08	14	00.04.27	
6	Jason Myers	12	00:22:17	00:01:51	T 1 1 1 1	Lee Faithful	
	Billy Elliot	7	00:16:37	00:02:22	Total Lost	Most Expensive	
8	Malcolm Meehan	3	00:02:28	00:00:49		0.44	
	Lee Faithful	3	00:05:04	00:01:41			
						Lee Faithful	
	Fire rages near N. Mexico nuclear plant The fire is about a mile from the Los Alamos National Laboratory. All nuclear materials are protected, lab officials said in a statement.						

Adding an RSS panel



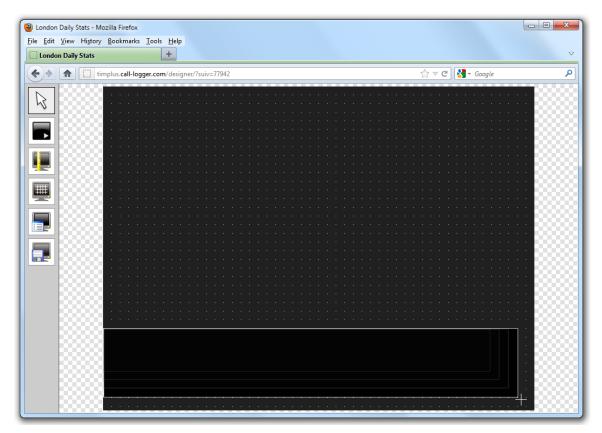
To add an RSS panel, click on the toolbar button to expand the list of panel types and choose the

button, as shown below:



🗧 🔶 📩 💼 timplu									 Googl	le			۶
\mathbb{R}^{+}												200	88
	· · · · · · · ·											-99	<u>00</u>
	y 🤇 💙 👔											200	200
												200	200

After selecting the RSS panel button, the mouse pointer changes into a white crosshair pointer, indicating that the designer is ready to draw your panel. Click and hold your left mouse button, starting at the point defining the upper-left corner of your new panel. Whilst still holding down the left mouse button, drag the marquee that will appear to the point that will define the lower-right corner of your panel, as shown below:



Customising an RSS panel

To customize an RSS panel, click on the toolbar button to switch to panel selection mode. Hover your mouse pointer over the label panel you want to customise and click on the it appears towards the top-right corner of the panel, as shown below:

· · · · · · · · · · · · · · · · · · ·	

The RSS panel properties window will open, containing the following tabs:

RSS panel p	roperties			×
Content	Appearance	Background	Metrics	- J
RSS URL RSS title			Check Add	
Title			A State	^
				-
RSS feeds	consist of text only			
		Cano	cel Sav	e

Content

The Content tab allows you to add the URL of your RSS feed, e.g. http://www.telegraph.co.uk/rss. To verify that the feed is valid,

click on the	Check	button.
--------------	-------	---------

RSS panel p	roperties			×
Content	Appearance	Background	Metrics	
RSS URL RSS title	:tp://ww	w.telegraph.co.uk/	rss Check Add	
Title				^
				Ŧ
RSS feeds	consist of text only	,		
		Can	cel Sav	e

If the entry is valid, the title of the RSS feed will appear in the RSS title field. Click on the Add button to add this feed to your RSS panel, as shown below:

RSS panel pr	roperties	Σ
Content	Appearance Background Metrics	L.,
RSS URL	http://www.telegraph.co.uk/rsCheck	
RSS title	Telegraph.co.uk - Telegraph Add	
Title		*
		-
DSS feeds	consist of text only	
K33 leeus		
	Cancel	e

By default, this will appear in your RSS panel as follows:

RSS panel p	roperties			×
Content	Appearance	Background	Metrics	
RSS URL RSS title			Check Add	
	ph.co.uk - Telegrap			*
http://w	/ww.telegraph.co.uk	<u>(/rss</u>		
				-
RSS feeds	consist of text only			
		Canc	Save	

To add another RSS feed to your panel, follow the same procedure as described above.

Reordering RSS feeds

If your RSS panel contains more than one RSS feed, you can change the order they will appear on your display board, by clicking on the icons alongside each feed, as shown below:

RSS panel pr	operties			×
Content	Appearance	Background	Metrics	
RSS URL RSS title			Check Add	
Title			^	1
	oh.co.uk - Telegrap ww.telegraph.co.uk			
u 🕈	ws - Home eds.bbci.co.uk/new	vs/rss.xml?edi		
1 L CNN.con	n - World			
nttp://rs	s.cnn.com/rss/edit	ion world.rss		
RSS feeds	consist of text only		· · · · · · · · · · · · · · · · · · ·	
		Cano	Save	

Deleting an RSS feed

To delete an RSS feed from the panel, click on the 🛅 icon as shown below:

RSS panel pro	perties			×
Content	Appearance	Background	Metrics	
RSS URL RSS title			Check Add	
Title			*	
	co.uk - Telegrapl /.telegraph.co.uk			
↑ ↓ BBC News http://feed	- Home s.bbci.co.uk/new	s/rss.xml?edi		
CNN.com - http://rss.c	World :nn.com/rss/editi	<u>on world.rss</u>		
RSS feeds co	nsist of text only			
		Cano	cel Save	

Appearance

The Appearance tab allows you change the look of your RSS feed, by amending one or more of the following properties: the article title, the article description and the bullet point, as shown below:

Article Title

Bullet point

	Fire rages near N. Mexico nuclear plant
<u> </u>	The fire is about a mile from the Los Alamos National Laboratory. All nuclear materials are protected, lab officials said in a statement.
	Article description

RSS panel prope	rties 🗵
Content Ap	opearance Background Metrics
Article title	
Text style	24pt ▼ Arial ▼ B I U ■ ■
Article description	
Text style	20pt ▼ Arial ▼ □ ■ I U I
Bullet point	
Image source	
Width	16 px
Background colour	
	Cancel Save

Article title

Apply any styling properties, such as font size, font style or text colour, if you want to change the appearance of your article title.

Article title

Text style

30pt	▼ Arial	•
-	<u>Β</u> Ι <u>U</u>	

Article description

Apply any styling properties, such as font size, font style or text colour, if you want to change the appearance of your article description.

Article description

Text style



Bullet point

Bullet point	
Image source	
Width	16 px
Background colour	_ ▼

Field	Description
Image source	To use an image rather than a plain colour as your bullet point, enter its source here; the path is relative to the folder on disk from which the web content is served, and is different for each class of web user; the background colour should be set as Transparent , so it does not interfere with your image
Width	Define the width of the image, in pixels
Background colour	If you don't want to use an image as your bullet point, you can select a background colour

The example below shows two different bullet point implementations of the same RSS feed. On the left, you can see an image as a bullet point, whereas on the right the bullet point is a coloured rectangle of specific width.

	Fire rages near l
9	The fire is about a mile officials said in a state

Fire rages near N. Mexi

The fire is about a mile from the officials said in a statement.

Background

The

Background tab allows you to configure the background properties of your RSS panel.

RSS panel pro	RSS panel properties						
Content	Appearance Background	Metrics					
Image source Image style Colour	C:\images\rss_bg.png Repeat	-					
Apply lighting	g effects Fixed palette	Custom palette Red Green Blue Cancel Apply					
		Cancel Save					

Field	Description
Image source	If you want your panel to display an image, type its source here. Remember, the path is relative to the folder on disk from which the web content is served, and is different for each class of web user
Image style	Choose how the image should be displayed
Colour	Choose the background colour of the panel; if you are adding an image, you may want to select Transparen t so that this does not interfere with your image
Apply lighting effects to this panel	Tick this option to apply a shine effect to the entire panel; if you are using the panel to display an image, this may adversely affect how it appears

The two examples below show the difference between panels with and without lighting effects.



It is recommended that you check with the RSS feed provider that they are happy for you to use their feed.

Metrics

The Metrics tab allows you to define the shape of the panel, by entering values for its position and size. You are also given the option to determine the refresh frequency of the page, by entering a value in the Article refresh box.

1	RSS panel pro	operties		X
	Content	Appearance	Background	Metrics
	Left Top Width Height Article refresh	0 544 800 53 4	px px px px seconds	
			Cance	Save

When you have finished configuring the properties of your RSS panel, click on the Save button to apply the changes.

RSS panel - overview video

For a live demonstration of how to design and customise an RSS panel, watch the video below:

Web panel

Web panel What is a web panel? Adding a web panel Customising a web panel Web panel - overview video

What is a web panel?

A web panel allows you to display a web page in any section of your display board. In the example below, the BBC News page is displayed on the right-hand side of the board, alongside a leaderboard panel.

	12 April		Lc	on	do	n C	Daily Stats		13:25	5:47
Pos	Name	▼ Total	Total Duration	In	Lost	Out	BBC	News	Sport	Weather
1	Adam Zapel	18	00:06:41	0	0	17				
2	Tom Morrow	16	00:28:09	14	0	1	THURSDAY, 12	APK	IL	
3	Bea Minor	11	00:03:05	6	0	5			1	P-1
4	Cheri Pitts	10	00:14:40	9	0	0		3 No		66
5	Claire Annette	6	00:12:55	5	0	0		12	OP	42
6	Jo Sargeant	5	00:02:02	0	0	4	Should shops ban phone use when ordering?	4	1	
7	Pat Downe	4	00:03:05	1	0	1	<	RELAD HE		
8	Olive Yew	4	00:03:54	1	0	2			E	000
9	Gail Storm	3	00:01:30	3	0	0	D	■))	4	4

Adding a web panel

To add a web panel, click on the

toolbar button to expand the list of panel types and choose the

BBC TWO | FACTUAL



BBC RADIO 4 COMED

button, as shown below:



After selecting the web panel button, the mouse pointer changes into a white crosshair pointer, indicating that the designer is ready to draw your panel. Click and hold your left mouse button, starting at the point defining the upper-left corner of your new panel. Whilst still holding down the left mouse button, drag the marquee that will appear to the point that will define the lower-right corner of your panel, as shown below:

London Daily Stat <u>File</u> Edit <u>View</u> H	ts - Mozilla Firefox ligtory <u>B</u> ookmarks <u>T</u> ools <u>H</u> elp		
London Daily St	tats +		▽
	timplus.call-logger.com/designer/?suiv=77942	☆ マ C	٩

Customising a Web panel

 \searrow

To customize a web panel, click on the toolbar button to switch to panel selection mode. Hover your mouse pointer over the label panel you want to customise and click on the 🧐 icon, when it appears towards the top-right corner of the panel, as shown below:

London Daily Stats - Mozilla Firefox e Edit View Higtory Bookmarks Iools Help Condon Daily Stats +	
Image: Solution Daily 2009	☆ マ C 🚼 - Google
	@×1
べ	
[7] [10000]	
<u> </u>	
III	
₩	
_	
🛃 🔜 🛛 🕹 😳 😳 😳 😳 😳	
· · · · · · · · · · · · · · · · · · ·	
00000 ································	

The Web page panel properties window will open, containing the following tabs:

Web page pa	Web page panel properties				
Content	Background	Metrics			
Content URL Content title			Add		
Title			^		
			*		
		Cancel	Save		

Content

The Content tab allows you to add the URL and title of the web page you want to display. Click on the Add button to add the web page to the panel, as shown below:

Web page pa	nel properties	×
Content	Background Metrics	
Content URL Content title	www.bbc.co.uk	Add
Title	BBC News	
		~
	Canc	el Save

Background

The

Background tab allows you to configure the background properties of your web panel.

Web page panel pro	operties	X
	Centred	Custom palette Red Green Blue Cancel Apply
	Ca	ncel Save

Field	Description
Image source	If you want your panel to display an image, type its source here. Remember, the path is relative to the folder on disk from which the web content is served, and is different for each class of web user
Image style	Choose how the image should be displayed
Colour	Choose the background colour of the panel; if you are adding an image, you may want to select Transparen t so that this does not interfere with your image
Apply lighting effects to this panel	Tick this option to apply a shine effect to the entire panel; if you are using the panel to display an image, this may adversely affect how it appears

Metrics

The Metrics tab allows you to define the shape of the panel, by entering values for its position and size. You are also given the option to determine the refresh frequency of the page, by entering a value in the Refresh page box, as shown below:

Web page panel p	roperties 🛛 🗵
Content Back	kground Metrics
Left Top Width Height Refresh page every	800 px 0 px 400 px 680 px 10 seconds
	Cancel

When you have finished configuring the properties of your Web panel, click on the Save button to apply the changes.

Web panel - overview video

For a live demonstration of how to design and customise a web panel, watch the video below:

Deleting a display board

To delete a display board, select it from the Display boards list and click on the Delete button at the top-right corner of the screen, as shown below:

APLUS	Reports	Directory	Call view	Live stats	Tariff editor	Settings	
Display boards Stats points S	tats alarms						
Delete	Add				Desi	gn Di	isplay
HI Telesales Statistics	Â		<"	%title%	% >	11:54	14
诸 Call Centre Stats			Best perform			ummary stats	
诸 Call Stats - London weekly			Destpendin	liels		uninary stats	-
😽 Daily Outbound Sales					Total	In Lange	
🔫 First & Last Calls					rotar	In Longe	SI U
🖶 Hamish's new toy							
🔫 Inbound Stats							
🛨 London Accounts	=				Total (Dut Long	est
🚼 London Daily Stats							
🚼 London Sales							
🛨 London Service - Weekly							
					Total L	.OSt Most Ex	pensiv
🗃 Madrid Stats							
Mobile Display board							
Mobile2							
New display board							
Sales Performance							
Sales Summary	-						

FAQs

Q. How many display boards can I have?

A. There is no limit to the number of display boards allowed in TIM Plus.

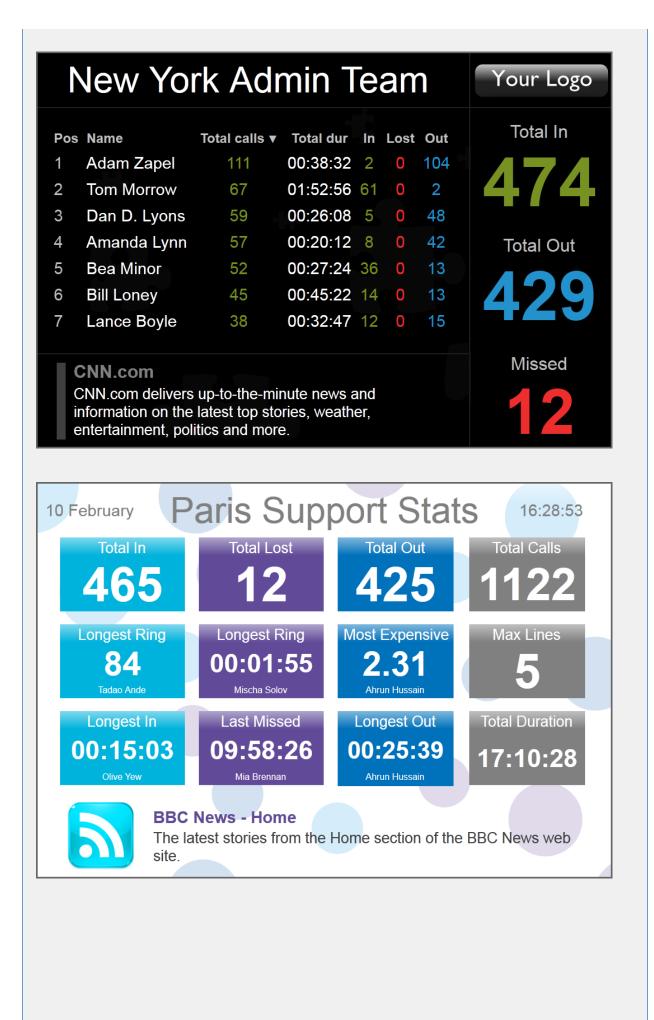
Q. How much do display boards cost?

A. There is no charge for adding additional display boards to TIM Plus.

Some sample display boards are shown below:

10 February	Norway	/ W	eekly Sta	ats	16:22:	28
Total Lost	Total Outbour	nd	Total Answere	d	Avg Du	
12	422		462		00:00	:55
Name	Total Calls ▼	Ans	Ave dur (Ans)	Out	Ave dur (out)	Lost
Ali Katt	23	8	00:00:40	5	00:00:14	0
Bertrand Freur	20	1	00:03:01	12	00:00:16	0
Bill Board	17	5	00:01:40	2	00:00:19	0
Tom Katz	16	16	00:01:35	0	00:00:00	0
Pat Downe	16	4	00:01:30	7	00:00:53	0
Myles Long	16	9	00:03:34	5	00:01:57	0
Jo Sargeant	16	1	00:03:02	12	00:00:34	0
Crystal Ball	16	7	00:03:22	2	00:00:12	0

	Call (Your Logo				
Pos	Name	Total 🔻	In	Out	Missed	Total In
1	Adam Zapel	110	2	103	0	
2	Tom Morrow	64	58	2	0	462
3	Dan D. Lyons	59	5	48	0	TUL
4	Amanda Lynn	56	8	41	0	
5	Bea Minor	51	36	12	0	Total Out
6	Bill Loney	45	14	13	0	400
7	Lance Boyle	38	12	15	0	422
8	Al Fresco	36	11	13	• • 0 • • •	
9	Claire Annette	32	24	• 0	0	Total Missed
10	Cheri Pitts	27	26	0	0	Iotal Missed
11	Aretha Holly	27	5	16	0	12
12	Anna Recksiek	27	8	10	· · 0 · · ·	

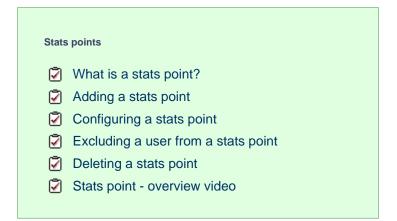


2	Pa	ris	Ŵ	/ee	ekl	y IT ⁻	F eam	
Pos	Name	Total 🔻	In	Out	Lost	Duration (In)	Duration (Out)	Total Duration
1	Adam Zapel	111	2	104	0	00:01:52	00:33:33	00:38:32
2	Tom Morrow	66	60	2	0	01:49:52	00:00:19	01:50:35
3	Dan D. Lyons	59	5	48	0	00:02:45	00:16:51	00:26:08
4	Amanda Lynn	57	8	42	0	00:05:42	00:10:49	00:20:12
5	Bea Minor	52	36	13	0	00:18:36	00:06:18	00:27:24
6	Bill Loney	45	14	13	0	00:06:02	00:14:16	00:45:22
7	Lance Boyle	38	12	15	0	00:07:37	00:13:39	00:32:47
8	Al Fresco	37	11	13	0	00:05:48	00:13:26	00:36:32
9	Claire Annette	34	26	0	0	00:39:48	00:00:00	00:46:34
10	Aretha Holly	31	5	19	0	00:06:04	00:29:31	00:39:47



hen creating a stats /n below:					
MPLUS	Reports Dire	ectory Call view	Live stats	Tariff editor Setting	gs Alerts
Display boards Stat	ts points Stats alarms		Refresh	Add	Properties
Name 🔺		verina period Next reset		Status	
্ট্রাঁ All Sites Stats ্র্রাঁ Answered	London Telesales			led led	^
ូំំំ Busy Lines	General Exclusions	Contents		led	
📸 Channels London	Update stats collection point			led	
Cally London Service	Choose the site, group or user you want	Name	London Telesales	alising	
i DailyStats	the statistics to encompass.	Site Group	London Telesales	alising	
Hourly London Sales	Select what you want the subject of the statistics to be.	User	(All users)	alising	
ခြံ London ALL	Finally, choose when you want the statistics to reset, and how often.	Subject	CLI	- led	
्र्वे London Service week ्र्वे London Telesales	to react, and now orten.	The statistics will reset	every:	led	
📸 Marketing weekly		1 days 👻		alising	
្លាំ Missed		Starting from:		fed	
Remote Workers		00:00:00 on 11	Oct 👻 2012	led	
ুৱাঁ Sales London ুৱাঁ Service Daily London		Use data from the l	ast reset period	ted	
📸 Weekly Accounts Lon					
				led	
Call Centre L				led	
gå Weekly London Servi gå Weekly London Teles	Delete Reset		Cancel		
a Weekly London Servi a Weekly London Teles ick on the Excl		irect abandone		ied ied	
Weekly London Servi Weekly London Teles ick on the Excl ck the relevant boxe	usions tab.	irect abandone		ied ied	roperties
	usions tab. es to exclude all call types except D ts points Stats alarms	firect abandone	d. Refresh	Save	Properties
	usions tab. es to exclude all call types except D ts points Stats alarms		d. Refresh	Save Bed Bed Bed Sed Status Status ied	Properties
	usions tab. es to exclude all call types except D ts points Stats alarms		d. Refresh	Save	Properties
xi Weekly London Servi xi Weekly London Teles ick on the Excl ck the relevant boxe Display boards Stat xi All Sites Stats xi Answered xi Aswered xi Busy Lines xi Channels London	usions tab. es to exclude all call types except D ts points <u>Stats alarms</u> <u>Subject</u> Cov London Telesales <u>General</u> Exclusions	verina period Next reset	d. Refresh	Save led ied Save led Save led ied ied ied ied ied ied ied	Properties
Image: Second servite	usions tab. es to exclude all call types except D ts points <u>Stats alarms</u> Subject Cov London Telesales	rerina period Next reset Contents	d. Refresh	Save Save Save Save Status Sta	Properties
الفلي Weekly London Servi الفلي Weekly London Teles ick on the Excl ck the relevant boxe Excl Displey boards Stat الفلي Anne الفلي Lines الفلي Lines الفلي Lines الفلي Lines الفلي Lines الفلي London Service الفلي Daily London Service	usions tab. es to exclude all call types except D ts points Stats alarms Subject Cov London Telesales General Exclusions Exclude call types	Contents	d. Refresh	Save Ied Ied Ied Save Ied Status Ied Ied Ied Ied Ising Ied	Properties
Image: Second servite	usions tab. es to exclude all call types except D ts points Stats alarms Subject Cov London Telesales General Exclusions Exclude call types	rerina period Next reset Contents	d. Refresh	Save Save Save Save Status Sta	Properties
الفلي Weekly London Servi الفلي Weekly London Teles ick on the Excl ick the relevant boxe Excl Ck the relevant boxe Stat Display boards Stat Image: All Sites Stats S	usions tab. es to exclude all call types except D ts points Stats alarms Subject Cov London Telesales General Exclusions Exclude call types	verino ceriod Next reset Contents Direct abandoned Image: Transfer abandoned Direct answered Direct answered transfer PBX feature	d. Refresh	Save Save Jed Jed Status Jed Jed Jed Jed Jed Jed Jed Jed	Properties
	usions tab. es to exclude all call types except D ts points Stats alarms Subject Cov London Telesales General Exclusions Exclude call types	rerino period Next reset Contents Direct abandoned I Transfer abandoned I Direct answered Answered transfer	d. Refresh	Save Add Add Status Sed	Properties
************************************	usions tab. es to exclude all call types except D ts points Stats alarms Subject Cov London Telesales General Exclusions Exclude call types	verino period Next reset Contents Image: Contents Image: Contents Image: Contents	d. Refresh	Save Save Save Add Status Sed Sed Sed Sed Sed Sed Sed Sed	Properties
	usions tab. es to exclude all call types except D ts points Stats alarms Subject Cov London Telesales General Exclusions Exclude call types	Perina period Next reset	d. Refresh	Save Add Add Status Jed	Properties
	usions tab. es to exclude all call types except D ts points Stats alarms Subject Cov London Telesales General Exclusions Exclude call types	verino period Next reset Contents Image: Contents Image: Contents Image: Contents	d. Refresh	Save Save Save Save Save Save Save Save	Properties
الفلال الفلال الفلال الفلال <t< td=""><td>usions tab. es to exclude all call types except D ts points Stats alarms Subject Cov London Telesales General Exclusions Exclude call types</td><td>Verino ceriod Next reset</td><td>d. Refresh</td><td>Save Save Save Save Save Save Save Save</td><td>Properties</td></t<>	usions tab. es to exclude all call types except D ts points Stats alarms Subject Cov London Telesales General Exclusions Exclude call types	Verino ceriod Next reset	d. Refresh	Save Save Save Save Save Save Save Save	Properties
** Weekly London Servi ** Weekly London Teles ick on the Excl ck the relevant boxe Display boards Stat ** All Sites Stats ** Answered ** Daily London Service ** Daily London Service ** Daily London Service ** London Service week ** London Telesales ** Marketing weekly ** Sales London ** Sales London ** Sales London	usions tab. es to exclude all call types except D ts points Stats alarms Subject Cov London Telesales General Exclusions Exclude call types	Verino ceriod Next reset	d. Refresh	Save Save Led Led Led Led Led Led Led Led Led Le	Properties
الفلال الفلال الفلال الفلال <t< td=""><td>usions tab. es to exclude all call types except D ts points Stats alarms Subject Cov London Telesales General Exclusions Exclude call types</td><td>Verino ceriod Next reset</td><td>d. Refresh</td><td>Save Save Save Save Save Save Save Save</td><td></td></t<>	usions tab. es to exclude all call types except D ts points Stats alarms Subject Cov London Telesales General Exclusions Exclude call types	Verino ceriod Next reset	d. Refresh	Save Save Save Save Save Save Save Save	
*** Weekly London Servi *** Weekly London Teles ick on the Excl ck the relevant boxe Display boards Star *** All Sites Stats *** Answered *** Channels London *** Daily London Service *** Daily London Service *** London ALL *** London ALL *** London Telesales *** Marketing weekly **** Service Daily London ***** Service Daily London ************************************	usions tab. es to exclude all call types except D ts points Stats alarms Subject Cov London Telesales General Exclusions Exclude call types	Verino ceriod Next reset	d. Refresh	Save Add Add Save Add Add Status Fed Bed Bed Bed Bed Bed Bed Bed	

Stats points



What is a stats point?

A statistics collection point (stats point) object is a mathematical "counter" whose scope of data collection is determined by its placement in your directory hierarchy. As calls are made and received, the properties of each one are collated for future consumption by display boards. Stats points can be configured to only collect calls of a certain type or calls whose properties match certain criteria.

Display boards Stats points	Stats alarms		Refresh	Add Propert
Name 🔺	Subject	Covering period	Next reset	Status
📩 All Sites Stats	User	1 day	18 May 2012 00:00:00	Loaded
📸 Answered	Dialled number	1 day	18 May 2012 00:00:00	Loaded
📸 Busy Lines	Channel group	1 day	18 May 2012 03:00:00	Loaded
📩 Channels London	Channel group	1 day	18 May 2012 06:53:20	Loaded
📩 Daily London Service	User	1 day		Loaded
📸 Daily London Telesales	User	1 day	18 May 2012 00:00:00	Loaded
📩 DailyStats	User	1 day		Loaded
📩 Dialled Numbers	Dialled number	1 day	18 May 2012 00:00:00	Loaded
្លាំ Hourly London Sales	User	1 hour		Loaded
្លាំ London ALL	User	1 week	18 May 2012 03:33:20	Loaded
📩 London Service weekly	User	1 week	20 May 2012 00:00:00	Loaded
📸 London Telesales	User	1 day	18 May 2012 00:00:00	Loaded
📩 Marketing weekly	User	1 week		Loaded
📸 Michaels team	User	1 day	18 May 2012 00:07:00	Loaded
្លាំ Missed	User	1 day	18 May 2012 00:00:00	Loaded
📩 New users	User	5 minutes		Loaded
📩 Remote Workers	User	1 week	20 May 2012 00:01:00	Loaded
📩 Sales London	User	1 week	20 May 2012 00:00:00	Loaded
📩 Sales Test	User	1 day	18 May 2012 00:00:00	Loaded
📸 Service Daily London	User	1 day	18 May 2012 00:00:00	Loaded
्र्वे Test	User	1 dav	18 May 2012 00:00:00	Loaded

Adding a stats point

A

To add a stats point, select the Live stats tab and click on the Stats points button.

There is no limit to the number of stats points allowed in TIM Plus.

Display boards Stats points	Stats alarms		Refresh	Add Properties
Name 🔺	Subject	Covering period	Next reset	Status
📩 All Sites Stats	User	1 day	28 March 2013 00:00:00	Loaded
📩 All Stats	User	1 day	28 March 2013 00:00:00	Loaded
📩 Answered	Dialled number	1 day	28 March 2013 00:00:00	Loaded
👌 Busy Lines	Channel group	1 day	28 March 2013 03:00:00	Loaded
📩 Call Groups	Channel	1 day	28 March 2013 11:00:00	Loaded
📩 Channels London	Channel group	1 day	28 March 2013 03:00:00	Loaded
👌 Daily London Service	User	1 day	28 March 2013 00:00:00	Loaded
📩 Daily London Telesales	User	1 day	28 March 2013 00:00:00	Loaded
📩 DailyStats	User	1 day	28 March 2013 00:00:00	Loaded
📩 Dialled Numbers	Dialled number	1 day	28 March 2013 00:00:00	Loaded
📩 Hourly London Sales	User	1 hour	27 March 2013 16:00:00	Loaded
着 London ALL	User	1 week	29 March 2013 03:33:20	Loaded
📩 London Daily Stats	User	1 day	28 March 2013 00:00:00	Loaded
📩 London Service weekly	User	1 week	31 March 2013 00:00:00	Loaded
📩 London Telesales	User	1 day	28 March 2013 00:00:00	Loaded
📩 Marketing weekly	User	1 week	01 April 2013 00:00:00	Loaded
📩 Missed	User	1 day	28 March 2013 00:00:00	Loaded
📩 Non-Geographic No's	Dialled number	1 month	01 April 2013 00:00:00	Loaded
📩 Sales London	User	1 week	31 March 2013 00:00:00	Loaded
📩 Sales Test	User	1 day	28 March 2013 00:00:00	Loaded
📩 Service Daily London	User	1 day	28 March 2013 00:00:00	Loaded
្នាំ US Daily Stats	User	1 day	28 March 2013 01:00:00	Loaded

A new window will open, where you can configure the properties of your stats point. Once you have entered all the parameters, click on the Add button to add the new stats point to the list.

Add new stats collection point	\mathbf{X}
Add new stats collection point General Exclusions New stats collection point A stats collection point collects call data grouped by a common subject. This can be based on user, user group, channel, channel group, dialled number, chargeband, destination, half hour time slots, or account code. Choose the site, group or user you want the statistics to encompass. Select what you want the subject of the statistics to be.	Name Site (All sites) • Group • User • Subject User • The statistics will reset every: 1 days •
Finally, choose when you want the statistics to reset, and how often.	Starting from: 00:00:00 on 19 May v 2012 Use data from the last reset period Cancel Add

Configuring a stats point

To configure or edit a stats collection point, select it from the Stats points list and click on the **Properties** button at the top-right corner of the panel, as shown below:

Display boards Stats points	Stats alarms		Refresh	Add Propertie
ame 🔺	Subject	Covering period	Next reset	Status
All Sites Stats	User	1 day	28 March 2013 00:00:00	Loaded
a All Stats	User	1 day	28 March 2013 00:00:00	Loaded
Answered	Dialled number	1 day	28 March 2013 00:00:00	Loaded
a Busy Lines	Channel group	1 day	28 March 2013 03:00:00	Loaded
a Call Groups	Channel	1 day	28 March 2013 11:00:00	Loaded
Channels London	Channel group	1 day	28 March 2013 03:00:00	Loaded
Daily London Service	User	1 day	28 March 2013 00:00:00	Loaded
Daily London Telesales	User	1 day	28 March 2013 00:00:00	Loaded
DailyStats	User	1 day	28 March 2013 00:00:00	Loaded
Dialled Numbers	Dialled number	1 day	28 March 2013 00:00:00	Loaded
Hourly London Sales	User	1 hour	27 March 2013 16:00:00	Loaded
London ALL	User	1 week	29 March 2013 03:33:20	Loaded
🖞 London Daily Stats	User	1 day	28 March 2013 00:00:00	Loaded
🕯 London Service weekly	User	1 week	31 March 2013 00:00:00	Loaded
🖞 London Telesales	User	1 day	28 March 2013 00:00:00	Loaded
🕯 Marketing weekly	User	1 week	01 April 2013 00:00:00	Loaded
a Missed	User	1 day	28 March 2013 00:00:00	Loaded
🖥 Non-Geographic No's	Dialled number	1 month	01 April 2013 00:00:00	Loaded
Sales London	User	1 week	31 March 2013 00:00:00	Loaded
Jales Test	User	1 day	28 March 2013 00:00:00	Loaded
Service Daily London	User	1 day	28 March 2013 00:00:00	Loaded
រំ US Daily Stats	User	1 day	28 March 2013 01:00:00	Loaded

A new window will open, allowing you to configure the properties of your stats point object. Each tab in this window will be explained below:

General properties

The General tab allows to configure the general properties of your stats collection point, such as name, entity, subject or reset frequency:

London Daily Stats		Σ
General Exclusions	Contents	
Update stats collection point		
Choose the site, group or user you want	Name	London Telesales
the statistics to encompass.	Site	London 👻
Select what you want the subject of the	Group	Telesales 🗸
statistics to be.	User	(All users) -
Finally, choose when you want the statistics to reset, and how often.	Subject	User 👻
	The statistics will res	et every:
	1 days	•
	Starting from:	
	00:00:00 on	11 Oct 👻 2012
	🔲 Use data from th	e last reset period
Delete Reset		Cancel

Name

Enter or edit the name of your stats collection point.

Name London Daily Stats

Site

If you want your stats point to include calls from one site only, select the site from the drop-down list.

Sito	London	-
Olle	London	

Group

If you have selected a site and want your stats point to include only calls from one particular user group within that site, select the group from the drop-down list.

Group	Accounts	•

User

If you have selected a site and a user group and want your stats point to include only calls from one individual user within that user group, select the user from the drop-down list.

Users	(All users)	•

Subject

The stats points can be configured to group the collected calls by a particular subject, such as users, channels, dialled number, half-hour time slot etc. To choose a subject, select it the drop-down list.

Subject	Channel group	•

Reset frequency

Choose when to reset your stats point, by entering the date and time in the starting from section; to choose the frequency with which you want them to reset, select a predefined period from the drop-down list, as shown below:

The statistics will reset every:

1	days		-			
Starti	ng from:					
00:0	00:00	on	28	Mar	•	2013

Last reset period data

This option allows you to keep a copy of the previous stats for comparison purposes, e.g. if you want to compare today's stats with yesterday's. Select the tick-box provided to enable this feature.

Use data from the last reset period

In the example below, the stats point is set for all users of the Accounts team in London site, and it resets every day.

London Daily Stats		
General Exclusions	Contents	
Update stats collection point		
Choose the site, group or user you want	Name	London Daily Stats
the statistics to encompass.	Site	London 👻
Select what you want the subject of the	Group	Accounts -
statistics to be.	User	(All users) 👻
Finally, choose when you want the statistics to reset, and how often.	Subject	User 🗸
	The statistics will re	set every:
	1 days	•
	Starting from:	
	00:00:00 on	22 May 🔻 2012
	🔲 Use data from t	he last reset period
Delete Reset		Cancel Save

Because there is no limit on the number of stats points you are allowed to have in TIM Plus, you can add several stats points at any one place, refreshing at different times, e.g. daily, weekly and monthly.

Exclusions

If you want to exclude certain call types from your statistics, click on the **Exclusions** tab and tick the box against the type of calls you don't want to include in your stats point.

London Daily Stats	X
General Exclusions Exclude call types Select the call types you want to exclude.	Contents Contents Contents Contents Contents Contents Contents Context
Reset	Cancel Save

The example below shows an exclusion set for Transfer abandoned and Internal not connected calls.

L	ondon Daily Stat	ts		×
	_{General} Exclude call ty	Exclusions	Contents Direct abandoned Transfer abandoned Direct answered Direct answered Answered transfer PBX feature Internal Internal Outbound transfer Outbound not connected Direct outbound Tandem	
	Reset		Cancel	Save

Contents

The Contents tab allows you to check whether call stats are being collected by TIM Plus, and it is generally used for troubleshooting purposes.

General	Exclusions	Contents		
terator	Aggregate	-		Refresh
,	. 0	а	m	i
a 504	80	358	8	58
b 38970	2804	33849	299	2018
c 1	1	1	1	1
d Hannah Soras	Amanda Lynn	Hannah Soras	Simon Gallion	Rose Pink
e 867	329	867	68	168
f Mark Longhorn	Olive Yew	Mark Longhorn	Dan D. Lyons	David Ellis
g 534		534		
h 1		1		
i Don Key	,	Don Key		
j 93		93		
k Christina Andrews	Amanda Lynn	Christina Andrews	Dan D. Lyons	Grace Harper
•		III		•

Click on the **Refresh** button to refresh the statistics on that page and verify that the stats point is collecting data. If you click on the **Reset** button, you can clear the statistics and reload them for the period that they cover, e.g. last week.

Excluding a user from a stats point

Follow the instructions below to exclude a user from a stats collection point, e.g. exclude the sales manager from the sales team stats:

- 1. Search the Directory to locate the user you want to exclude from your stats.
- 2. Select the user and click on the Properties tab. TIMPLUS Call view Reports Directory Live stats Tariff editor Settings Alerts Sites Properties Add Properties User groups 2 2 2 London Manchester Accounts Admin Call centre = 2 2 2 Development Discovered Users IT Marketing Sales Service 28 items Add new Properties Find Name 🔺 Extension Email address Direct line 🔮 Anna Beck 2013 02075263300 Þ, 🧟 Anna Ruben 🧟 Annette Curtain 13406 🙎 Barry Cade 02072651111 7046 🙎 Bob Katz 1966 bkatz@tri-line.com 02030124578 🔮 Brian Doyle 2083 Brooke Trout 3105 3803 🙍 Duane Pipe 2050 Ŧ 🔮 Earl Lee Riser 3026
- 3. A new window will appear. Click on the

tab and tick the Exclude this user from call statistics box

User prope	rties			×
General	Telephony	Charge	Markup	
DDI IP Phone Mobile Home				
Do not re	calls for this u cord calls for th nis user from ca	is user		
		Cancel	Save	

Telephony

4. Click on the Save button to apply the changes.

To perform the steps below you need administrative privileges to be able to access the Directory and the user properties.

Deleting a stats point

To delete a stats point, select it from the Stats points list and click on the Properties button at the top-right corner of the screen, as shown below:

Display boards Stats points	Stats alarms		Refresh	Add Propertie
lame 🔺	Subject	Covering period	Next reset	Status
All Sites Stats	User	1 day	28 March 2013 00:00:00	Loaded
👌 All Stats	User	1 day	28 March 2013 00:00:00	Loaded
着 Answered	Dialled number	1 day	28 March 2013 00:00:00	Loaded
a Busy Lines	Channel group	1 day	28 March 2013 03:00:00	Loaded
a Call Groups	Channel	1 day	28 March 2013 11:00:00	Loaded
🏜 Channels London	Channel group	1 day	28 March 2013 03:00:00	Loaded
a Daily London Service	User	1 day	28 March 2013 00:00:00	Loaded
a Daily London Telesales	User	1 day	28 March 2013 00:00:00	Loaded
a DailyStats	User	1 day	28 March 2013 00:00:00	Loaded
a Dialled Numbers	Dialled number	1 day	28 March 2013 00:00:00	Loaded
🛓 Hourly London Sales	User	1 hour	27 March 2013 16:00:00	Loaded
🛓 London ALL	User	1 week	29 March 2013 03:33:20	Loaded
🛓 London Daily Stats	User	1 day	28 March 2013 00:00:00	Loaded
🛓 London Service weekly	User	1 week	31 March 2013 00:00:00	Loaded
🛓 London Telesales	User	1 day	28 March 2013 00:00:00	Loaded
a Marketing weekly	User	1 week	01 April 2013 00:00:00	Loaded
🛋 Missed	User	1 day	28 March 2013 00:00:00	Loaded
a Non-Geographic No's	Dialled number	1 month	01 April 2013 00:00:00	Loaded
🛓 Sales London	User	1 week	31 March 2013 00:00:00	Loaded
🛓 Sales Test	User	1 day	28 March 2013 00:00:00	Loaded
🛓 Service Daily London	User	1 day	28 March 2013 00:00:00	Loaded
🖞 US Daily Stats	User	1 day	28 March 2013 01:00:00	Loaded

A new window will open. Click on the Delete button at the bottom-left corner of the window to remove the selected stats point.

DailyStats	X
General Exclusions	Contents
Update stats collection point	
Choose the site, group or user you want	Name DailyStats
the statistics to encompass.	Site London 🗸
Select what you want the subject of the statistics to be.	Group Sales 👻
	User (All users) 👻
Finally, choose when you want the statistics to reset, and how often.	Subject User 🗸
	The statistics will reset every:
	1 days 🗸
	Starting from:
	00:00:00 on 29 Mar 🔻 2013
	Use data from the last reset period
Delete	Cancel
Reset	Cancel Save

Stats point - overview video

Stats alarms

Stats alarms

- What is a stats alarm?
- Adding a stats alarm
- Configuring a stats alarm
- Deleting a stats alarm

What is a stats alarm?

Stats alarms are alarms that can be added to a selected stats collection point in order to trigger an alert when calls whose properties match certain criteria have happened, such as calls above a particular duration, calls to specific phone numbers, or when user-defined cost thresholds are exceeded. The criteria that must be met to trigger an alarm is user-defined, and email alerts can be sent to one or more recipients.

Call statistics alarms are simply a variation of the standard "alarm" directory object and provide an additional means of keeping a tab on call patterns.

Adding a stats alarm

To add a stats alarm, go to the Live stats screen, select the of the screen, as shown below:

Stats alarms tab and click on the Add button at the top-right corner

TIMPLUS	Reports	Directory Call viev	Live stats	Tariff editor	Settings	Alerts
Display boards Stats points Stats alarms]		Refresh	Add	Proper	rties
Name 🔺 Sta	ats point	Activation criteria		Email recipient(s)		
🎉 Busy Channels Bu	sy Lines	Concurrency greate	r than 60	jbloggs@tri-line.com,	sales@tri	~
∰ Cost All	Sites Stats	Total cost greater th	an 10000	jbloggs@tri-line.com		

A new window will open, allowing you to configure the properties of your stats alarm. Each tab displayed in this window is described below:

_/	Add new stats	alarm			X
	General	Criteria	Notification		
	New stats a	larm			
	your organisation elements match y	ch a specific stats point and, if one or more your user-defined criteri sent to one or more	Stats point	Find	
	Choose a name f stats point to wat	or the alarm and select ch.	a		
		eria that must be met in m to activate, click the			
	emails, or to cust	cipient(s) of any alarm omise the subject and I message, click the			
				Cancel Add	d

General

The

General tab allows you to name the alarm object and select the stats point you want the alarm to monitor.

Name

Enter a name for the alarm in the text box provided, as shown below:

Busy Channels

Name

Stats point

To select the stats point you want the alarm to monitor, click on the Find button. A new window will open, allowing you to drill-down to

the site or group level in the Directory, where the stats point object you want to use resides. To select the stats point, click on the 💙 icon alongside it, as shown below:

Select a stats collection point	
Up Refresh	
Service	*
🛅 Switchboard	
🛅 Telesales	
🗋 Voicemail	
📸 All Stats	× 1
📸 Answered	×
📸 Busy Lines	~
ះដំ Channels London	~
ះដំ Dialled Numbers	✓ =
ះដំ London ALL	✓
	-
	Cancel

Criteria

This section allows you to choose the criteria that calls must match in order to activate the alarm. The criteria available for selection are described below:

Add new st	ats alarm			×
General	Criteria	Notification		
Select the c	riteria that must be met in o	order for the alarm to activate.		
Count	💌 greater than	▼ 0		Add
Property	Operator	Value		
				*
		No filters		
		no mero		
				Ŧ
Alarm activ	vates when all 👻 of thes	e criteria are met		
			Can	cel Add

Count

The alarm will be triggered when the **call count** of the calls collected in this stats point meets, exceeds, is less than or equal to a predetermined value, e.g. when busy channels equals 10 or busy channels > 10.

greater than 10	Count	greater than	▼ 10	
-----------------	-------	--------------	------	--

Total duration

The alarm will be triggered when the **total duration**, exceeds, is less than or equal to a predetermined value, e.g. when call duration is greater than 3600 seconds (1 hour).

	Total duration	greate	r than		18000
--	----------------	--------	--------	--	-------

Average duration

The alarm will be triggered when the **average duration** meets, exceeds, is less than or equal to a predetermined value, e.g. when average call duration is less than 1 minute.

Average duration	less than	▼ 60	

Minimum duration

The alarm will be triggered when the **minimum duration** meets, exceeds, is less than or equal to a predetermined value, e.g. when minimum duration equals 20 seconds.

Minimum duration	equals	-	20
------------------	--------	---	----

Maximum duration

The alarm will be triggered when the **maximum duration** meets, exceeds, is less than or equal to a predetermined value, e.g. when maximum call duration is greater than 1 hour.

Maximum duration greater than 3600	Maximum duration	•	greater than	•	3600	
------------------------------------	------------------	---	--------------	---	------	--

Total response

The alarm will be triggered when the **total response** time exceeds, equals, is less than or is or equal to a predetermined value, e.g. total response time exceeds 30 seconds.

Total response	greater than	-	30
----------------	--------------	---	----

Average response

The alarm will be triggered when the **average response** time exceeds, equals, is less than or is equal to a predetermined value, e.g. average response time exceeds 20 seconds.

Average response greater than 20

Minimum response

The alarm will be triggered when the **minimum response** time exceeds, equals, is less than or is equal to a predetermined value, e.g. minimum response time equals 2 seconds.

	Minimum response	equals	▼ 2	
--	------------------	--------	-----	--

Maximum response

The alarm will be triggered when the **maximum response** time exceeds, equals, is less than or is equal to a pre-determined value, e.g. maximum response time exceeds 20 seconds.

Maximum response 🔹 gre	reater than	20
------------------------	-------------	----

Total cost

The alarm will be triggered when the **total cost** exceeds, equals, is less than or is equal to a predetermined value, e.g. total cost exceeds £100.

Total cost	1	greater	100
		•	

Average cost

The alarm will be triggered when the **average cost** exceeds, equals, is less than or is equal to a predetermined value, e.g. average cost exceeds £2.00.

Average cost	greater than	•	2

Minimum cost

The alarm will be triggered when the **minimum cost** exceeds, equals, is less than or is equal to a predetermined value, e.g. minimum cost equals £1.00.

Minimum cost	equals	1	

Maximum cost

The alarm will be triggered when **maximum cost** exceeds, equals, is less than or is equal to a predetermined value, e.g. maximum cost exceeds £10.00.

Maximum cost greater than 10	Maximum cost	•	greater than	•	10	
------------------------------	--------------	---	--------------	---	----	--

Concurrency

The alarm will be triggered when the **call concurrency** exceeds, equals, is less than or is equal to a predetermined value, e.g. total number of simultaneous calls exceeds 20.

	Concurrency	greater than	20	
A	larm activates when all value all all any	of these criteria are met		
	When adding multiple selecti	on criteria, you are given the optior	n to trigger an alarm when ALL or A	NY of the criteria are met.

Notification

The

Notification tab allows you to set up an email alert when any of the above-mentioned alarms are triggered.

Add new stats ala	rm				X
General	Criteria	Notification			
Specify the recipient	(s) of any alarm er	mails and, optionally,	customise the email mess	age.	
Email	jbloggs@tri-lir	ne.com			
🔲 Customise email	message			Insert field	
Subject					
Message					
					1
				Cancel Add	
					_

To send the notification to multiple email addresses, separate each entry with a semicolon.

Email

jbloggs@tri-line.com, sales@tri-line.com

You can also customise the email notification by adding a subject and/or a message in the boxes provided, as shown below:

🔽 Customise email me	essage	Insert field
Subject	>20 lines in use	
Message	This e-mail is to advise that the number of concurrent lines in use just exceed	eded 20.
		.4

Once you have configured all the settings, click on the Add button to add your alarm to the Stats alarm list, as shown below:

TIMPLUS	Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Display boards Stats points	Stats alarms			Refresh		Add Prop	perties
Name 🔺	Stats point	Activation	criteria		Email recipient(s)		
🔆 Busy Channels	Busy Lines	Concurr	ency greater that	an 20	jbloggs@tri-line.c	om, sales@tri	~
							-

Configuring a stats alarm

To configure a stats alarm, select it from the existing list and click on the **Properties** button at the top-right corner of the screen, as

shown below:

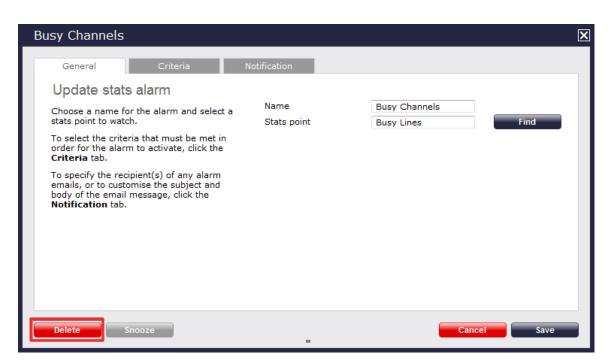
MPLUS	Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alert
Display boards Stats points Stats alarms				Refresh	A	dd Prop	erties
Name 🔺	Stats point	Activation	criteria		Email recipient(s)		
🄆 Busy Channels	Busy Lines	Concurre	ncy greater that	an 60	jbloggs@tri-line.co	om, sales@tri	~
A Cost	All Sites Stats	Total cos	t greater than	10000	jbloggs@tri-line.co	m	

A new window will open, where you can edit the properties of the stats alarm.

E	Busy Channels			X
	General Criteria	Notification	Run Charach	
	Choose a name for the alarm and select a stats point to watch.	Stats point	Busy Channels Busy Lines Find	
	To select the criteria that must be met in order for the alarm to activate, click the Criteria tab.			
	To specify the recipient(s) of any alarm emails, or to customise the subject and body of the email message, click the Notification tab.			
	Delete Snooze			

Deleting a stats alarm

To delete a stats alarm, select it from the list and click on the **Properties** button at the top-right corner of the screen. In the new window that opens, click on the **Delete** button to remove the alarm from the system.



Tariff editor

Configuring a tariff table



Accessing the tariff editor

To access the tariff table, click on the Tariff editor tab from the menu bar, as shown below:

TIMPLUS	Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Select a tariff table	/e			Recost	Status	Loc	calise
National International			Find code		Find	Ad	d code
							*
							T
Bands			Find band		Find	Ad	d band
							*
							-

Selecting a tariff table

To select a tariff table, expand the drop-down list on the left-hand side of the screen and choose from the available options, as shown below:

TIMPLUS		Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Select a tariff table	Properties	Save			Recost	Status	Locali	se
National	BT BT1 BT2 Iternational BT BT3			Find code		Find	Add c	ode
			1					<u> </u>
								Ŧ

Once a tariff has been selected, the following screen will be displayed:

lect a tariff table	BT Properties	Save		Recost	Status	Localise
National	International	() Page 1 of 352 () ()	Find code		Find	Add code
ode 🔺	Band name	Location		Cc	de pattern	
113	UKNAT	Leeds				
114	UKNAT	Sheffield				=E
115	UKNAT	Nottingham				
116	UKNAT	Leicester				
117	UKNAT	Bristol				
118	UKNAT	Reading				
1200	UKNAT	Clitheroe				
1202	UKNAT	Bournemouth				
1204	UKNAT	Bolton				-

Band name 🔺	Display name	Rate 1	Rate 2	Rate 3	Rate 4	Rate 5	Rateable unit	Min cost	Max cost	Start cost	Min duration	Connect time	Cap limit	Cap amount	Weekday rates	Satur
1	International	0.4	0.4	0.4				0.03								-
1 Mob	International	0.7	0.7	0.7				0.03								
10	International	3	3	3				0.03								
10 Mob	International	3.3	3.3	3.3				0.03								
2	International	0.45	0.45	0.45				0.03								
2 Mob	International	0.75	0.75	0.75				0.03								
3	International	0.6	0.6	0.6				0.03								
3 Mob	International	0.9	0.9	0.9				0.03								
٠																

General properties

To configure the general properties of your tariff table, click on the Properties button, as shown below:

TIMPLUS		Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Select a tariff table E	BT - Properties	Save			Recost	Status	Loc	alise
National	International	🖲 📵 Page 1 of 352 🛞	(H) F	Find code		Find	Add	d code
Code 🔺	Band name	Location				Code pattern		
0113	UKNAT	Leeds						=
0114	UKNAT	Sheffield						=
0115	UKNAT	Nottingham						
0116	UKNAT	Leicester						

A new window will open where you can configure the properties of your tariff table. Each field in this window is described in the table below:

Tariff properties	l
Tariff title	BT
Minimum dialled digits	3
Minimum search digits	10
International digits	00
Weekday rates	222222211111111222222
Saturday rates	333333333333333333333333333333333333333
Sunday rates	333333333333333333333333333333333333333
Rounding	Default 👻
	Cancel Save
ld name	Description

Tariff title	The name of the tariff table.
Minimum dialled digits	The minimum number of dialled digits required for the call to be logged.
Minimum search digits	The minimum number of search digits required to start allocating a charge to a call. TIM Plus starts from 10 digits and works backwards in order to find the closest tariff match.
International digits	The digits used to dial internationally, e.g. all international calls made from UK begin with 00.
Weekday rates	The weekday rates you want to apply to calls for each hour of the day. For example, in the table below rate 2 applies from midnight to 7:59 and from 18:00 to 23:59, and rate 1 applies from 8:00 to 17:59.
	Weekday rates 222222211111111222222
	To see the rates in more detail, click on the butt on to expand, as shown below:
	Rates by hour
	00 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 2 2 2 2 2 2 2 1
Saturday rates	The Saturday rates you want to apply to calls for each hour of the day. For example, in the table below rate 3 applies at all times.
	Saturday rates 3333333333333333333333
	To see the rates in more detail, click on the butt on to expand, as shown below:
	Rates by hour
	00 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3

	T I O I I	
Sunday rates	The Sunday rates you want hour of the day. For examp applies at all times.	t to apply to calls for each le, in the table below rate 3
	Sunday rates	33333333333333333333333333
	To see the rates in more de on to expand, as shown bel Rates by hour	low:
Rounding	This option allows you to se round decimal places up or Rounding	

Recosting calls

TIM Plus allows you to apply different rates to your already-logged calls, by re-running your data using a different tariff table. To recost calls, click on the Recost button, as shown below:

TIMPLUS		Reports Directo	ory Call view	Live stats	Tariff editor	Settings Alerts
Select a tariff table	BT - Properties	Save		Recost	Status	Localise
National	International	🛚 🕙 Page 1 of 352 😕 🖲	Find code		Find	Add code
Code 🔺	Band name	Location			Code pattern	•
0113	UKNAT	Leeds			1	E
0114	UKNAT	Sheffield				=
0115	UKNAT	Nottingham				
0116	UKNAT	Leicester				

A new window will open, allowing you to select the tariff table and the period you want to recost calls for. If you want to recost all calls currently in the database, select the **all calls** option.

Call recosting		×						
Select which tariff m	nodel to use:							
 O Use current tariff regime O Use BT → tariff only 								
Select the period of	calls to recost:							
 All calls Selected period 	only:							
Start date	01 Jul 👻 2011							
End date	31 Oct 👻 2012							
Cancel	Close Re-cost							

The recosting procedure entails removing the selected calls from the database and rerunning the data using different rates. If this procedure is interrupted, you may loose calls.

The tariff table status

When a tariff table is being updated, you are given the option to check its status, by clicking on the **Status** button, as shown below:

TIMPLUS		Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Select a tariff table	BT Properties	Save			Recost	Status	Loc	alise
National	International	🖲 🕚 Page 1 of 352 😕	H	Find code		Find	Ade	d code
Code 🔺	Band name	Location				Code pattern		
0113	UKNAT	Leeds						=
0114	UKNAT	Sheffield						=
0115	UKNAT	Nottingham						
0116	UKNAT	Leicester						

A new window will open, showing the title of the tariff table that is being updated, together with its file name and file path, as shown below:

Fariff table st	atus			
Title 🔺	File name	File path	Call count	
BT	Default	C:\Program Files (x86	24594	
BT	Default1	C:\Program Files (x86	0	
				-

The Call count column will show the current number of calls that have been processed under the selected tariff.

Localising the tariff table

To inform TIM Plus which calls should be treated as local by your tariff table, click on the Localise tab, as shown below:

TIMPLUS		Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Select a tariff table B	Properties	Save			Recost	Status		alise
National	International	📧 🔫 Page 1 of 352 😕	H	Find code		Find	Ad	d code
Code 🔺	Band name	Location				Code pattern		*
0113	UKNAT	Leeds						=
0114	UKNAT	Sheffield						=
0115	UKNAT	Nottingham						
0116	UKNAT	Leicester						

A new window will open, where you can enter your local dial code. Click on the **Check** button and the surrounding area codes will be listed automatically. Click on the **Localise** button at the bottom-right corner of the window to localise your tariff.

Area code	020			Check
Local area o	odes for LON	IDON		
020	01322	01372	01689	01707
01708	01727	01737	01753	01784
01883	01895	01923	01932	01959
01992				

Adding a code

To add a code to the current tariff table, click on the Add code tab at the top-right corner of the screen, as shown below:

IMPLUS		Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alert
Select a tariff table	BT Properties	Save			Recost	Status	Loc	alise
National	International	🖲 🔫 Page 1 of 352 🕑) 🖲 🛛 Fir	nd code		Find	Add	l code
Code 🔺	Band name	Location				Code pattern		
Code A						oodo pattorn		^
0113	UKNAT	Leeds			!	codo parton		- C
								=
0113	UKNAT	Leeds						

A new window will appear, where you can edit the properties of your dial code:

IMPLU	5				Reports	Directory	Call view	Live stats	Tariff editor	Settings	Al
elect a tarif	f table 🛛 🔻	Pro	operties		Save			Recos	t Stat	us Lo	ocalise
Nation	al I	nternation	nal	•) Page 1 of 352 🖲) H	Find code		F	ind A	dd code
Code 🔺		Band nan	ne		Location				Code pattern		
0113		UKNAT			Leeds						
0114		UKNAT			Sheffield						
0115		UKNAT			Nottingha	im					
0116		UKNAT			D'-1 1-						
0117		UKNAT			Dial code pro	operties		×			
0118		UKNAT									
01200		UKNAT			Code						
01202		UKNAT									
01204		UKNAT			Band	1		-			
					Location						
					Code pattern						
Bands		🕚 Page	e 1 of 14	• • •					F	ind A	dd band
Band name	Display name	Rate 1	Rate 2	Rate 3		Car	cel Sav	e Connect	time Cap limit Cap a	nount Weekday rate	s Saturo
1	International	0.4	0.4	0.4							
1 Mob	International	0.7	0.7	0.7		0.03					
10	International	3	3	3		0.03					
10 Mob	International	3.3	3.3	3.3		0.03					
2	International	0.45	0.45	0.45		0.03					
2 Mob	International	0.75	0.75	0.75		0.03					
3	International	0.6	0.6	0.6		0.03					
3 Mob	International	0.9	0.9	0.9		0.03					
4	International	0.85	0.85	0.85		0.03					

Each field in the Dial code properties window is described below:

Field	Description
Code	The new code you want to add to the tariff table.
Band	The charge band you want to apply to the current dial code.
Location	The geographical location you want to associate with the current dial code.
Code pattern	If your code needs to match a specific digit pattern, use the # symbol to construct the pattern and mask the necessary digits. For example, enter 020########* for a London phone number, which indicates that the number must start with 020 and to be followed by at least eight digits in order to be valid.

When you have finished configuring these properties, click on the Save button to apply the changes.

Dial code pro	operties	×
Code	0203	
Band	LOCAL 👻	
Location	London	
Code pattern		
	Cancel Save	

Finding a code or location

Search for a dial code

To locate a dial code in the tariff table, enter it in the search box provided, as shown below:

TIMPLUS		Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Select a tariff table	BT - Properties	Save			Recost	Status	Lo	ocalise
National	International	(8) (9) Page 1 of 352 (9)	н	Find code 0161		Find		dd code
Code 🔺	Band name	Location				Code pattern		
0113	UKNAT	Leeds						=
0114	UKNAT	Sheffield						=
0115	UKNAT	Nottingham						
0116	UKNAT	Leicester						
0117	UKNAT	Bristol						

The dial code and its matching destination will show highlighted in grey, as shown below:

IMPLUS		Reports Dir	rectory Call view	Live stats	Tariff editor	Settings	Alerts
Select a tariff table	BT Properties	Save		Recost	Status	Loc	calise
National	International	🖲 🔫 Page 13 of 352 🛞 🖲	Find code		Find	Ad	d code
01609	UKNAT	Northallerton					
0161	UKNAT	Manchester					
01620	UKNAT	North Berwic	k				
01621	UKNAT	Maldon					
01622	UKNAT	Maidstone					
01623	UKNAT	Mansfield					
01624	UKNAT	Isle of Man					
		Macclesfield					-
01625	UKNAT	Macclesrield					
01625 01626	UKNAT	Newton Abbo	t				=

Search for a location

To search for a location in the tariff table, enter its name in the search box. The results will show all locations containing that name. In the example below the search word was Chester:

MPLU	IS				Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
elect a tari	ff table 🛛 🔻	Pro	perties		Save			Recost	Status	Loc	calise
Nation	nal II	nternation	nal		Search res	ults		×	Find	Ad	d code
Code 🔺		Band nam	е						Code pattern		_
0113		UKNAT			Code 🔺	Location					
0114		UKNAT			01244	Chester					=
0115		UKNAT			01246	Chesterfiel	1				
0116		UKNAT									
0117		UKNAT									
0118		UKNAT									
01200		UKNAT									
01202		UKNAT									
01204		UKNAT									-
				_							
									Find	Ad	d band
Band	s 💌	🕚 Page	e 1 of 14	1 (B) (B)							d burid
Band name .	 Display name 	Rate 1	Rate 2	Rate 3				on Connect t	ime Caplimit Capamou	int Weekday rates	Satur 🔺
1	International	0.4	0.4	0.4							=
1 Mob	International	0.7	0.7	0.7							-
10	International	3	3	3							
10 Mob	International	3.3	3.3	3.3							
2	International	0.45	0.45	0.45							
2 Mob	International	0.75	0.75	0.75			Close				
3	International	0.6	0.6	0.6							
3 Mob	International	0.9	0.9	0.9		0.03					-
•					III						•

Search for a partial code or location

To search for a name or number that is contained in a string, use * character before or after the number or name you have entered. In the example below, the string **ford** was entered:

elect a tariff	table BT 👻	Pro	perties		Save			Reco	st Status		ocalise
					0 1			×	Find		\dd code
Nationa	1	nternation	nal	• •	Search i	results					au couc
Code 🔺		Band nam	е						Code pattern		
0113		UKNAT			Code 🔺	Location	*				
0114		UKNAT			01233	Ashford					
0115		UKNAT			01234	Bedford					
0116		UKNAT			01237	Bideford					
0117		UKNAT			01245	Chelmsford					
0118		UKNAT			01258	Blandford					
01200		UKNAT			01269	Ammanford	E				
01202		UKNAT			01274	Bradford					
01204		UKNAT			01279	Bishops Stortford					
					01322	Dartford					
					01432	Hereford					
		0.1			01471	Isle of Skye - Broadford			Find		Add band
Bands	(H)	🕚 Page	e 1 of 1	4 🕑 🖲	01483	Guildford				نک سے	
Band name 🔺	Display name	Rate 1	Rate 2	Rate 3	01488	Hungerford		In Conner	ct time Cap limit Cap amou	int Weekday rat	ae Satur
	International	0.4	0.4	0.4	01529	Sleaford		JII Connec	ctume cap innic cap amou	III Weekday Tal	
1 1 Mob	International	0.4	0.4	0.4	01565	Knutsford					
10	International	3	3	3	01708	Romford					
10 Mob	International	3.3	3.3	3.3	01777	Retford	-				
2	International	0.45	0.45	0.45							
2 Mob	International	0.75	0.75	0.75			Close				
3	International	0.6	0.6	0.6		_					
3 Mob	International	0.9	0.9	0.9		0.03					

Adding a band

To add a new band to the current tariff table, click on the Add band tab, as shown below:

IMPLUS		Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Select a tariff table B	T - Properties	Save			Recost	Status	Loc	alise
National	International	🖲 🖲 Page 1 of 352 🕖	•	Find code		Find	Ad	d code
Code 🔺	Band name	Location				Code pattern		
0113	UKNAT	Leeds						
0114	UKNAT	Sheffield						E
0115	UKNAT	Nottingham						
0116	UKNAT	Leicester						
0117	UKNAT	Bristol						
0118	UKNAT	Reading						
01200	UKNAT	Clitheroe						
01202	UKNAT	Bournemout	٦					
01204	UKNAT	Bolton						-
01204	UKNAT	Boiton					_	
Bands	📧 📧 Page 1 of 14 🖲	• •	F	Find band		Find	Ad	d band

Band name 🔺	Display name	Rate 1	Rate 2	Rate 3	Rate 4	Rate 5	Rateable unit	Min cost	Max cost	Start cost	Min duration	Connect time	Cap limit	Cap amount	Weekday rates	Satu	-
1	International	0.4	0.4	0.4				0.03									=
1 Mob	International	0.7	0.7	0.7				0.03									
10	International	3	3	3				0.03									
10 Mob	International	3.3	3.3	3.3				0.03									
2	International	0.45	0.45	0.45				0.03									
2 Mob	International	0.75	0.75	0.75				0.03									
3	International	0.6	0.6	0.6				0.03									
3 Mob	International	0.9	0.9	0.9				0.03									-
٠ -																•	

A new window will appear, where you can edit the properties of your band:

MPLU:						Reports	Directo	ry Ca	ll view	Live stat		Tariff editor	Settings	Ale
elect a tariff	table BT 👻	Pro	operties		Save					Re	ecost	Status		ocalise
				Ba	and pr	opertie	5			X		Find		dd code
Nationa		nternatio	nal	1.1										
Code 🔺		Band nam	ne	E	Band nan	ne						Code pattern		
0113		UKNAT			Display n	ame								
0114		UKNAT			Ain cost			7						
0115		UKNAT				_		-						
0116		UKNAT		N	lax cost									
0117		UKNAT		5	Start cos	t [
0118		UKNAT		N	1in durat	ion		1						
01200		UKNAT			Connect			-						
01202		UKNAT				_				_				
01204		UKNAT		V	Veekday	rates								
				5	Saturday	rates								
					Sunday r									
		0.5		1	-						_	Finc		dd bar
Bands	U	🕚 Page	e 1 or 14		Cap limit									
Band name 🔺	Display name	Rate 1	Rate 2	R	Cap amo	unt					nect time	Cap limit Cap amo	unt Weekdav rate	es Satu
1	International	0.4	0.4	0 F	Rateable	unit							_	
- 1 Mob	International	0.7	0.7	0										
10	International	3	3	3 5	Rate 1	Rate 2	Rate 3	Rate 4	Rate 5					
10 Mob	International	3.3	3.3	3										
2	International	0.45	0.45	0										
2 Mob	International	0.75	0.75	0										
3	International	0.6	0.6	0				Cancel	s	ave				
3 Mob	International	0.9	0.9	0										
4	International	0.85	0.85	0.05	_		0.05		_					

Each field in the Band properties window is described below:

Field	Description
Band name	The name of the band
Display name	The band name displayed in the call view or reports
Min cost	The minimum cost of a call, regardless of whether the call totals less at the defined rate
Max cost	The maximum cost a call can reach, regardless of whether the call totals more at the defined rate
Start cost	The starting cost of a call, regardless of its duration

Min duration	The number of seconds a call must last in order to be chargeable
Connect time	A fixed period of time that is added to each call's duration
Weekday rates	The call rates during weekdays
Saturday rates	The call rates during Saturdays
Sunday rates	The call rates during Sundays
Cap limit	The maximum duration (in seconds) you want to restrict certain calls to
Cap amount	The maximum charge for a call to a particular number
Rateable unit	The unit of time (in seconds) that a call's duration is divided into, when used as a multiplier to determine the cost of a call. By default, the rateable unit in TIM Plus is 1 - per second - but could be changed to 60 to enable per minute billing, for example.

When you have finished configuring these properties, click on the Save button to apply the changes.

Band pro	perties				×
Band name	e UK	NAT			
Display na	me Na	tional			
Min cost	0.0)3			
Max cost					
Start cost					
Min duratio	n]		
Connect ti	me				
Weekday i	rates				
Saturday r	ates				
Sunday ra	tes				
Cap limit					
Cap amou	nt				
Rateable u	init				
Rate 1	Rate 2	Rate 3	Rate 4	Rate 5	
1.0	1.0	1.0	Kale 4	Kate 5	
Delete			Cancel	Save	

Finding a band

To locate a band in the tariff table, enter its name in the search box and click on the Find button, as shown below:

MPLUS	1					Reports	Dire	ctory	Call view	Live st	ats	Tariff editor	Setting	s Alert
elect a tariff ta	ible BT 👻	Pro	perties		Save						Recost	Statu	s 🗌	Localise
National	I	nternatior	nal	•	🖲 Pag	e 1 of 352	•	Fi	nd code			Fin	d	Add code
Code 🔺		Band name	9			Location					C	ode pattern		*
0113	1	UKNAT				Leeds								=
0114		UKNAT				Sheffield	d							
0115		UKNAT				Nottingh	iam							
0116		UKNAT				Leiceste	r							
0117		UKNAT				Bristol								
0118		UKNAT				Reading								
01200		UKNAT				Clithero	e							
01202		UKNAT				Bourner	nouth							
01204		UKNAT				Bolton								*
Bands	в	🕢 Page	1 of 14	• • •				Fir	nd band UKN	IAT		Fin		Add band
Band name 🔺 [Display name	Rate 1	Rate 2	Rate 3	Rate 4	Rate 5 Rate	able unit Min	cost Max	cost Start cost	Min duration C	onnect time	Cap limit Cap amo	ount Weekday r	ates Satur 🔺
1 I	International	0.4	0.4	0.4			0.0	03						=
1 Mob I	International	0.7	0.7	0.7			0.0	03						-
10 1	International	3	3	3			0.0	03						

•										 ۴
3 Mob	International	0.9	0.9	0.9		0.03				-
3	International	0.6	0.6	0.6		0.03				
2 Mob	International	0.75	0.75	0.75		0.03				
2	International	0.45	0.45	0.45		0.03				
10 Mob	International	3.3	3.3	3.3		0.03				
10	International	3	3	3		0.03				

The matching band will show highlighted in grey, as shown below:

Bands	B B) Page :	14 of 14	B			Find b	band		Find	Add ban
Nat NTS	National	0.0673	0.0336	0.0127		0.03					
Navitas	International	1.5	1.5	1.5							
Non-Emergency	Other	0.085	0.085	0.085		0.03					
Thuraya	International	4.5	4.5	4.5		1.5					
Timeline	Other						0.425	0.425			
UKNAT	National	0.1	0.06	0.03		0.03					
Unknown	National										
Vision	International	0.5	0.5	0.5							
Voxbone	International	0.5	0.5	0.5							
(111						•

To configure the properties of the selected band, click on it to open the Band properties window, as shown below:

MPLUS					Reports	Direct	ory Ca	II view	Live stats	Tariff editor	Settings	Alert
elect a tariff tabl	e BT 🗸	Prop	perties	Save					Recost	t Status	Lo	calise
National	Tot	ernation		Band pr	opertie	es			×	Find	A	dd code
				Band nar								
Code 🔺		Band name	3			UKNAT				Code pattern		
0113		JKNAT	_	Display r	name	National						
0114		JKNAT	_	Min cost	[0.03						
0115		JKNAT	_	Max cost			-					
0116		JKNAT	_									
0117		JKNAT	_	Start cos	t							
0118		JKNAT	_	Min dura	tion							
01200		JKNAT	_	Connect	time							
01202		JKNAT	_	Weekday	(rates							
01204	; U	JKNAT										
				Saturday	rates							
			_	Sunday r	rates							
Bands	R	🖲 Page	14 of 14	Cap limit						Find	Ac	dd band
Band name 🔺	Display name	Rate 1	Rate 2	Cap amo	ount				nect	time Cap limit Cap amo	unt Weekday rate	s Saturda
Nat NTS	National	0.0673	0.0336	Rateable	unit							
Navitas	Internationa	al 1.5	1.5									
Non-Emergency	Other	0.085	0.085 0	Rate 1	Rate 2	Rate 3	Rate 4	Rate 5				
Thuraya	Internationa	al 4.5	4.5 4	0.1	0.06	0.03						
Timeline	Other			0.1	0.00	0.05						
UKNAT	National	0.1	0.06 (
Unknown	National		1	Delete			Cancel		Save			
Vision	Internationa	al 0.5	0.5 0									
Voxbone	Internationa	0.5	0.5		_							

To see the applied rates, click on the _____ button, as shown below:

Weekday rates	•••
Saturday rates	
Sunday rates	
Cap limit	
Cap amount	
Rateable unit	

A new window will open, where you can update the current rates. To apply any changes, click on the Save button.

MPLUS				R	eports	Directo	ory Ca	all view	Live stat	s Ta	riff editor	Settings	Alert
elect a tariff table	e BT 🗸	Prop	erties	Save					Re	cost	Statu	s Lo	ocalise
				Band pro	pertie	s			×			_	dd code
National	Inte	rnation	al						_		Fin		aa coae
Code 🔺	B	and name		Band name	e (JKNAT				C	ode pattern		
0113	U	KNAT		Display na	me 🗖	Vational							
0114	U	KNAT		Min cost	<u> </u>	0.03	_						
0115	U	KNAT				1.03							
0116	U	KNAT	_	Max cost									
0117											X		
0118	R	ates t	by hour								X		
01200													
01202		00 01	02 03	04 05 06 0	7 08 0	09 10 11	12 13 14	4 15 16	17 18 19	20 21	22 23		
01204		2 2							1 2 2	2 2	2 2		
		2 2	<u> </u>								<u> </u>		
Bands									Cancel		Save	A	dd band
Danus									Cancer		save		
Band name 🔺	Display						_					ount Weekday rate	es Saturda
Nat NTS	National	0.0673	0.0336 (Rateable u	nit								
	International		1.5 :										
Non-Emergency			0.085 (Rate 1	Rate 2	Rate 3	Rate 4	Rate 5					
Thuraya	International	4.5	4.5 4	0.1	0.06	0.03							
Timeline	Other												
UKNAT	National	0.1	0.06 (
	National			Delete			Cancel	S	ave				
	International International		0.5 0										

Settings

Web users

Web users overview



What is a web user?

When accessing TIM Plus you are required to enter a username and password in the web browser, which form a login credential known as w

eb user. The login account for each user can be restricted to a specific site or user group, allowing you to have full control over their Directory privileges.

Authentication	Required
?	A username and password are being requested by http://timplus.call-logger.com. The site says: "TIM Plus demonstration"
User Name:	timplus
Password:	•••••
	OK Cancel

There is no limit on the amount of web users you are allowed to create in the system.

Adding a web user

To add a new web user, click on the New button, as shown below:

IMPLUS		Reports	Directory	Call view	Live stats	Tariff editor	Settings	Ale
Web users	Web users							lew
Email	Add or edit web users and gra	ant them access	to this web inter	face.				
Web server	Name		Login ID		Fmai	address		
Alerts			-					
License	S Helen Loe		Helen		hloe	@tri-line.com		^
	Joe Bloggs		Joe		jblog	gs@tri-line.com		
Ouestions			John			th@tri-line.com		

A new window will open, allowing you to configure the properties of the web user. When you have entered all the details, click on the Save button to apply the changes.

Web	user settings			
	General	Phone contacts	Account contacts	
Ente	r a username and pas	sword that this web user will	use to log in with.	
User	name			
Pass	sword		Set	
Ente	r the following details	to identify this web user in re	ports.	
Disp	lay name			
Ema	il address			
Rest	rict this web user's ac	cess to a specific site and/or	group within a site.	
Site	(Al	l sites)	•	
Grou	qu		~	
	Disable this webuser's	account		
			Cancel	Save

Deleting a web user

To delete a web user from the system, select it from the Web users list, as shown below:

IMPLUS		Reports	Directory	Call view	Live stats	Tariff editor	Settings	Aler
Web users Email	Web users							lew
Web server	Add or edit web users and g			e.				
Alerts	Name 🔺		Login ID		Email	address		
License	Alfresco		Al Fresco		alfres	co@abc.com		~
Questions	🚺 Joe Bloggs		timplus		jblog	gs@tri-line.com		
Voice recording	💽 Sarah		Sarah Smith					
-	callcentre		callcenter					

The Web users settings window will appear. Click on the Delete button at the bottom-left corner of the window to remove the web user from the system:

Web user settings			×
General	Phone contacts	Account contacts	
Enter a username and	password that this web user will u	se to log in with.	
Username	Al Fresco] [
Password	•••••	Set	
Enter the following deta	ails to identify this web user in rep	oorts.	
Display name	Alfresco		
Email address	alfresco@abc.com		
Restrict this web user's	access to a specific site and/or g	roup within a site.	
Site	Manchester 🗸	•	
Group	(All groups) -		
Disable this webuse	er's account		
Delete user		Cancel	Save

Configuring a web user



Overview

To configure the properties of a web user, select it from the Web users list, as shown below:

TIMPLUS		Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Web users Email Web server	Web users	them access to	this web interface					New
Alerts	Name A		Login ID Al Fresco			ddress co@abc.com		
License Questions	Joe Bloggs		timplus			co@abc.com gs@tri-line.com		
Voice recording	Sarah Callcentre		Sarah Smith callcenter					

A new window will open, where you can configure the properties of the selected web user.

Web user settings	;		×
General	Phone contacts	Account contacts	
Enter a username and	password that this web user will	use to log in with.	
Username Password	Al Fresco	Set	
	ails to identify this web user in re		
Display name	Alfresco		
Email address	alfresco@abc.com]
Restrict this web user's	access to a specific site and/or g	group within a site.	
Site	Manchester	•	
Group	(All groups)	•	
Disable this webus	er's account		
Delete user		Cancel	Save

Each tab in this window is described below:

General properties

The General tab allows you to configure the login credentials of the currently-selected web user and apply any directory restrictions, if required.

Configuring a web user's credentials

Web user setting	5		X
General	Phone contacts	Account contacts	
Enter a username and	password that this web user will	use to log in with.	
Username Password	Al Fresco	Set	
	ails to identify this web user in re		
Display name	Alfresco		
Email address	alfresco@abc.com		
Restrict this web user'	s access to a specific site and/or g	group within a site.	
Site	Manchester	•	
Group	(All groups)	•	
Disable this webus	er's account		
Delete user		Cance	Save

Field	Description
Username	The username the web user will use to log in with
Password	The password the web user will use to log in with
Display name	The name you want the web user to be identified in the reports
Email address	The email address of the web user; this can also be used when scheduling reports

Configuring a web user's Directory access

TIM Plus allows you to restrict a web user's access to specific parts of the Directory. To apply any restrictions, select from the drop-down list the site and group you want to allow the web user to access. If you select All sites, the web user will be able to access all parts of the Directory.

Web user setting	gs D
General	Phone contacts Account contacts
Enter a username an	nd password that this web user will use to log in with.
Username	Al Fresco
Password	Set
Enter the following de	etails to identify this web user in reports.
Display name	Alfresco
Email address	alfresco@abc.com
Restrict this web use	r's access to a specific site and/or group within a site.
Site	Manchester 🗸
Group	(All groups)
Disable this webu	user's account
Delete user	Cancel Save

Field	Description
Site	The site to which the web user will be allowed access. If you don't want to restrict the current web user to a specific site, select All sites.
Group	The user group - within the previously selected site - to which the web user will be allowed access. If you don't want to restrict the current web user to a specific group, select All groups.

Phone contacts

The Phone contacts tab allows you to add a list of contacts to each individual web user, replacing phone numbers with friendly names wherever they feature throughout the system, e.g. in reports, display boards, etc.

Adding phone contacts manually

To manually add a phone contact to the currently-selected web user, enter the telephone number and the name you want to associate with it, then click on the Add button, as shown below:

General	Phone contacts	Account contacts
Replace phone numbers with (For example, in reports, disp		/ feature throughout the system.
Number 01614006000	Name Manchester O	ffice Add Search
		Be Page 1 of 1
Phone number 🔺	Name	
		<u>^</u>
	No. or other she	
	No contacts	
		*
Import		Cancel

To add a range of DDI numbers, enter the first part of the phone number only, and use ** as a wild character, e.g. enter 020726526** for Tri-line's DDIs.

Importing phone contacts

To automatically import phone contacts in the system from an existing list, arrange your data in CSV format comprising of two columns separated by a common delimiter, such as comma, dash, semicolon, tab or space.

Click on the Import button and paste the CSV list in the box provided, then click on the Next button.

Import contacts	X
Paste your CSV data into the box below:	
02072652626,Tri-line 07737983718,Joe Bloggs Mobile 02076441422,Joe Bloggs	
Close Bac	k Next

Choose from the drop-down list the delimiter you want to use to separate the two columns, and whether you want to use the first row as a header:

Import contacts		X
Select the delimiter and whether or not the Choose a delimiter ,	first row is a header. The first row is a header	
Column 1	Column 2	
02072652626	Tri-line	
07737983718	Joe Bloggs Mobile	
02076441422	Joe Bloggs	
Close		Back Next

Select the column you want to use for the name and phone number information, then click on the Next button, as shown below:

Import contact	ts		X
Select the fields th Phone number Name	Column 1 - Column 2 -	none number for each conta	ct.
Phone number		Name	
02072652626		Tri-line	
07737983718		Joe Bloggs Mobile	
02076441422		Joe Bloggs	
Close			Back Next

The system will analyse your data and will return the number of phone contacts ready to be imported:

Import contacts	X
Your data has been analysed with the following results:	
③ 3 records ready to be imported	
Click the Import button to start processing your data	
Close	Back Import

Click on the Import button to automatically import the contacts in the system, as shown below:

Web user settings			X
General	Phone contacts	Account contacts	
Replace phone numbers (For example, in reports	with friendly names wherever they fe , display boards, etc.)	ature throughout the system.	
Number	Name	Add	Search
		🖲 🖲 Page 1 of	1 🛞 🗵
Phone number 🔺	Name		
01614006000	Manchester Office		× ^
02072652626	Tri-line		×
02076441422	Joe Bloggs		×
07737983718	Joe Bloggs Mobile		×
			•
Import	🔥 Contacts have not yet beer	n saved Cancel	Save

Deleting a phone contact

If you no longer want a name associated with a particular phone number, click on the 样 icon alongside it to delete it, as shown below:

eb user settings		
General	Phone contacts Accourt	nt contacts
Replace phone numbers w (For example, in reports, o	ith friendly names wherever they feature t display boards, etc.)	throughout the system.
Number	Name	Add Search
		🖲 🖲 Page 1 of 1 🛞 🤅
Phone number 🔺	Name	
01614006000	Manchester Office	× -
02072652626	Tri-line	×
02076441422	Joe Bloggs	X
07737983718	Joe Bloggs Mobile	×
Import	🔥 Contacts have not yet been saved	d Cancel Save

Searching for a phone contact

To search for a number in your existing list of contacts, click on the Search button, as shown below:

Web user settings			×
General	Phone contacts	Account contacts	
Replace phone numbers (For example, in reports,	with friendly names wherever they display boards, etc.)	feature throughout the sy	stem.
Number	Name	Add	Search
		📧 🕢 Page	1 of 1 👀 😣
Phone number 🔺	Name		
020726526*	Tri-Line		× ^
07737983718	Joe Bloggs Mobile		×
			~
Import		Cancel	Save

A new window will open, where you can enter the phone number you are looking for, as shown below:

Web user :	settings			X
Ge Replace phi	Search phor	ne numbers	Þ	٢
(For examp Number	Search	0207265	Search	Search
	Name	Number 🔺		1 00
Phone numb 020726520 07737983	Tri-Line	020726526*		X ^
Import		T Contacts have not yet been sa	Close	Save

Follow the same procedure to search for a location name:

Web user	settings			×
Ge Replace phr	Search phor	ne numbers	×	
(For examp	Search	Tri-Line	Search	Search
	Name	Number 🔺		1 (1)(1)
Phone numb 02072652(07737983)	Tri-Line	020726526*		× ^ ×
			Close	+
Import		Contacts have not yet been sa		Save

Account contacts

The Account contacts tab allows you to add a list of contacts to each individual web user, replacing account codes with friendly names wherever they feature throughout the system, e.g. in reports, display boards, etc.

Adding account code contacts manually

To manually add an account code contact, enter the account code number and the name you want to associate with it, then click on the Add button, as shown below:

Neb user	r settings			
Ge	eneral	Phone contacts	Account contacts	
		friendly names wherever they f play boards, etc.)	eature throughout the syste	em.
Number 5	54138	Name Example & Co	Add	Search
			🖲 📵 Page	1 of 1 👀 🖲
Account co	ode 🔺	Name		
				<u>^</u>
		No contacts		
				-
Import			Canada	Cauc
Import			Cancel	Save

Importing account code contacts

To automatically import account code contacts in the system from an existing list, arrange your data in CSV format comprising of two columns separated by a common delimiter, such as comma, dash, semicolon, tab or space.

Click on the Import button and paste the CSV list in the box provided, then click on the Next button:

Import contacts	X
Paste your CSV data into the box below:	
52001, Tom 52002, John 52003, Jane	
52005, 04HE	
Close	Back Next

Choose from the drop-down list the delimiter you want to use to separate the two columns, and whether you want to use the first row as a header:

Import contacts	[
	or not the first row is a header.
Column 1	Column 2
52001	Tom
52002	John
52003	Jane
Close	Back Next

Select the column you want to use for the name and account code information, then click on the Next button, as shown below:

Import contac	ts	×
Select the fields the Account code	hat contain the name and account cod Column 1 • Column 2 •	le for each contact.
Account code		Name
52001		Tom
52002		John
52003		Jane
Close		Back Next

The system will analyse your data and will return the number of contacts ready to be imported:

Import contacts	X
Your data has been analysed with the following results:	
③ 3 records ready to be imported	
Click the Import button to start processing your data	
Close	Back

Click on the Import button to automatically import the contacts in the system.

Neb user settings				
General	Phone contacts	Account contacts		
Replace account codes with (For example, in reports, c	n friendly names wherever the isplay boards, etc.)	ey feature throughout the sy	stem.	
Number	Name	Add	Se	arch
		📧 📧 Page	1 of 1	DH
Account code 🔺	Name			
52001	Tom			× ^
52002	John			×
52003	Jane			×
54138	Example & Co			×
				Ŧ
Import	🔥 Contacts have not ye	t been saved Cance	el 💼	Save

Deleting an account code contact

If you no longer want a name associated with a particular account code number, click on the 样 icon alongside it to delete it, as shown below:

Neb user settings			
General	Phone contacts	Account contacts	
Replace account codes wit (For example, in reports, o	n friendly names wherever they fe isplay boards, etc.)	eature throughout the system.	
Number	Name	Add Search	
		📧 🖲 Page 1 of 1 🕑	H
Account code 🔺	Name		
52001	Tom	×	*
52002	John	×	
52003	Jane	X	
54138	Example & Co	×	
			Ŧ
Import	🔥 Contacts have not yet be	en saved Cancel Save	

Searching for an account code

To search for an account number in your existing list of contacts, click on the Search button, as shown below:

Web us	er settings						X
	General	Phone contacts	Account	contacts			
	account codes with friend imple, in reports, display	dly names wherever they f boards, etc.)	eature thro	ughout the sys	stem.		
Number	r	Name		Add		Search	
				📧 🕜 Page	1 of	1	BH
Account	t code 🔺	Name					
52001		том				×	*
54138		Example & Co				>	
							Ŧ
Impor	1 <u>d</u>	Contacts have not yet be	een saved	Cance		Sav	e

A new window will open, where you can enter the account code you are looking for, as shown below:

Web user	settings				X
Ge Replace acc	Search phone	numbers		[×
(For examp Number 5	Search	54138	Se	earch	Search
	Name		Number 🔺		1 00
Account cor 45672 54138 63489	Example & Co		54138		
Import		contacts have no	Vel deen saved	Close	Save

When you have configured the properties of your web user, click on the Save button to apply the changes, as shown below:

Web user settings			×
General	Phone contacts	Account contacts	
Enter a username and pas	sword that this web user will	use to log in with.	
Username Al	Fresco		
Password		Set	
Enter the following details	to identify this web user in re	ports.	
Display name Alf	resco		
Email address alf	resco@abc.com		
Restrict this web user's ac	cess to a specific site and/or g	group within a site.	
Site Ma	nchester	•	
Group (Al	l groups)	•	
Disable this webuser's	account		
Delete user		Cancel	Save

Email

This section allows you to configure the details of your mail server in order to enable TIM Plus to send out scheduled reports, call alarms, missed call notifications or system alerts.

TIMPLUS		Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Web users	Email					Che	ck 👘	Save
Email Web server	Enter your mail serve Server host & port	r properties. mail.tri-line.net	25	If your ma those setti		SMTP authentication	, enter	
Alerts License	Greeting name		25	Type Username	Non	8	•	
Questions Voice recording	"From" address	paris1@tri-line.com		Password				
voice recording	Enter an email addre	ss to which a test email	can be sent, in c	rder to verify you	ur settings.			
	Test address	support@tri-line.com						

The table below contains a description of each field in this section.

Field name	Description
Server host & port	The IP address or host name of your company's mail server and the port number, which by default is 25.
Greeting name	The Greeting name required by your mail server to identify the computer that is sending the email. In most cases, this is the network name of the server running TIM Plus.
"From" address	The email address that will appear in the From section of any emails sent from TIM Plus.
Test address	The email address you want to use to send a test email, in order to verify your email settings.
Туре	The authentication method used by your mail server. Choose None if the authentication is automatic or not used.
Username	Enter the username of the SMTP authentication.
Password	Enter the password of the SMTP authentication.

If you don't know any of the information required in this section, consult your system maintainer.

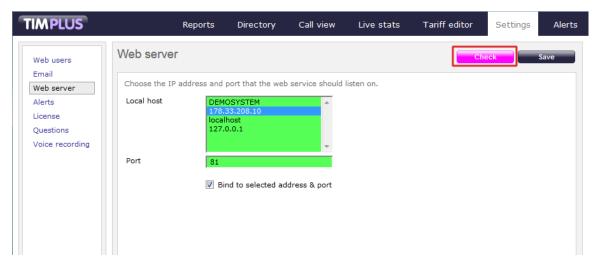
Web server

TIM Plus has its own built-in web server and it can be accessed from any PC on your network without the need of any additional software. To configure, choose the IP address and port number that you want the web service to listen on.

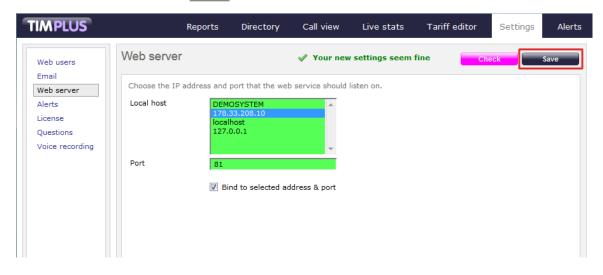
TIMPLUS		Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Web users Email	Web serve		port that the we	b service should	listen on.	Che	ck	Save
Web server Alerts License Questions Voice recording	Port	DEM 178. local 127.	OSYSTEM 33.208.10	×.	listen on.			
	rable that you utomatic IP add				TIM Plus rath	ner than the IP a	ddress, esp	ecially on

If the PC running TIM Plus has more than one IP address, you can choose the one you want TIM Plus to use and bind the web service to listen on that particular address:

TIMPLUS	Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Web users	server				Che	eck	Save
Email Choo	se the IP address and p	oort that the web	service should I	isten on.			
			Ĵ				
Port	80						
	🔽 Bir	nd to selected ad	dress & port				
To verify your settings, click	on the Check	button at th	e top-right co	orner of the sc	reen, as shown	below:	



If your settings are fine, click on the Save button to apply the changes:



Alerts

TIM Plus can be configured to raise an alert when particular events occur whilst the system is running. The alerts can be saved to a log file on disk or sent as an email notification. The table below describes the type of alerts emitted from TIM Plus:

Alert	Description
Critical	A critical alert notifies you of any events that are detrimental to the system, e.g. database failure
Warning	A warning alert notifies you of any non-critical events that have occurred on the system, e.g. you have exceeded your license limit
Information	An information alert notifies you of any system events that have occurred on the system, e.g. if the application service has been restarted
Voice audit	An alert that notifies you of progress during call recording operations
Audit	Provides very detailed information about ongoing system events, primarily used for fault-finding

8

To send an alert as a notification email, enter the email address in the text box alongside each type of alert, as shown below:

Email Web server	Enter an email add	dress (or comma-separa	ted list of address	es) for each type (of alert.	
Alerts	Critical	example@tri-line.co	m			
License	Warning					
Questions	Information					
	Warning Information	{app}\logs\{year} {app}\logs\{year}				
	Voice audit Audit					

To send alerts to multiple email addresses, separate each entry with a semicolon.

By default, the alerts are also outputted to a log file, using the following dynamic variables to define the path of the folder where the files will be stored: $\{app\}\setminus logs \setminus \{year\} \setminus \{year\} \setminus \{day\}$. The dynamic variables used to define the path are explained in the table below:

Item	Description
app	The full installation path of TIM Plus
year	The year the data was captured in yyyy format
month	The month the data was captured in mm format
day	The day of the month when data was captured in dd for mat

To choose a different location to store the logs files, overtype the existing entry.

TIMPLUS	Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Web users Aler	rts						Save
Alerts Cri License Wa	irning	omma-separate ple@tri-line.com		s) for each type	of alert.		
Voice recording	er a path and file name to					7	
			year}-{month}-{ year}-{month}-{		9		
	ice audit	}\logs\{year}\{	year}-{month}-{	day}-information	n.log		

When you have finished configuring the settings, click on the Save button to apply the changes, as shown below:

TIMPLUS	Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Web users Email							Save
Web server Enter an ema	il address (or o	comma-separate	ed list of address	es) for each type	of alert.		
Alerts Critical	exar	nple@tri-line.con	n				
License Warning							
Questions Information							
Voice recording							
Enter a path	and file name t	o store each typ	e of alert to disk				
Critical	{app	}\logs\{year}\{	year}-{month}-	{day}-critical.log			
Warning	{app	o}\logs\{year}\{	year}-{month}-	{day}-warning.log	9		
Information	{app	o}\logs\{year}\{	year}-{month}-	{day}-information	n.log		
Voice audit							
Audit							

License

This section allows you to view and update your software license. To retrieve your license automatically from our servers, click on the Get license button, as shown below:

Web users Email Web server Alerts License Questions Voice recording You can check for a new license online right now. Ensure the computer running TIM Plus is connected to the internet, then press the Get license button. Get license	TIMPLUS		Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
	Web users Email Web server Alerts License Questions	Here are your I Company: Capacity: Expiry: Code: You can check Ensure the com internet, then p	license details:- Your Company PLC 400 users 14 September 2012 0 for a new license online right nputer running TIM Plus is cor press the Get license button.	now.	Call view	Live stats	Tariff editor	Settings	Alerts

1 Internet access is required to be able to connect to our servers and retrieve the license automatically.

If the license updates successfully, the following message will be displayed:

TIMPLUS		Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Web users Email Web server Alerts License Questions Voice recording	Ensure the com	s updated suc license details Your Com 400 users 21 March 0 for a new lice puter runnin ress the Get	ccessfully. s:- ipany PLC	now.				

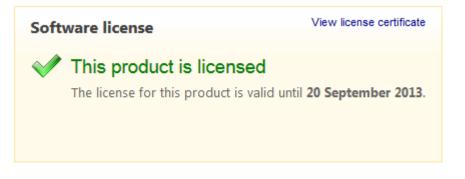
Obtaining a license manually

If you cannot update your software license automatically, you can apply this manually by following the steps below:

1. Click on the Manual entry button from the License window. The following screen will appear:

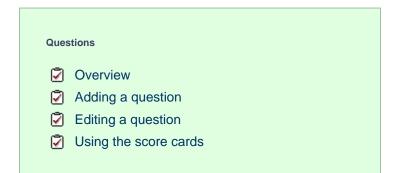


- 2. Log in to the Gateway using your username and password.
- 3. In the ${\tt Products}$ panel, click on the TIM Plus product.
- 4. In the Software license panel, click on the View license certificate link, as shown below:



5. Copy the license certificate and paste it in the TIM Plus license box.

Questions



Overview

This section allows you to create your own score cards by defining a list of questions that must be completed for each call that you score, in order to rate calls for evaluation purposes.

To access the Questions section, click on the Questions button on the left-hand side menu. The following screen will be displayed:

TIMPLUS	Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Web users Email Web server Alerts License Questions Voice recording							New

Adding a question

To add a question, click on the New button at the top-right of the screen, as shown below:

TIMPLUS		Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Web users Email	Call scoring							lew
Web server	Add new call scoring question	s, or edit existir	ng ones.					
Alerts	Question 🔺						Туре	
License	Did the customer place a	an order?					Choice	~
Questions	How well did the agent a	ddress custome	r needs?				Range	
Voice recording	How well did the agent u	nderstand custo	mer's requireme	ents?			Range	
2	Rate the agent overall						Choice	

The Question settings window will appear, where you can enter your question and define its answer type:

(Question setting	S	X
	Question		
	How well did the	agent understand your requirements?	
		h.	
	Туре	Select a type Select a type Yes / No Range Choice	
		Cancel Add	

Each answer type is explained in the table below:

Answer type	Description

Yes/No answer	Calls will be rated based of the call answered quickly?	on a yes/no answer, e.g. Was	
	Question		
		answered quickly?	
	Туре	Yes / No	-
Range answers	Calls will be rated based o	on a defined range of values,	-
	e.g. On a scale of 1 to 10, understand the caller's rec	how well did the agent	
	Question		
	How well did t	the agent understand y	your requirement
	Туре	Range	•
	Minimum value	1	
	Maximum value	10	

Multiple choice answers	pr	alls will be rated accordir e-defined answers, e.g. elow average, bad.	ng to a fixed set of excellent, good, average,
		Question	
		Rate the agent	Choice -
		Choice text	Excellent Very good Good Average Below average
	Tc n.		n the list, click on the $ imes$ ico

Editing a question

To edit a question, click on it to select it from the list of available questions, as shown below:

IMPLUS		Reports	Directory	Call view	Live stats	Tariff editor	Settings	Aler
Web users Email	Call scoring						-	New
Web server	Add new call scoring questions	, or edit existi	ng ones.					
Alerts	Question 🔺			_			Туре	
License	Did the customer place a	n order?					Choice	~
Questions	🛃 How well did the agent ad	ldress custome	er needs?				Range	
Voice recording	📝 How well did the agent ur	nderstand custo	omer's requireme	nts?			Range	
	Rate the agent overall						Choice	
	Was the agent friendly ar	nd helpful?					Yes / No	
	🤡 Was the call answered qu	iickly?					Yes / No	

The Question settings window will open, where you can edit the question or modify its answer type:

Question setti	ngs	X
Question		
Did the custom	mer place an order?	
		4
Туре	Choice 🗸	
Choice text		Add
	Placed order	×
	Booked demonstration	×
	Requested more information	×
	Not interested	×
Delete	Cancel	Update

To delete a question from the list, click on the Delete button at the bottom-left corner of the window, as shown below:

Question setting	js		X
Question			
How well did the	e agent address customer	needs?	
Туре	Range 👻]	
Minimum value	0]	
Maximum value	10]	
Delete	Cance	Update	

Using the score cards

Once you have created your score cards, you can use them to score any call logged by the system. You can then run reports on these scored calls, in order to assess the performance of your staff.

Scoring a call

To score a call from the call view screen, click on the \Box icon, as shown below:

FIMPLUS			Reports Direct	ory Call view	Live stats	Tariff	editor	Settings	Alerts
Most recen	t calls				-	Clear	- Co	olumns	ave
Date 🔻	Time	Source	Route	Destination	Response	Duration	Cost		
22 April 2013	16:04:36	Brighton	01273272389	FriendsC MtgRm	22	00:02:28	0.00	모슈티] 🕀
22 April 2013	15:57:07	CoA Fax	270	MC Aoife	9	00:00:09	0.00	모쇼	1 🕀
22 April 2013	15:56:43	T-Mobile	07572432055	VM Channel 42	10	00:00:07	0.00	🤉 🛨 🗆	1 🔘
22 April 2013	15:56:33	T-Mobile	07572432055	PD Helen	0	00:00:00	0.00	9 W	1 🕀
22 April 2013	15:56:20	FriendsC MtgRm	215	Friends Helen	4	00:00:12	0.00	🖵 🦿 Sc	ore this ca
22 April 2013	15:52:24	T-Mobile	07572432055	VM Channel 11	10	00:00:06	0.00	모슈	1 🔘
22 April 2013	15:52:14	T-Mobile	07572432055	PD Helen	0	00:00:00	0.00		1 🕣
22 April 2013	15:51:50	Brighton	01273229006	VM Channel 42	18	00:00:20	0.00		1 🕣
22 April 2013	15:49:29	02	07540225047	FriendsC MtgRm	19	00:01:27	0.00		1 💿
22 April 2013	15:47:53	T-Mobile	07572432055	VM Channel 42	10	00:00:06	0.00		î 🔘
22 April 2013	15:47:43	T-Mobile	07572432055	PD Helen	0	00:00:00	0.00		1 🛞
22 April 2013	15:47:00	T-Mobile	07941016150	VM Channel 42	26	00:00:12	0.00		1 💿
22 April 2013	15:44:38	PD Helen	184029407737590316	Unknown	3	00:00:05	0.00		
22 April 2013	15:44:20	T-Mobile	07572432055	PD Helen	15	00:00:00	0.00		1 🕣
22 April 2013	15:43:57	Brighton	01273541103	VM Channel 42	26	00:00:06	0.00		

The Call detail window will open, where you can score the call using the previously-created score cards, as shown below:

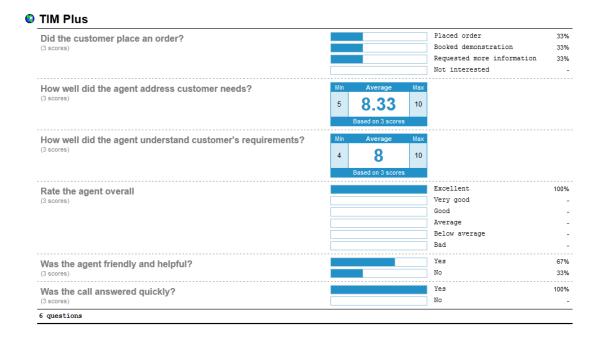
Call detail	X
Audio Audit Notes Scores	
Rate the agent overall	 Excellent Very good Good Average Below average Bad
Was the agent friendly and helpful?	O Yes O No 🔻
	Close Save

To score a call from an itemised report, click on it to display the Call detail window, then select the Score tab, as shown below:

My custom	report			2013-06-0	04 18:19:02
윰 🔪 TIM Plus 🔪	London \			Abou	t this report
All	utbound Answere	d Missed	Internal	Show all 🛞 🛞	l of 8 😕 😕
Date & Time 🔺	Source	CLI	Route Destination	Response Duratio	on Cost
04/06/2013 00:00:46	Lo			- 00:02:0)5 – 🖵
04/06/2013 00:03:36	T-I Call detai			- 00:01:0	- 🖵
04/06/2013 00:03:46	T-1			- 00:01:1	.2 - 🖓
04/06/2013 00:03:51	Loi Audio	Audit Notes	Scores	- 00:02:1	.4 – 💭
04/06/2013 00:07:21	T-1			- 00:01:0)1 - 🖵
04/06/2013 00:09:26	02			- 00:04:1	.0 – 🖵
04/06/2013 00:10:56	Vo			- 00:01:1	.3 – 🖓
04/06/2013 00:14:38	Voi			- 00:00:0)4 – 💭
04/06/2013 00:15:06	Vo: Direct link			- 00:01:3	9 – Q
04/06/2013 00:18:33	Ori			- 00:00:1	2 - 🖓
04/06/2013 00:19:13	Loi			- 00:02:2	29 - 🤿
04/06/2013 00:19:33	02			- 00:00:1	2 - 🖓
4/06/2013 00:20:13	Ore			- 00:01:2	21 - 🖓
4/06/2013 00:20:28	02			- 00:00:1	.1 - 🖓
4/06/2013 00:21:38	Loi			- 00:00:3	3 - 🖓
04/06/2013 00:27:43	T-1			Close - 00:00:3	1 - 🖓
4/06/2013 00:28:51	Loi			- 00:01:0)4 – 💭
04/06/2013 00:33:01	Vocarone	07501750501	LTOYA TORITIDON	- 00:02:3	34 - 🖓
4/06/2013 00:34:36	Vodafone	07717530155	- Natt Chen	- 00:02:4	1 - 🖓
04/06/2013 00:34:56	Vodafone	07767777666	- Sally Gansa	- 00:02:0)4 – 🖓
4/06/2013 00:35:36	Vodafone	07825041492	- Floyd Tomlinson	- 00:00:1	.7 – 🖓
4/06/2013 00:38:03	Hutchison 3G	07723461861	- Jack Garrett	- 00:01:0)5 – 🖓
4/06/2013 00:38:31	London	02072670055	- Sam Thornton	- 00:03:1	.8 - 💭
4/06/2013 00:39:36	UNAVAILABLE	-	- Pete Moore	- 00:00:0	
14/06/2013 00-42-13	UNAVATIABLE	_	- Drekeeh Dindorie	- 00.01.3	

Reporting on scored calls

Use the Call scoring report to obtain a comprehensive analysis of answers to previously-scored calls. All question types are summarised and grouped into their respective category.



Voice recording

Voice recording

- How it works
- Adding recording equipment
- Configuring your recording device
- Voice recording video overview

How it works

By adding one or more of our supported voice recording options, it is possible to store the audio recording of every telephone call that TIM Plus processes.

Which option you choose depends on what type of telephone calls you want to record. In most cases, the recording equipment is placed between your telephone system and your telephone lines (channels) and any phone calls that are made over those channels are intercepted, recorded, then sent to TIM Plus to be attached to the logged call.

To record calls over PSTN channels such as ISDN30 (PRI/E1/T1/J1), ISDN2 (BRI) or analogue POT lines, a piece of physical hardware - the

Magic Box - is used to physically connect into your lines.

For VoIP (SIP) channels, a PC with a standard network interface card (NIC) can be used to capture the voice packets from strategic points in your voice network. If many simultaneous VoIP calls are expected, a dedicated computer with multiple NICs becomes necessary.

Any number of recording devices can be configured to provide their audio recordings to TIM Plus, and a hybrid network of both types of interface can be used in a single TIM Plus deployment.

Adding recording equipment

After installing either a Magic Box or Echo into your voice network, you need to configure its presence in TIM Plus.

Ensuring you are logged in to TIM Plus as an administrator, click on the Settings tab and select the voice recording option from the left-hand side menu. To add a new voice recording option, click on the New tab, as shown below:

TIMPLUS	Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Web users	Voice recording					_	lew
Email Web server	Add or edit recording devi	ces to attach aud	io to your teleph	one calls.			
Alerts	Name 🔺			ID Type	IP		
License							*
Questions							
recording							

A new window will appear, allowing you to configure the settings of your call recording device.

Configuring your recording device

To configure your recording device, enter the following settings in the Recording device settings window:

I	Recording device	sett	tings			X
ſ	General		Cha	innel map		
	Device name					
	Choose the type of red	cordin	g device:			
	Туре	Magi	c Box - PR	I	-	
	Enter specific settings	for th	e selected	device:		
	ID	0				
	Host & Port	127.	0.0.1		8088	
	Time offset	60		seconds		
			Can	cel	Add	

Setting	Description
Device name	The name of your recording device
Туре	The type of telephone lines you are using: PRI, BRI, Analogue, VOIP
ID	The unique identifier of each call recording device
Host & Port	The IP address of the recording device, or computer to which the device is attached
Time offset	The time interval around which TIM Plus will search for calls when matching audio files

Voice recording- overview video

Knowledgebase

Amending call charges

To modify call charges for a specific dial code or destination, follow the steps below:

1. Log in to TIM Plus, click on the Tariff editor tab and select the tariff you want to amend from the drop-down list, as shown below:

IMPLUS	Directory	Call view	Live stats	Tariff editor	Settings	Alert
	ve		Recost	Status	Loca	lise
BT National International		Find code		Find	Add	code
						*
						~

2. Locate the dial code for which you want to amend the charges, by entering the code in the search box provided.

IMPLUS		Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Select a tariff table	BT Properties	Save			Recost	Status	Lo	alise
National	International	🛞 🛞 Page 1 of 352 🕑) H	Find code 0161		Find	Ad	d code
Code 🔺	Band name	Location				Code pattern		*
0113	UKNAT	Leeds						=
0114	UKNAT	Sheffield						=
0115	UKNAT	Nottingham	1					
0116	UKNAT	Leicester						
0117	UKNAT	Bristol						

3. The matching dial code will be highlighted in grey, showing its associated charge band and destination name.

IMPLUS		Reports Direc	tory Call view	Live stats Ta	ariff editor	Settings Ale
Select a tariff table	BT Properties	Save		Recost	Status	Localise
National	International	🛚 🔫 Page 13 of 352 🕖 😕	Find code		Find	Add code
01609	UKNAT	Northallerton				
0161	UKNAT	Manchester				
01620	UKNAT	North Berwick				
01621	UKNAT	Maldon				
01622	UKNAT	Maidstone				
01623	UKNAT	Mansfield				
01624	UKNAT	Isle of Man				
	UKNAT	Macclesfield				=
01625						
01625 01626	UKNAT	Newton Abbot				

4. Enter the name of the charge band in the ${\tt Find}\,$ band search box, as shown below:

elect a tarif	f table 🛛 👻	Pro	operties	Sav	e				Recost		Status		ocalise
							Find code				Find		dd code
Nation	al Ir	nternation	nal	🖲 🛞 Pa	ge 1 of 352 🕦	B	Find code				rina	A	uu coue
Code 🔺		Band nam	е		Location					Code pa	ittern		
0113		UKNAT			Leeds								
0114		UKNAT			Sheffield								E
0115		UKNAT			Nottingham								
0116		UKNAT			Leicester								
0117		UKNAT			Bristol								
0118		UKNAT			Reading								
01200		UKNAT			Clitheroe								
01202		UKNAT			Bournemout	h							
01204		UKNAT			Bolton								-
												_	
Bands		🛞 Page	e 1 of 1	4 🛞 🛞			Find band	UKNAT			Find	A	dd band
		<u> </u>											
Band name	Display name	Rate 1	Rate 2	Rate 3 Rate	4 Rate 5 Rateable	unit Min cost I	lax cost Star	t cost Min du	ration Connect ti	me Caplin	nit Caparnour	t Weekday rate	s Satu 🔺
1	International	0.4	0.4	0.4		0.03							E
1 Mob	International	0.7	0.7	0.7		0.03							
10	International	3	3	3		0.03							
10 Mob	International	3.3	3.3	3.3		0.03							
2	International	0.45	0.45	0.45		0.03							
2 Mob	International	0.75	0.75	0.75		0.03							
3	International	0.6	0.6	0.6		0.03							
-	International	0.9	0.9	0.9		0.03							-
3 Mob	International												

5. The matching band will show highlighted in grey, as shown below:

Bands	B B) Page	14 of 14	D D	D .			Find I	band		Fi	nd	Add ba	and
Nat NTS	National	0.0673	0.0336	0.0127			0.03							
Navitas	International	1.5	1.5	1.5										
Non-Emergency	Other	0.085	0.085	0.085			0.03							
Thuraya	International	4.5	4.5	4.5			1.5							
Timeline	Other							0.425	0.425					
UKNAT	National	0.1	0.06	0.03			0.03							
Unknown	National													-
Vision	International	0.5	0.5	0.5										
Voxbone	International	0.5	0.5	0.5										
•						111								•

6. To configure the properties of the selected band, click on it to open the Band properties window.

elect a tariff tabl	e BT 🗸	Prop	perties	Save							Recost	Status		Loca	lise_
National	Int	ernation	3	Band p	ropert	ies		-		Z		Find		Add	code
Code 🔺		Band name		Band na	me	UKNA	т					Code pattern			
0113		UKNAT		Display	name	Nation	nal								
0114	1	UKNAT		Min cost				-							
0115	1	UKNAT				0.03									
0116		UKNAT		Max cos	t										
0117		UKNAT		Start co	st										
0118	1	UKNAT		Min dura	ation			i i							
01200		UKNAT		Connect				-							
01202	1	UKNAT								_					
01204	1	UKNAT		Weekda	y rates										
				Saturda	y rates										
				Sunday	rates										
Bands	B	🕢 Page	14 of 14	Cap lim								Find		Add	ban
Band name 🔺	Display name	Rate 1	Rate 2	Cap am	ount			1			nect time	Cap limit Cap amo	unt Week	day rates	Satu
Nat NTS	National		0.0336	Rateable	e unit			i i						, ,	
Vavitas	Internation		1.5												
Non-Emergency			0.085	Rate 1	Rate	2 9	late 3	Rate 4	Rate 5						
Thuraya	Internationa	al 4.5	4.5 4	0.1	0.0		0.03								
Timeline	Other			3.1	0.0		0.00								
JKNAT	National	0.1	0.06 (
Unknown	National			Delet	e			Cancel		Save	1				
Vision	Internation		0.5 0							_					
Voxbone	Internationa	al 0.5	0.5 0												

7. To change the existing charges, e.g. Rate 1, Rate 2, etc, enter the preferred values in the field provided.

Band name	UKNAT		
Display name	National		
Min cost	0.03		
Max cost			
Start cost			
Min duration			
Connect time			
Weekday rates			
Saturday rates			
Sunday rates			
Cap limit			
Cap amount			
Rateable unit			
Rate 1 Rate	2 Rate 3	Rate 4	Rate 5
0.1 0.0	6 0.03		

8. To see how each rate is applied, click on the _____ button.

Weekday rates	
Saturday rates	
Sunday rates	
Cap limit	
Cap amount	
Rateable unit	

9. A new window will open, where you can edit the rate times. To apply any changes, click on the OK button.

Rates by hour	×
00 01 02 03 04 05 06 07 08 09 10 11 12 13 14 1 2 2 2 2 2 2 2 1	15 16 17 18 19 20 21 22 23 1 1 1 2 2 2 2 2 2 2
	Cancel

Automatic web login

Background

All of the web pages and scripts that TIM Plus serves are protected by a login that is provided by a user when entering their username and password into a pop-up dialog presented by their web browser.

In some situations, it is desirable to suppress this dialog box demanding the username and password. An example might be the deployment of a stand-alone computer displaying a pre-defined wallboard on a large screen; it would become tedious having to log in to the web page every time that computer is restarted.

Different web browsers behave differently when asked to automatically log in to web sites. Variously, they range from complete prohibition of the practise to permitting it only if certain system parameters are configured.

Specifics

In this article, details of how to allow automatic logging-in to a web page concerns the Microsoft Internet Explorer (version 6 and above) browsers only. Please consult your browser documentation for a solution related to your own choice of browser.

The solution involves creating a specially-crafted URL in the following form:

http://username:password@serverhost/

Solution

Although including the username and password in a URL is disabled by default on Windows Internet Explorer since it is considered a security risk, you can override this restriction by making the following changes to the Windows Registry.

Since you'll be exposing a username and password as part of a URL, it is recommended that you create a dedicated web user object inside the TIM Plus directory that will be used solely for this purpose. See the Web users page for details of how to set up a web user.

Open Windows Registry Editor, REGEDIT.EXE, from the Windows Start Menu and locate the following registry key:

for a 32-bit system:

HKEY_LOCAL_MACHINE\Software\Microsoft\Internet Explorer\Main\FeatureControl\FEATURE_HTTP_USERNAME_PASSWORD_DISABLE

for a 64-bit system:

```
HKEY_LOCAL_MACHINE\Software\Wow6432Node\Microsoft\Internet
Explorer\Main\FeatureControl\FEATURE_HTTP_USERNAME_PASSWORD_DISABLE
```

Inside this registry key, add the following DWORD entries:

IEXPLORE.EXE (Set DWORD value to 0, zero) EXPLORER.EXE (Set DWORD value to 0, zero)

Close the Registry Editor and create a bookmark in Internet Explorer, specifying the URL as per the following example:

http://USERNAME:PASSWORD@HOSTNAME/display/?suiv=12345

Replace the following entries:

- USERNAME replace with the username of the web user you use to access the page
- PASSWORD replace with the password of the web user you use to access the page
- HOSTNAME replace with the host name or IP address of the machine running TIM Plus

References

This information is available in more detail at the Microsoft Support site:

http://support.microsoft.com/kb/834489

Blacklisted users

Blacklisted users

- What are blacklisted users?
- Setting users to not log calls
- Merging a DDI with its extension

What are blacklisted users?

Blacklisted users are created in the system when your software license is insufficient for the number of users picked up in the Directory. The users will be blacklisted at random and they will not be logging calls.

To identify the total number of users currently logged in the system, you can run a Unused devices report for a period of time when no calls were made or received. The best option is to select a date in the future, e.g. 01-01-2020.

eports						
Custom report Daily activity	Unused devices				×	
Enterprise overv						
Frequent number	Select a reporting period				s report	
Inbound call performance	Define the period you want the report to encompass.	Period	Custom per			
Missed calls		From date	01 Jan			
Phone bill	Remember, you can always filter your results later, so choose a big enough	To date		- 2020		
Random call sele	period.	From time	00 : 00 :	00		
Target response		To time	23 : 59 :	59		
Top calls						
Unused devices						
User activity						
cheduled re						elete
eport 🔺						
	Cancel	< Back	Finish >>	Next >		

The report will display the total number of users picked up in the system.

My unused devices				2013-10-10 14:55:12
Entire organisation \				About this report
Users Channels				
Name 🔺	ID	Email	DDI	Mobile
1950	1950	-	-	-
80100	-	-	-	-
g 8888	8888	-	-	-
A Tarpey	1301	-	-	-
👩 B Ahmed	1602	-	-	-
C Chester	1000	-	-	-
😰 C Lowe	1603	-	-	-
🙍 D Xue	1605	-	-	-
👩 Joe Bloggs	-	-	-	-
🙍 John Smith	-	-	-	-
👩 L Anderson	1231	-	-	-
👩 M Thompson	1619	-	-	-
🙍 New User	-	-	-	-
🙍 New User 1	-	-	-	-
👩 New User 2	-	-	-	-
👩 R Londesborough	5105	-	-	-
👩 T Alexander	1248	-	-	-
👩 T Dangerfield	1903	-	-	-
👩 T Quirk	1904	-	-	-
👩 Test 1	-	-	-	-
👔 Test 2	-	-	-	-
👩 V Afanasiev	1334	-	-	-
👩 VM Channel 11	9511	-	-	-
👔 VM Channel 42	9542	-	-	-
24 users				

If the total number of users exceeds your license count, you can contact our Sales team to purchase more licenses for your users, alternatively you can check if any of the following applies:

DDI numbers are picked up as extensions, in which case you can merge the DDIs with their extension number or set them to not log

calls

you have old extensions that you don't wish to monitor, in which case you can set them to not log calls

Setting users to not log calls

Follow the steps below to set a user to not log calls:

1. Locate the extension you want to set to Do not log in the Directory, select it from the list and click on the Properties button,

as shown below:							
TIMPLUS	Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Sites	Add Prope	•rties	User groups	Channel groups	5 Ad	d Prope	erties A
9 items					Find Add r	new Prope	erties
Name Extensit 80103 80101 205 107 105 104 103 102 100 100	on Email address	Мор	ile	Direct line			

2. The User properties window will open. Click on the Telephony tab and tick the Do not log calls for this

user box.

User prop	erties			X
General	Telephony	Charge	Markup	
DDI				
IP Phone				
Mobile				
Home				
🔽 Do not	log calls for this	user		
📃 Do not	record calls for	this user		
Exclude	this user from	call statistics		
				- 1
		Cancel	Save	
				_

For the changes to take effect, you need to restart the TIM Enterprise service. A

Merging a DDI with its extension

Follow the steps below to merge a DDI with its extension:

1. Locate in the Directory the extension you want to merge, select it from the list and click on the Properties button, as shown

below:							
TIMPLUS	Reports	Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Sites	Add Prop	erties	User groups	Channel group	s Ad	d Prop	erties ^
9 items					Find Add r	new Prope	erties
Name x E 101 102 103 104 105 107 205 80101 80103	Extension Email address	Мор	ie	Direct line			

2. A new window will open, displaying the general properties of the user. In the Alt extension field, enter its DDI number and click

on the Save button, as shown be	low:					
TIMPLUS	Reports Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Sites London 9 items Name ▲ Extension 101 102 103 104 105 107 205 8 80101 8 9003	Name 101 Extension 101 Email Alt extension 80101 Comment	User groups Discovered Users harge Marku	P t line	d V	new Prope	

3. Locate in the Directory the users object created for the DDI number and delete the user from the User properties window, as

shown below:

User proper	ties		×
General T	elephony	Charge	Markup
Name Extension Email Alt extension Comment	80101		
Delete		Cancel	Save

For the changes to take effect, you need to restart the TIM Enterprise service.

Cisco specific

CDRs were being sent but have now stopped

If you stopped receiving data from your Cisco UCM, you need to restart the CDR Services on the Publisher node.



To restart the CDR services, login to the Cisco Unified Serviceability screen and select Tools -> Control Center -> Network Services from the main menu. Locate the CDR services section in the list and restart the following services in the order specified below;

- 1. Cisco Database Layer Monitor (Depending on Cisco UCM version, you may not have this service)
- 2. Cisco CDR Repository Manager
- 3. Cisco CDR Agent
- 4. Cisco CAR Scheduler (if sending CMRs)

0	Cisco Change Credential Application	Running	Wed Apr 3 14:30:07 2013	42 days 06:13:15
DR	Services			
	Service Name	Status	Start Time	Up Time
0	Cisco CDR Repository Manager	Running	Wed May 15 19:42:05 2013	0 days 00:01:17
c	Cisco CDR Agent	Running	Wed May 15 19:42:49 2013	0 days 00:00:33
С	Cisco CAR Scheduler	Starting		
e	Cisco SOAP - CallRecord Service	Running	Wed Apr 3 14:26:51 2013	42 days 06:16:31
c	Cisco CAR DB	Running	Thu Oct 11 03:32:17 2012	216 days 17:11:05
Sec	urity Services			
	Service Name	Status	Start Time	Up Time
с	Cisco Trust Verification Service	Running	Thu Oct 11 03:31:35 2012	216 days 17:11:47

CDRs should now be sent to the configured Call Accounting and Billing server, i.e. the machine running TIM Enterprise.

Importing historic data from Cisco UCM

Exporting CDR/CMR records

The following procedure describes how to export CDR/CMR into a dump file. This information was taken from Export CDR/CMR Records Configuration section of Cisco's documentation.

1. Go to the CDR Analysis and Reporting section and select CDR -> Export CDR/CMR option. The Export CDR/CMR records

window will display.

- 2. In the From and To date drop-down list boxes, choose a date range for the CDR/CMR dump.TXT file.
- 3. In Select records, check the CDR and/or CMR check box.
- 4. Click Export to File .

Re-running the data

To re-run the CDRs in TIM Plus, you need to rename the dump file extension from .TXT to the unique identifier of your PBX object in TIM Plus. To obtain the ID of a site, hover the mouse pointer over it on the Directory page in TIM Plus and it will be displayed as a tooltip as shown below:

Sites	Add Properties	
London	London (ID: 1)	*
		Ŧ

Connecting BCM v3.7 or below with NetPBX

Follow the instructions below to connect a BCM v3.7 or below with NetPBX:

1. Make sure the CDRServer.EXE and Interop.CDRSERVERLib.dll files are placed in the same folder as NetPBX.EXE, usually

located in $\{pf\} \setminus Tri-Line \setminus NetPBX.$

🚞 NetPBX	NetPBX				
File Edit View Favorites Tool	s Help				
🚱 Back 👻 🕥 – 🏂 🔎 S	🕞 Back ▾ 🕘 ▾ 🏂 🔎 Search 📂 Folders 🔠 ∓				
Address 🛅 C:\Program Files\Tri-Line\I	NetPBX				
	Name 🔺	Size	Туре	Date Modified	
File and Folder Tasks 🛛 🛠	S CDRClient.dll	176 KB	Application Extension	17/05/2010 08:10	
and Mala a second data	CDRServer.exe	36 KB	Application	31/01/2005 14:57	
💋 Make a new folder	🚾 CDRServer.tlb	3 KB	TLB File	31/01/2005 14:57	
Publish this folder to the Web	🛐 Interop.CDRSERVERLib.dll	7 KB	Application Extension	23/10/2012 19:57	
	🞇 NetPBX.exe	92 KB	Application	23/10/2012 19:57	
😂 Share this folder	🕙 osa40.dll	1,112 KB	Application Extension	27/05/2010 03:24	
	🎥 Uninstall NetPBX	2 KB	Shortcut	24/10/2012 12:33	

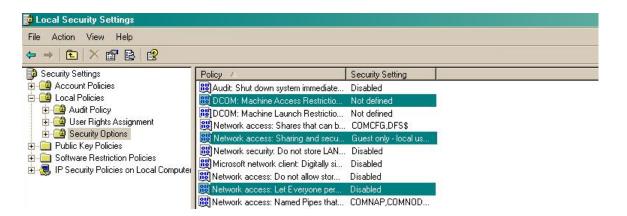
- 2. Register CDRServer.EXE by running the command line with administrator privileges and typing the following command under the directory path of the NetPBX folder: CDRServer.EXE/regserver.
- 3. Open the computer's local security policies: Start -> Control Panel -> Administrative Tools -> Local Security

Policy.

😼 Local Security Settings	
File Action View Help	
← → X 🖪 😫	
Security Settings Account Policies Local Policies Delicies Delicies Setware Restriction Policies Delicies Delicies	Name Account Policies Cal Policies Public Key Policies Software Restriction Policies IP Security Policies on Local C

4. Within the Security Settings\Local Policies\Security Options tree, change the following items as highlighted in the

screenshot below:

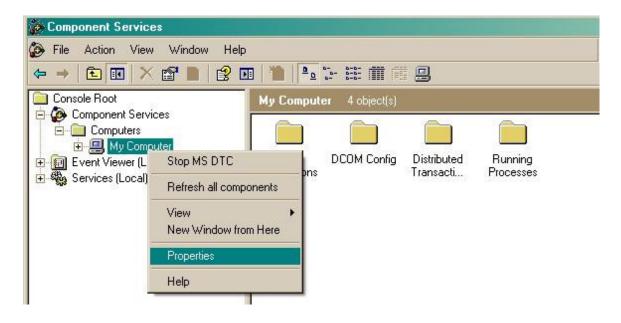


- a. Network Access: Let Everyone permissions apply to anonymous users. Set this to Enabled.
- b. Network Access: Sharing security model for local accounts. Set this to Classic.
- C. DCOM: Machine Access Restrictions: Click on Edit Security and add the following user accounts: Anonymous,

Everyone, Interactive, Network, System. Set each one to have full access rights.

DCOM: Machine Access Restrictions in Security Descriptor Defi ? 🗙	Access Permission
Template Security Policy Setting Explain This Setting	Security Limits
DCOM: Machine Access Restrictions in Security Descriptor Definition Language (SDDL) syntax If the security descriptor is left blank after defining the policy setting in the template, the policy setting will not be enforced. Security descriptor: D:BAG:BAD:(A;;CCDCLC;;;AN)(A;;CCDCLC;;WD)(Edit Security	Group or user names: MONYMOUS LOGON Everyone INTERACTIVE NETWORK SYSTEM Add Remove Add Remove Add Remove Local Access Remote Access COM
OK Cancel Apply	OK Cancel Apply

5. Next step is to modify the way DCOM behaves on the computer by executing the DCOM configuration program: Start -> Run -> DCOMCNFG [enter]. Browse the tree to the following location: Console Root -> Component Services -> Computers -> My Computer. Righ-click on My Computer for Properties and amend or update the following options:



a. On the Default Properties tab:

Enable Distributed COM on this computer: tick the box for his option

Default Authentication Level: Set this to Connect

Default Impersonation Level: set this to Identify

mputer Propertie	\$		
Default Protocols) MSDTC	COM Secu	urity
General	Options	Default Properti	es
Enable Distributed	COM on this computer		
Enable COM Intern	et Services on this cor	nputer	
	OM Communication Pro		
The Authentication L	evel specifies security.	at the packet level.	
Default Authentica	tion Level:		
	evel specifies whether a		
'he impersonation le vho is calling them, a Ising the client's idei	and whether the applic ntity.		
' he impersonation le vho is calling them, 4	and whether the applic ntity.		

b. On the COM Security tab:

Go to the Access Permissions section and select Edit default .

Add the following accounts and set both local and remote access permissions: Anonymous, Everyone, Interactive,

Network,	Local	Service	and	System.
----------	-------	---------	-----	---------

Ay Computer Properties	Access Permission	? ×
General Options Default Properties Default Protocols MSDTC COM Security	Default Security Group or user names:	
Access Permissions You may edit who is allowed default access to applications. You may also set limits on applications that determine their own permissions.	ANONYMOUS LOGON Everyone INTERACTIVE	
Edit Limits Edit Default	Add Remove	
You may edit who is allowed by default to launch applications or activate objects. You may also set limits on applications that determine their own permissions.	Permissions for SYSTEM Allow Deny	
Edit Limits Edit Default	Remote Access	
OK Cancel Apply	OK Cancel Apply	

Go to the Launch and Activation Permissions section and click on Edit default tab.

Add or update the following accounts to give them all local and remote access permissions: Anonymous, Everyone,

Interactive, Network, Local Service and System.

Computer Properties	Access Permission	<u> </u>
General Options Default Pr	operties Default Security	
Default Protocols MSDTC COM	Security Group or user names:	
Access Permissions		JGON A
You may edit who is allowed default access to applications	x You may	
also set limits on applications that determine their own perm	INSIONS.	
Edit Limits Edit De		(
	SYSTEM	
Launch and Activation Permissions		Add Remove
You may edit who is allowed by default to launch application activate objects. You may also set limits on applications th	and the second se	
determine their own permissions.	Permissions for SYSTE	M Allow Deny
	Local Launch	
Edit Limits Edit De	fault Remote Launch	
	Local Activation	
	Remote Activation	
OK Cancel	Apply	OK Cancel Apply

Migrating TIM Plus

To migrate TIM Plus from one computer to another requires the following actions:

- 1. Upgrade TIM Plus on the old computer
- 2. Install TIM Plus on the new computer
- 3. Migrate the historical data

Upgrading TIM Plus on the old computer

1. Log in to our Gateway and click on the TIM Plus product. Select the Upgrade package from the Downloads area and save the file

on your computer.

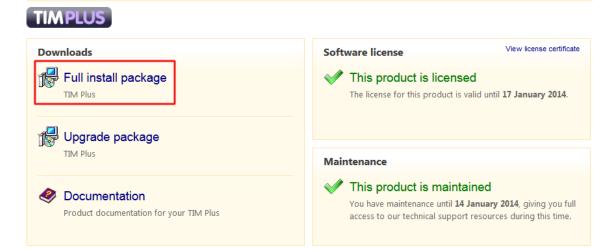
TIMPLUS	
Downloads	Software license View license certificate
Full install package	This product is licensed The license for this product is valid until 17 January 2014 .
Upgrade package TIM Plus	Maintenance
Product documentation for your TIM Plus	Vou have maintenance until 14 January 2014 , giving you full access to our technical support resources during this time.

2. When you have downloaded the setup package, double-click on it and follow the setup wizard in order to complete the installation.

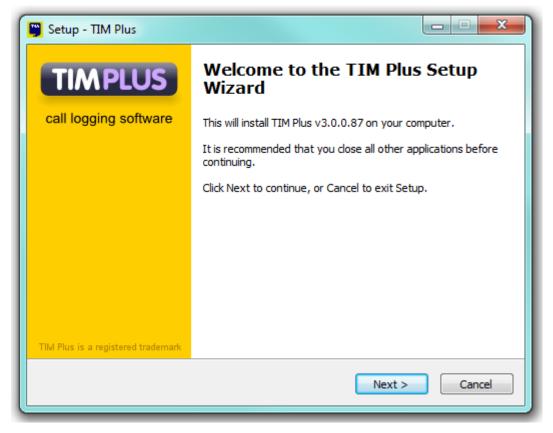
Setup - TIM Plus	
TIMPLUS	Welcome to the TIM Plus Setup Wizard
call logging software	This will install TIM Plus v3.0.0.87 on your computer.
	It is recommended that you close all other applications before continuing.
	Click Next to continue, or Cancel to exit Setup.
TIM Plus is a registered trademark	
	Next > Cancel

Installing TIM Plus on the new computer

1. Log in to our Gateway and click on the TIM Plus product. Select the Full install package from the Downloads area and save the file on your computer.



2. To install TIM Plus, double-click on the setup package and follow the on-screen instructions.



3. After installation, the First-time setup wizard screen will open automatically in a new web browser window.

First-time se	etup wizard	Progress	12345678
	This wizard walks you through the initial steps required to TIM Plus on your server.	install	_
	You will need the following information in order to complete the	he wizard:	
	 Your e-mail server settings, including its location and lo A working internet connection to obtain a license 	gin details	3
	Please note that any settings you provide during this wizard changed after installation.	can be	
	When you are ready to start the wizard, click the Begin butto	on below.	
	Begin		_

- 4. Close the web page, access the Windows Services and restart TIM Plus service.
- 5. Access Windows Registry Editor (Start -> Run -> regedit.exe) and remove the FirstTime value from the following Registry key:

HKEY_LOCALMACHINE\Software\Tri-Line\TIM Plus\ Main

Edit View Favorites Help				
LibreOffice	*	Name	Туре	Data
Macromedia		ab (Default)	REG SZ	(value not set)
🔉 🔐 Martin Prikryl		ab AlertDisk1	REG_SZ	{app}\logs\{year}\{year}-{month}-{day}-critical.log
▷ · ↓ Microsoft		ab AlertDisk10	REG SZ	
⊳ 🦺 Mozilla		ab AlertDisk2	REG SZ	{app}\logs\{year}-{month}-{day}-warning.lo
mozilla.org		ab AlertDisk3	REG SZ	{app}\logs\{year}\{year}-{month}-{day}-informatio
MozillaPlugins		ab AlertDisk4	REG SZ	(app) togs (jear) (jear) (month) (aby) montatio
MySQL AB		ab AlertEmail1	REG SZ	example@tri-line.com
DDBC		ab CallDBDatabase	REG_SZ	native
Policies		ab CallDBPassword	REG SZ	tntnet
		ab CallDBPort	REG_SZ	1433
Softminks ▶ - 11 Sophos		ab CallDBProvider	REG_SZ	Native
E TeamViewer		ab CallDBServer	REG_SZ	127.0.0.1
		ab CallDBUsername	REG_SZ	tim
The Document Foundation		ab Configured	REG_SZ	True
Tri-Line		ab CurrentTimezone	REG_SZ	-60
Nettel		ab FirstTime	REG_SZ	-00
TIM Enterprise		ab FloodFailCount	REG_SZ	0
Alerts	E	ab FloodLockTime	REG_SZ	60
Call History		ab SchemaVerify	REG_SZ	196690
⊳ - 🚺 Colours		ab SMTPAuthMeth	-	
		ab SMTPHost	REG_SZ	none
Main		ab SMTPMost	-	
			REG_SZ	25
Scripts	-	ab SMTPPort	REG SZ	25

Migrating the historical data

To restore your historical data on the new computer, copy the TIM Plus folder from the old machine, transfer it across on the new computer and paste it over the existing TIM Plus folder. This action will overwrite its content.

You can now start the TIM Plus service.

At this stage of the process you will be asked to provide a license key for the new installation. Copy the product key into a text file and email it to our Technical Support team.

Re-running data

Follow the steps below to re-run data in TIM Plus:

1. Locate the backup files you want to re-run data for and copy them to a separate folder onto the Desktop. By default, the backup files are stored in the following location:

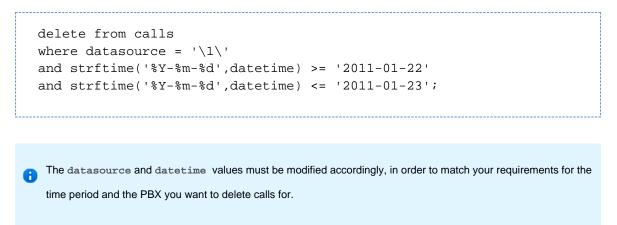
{Program Files}\Tri-Line\TIM Plus\backup

- 2. Log in to TIM Plus as root user, select the Settings tab and click on the Query browser button.
- 3. To check the datasource for the PBX object you want to delete calls for, enter the following query:

SELECT name, fullkey from dir where type = 'pbx';

TIMPLUS		Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Web users Email Web server Alerts License Questions Voice recording Backup & restore Maintenance Renew call keys	Query browser Query 1 New SELECT name, fullkey from dig w	here type = 'pb	¥';			Ru	n query
System metrics Query browser	Name London		FullKe	ý			

4. To delete calls for a specific PBX object and time period, enter the following query:



5. The query should return the message No results set, confirming the selected calls have been deleted.

Web users Query browser Run query Email Query 1 New	TIMPLUS		Directory	Call view	Live stats	Tariff editor	Settings	Alerts
Web server Alerts License Questions Voice recording Backup & restore Maintenance Renew call keys System metrics Query browser No results set	Web users Email Web server Alerts License Questions Voice recording Backup & restore Maintenance Renew call keys System metrics	Query 1 New delete from calls where datagourge = '\1\' and stifting ('%Y-%m-%d', datetin and stifting ('%Y-%m-%d', datetin	me) >= '2011-01-	22'				query

6. To re-run the data back in the system, copy the backup files you have previously copied onto the Desktop and paste them into the following location:

{Program Files}\Tri-Line\TIM Plus\spool

7. While the system is processing the data, you can monitor the Call view screen to view the calls that are being logged.

The time to re-spool the data will vary, depending on the amount and size of the files your system is processing.

VAT rate adjustment

VAT	rate adjustment
2	Introduction
2	Changing Web format
2	Changing PDF format

Introduction

Every report in TIM Plus can be fully customised, from how they perform their calculations to the way they appear.

To amend a report, you need to edit its associated XSL or PDF script file, paying attention to the class of web user whose content you want to change, and which report format.

This document details how to change the tax rate in the Phone Bill report in both Web and PDF formats, for any web user with a class of A dministrator.

Every report has a unique ID number which the system uses to identify the report type (the report ID for a Phone Bill report is 2)

Changing Web format

Open the following file in a plain text editor such as Notepad:

```
{Program Files (x86)}\Tri-Line\TIM
Plus\ssldata\_siteadmin\scripts\web\2.xs
```

Look in the first few lines of code for the VAT amount, then change it to the new amount, respecting the decimal point and number of decimal places:

```
<?xml version="1.0" encoding="UTF-8" ?>
<xsl:stylesheet version="1.0" xmlns:xsl="http://www.w3.org/1999/XSL/Tran
<xsl:output media-type="text/html" encoding="UTF-8" method="html" />
<!-- Phone bill -->
<xsl:variable name="vat">20.0</xsl:variable>
<xsl:variable name="vat">20.0</xsl:variable>
<xsl:include href="all.xsl" />
<xsl:template match="report">
</title>
```

Save the file and run a new Phone Bill report in Web format to verify whether the amount has changed. If it hasn't then you may be running the report as a web user with a different web class than Administrator; in which case, modify the file in the path specified above, but choose the appropriate folder other than _admin.

Changing PDF format

Again, in a plain text editor such as Notepad, edit the following file:

You'll notice that this is a Javascript file, and that it is located in the \pdf\ folder of the \scripts\ folder.

{Program Files(86)}\Tri-Line\TIM Plus\ssldata_admin\scripts\pdf\2.js

Search for the following line (the value shown below may be different on your system):

var _vat = 20.0;

Change the value to the new amount, then save the file.

Run a new Phone Bill report in PDF format to verify that the amount has changed.