TIM Professional

Entry-level call logging for single-site organisations

Product Documentation

Last Updated: November 2013

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Entry-level call logging for single-site organisations

License and disclaimer

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 Enterprise installation.

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The contact details of the copyright holders are:

```
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9-10 Telfords Yard
The Highway
London
E1W 2BS

Switchboard: +44 20 7265 2600
Technical Support: +44 20 7265 2626
Website: http://www.tri-line.com/
```

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 Professional:

- 2 GHz x86/x86-64 CPU
- 1 GB memory
- 40 GB hard disk
- Windows 2000 - Windows 7 (Server editions up to 2003) operating systems
- Ethernet TCP/IP network

We do not recommend integration of the internal SQL database of TIM Professional 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 Professional 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 Professional 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.

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Obtaining and installing TIM Professional

Log on to the Tri-Line Gateway using the credentials you created when you first enquired about TIM Professional. 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.

Accessing the system

> The TIM Professional application runs on a centralised machine within your network, and due to its in-built web server, it can also be accessed via a standard web browser from any other PC on your network.

To start the TIM Professional, locate the application name in the `All Programs` list in the Windows Start Menu or click on the desktop icon.

During start-up, various checks are being carried out, along with a success indicator for each. If one of these checks fails, the system will pause, allowing you to take remedial action. In the instance of a system start-up error, you are advised to contact our Technical Support team
.

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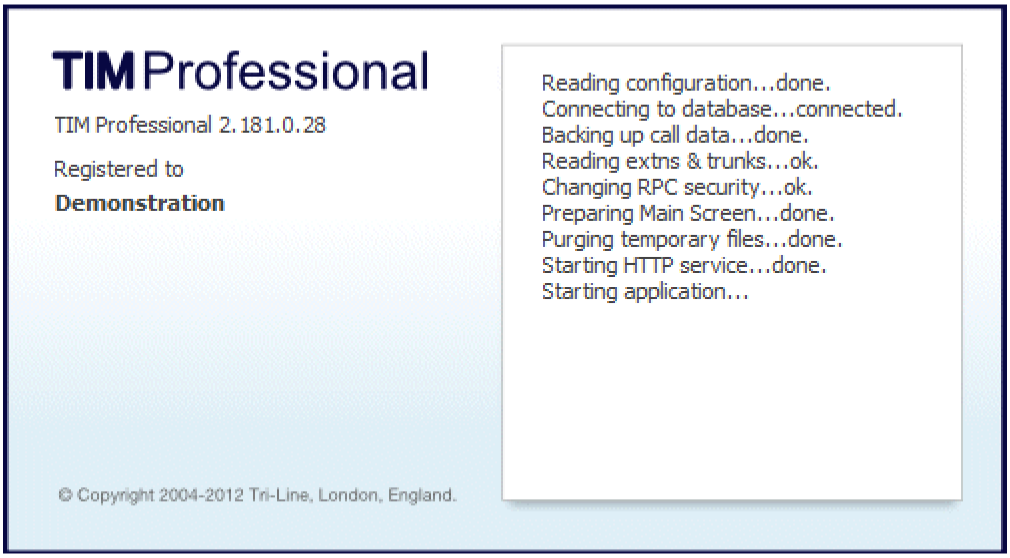
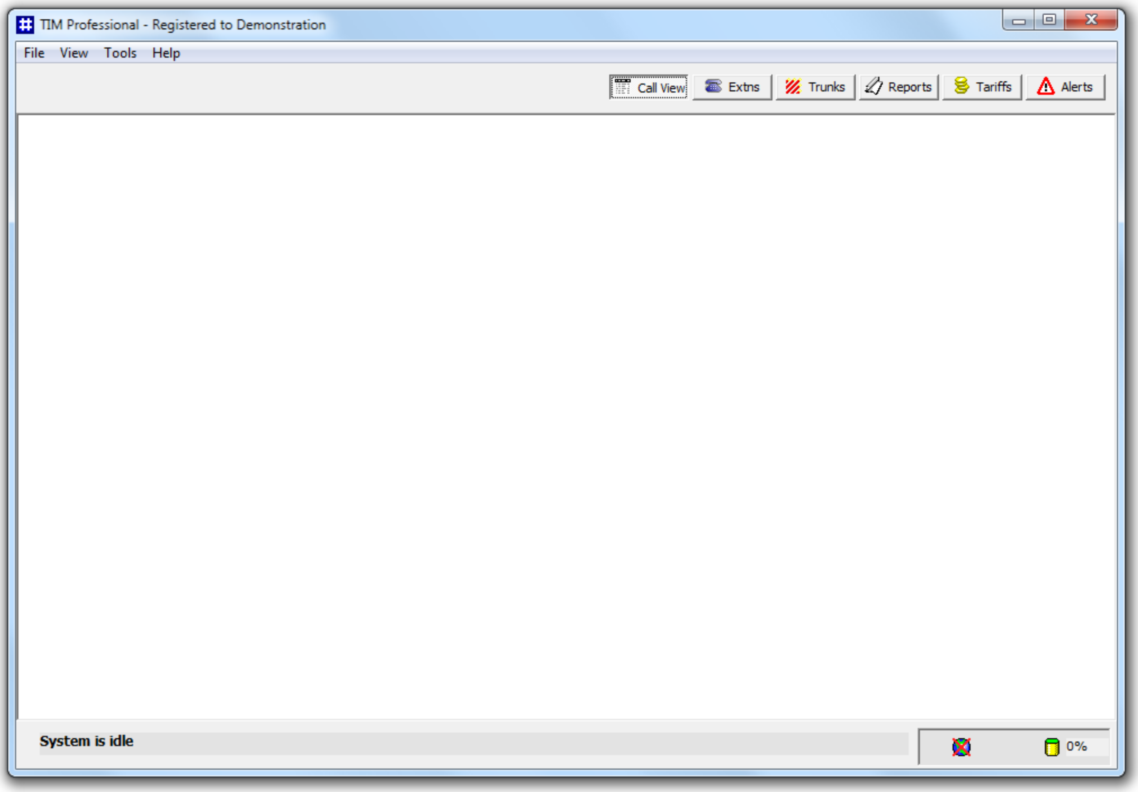


After the system has started, the **Call View** screen is displayed. If this is the first time you are running the application, this screen will be empty, as shown below:

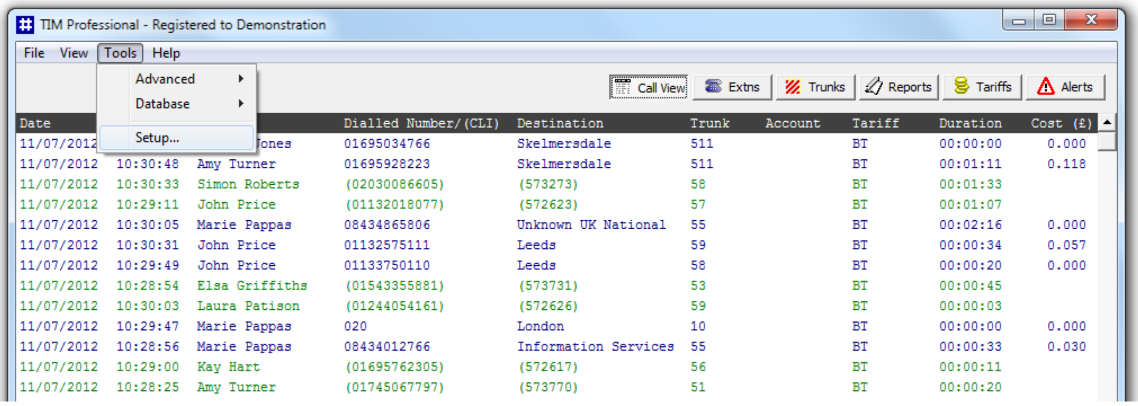


As TIM Professional runs as an application, you need to ensure the program is running at all times in order to log all SMDR data.

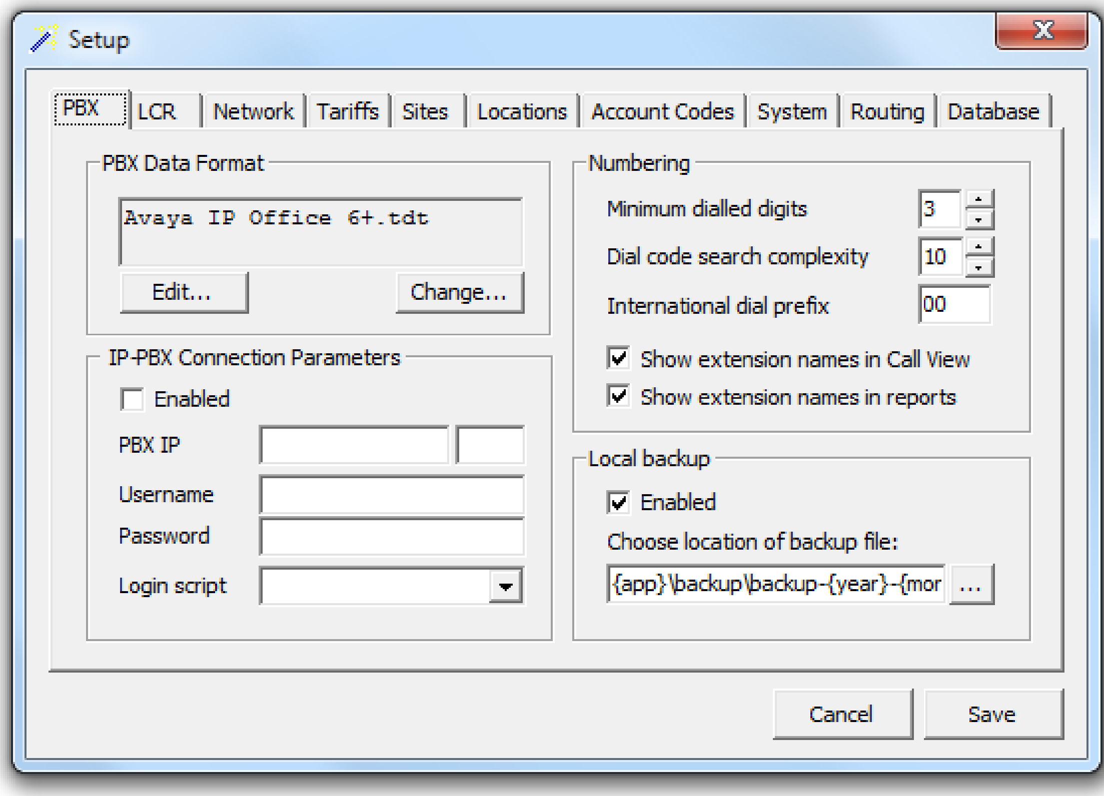
Setup

Overview

To access the **Setup** screen, click on the Tools button from the top-left menu bar, as shown below:



A new window will open, displaying the following configuration options:



Tab	Description
PBX	Contains the connection parameters for your telephone system.
LCR	Allows you to set up your least-cost routing digits and point them to specific tariffs.
Network	Allows you to configure your web, mail and Telnet server settings.
Tariffs	Allows you to localise the tariffs in order to ensure the cost is applied correctly.
Sites	Allows you to configured the system to receive data from more than one telephone system; however, we strongly recommended our TIM Plus or Enterprise products if you have more than one telephone system.
Locations	Allows you to assign custom names to specific or ranges of dialled numbers.
Account codes	Allows you to add or remove account codes and their associated names.
System	Allows you to set general system parameters, e.g. VAT, currency, Live stats etc.

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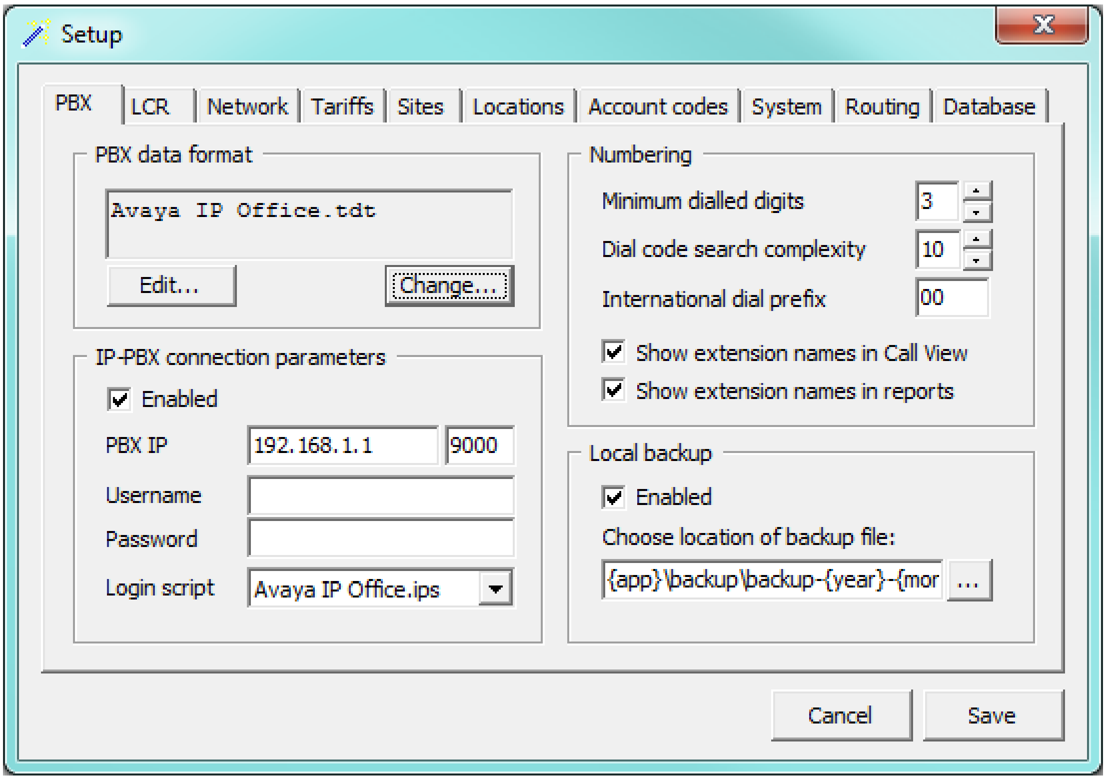
Routing	Allows you to assign multiple tariffs to different extension and trunk numbers.
Database	This option was introduced purely for diagnostics and it is no longer in use.

The main configuration file

TIM Professional stores all its configuration settings into a file, named `main.cfg`, which is located by default in `{app}\tim\config\main.cfg` and it consists of a line-by-line list of settings. For a full list of configuration file options, please visit the Configuration File Options section.

PBX

The PBX tab allows you to configure the connection parameters of your telephone system. Below is an example of how to configure an Avaya IP Office phone system.



Field	Description
PBX IP: Port	The IP address of the telephone system
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
Login script	The script file used by TIM Professional to check for new data

The configuration you need to apply in this section will vary, depending on the connection method used by your telephone system to provide call logging data. For assistance configuring these settings, contact our Technical Support team.

LCR

Overview

Least-cost routing is the process of selecting a telecoms carrier on a trunk provided by another telecoms carrier. It is usually a four-digit code dialled before a number that instructs the telephone exchange to pass the call to another carrier, rather than carry it itself.

For example, if your lines are supplied by British Telecom, but you want to use a different carrier for certain calls, you can inform the British Telecom exchange not to connect those calls directly, but to route them to the other carrier network for them to connect the call. Although you are using a BT line from your premises to the exchange, the lines of the other carrier will be used from the exchange to the destination. Each carrier has its own access code which, when prepended to the dialled number, the BT line will recognise to which carrier the call has to be passed over.

A list of such access codes - along with the tariff table you wish to use to cost calls routed by this particular code - is contained in the **`LCR.cfg`** file, located within the main installation folder `{app}\tim\config`.

In the configuration presented below, a dialled number such as 166001615905900 would be routed to 01615905900 (Manchester) via the MCIWorldcom network.

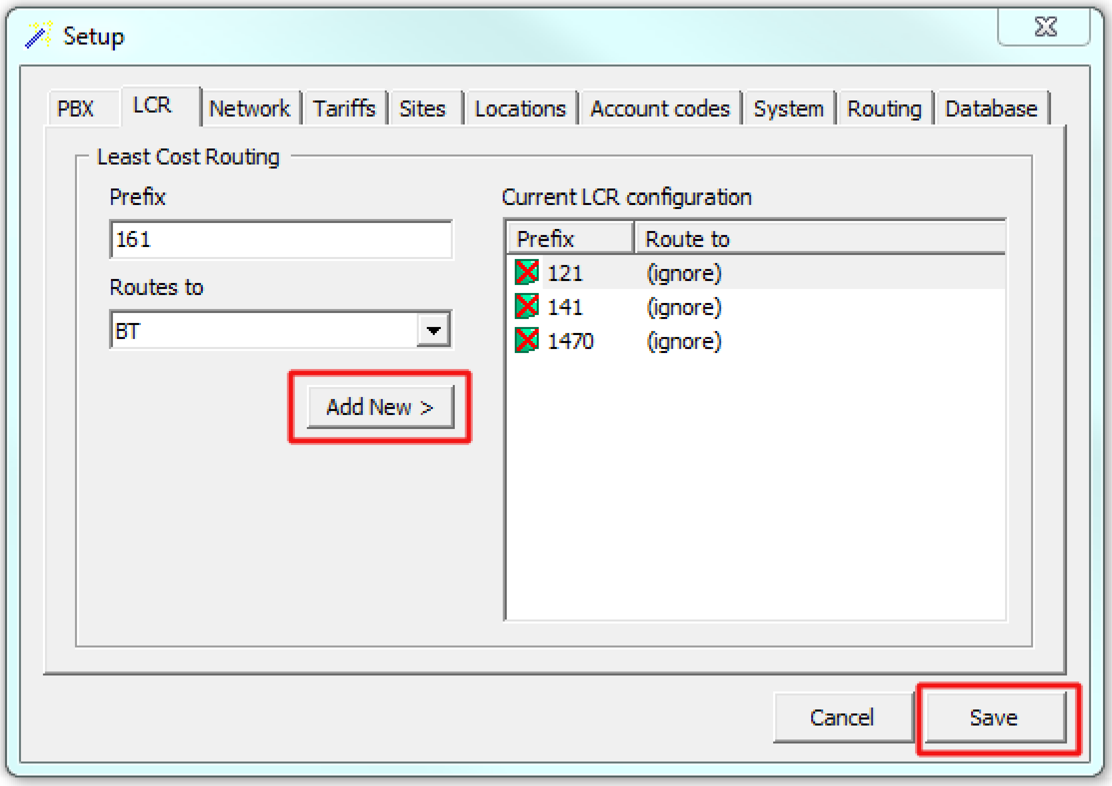
```
[All LCR Views]

1660 = MCIWorldcom
1452 = Eurobell
132 = Energis
```

We recommend to check first with our Technical Support team if you need to make any changes to the back-end files.

Adding an LCR code

To add an LCR code, access the `Setup` screen from the top-left menu and click on the LCR button.



Enter the code in the `Prefix` field, select the associated tariff from the drop-down list and click on the Add new button. To apply the changes click on the Save button.

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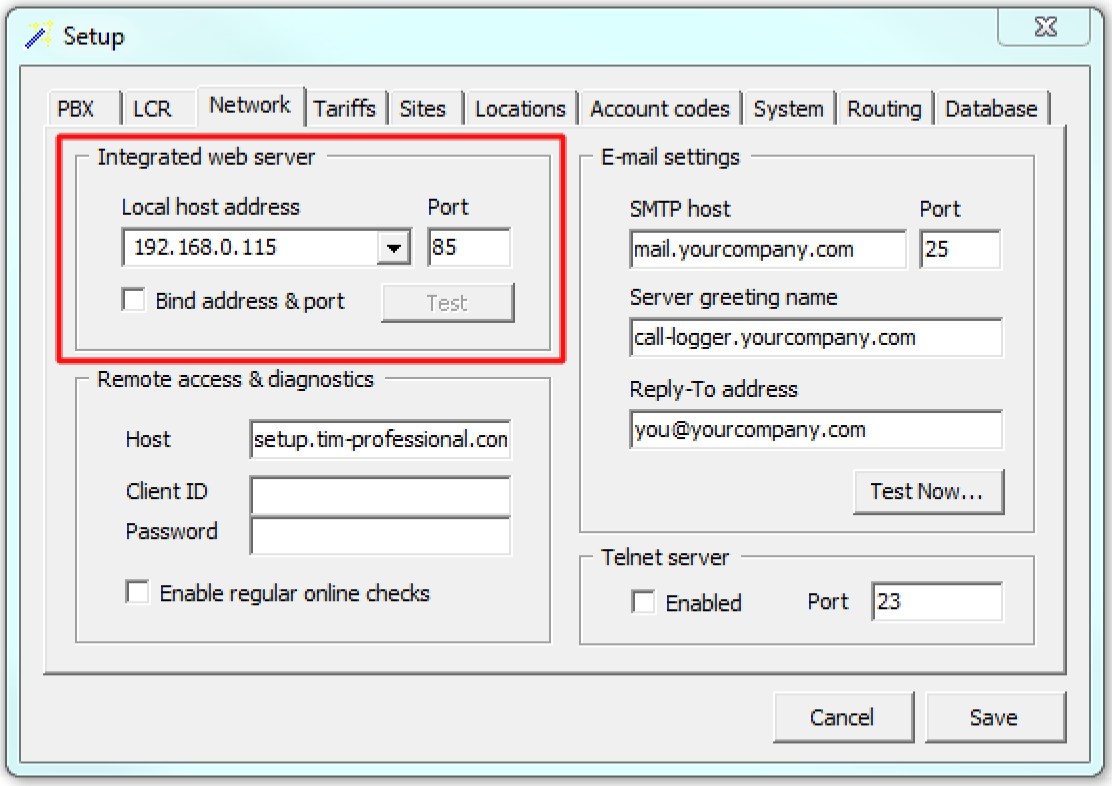
Network

The Network tab allows you to configure your web, mail and Telnet server settings.

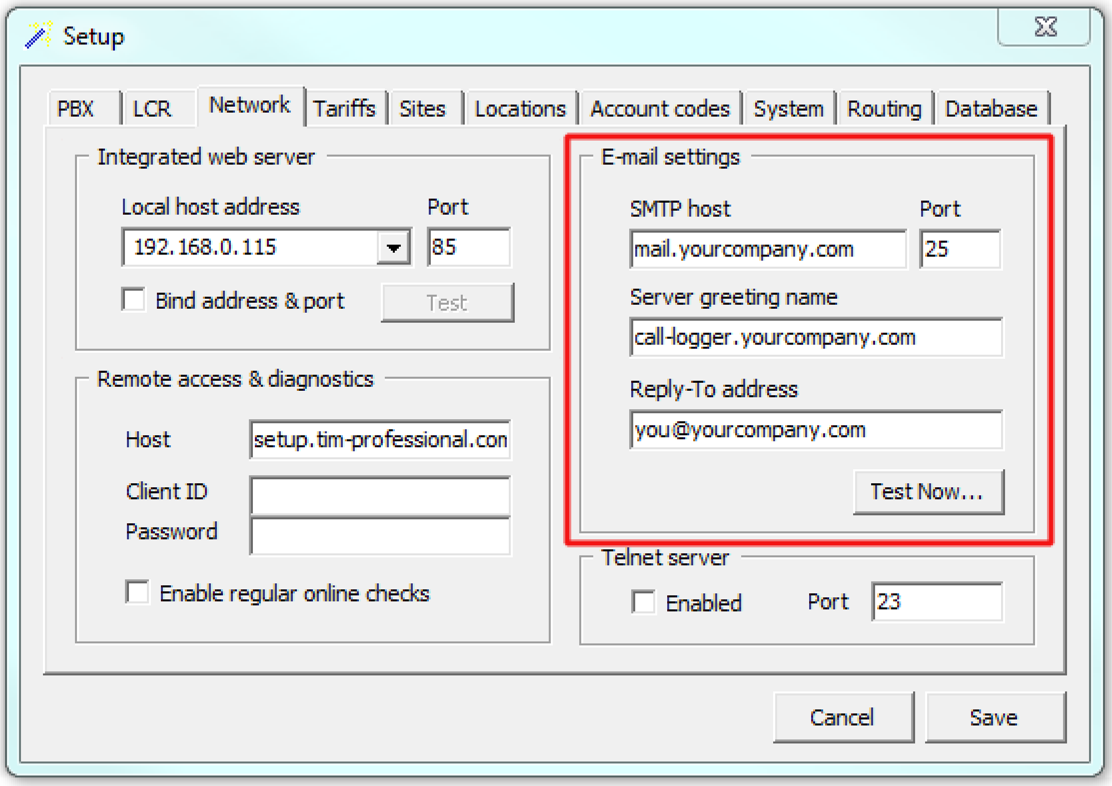
Web server

TIM Professional has its own built-in web server and it can be accessed from any PC on your network without the need of additional software. To configure, choose the IP address and port number that you want the web service to listen on.



E-mail settings

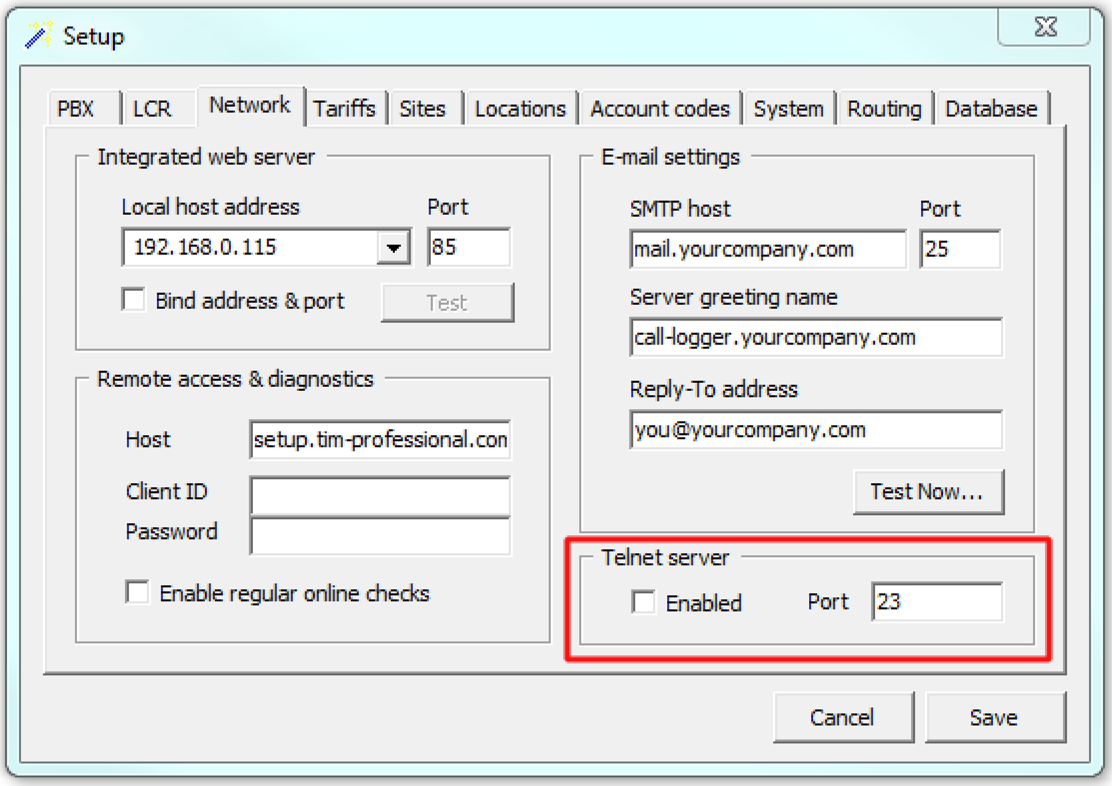
This section allows you to configure the details of your mail server in order to enable TIM Professional to send out scheduled reports or system alerts.



Field name	Description
SMTP host	The IP address or host name of your company's mail server
Port	The port number of your mail server, which is 25, by default
Greeting name	The `Greeting name` required by your mail server to identify the computer that is sending the email
Reply-to address	The email address you want to use to send a test email, in order to verify your email settings

Telnet server

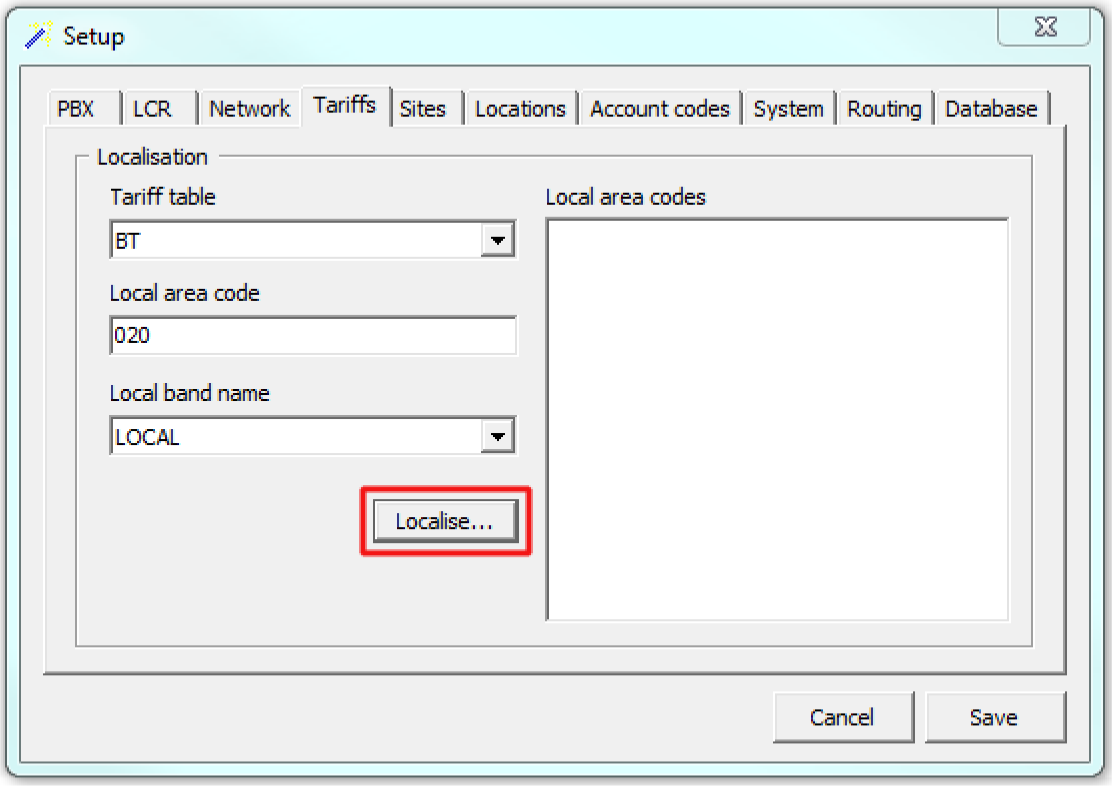
If your telephone system is configured to send data to the call logger, enable the Telnet server box in order to allow TIM Professional to capture the call logging data.



Tariffs

The Tariffs tab allows you to specify which calls should be treated as local by your tariff table.

To localise a tariff, select it from the drop-down list, enter your local area code and the band name, then click on the Localise... button, as shown below:



A new window will appear, asking you to confirm the action; click Yes if you want to localise your tariff. The local area codes will be displayed in the right-hand panel, as shown below:

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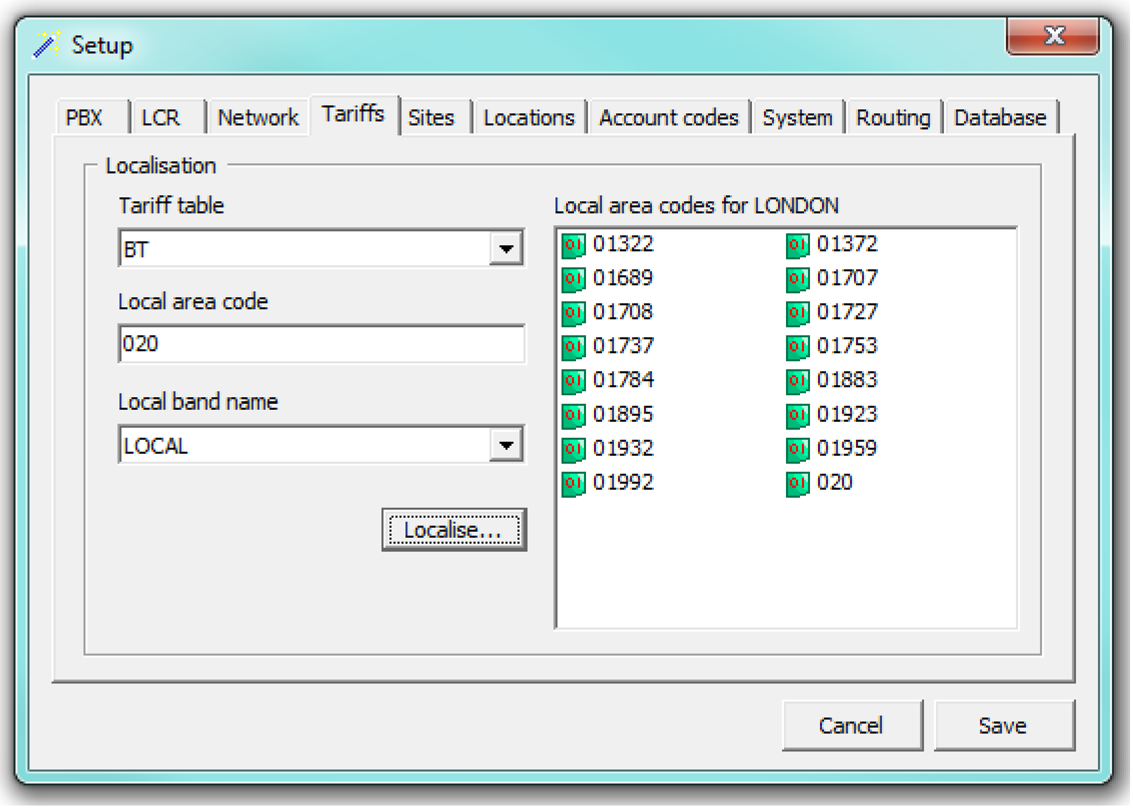

Sites

Although TIM Professional can be configured to receive data from more than one telephone system, we strongly recommended our TIM Plus or Enterprise products for a multi-site system.

When TIM Professional is configured to log calls from more than one telephone system, TIM Professional distinguishes each site by its corresponding filename extension.

Initially, when data is transmitted to the call logger via TCP/IP, the software differentiates its various sites by the sender's IP address, which is then used to assign a filename extension to each site. Thereafter, the data is being sent to the `spool` folder for processing and will log in the system within the site whose filename extension it corresponds to.

To assign a filename extension to a site, open the **`TCPSOURCES.cfg`** file from the main installation folder. An example of this is presented below.

All three sites are transmitting the data to the host application:

Site 1	Site 2	Site 3
Main Building 192.168.0.29	Financial Centre 192.168.0.100	Conference Building 192.168.0.54

First, you need to assign a filename extensions to each site's IP address, in the **`TCPSOURCES.cfg`** file:

```
[TCP Data Sources]

192.168.0.29 = MBG
192.168.0.100 = FNC
192.168.0.54 = CNF
```

Next, you need to assign a name to each site, according to the filename extension above. Open the **`SITES.cfg`** file, located in the `config` f

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older within the main installation folder.

Under the section heading **[All Sites]**, list each filename extension followed by an **=** sign and the full name of the site as you would like to appear in reports. To instruct the software to interpret the data from a particular site using a different PBX data template, you need to specify the site name, followed by the the **$** symbol and the template filename, as shown in the example below:

```
[All Sites]

MBG = Main Building
FNC = Financial Centre
CNF = Conference Building$Custom.tdt
```

In the example above, the `Main Building` and `Financial Centre` sites are configured to use the default PBX template file, e.g. **Avaya IP Office.tdt**, whilst the `Conference Building` site requires a custom template file, **Custom.tdt**.

Site 1 will send the data to TIM Professional, which will search for the IP address in the **TCPSOURCES.cfg** file and associate this with the extension **MBG**. A randomly named file is created in the `spool` folder containing the data sent from the telephone system, e.g. **4de9380f.MBG**.

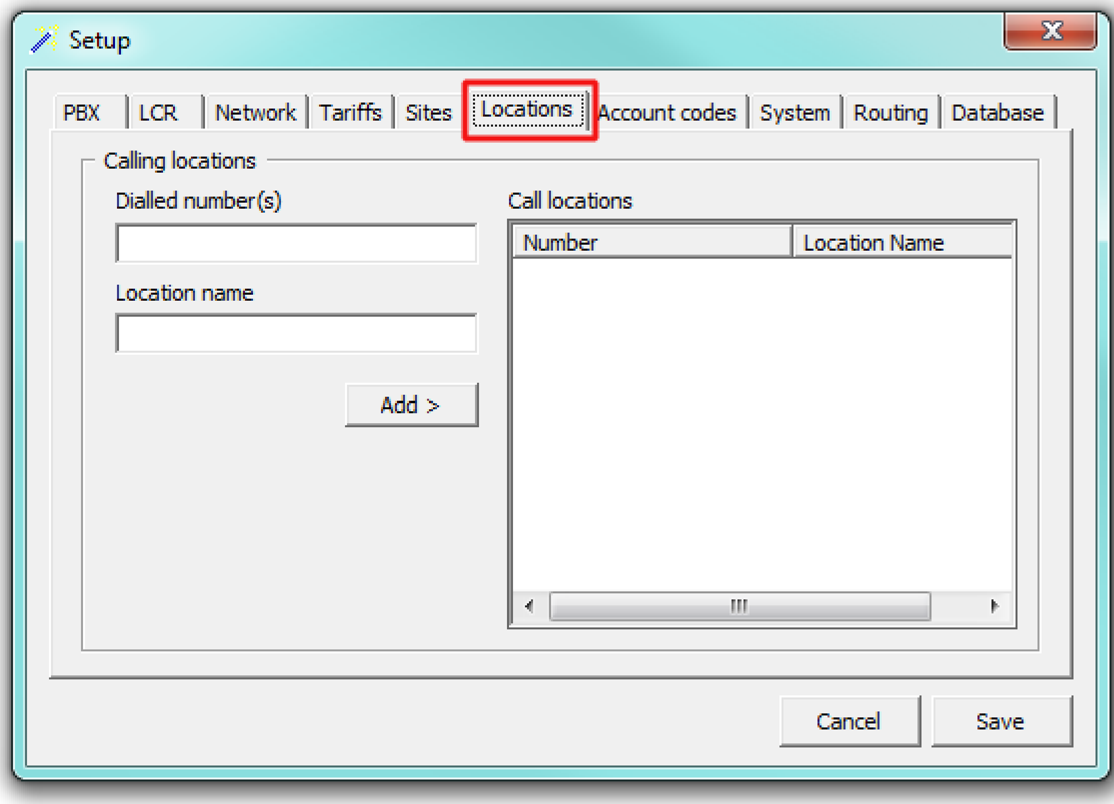
When the file is being picked up from the `spool` folder, it can be identified successfully by the system as being sent from the `Main building` site, as described in the **SITES.cfg** file.

All filenames are case-sensitive and the system will not be able to process the data if the expected characters are not used.

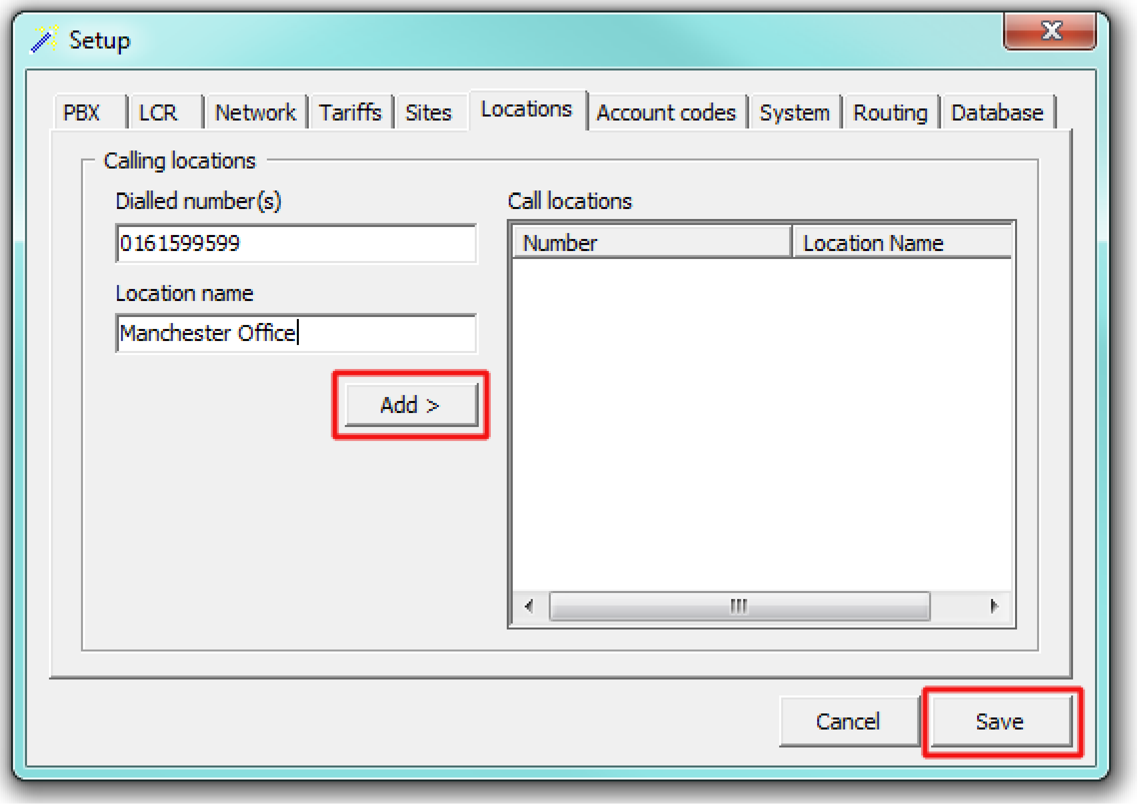
Locations

TIM Professional allows you to customise the names of specific locations you dial to, so that these show instead of the generic location name wherever they feature throughout the system, e.g. reports, call view etc. For example, if you have an office in Manchester and you would like to see the name of the branch as the destination, rather than the generic location name, Manchester, you can apply the following changes:

Access the `Setup` screen from the main configuration menu and click on the Locations tab.



Enter the number and preferred location name in the fields provided, click on the Add button and save the changes.



If you have a large number of custom location names to add to the system, you can access the **LOCATIONS.CFG** file found in the **\config** folder within the main program folder and add the details in the **number = friendly name** format, as shown below:

```
[Call Locations]

01615995999 = Manchester Office
02072652600 = Tri-Line
02072652626 = Tri-Line Technical Support
```

If a whole DDI range is related to a particular name, you can use wildcards to specify the range, as shown below:

```
[Call Locations]

01615995900 = Manchester Switchboard
016159959## = Manchester Office DDI
```

Account codes

The Account codes tab allows you to add a list of contacts to the system, replacing account codes with friendly names wherever they feature throughout the system, e.g. in reports, call view.

To add an account code contact to the system, enter the code and the preferred name in the fields provided, then click on the Add button, as shown below:

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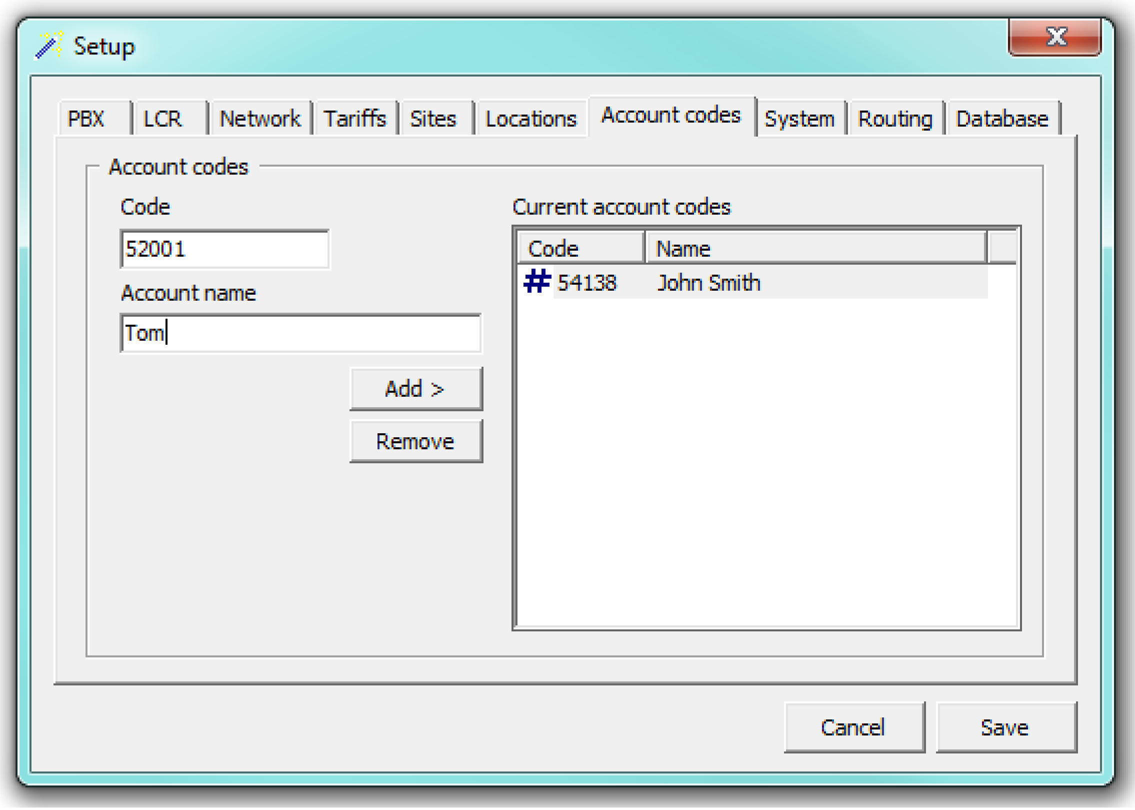
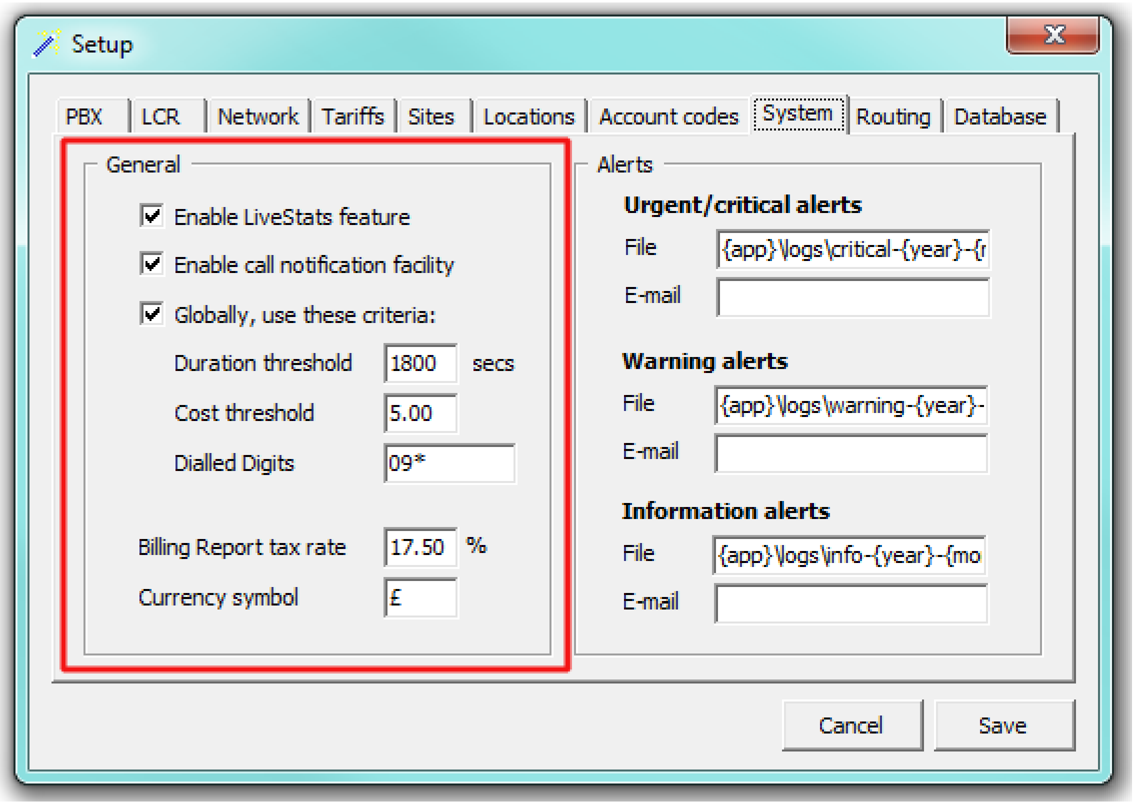


The contact will be added to the `Current account codes` list. Follow the same procedure to add another account code, then click on the Save button to apply the changes.

System

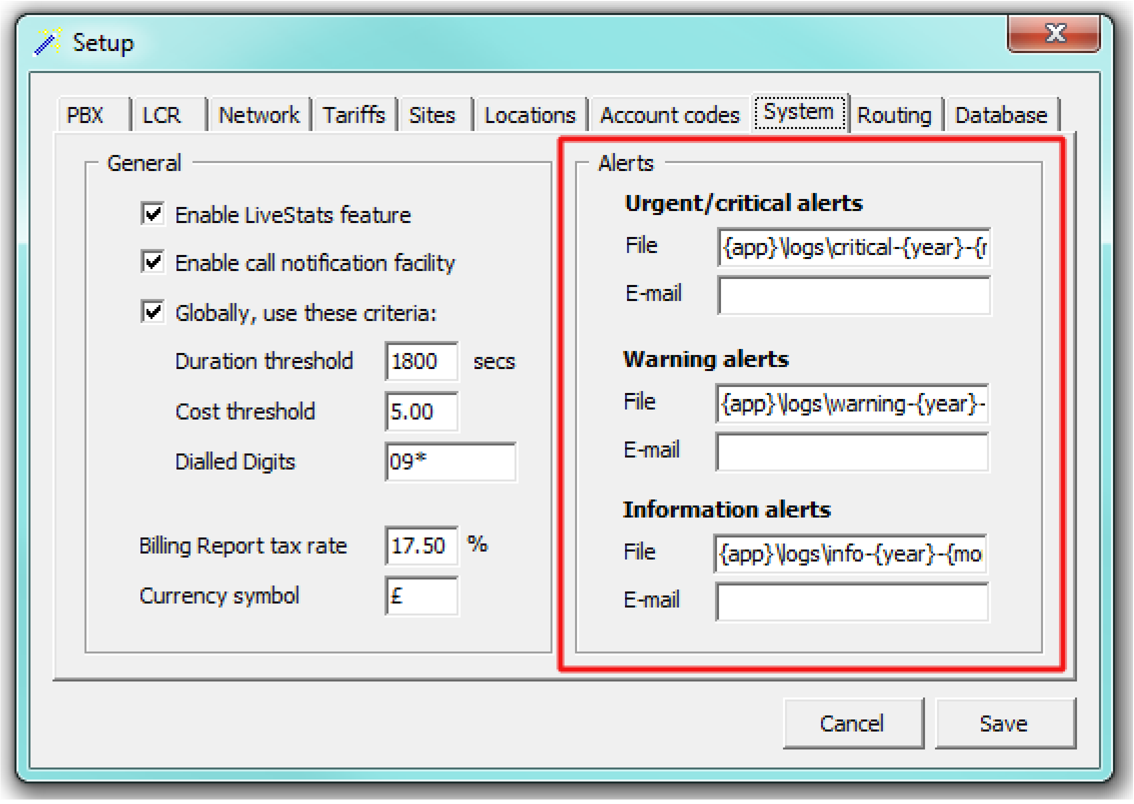
General

This section allows you to configure general settings such as the VAT rate or to configure an alert when calls whose properties match certain criteria have happened.



Alerts

TIM Professional 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 Professional:

Alert	Description
Urgent / critical alerts	A critical alert notifies you of any events that are detrimental to the system, e.g. database failure
Warning alerts	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 alerts	An information alert notifies you of any system events that have occurred on the system, e.g. if the application service has been restarted

To send an alert as a notification email, enter the email address in the text box alongside each type of alert.

> 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}\logs\{year}\{year}-{month}-{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` format

To choose a different location to store the logs files, overtype the existing entry.

Routing

TIM Professional allows you to apply different rates to specific calls, depending on whether they were made over certain trunks, by particular extensions, by using a particular trunk access codes or from specific sites. This can be achieved by creating a routing table, such as the one shown below.

Some criteria takes precedence over others and the hierarchy is as follows:

- Extension Routing
- Least-Cost Routing
- Hard Trunk Routing
- Trunk Access Routing
- Site Routing

Each set of criteria should be listed in its own section, which will be defined by inserting the section name in square brackets.

A typical routing configuration may look like this:

```
[Extension]

3000 = Payphone
3001 = Payphone
3002 = Payphone
3003 = Payphone

[Trunk]

2001 = NTL
2002 = NTL
2003 = NTL
2004 = NTL
2005 = NTL
2006 = NTL
2007 = NTL

[Access Code]

78 = PrivateWire

[Site]

Default Site = BT
```

In the example above, assuming the default tariff table is set to BT, any call data from the **`Default Site`** would be reinforced as a BT call.

If, however, a call was made using the trunk access code **`78`**, this would be costed as a **`PrivateWire`** call. This would be overridden if the call was made over any of the trunks 2001 to 2007 and it would be costed at **`NTL`** rates. In the same way, if the call was made from any of the extensions 3000 to 3003, it would be priced using the **`Payphone`** rate, taking precedence above all other conditions.

Database

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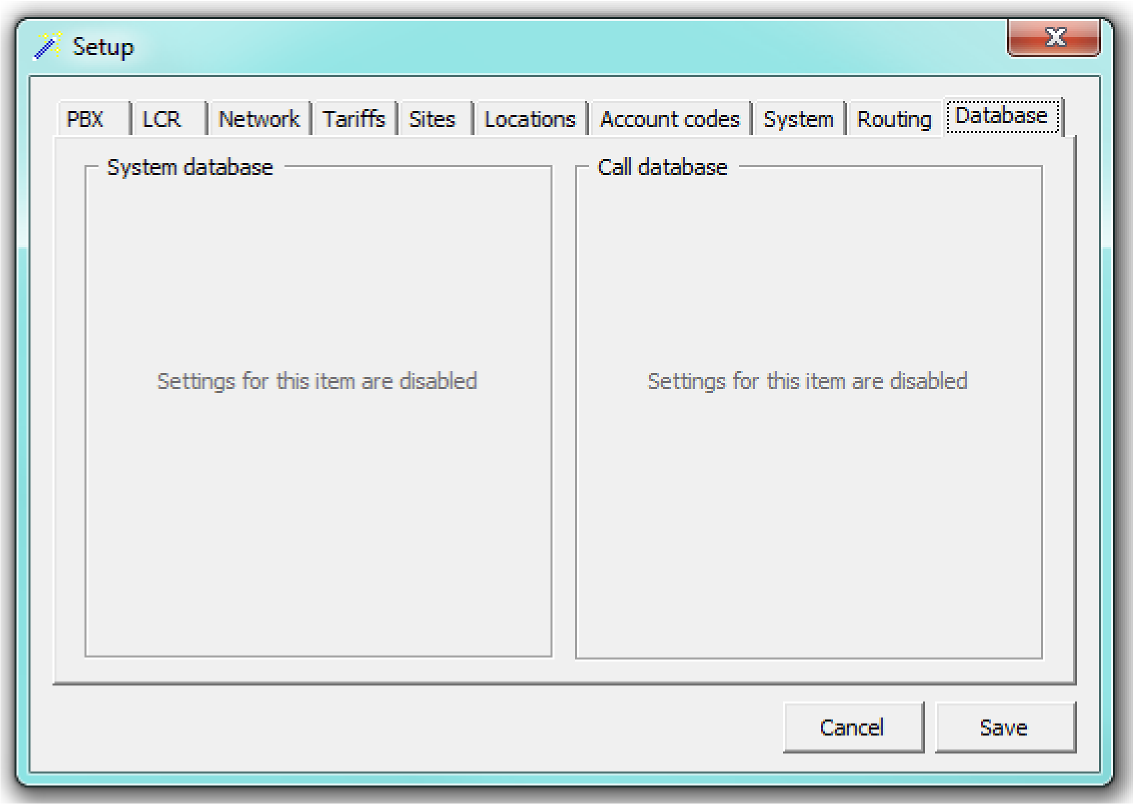
This features is no longer in use.



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 Professional. The call list is arranged so that the most recent calls are at the top of the list.

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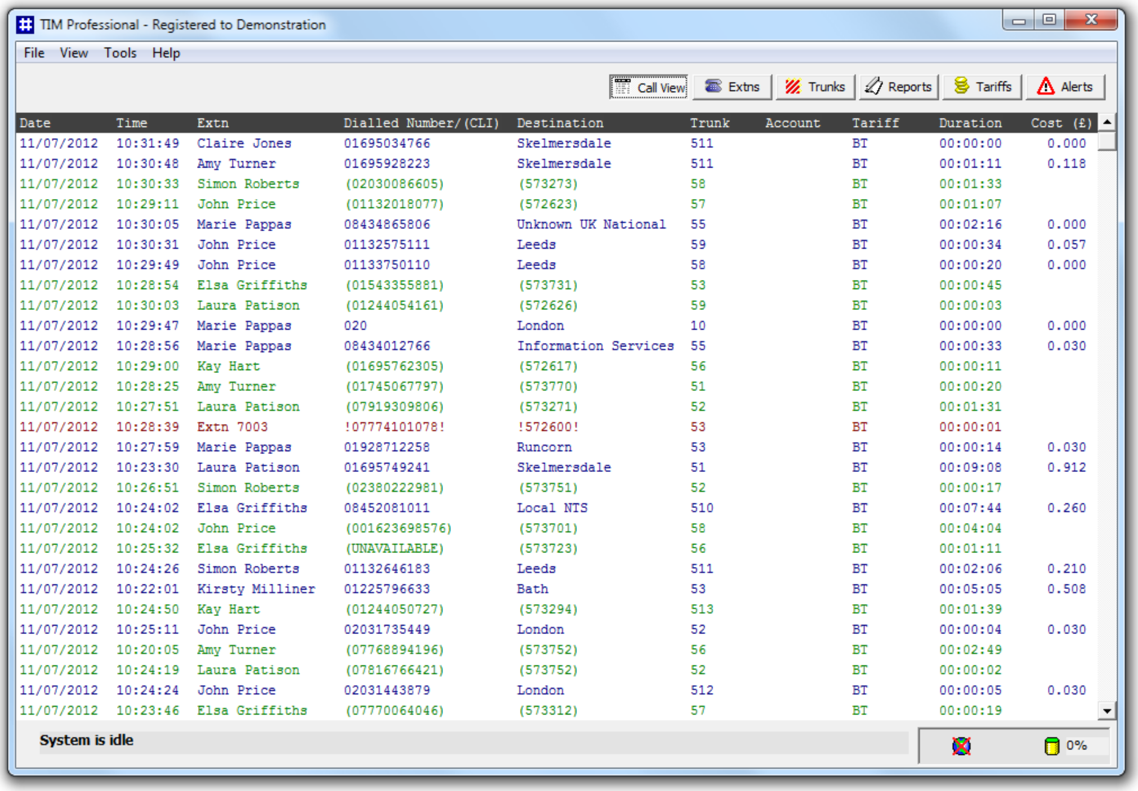

Date	Time	Extn	Dialled Number/(CLI)	Destination	Trunk	Account	Tariff	Duration	Cost (£)
11/07/2012	10:31:49	Claire Jones	01695034766	Skelmersdale	511		BT	00:00:00	0.000
11/07/2012	10:30:48	Amy Turner	01695928223	Skelmersdale	511		BT	00:01:11	0.118
11/07/2012	10:30:33	Simon Roberts	(02030086605)	(573273)	58		BT	00:01:33	
11/07/2012	10:29:11	John Price	(01132018077)	(572623)	57		BT	00:01:07	
11/07/2012	10:30:05	Marie Pappas	08434865806	Unknown UK National	55		BT	00:02:16	0.000
11/07/2012	10:30:31	John Price	01132575111	Leeds	59		BT	00:00:34	0.057
11/07/2012	10:29:49	John Price	01133750110	Leeds	58		BT	00:00:20	0.000
11/07/2012	10:28:54	Elsa Griffiths	(01543355881)	(573731)	53		BT	00:00:45	
11/07/2012	10:30:03	Laura Patison	(01244054161)	(572626)	59		BT	00:00:03	
11/07/2012	10:29:47	Marie Pappas	020	London	10		BT	00:00:00	0.000
11/07/2012	10:28:56	Marie Pappas	08434012766	Information Services	55		BT	00:00:33	0.030
11/07/2012	10:29:00	Kay Hart	(01695762305)	(572617)	56		BT	00:00:11	
11/07/2012	10:28:25	Amy Turner	(01745067797)	(573770)	51		BT	00:00:20	
11/07/2012	10:27:51	Laura Patison	(07919309806)	(573271)	52		BT	00:01:31	
11/07/2012	10:28:39	Extn 7003	!07774101078!	!572600!	53		BT	00:00:01	
11/07/2012	10:27:59	Marie Pappas	01928712258	Runcorn	53		BT	00:00:14	0.030
11/07/2012	10:23:30	Laura Patison	01695749241	Skelmersdale	51		BT	00:09:08	0.912
11/07/2012	10:26:51	Simon Roberts	(02380222981)	(573751)	52		BT	00:00:17	
11/07/2012	10:24:02	Elsa Griffiths	08452081011	Local NTS	510		BT	00:07:44	0.260
11/07/2012	10:24:02	John Price	(001623698576)	(573701)	58		BT	00:04:04	
11/07/2012	10:25:32	Elsa Griffiths	(UNAVAILABLE)	(573723)	56		BT	00:01:11	
11/07/2012	10:24:26	Simon Roberts	01132646183	Leeds	511		BT	00:02:06	0.210
11/07/2012	10:22:01	Kirsty Milliner	01225796633	Bath	53		BT	00:05:05	0.508
11/07/2012	10:24:50	Kay Hart	(01244050727)	(573294)	513		BT	00:01:39	
11/07/2012	10:25:11	John Price	02031735449	London	52		BT	00:00:04	0.030
11/07/2012	10:20:05	Amy Turner	(07768894196)	(573752)	56		BT	00:02:49	
11/07/2012	10:24:19	Laura Patison	(07816766421)	(573752)	52		BT	00:00:02	
11/07/2012	10:24:24	John Price	02031443879	London	512		BT	00:00:05	0.030
11/07/2012	10:23:46	Elsa Griffiths	(07770064046)	(573312)	57		BT	00:00:19	

All calls are colour coded with the colour coding defining the call type represented as follows:

- **Green**: Incoming calls
- **Blue**: Outgoing calls
- **Gray**: Internal calls
- **Red**: Abandoned DDI calls (direct dial in)

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
Extn	The extension number that made or received the call. If a name has been allocated to the extension number, this will be displayed instead
Dialled Number/CLI	The information displayed in this field is determined by the type of call: ▪ for incoming calls, this shows the CLI of the caller, if available ▪ for incoming internal calls, this shows the extension number that was dialled ▪ for outgoing calls, this shows the dialled number

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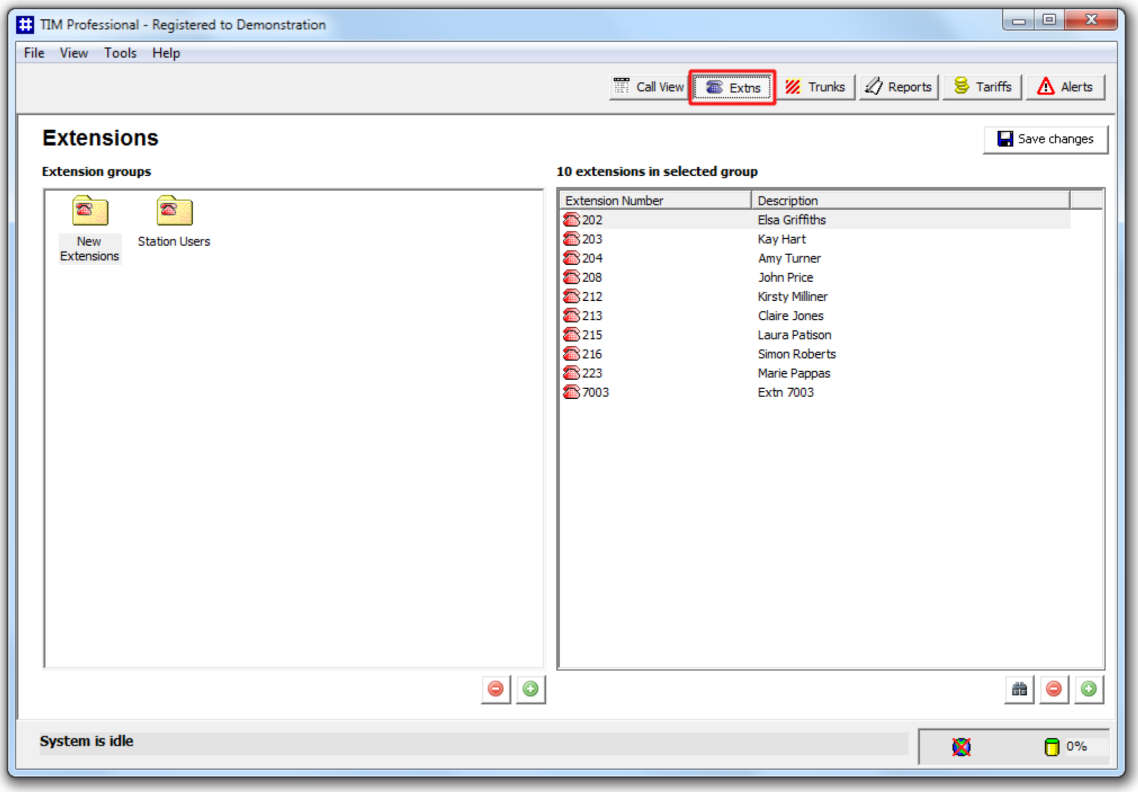
Destination	The information displayed in this field is determined by the type of call: ▪ for incoming calls, this shows the name of the user whose extension answered the call, or the extension number if not available ▪ for outgoing calls, this shows the geographical location that was dialled, or an alias if defined in your contacts list ▪ for internal calls, this shows the extension that was dialled
Trunk	The trunk number used to carry the call. If the call is to an internal extension on the same PBX, the trunk number will be shown as `0`
Account	The account code associated with the call, if applicable
Tariff	The name of the tariff table that was used to cost the call, e.g. BT, C&W, Energis etc.
Duration	The duration of the call (in hours, minutes and seconds)
Cost	The cost of the call, for outgoing calls. Internal and other types of calls that aren't chargeable, are shown as `00.00`

Extensions

Extensions overview

When you first configure TIM Professional, your extensions are automatically harvested from the data received from the phone system into a folder named **`New extensions.`**

Extensions are individually named, and can be organised into extension groups for the purposes of reporting and administration. This administration is done using the **`Extensions`** screen, accessible by clicking on the Extns button, as shown below:



If a call is made or received on an extension that the call logger didn't previously know about, it will automatically be placed in the **`New Extensions`** folder. The properties of each extension can be edited afterwards and, subsequently organised into new groups, if preferred.

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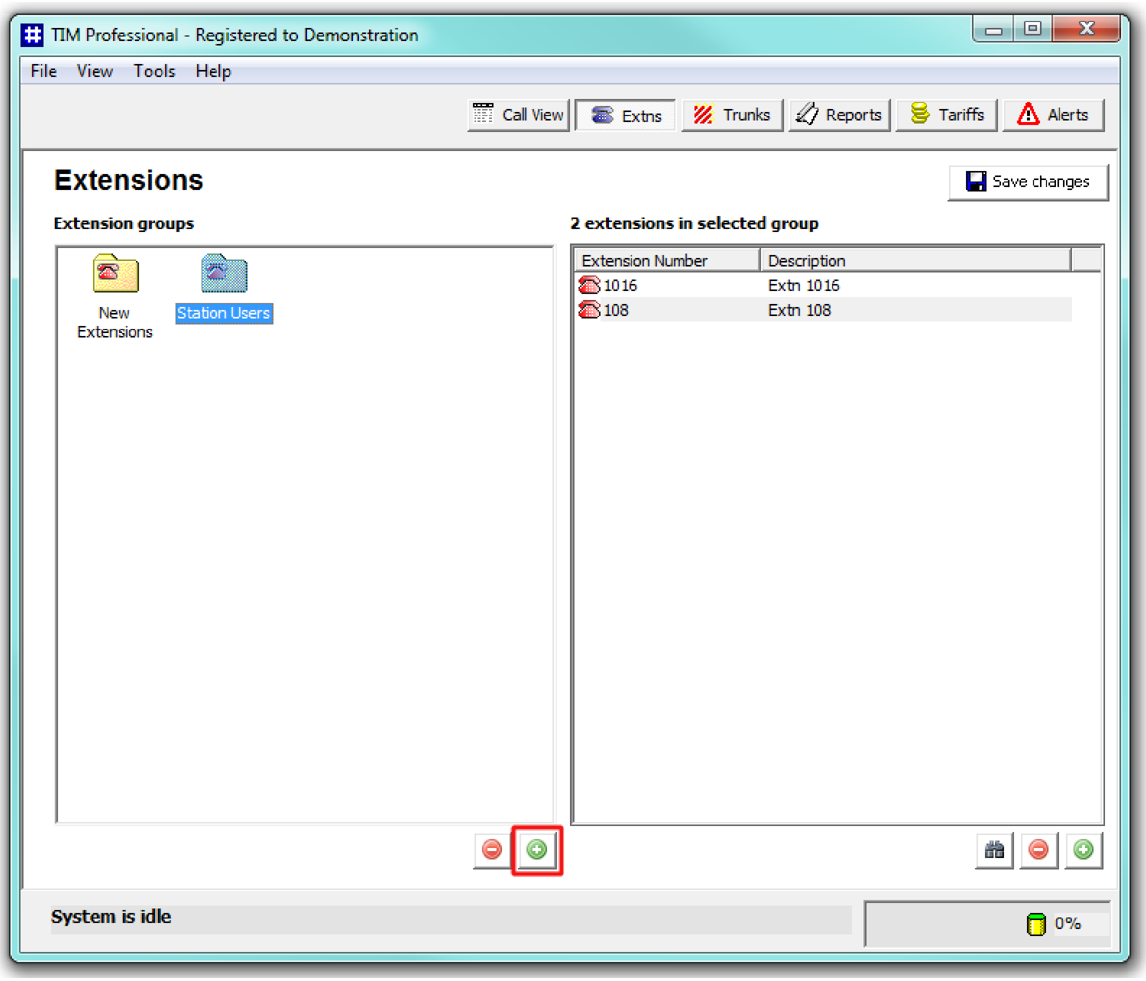
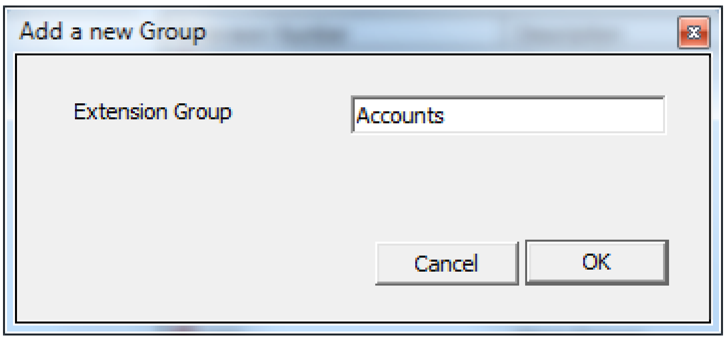
Creating an extension group

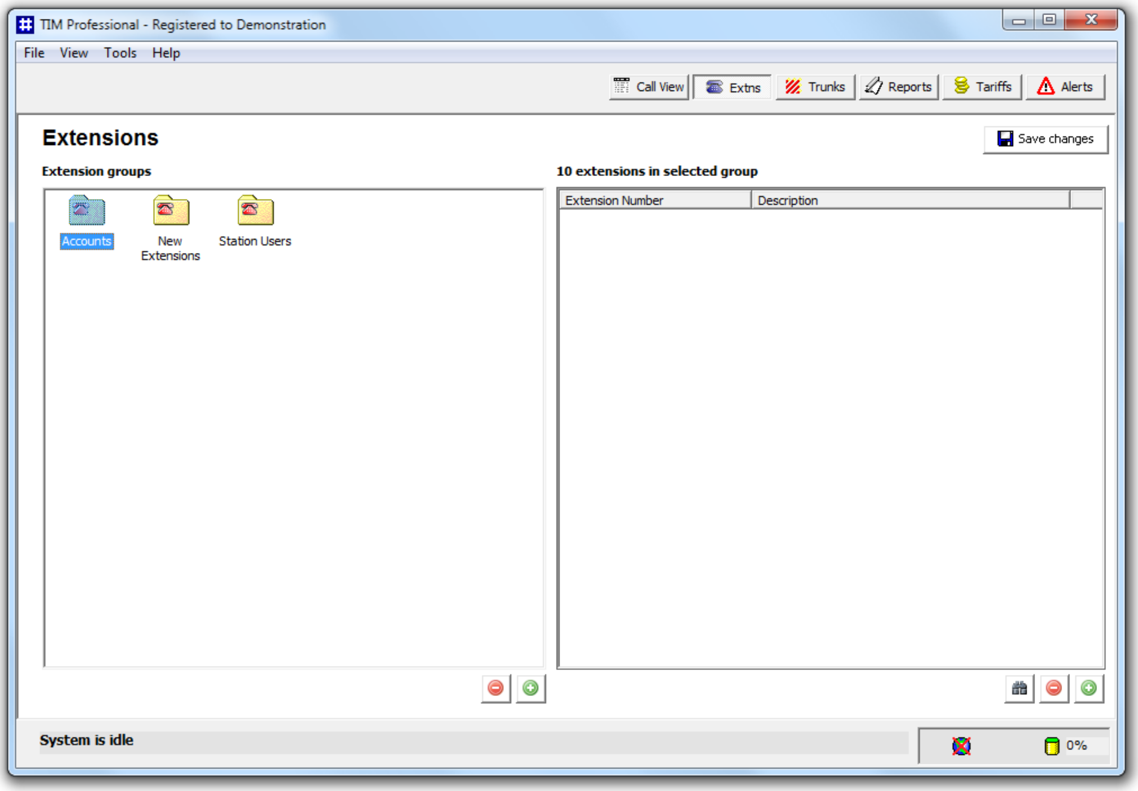
To add a new extension group to the system, click on the  button at the bottom-right corner of the `Extension groups` panel.



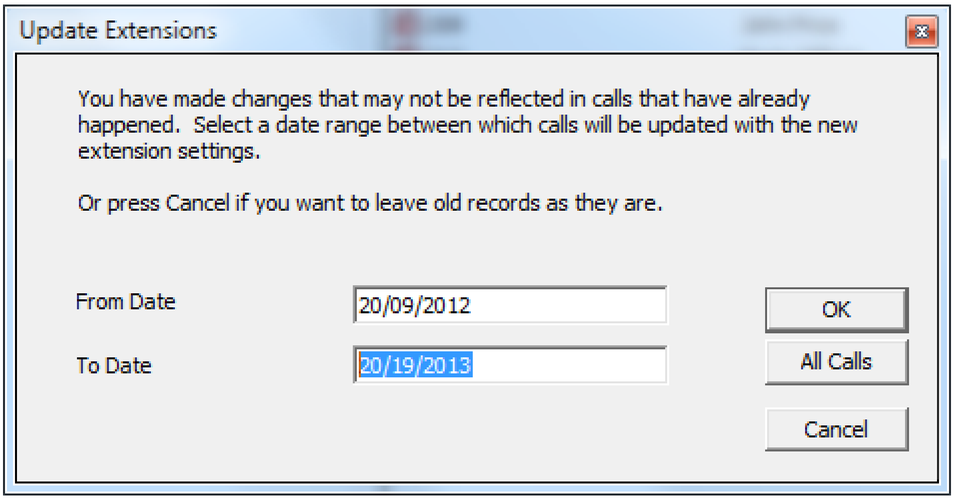
A new window will appear, allowing you to enter a name for the new group. Click OK to save the changes.



To add more groups, follow the same procedure. The new groups will be displayed in the `Extension groups` panel, as shown below:

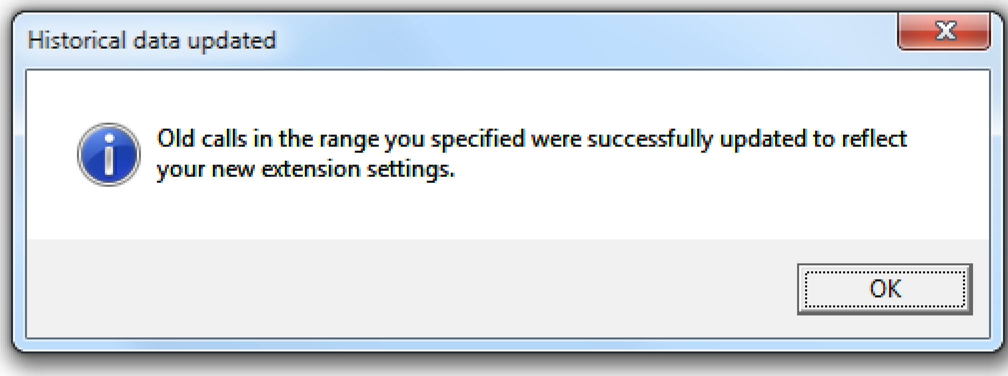


For the changes to take effect, click on the Save changes button at the top-right corner of the screen and enter the date range over which calls should be updated reflecting your new extension configuration.



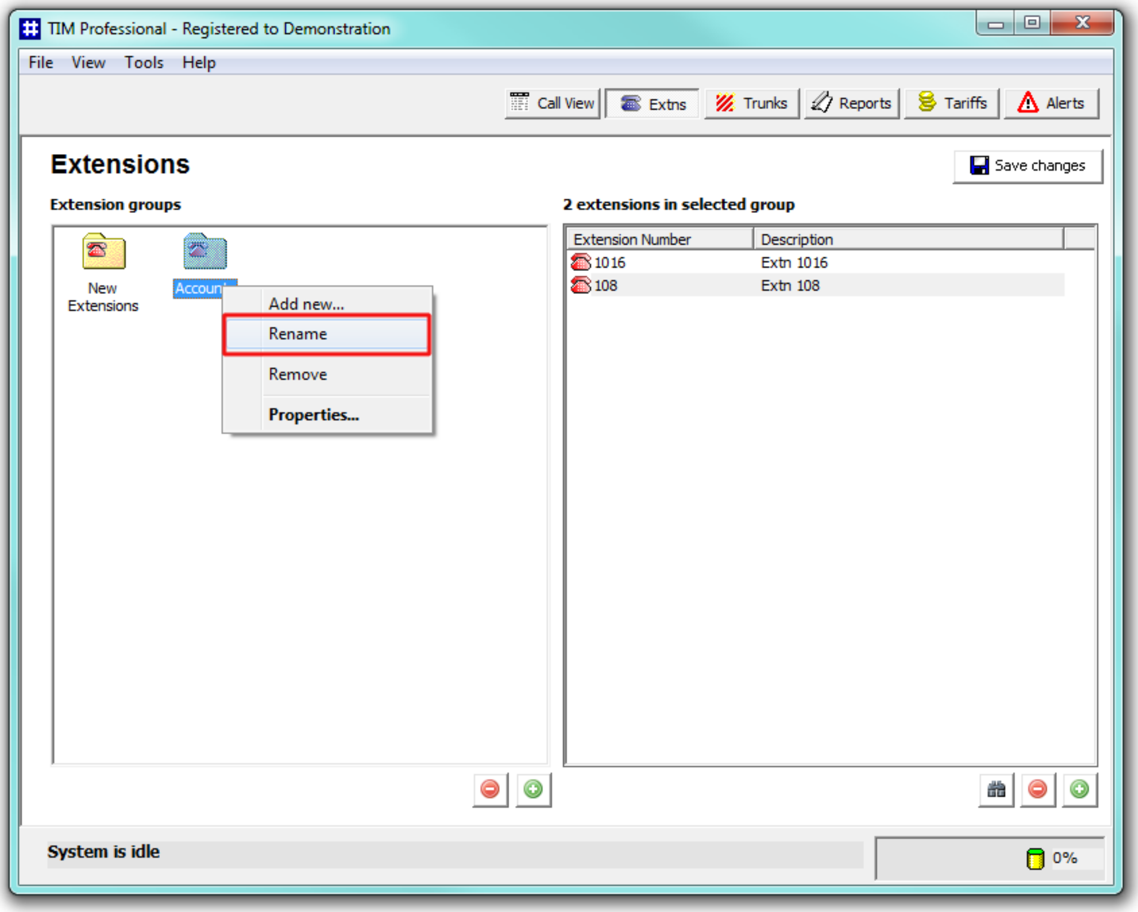
The time to complete the operation will vary, depending on the number of calls you are updating.

When the update process has been completed, the following notification will be displayed:



Renaming an extension group

To rename an extension group, right-click on it and select `Rename` from the drop-down list, as shown below:



Rename the extension and click on the Save changes button.

Removing an extension group

To remove an extension group from the system, select it from the `Extension groups` panel, then click on the button at the bottom-right corner of the panel. You will be asked to confirm your action.

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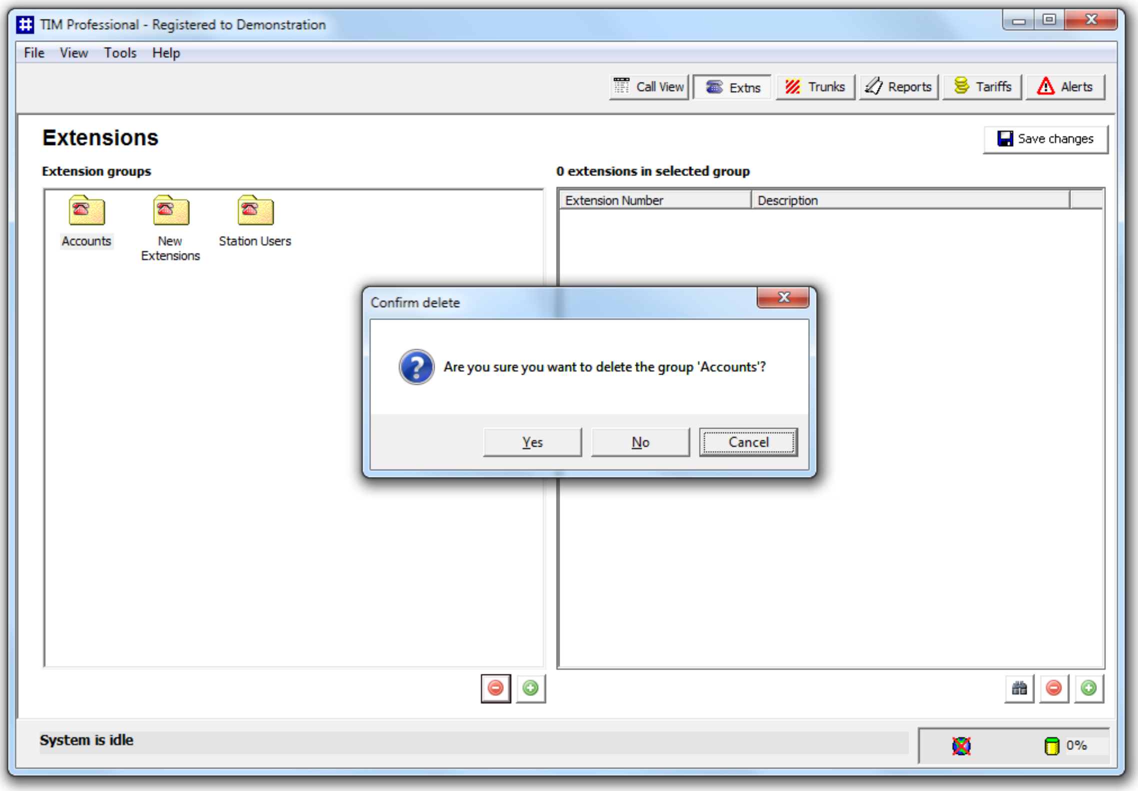
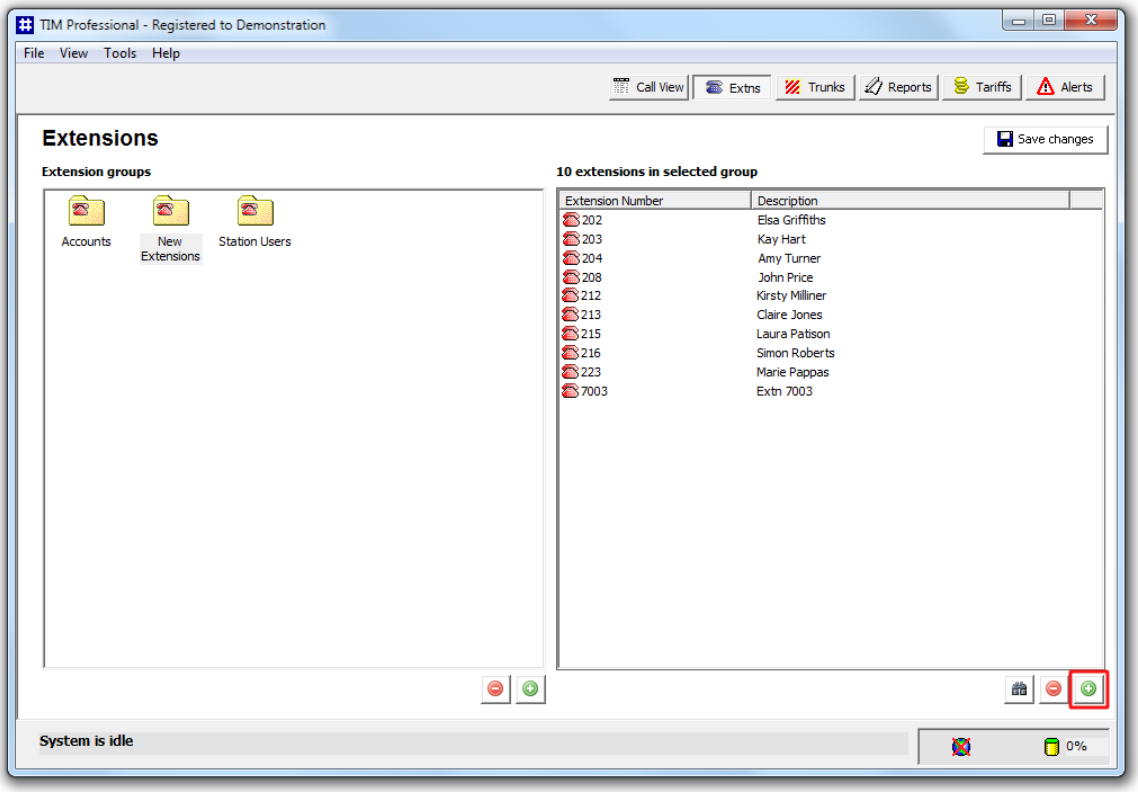
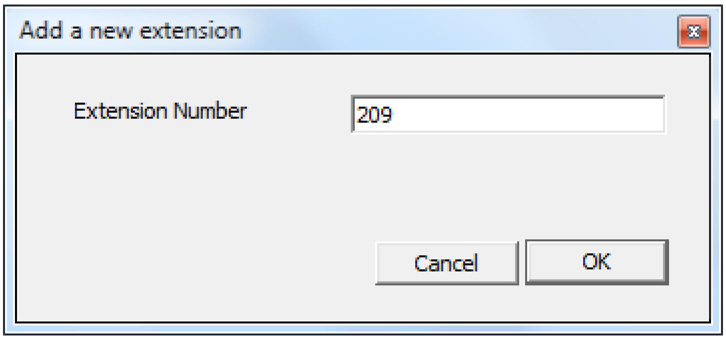


Adding an extension

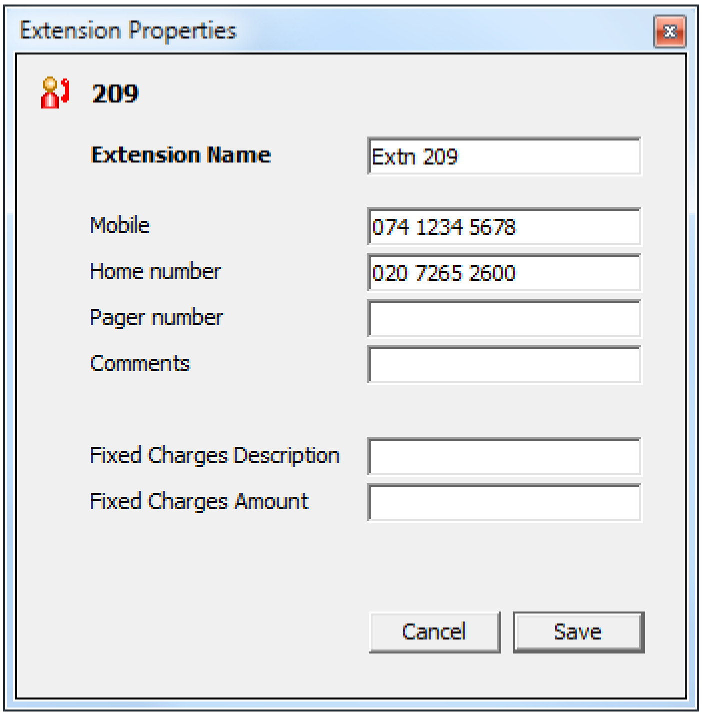
To add a new extension to the system, click on the button at the bottom-right corner of the **Extensions list** panel, as shown below:



A new window will open. Enter the extension number and click on the OK button. If the extension number exists already in the system, you will be prompted in order to avoid creating duplications.



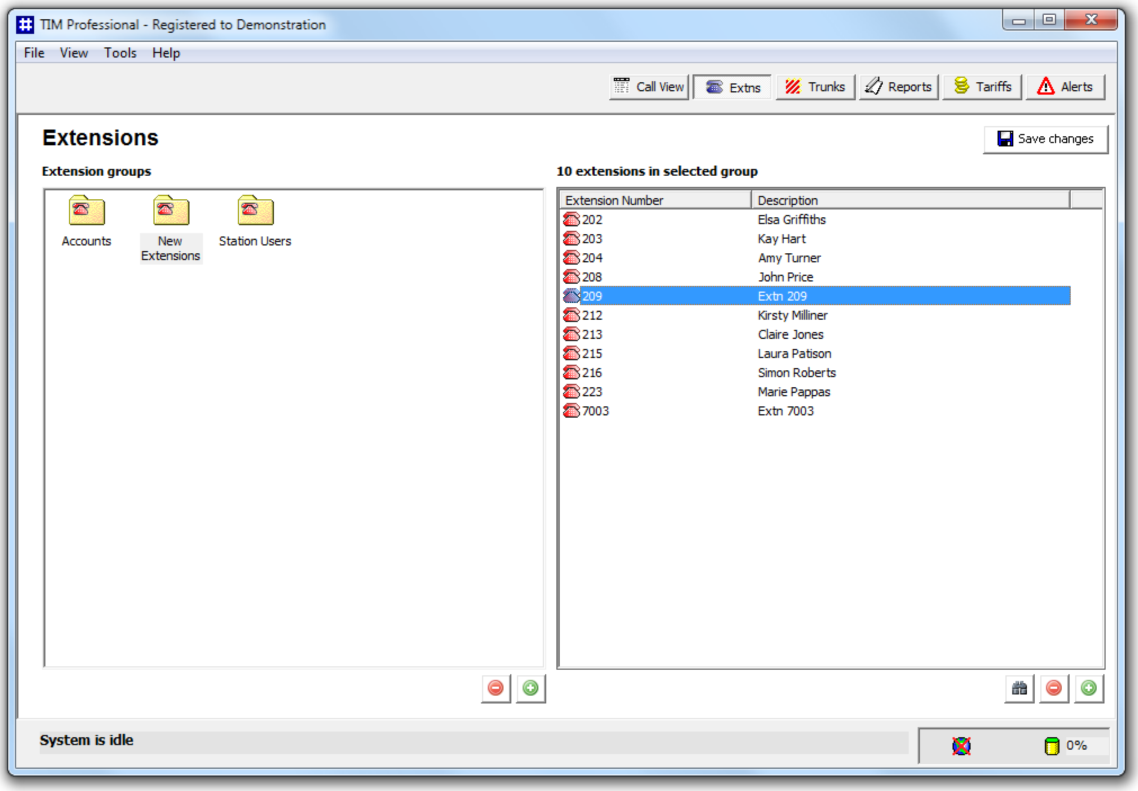
After clicking on the OK button, the **Extension Properties** window will appear, allowing you to configure the properties of the new extension.



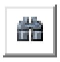
Enter the required details and click on the Save button to apply the changes.

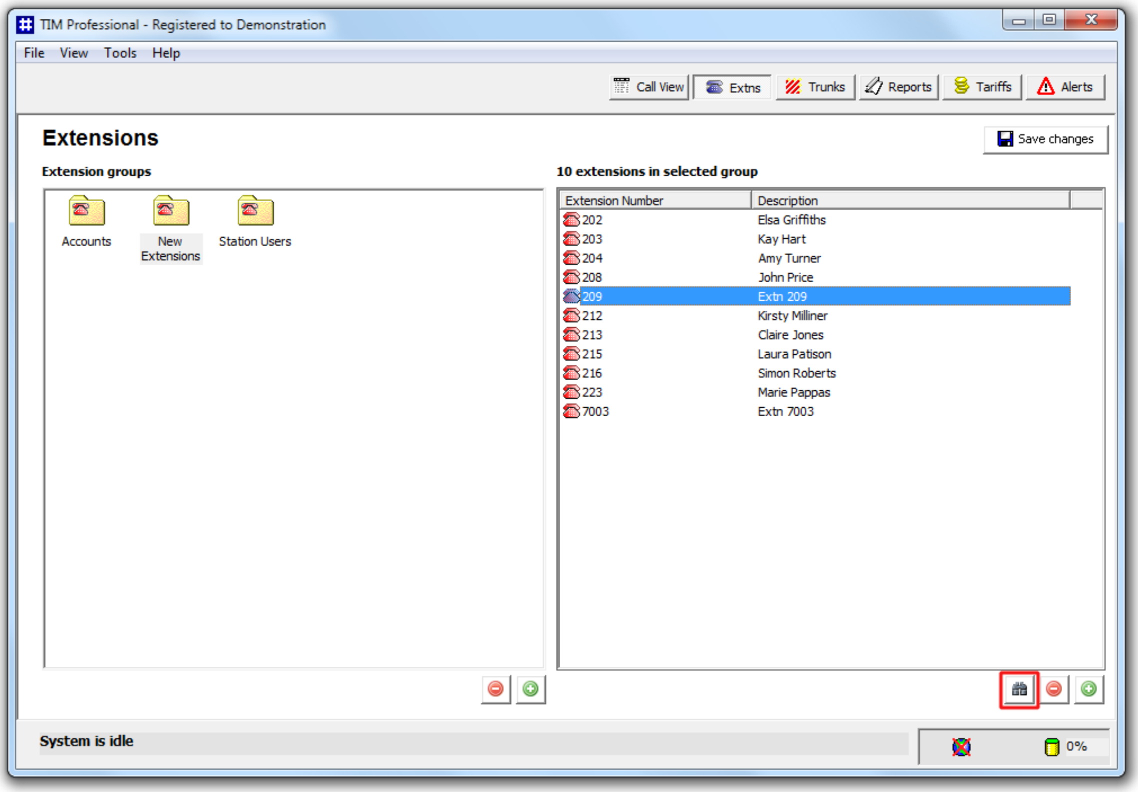
The properties added in this section will be displayed when using the directory via the web interface.

The new extensions you have added will be displayed in the **Extensions list** panel, as shown below:

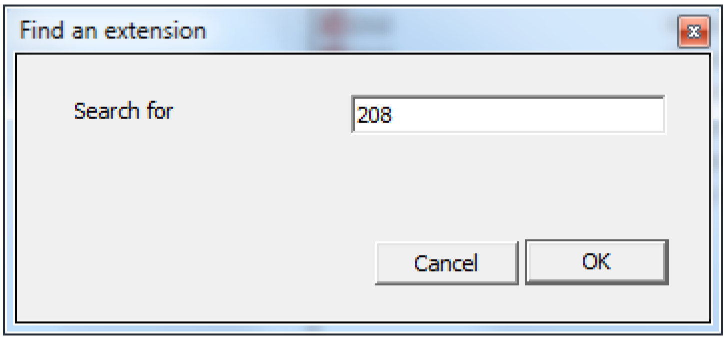


Finding an extension

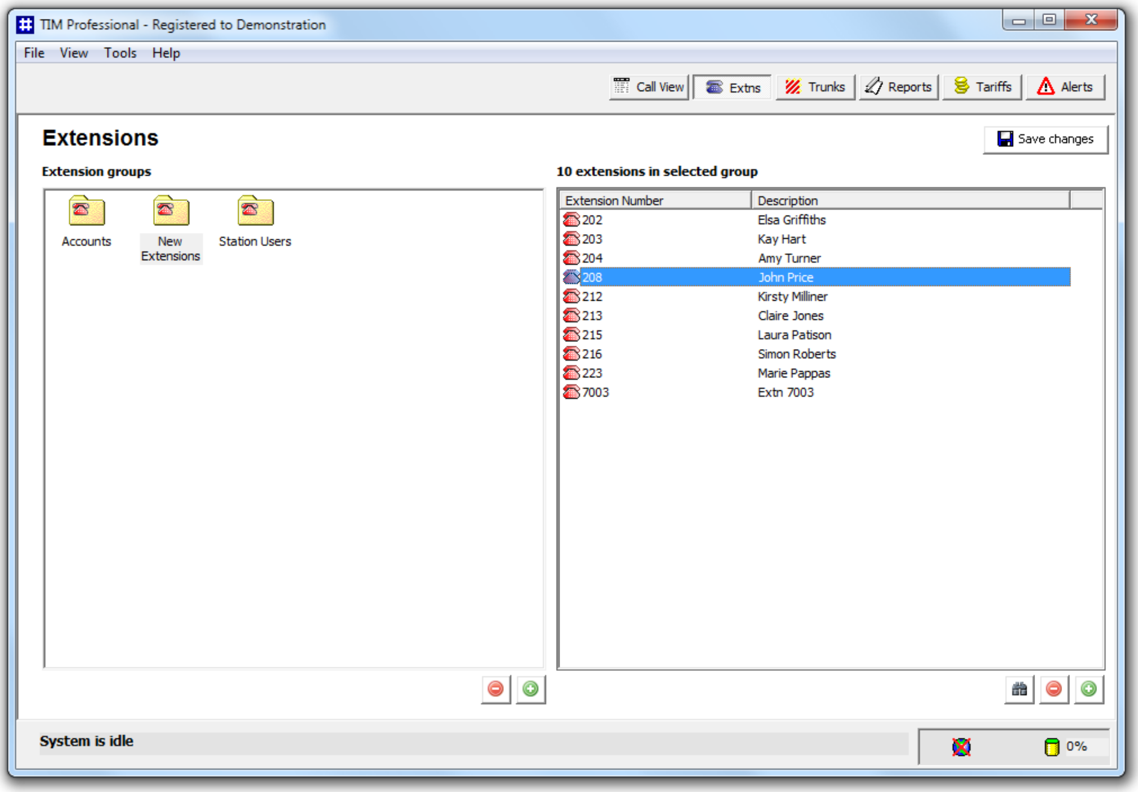
To locate an extension in the system, click on the  button at the bottom-right corner of the `Extensions list` panel, as shown below:



The search function will open, allowing you to enter the extension number you want to search for.

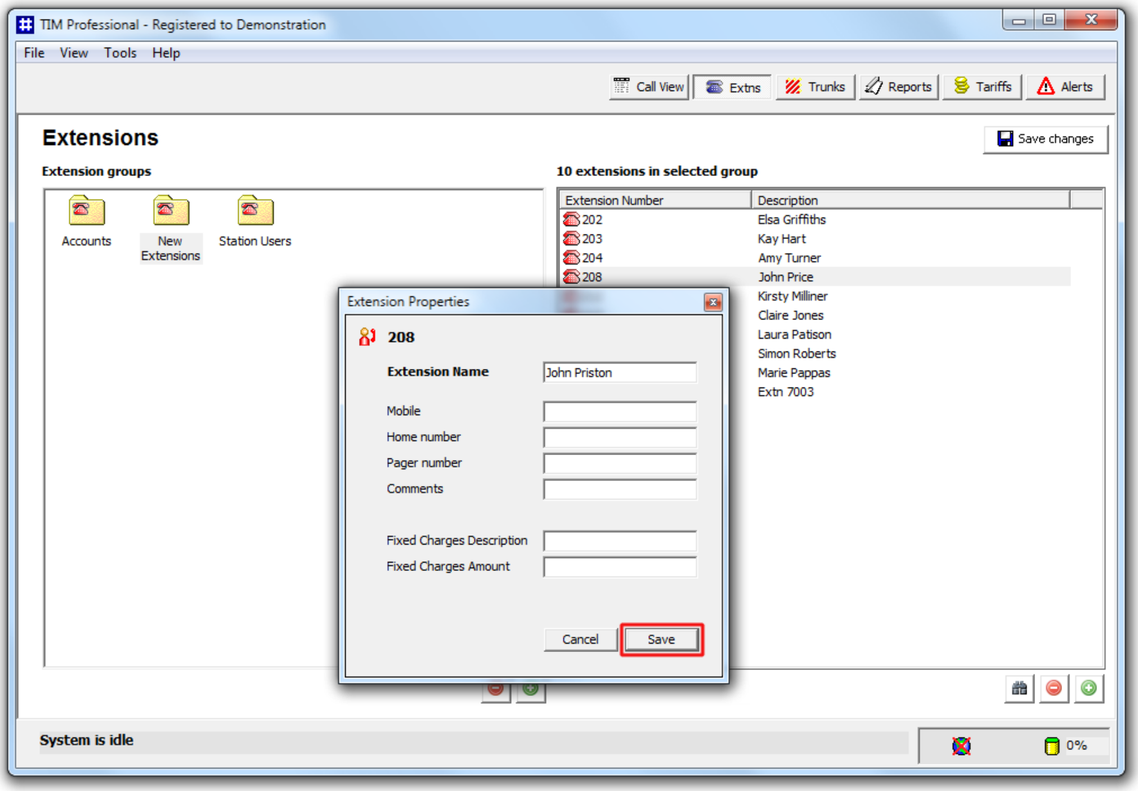


The results will appear in the **Extensions list** window, as shown below:



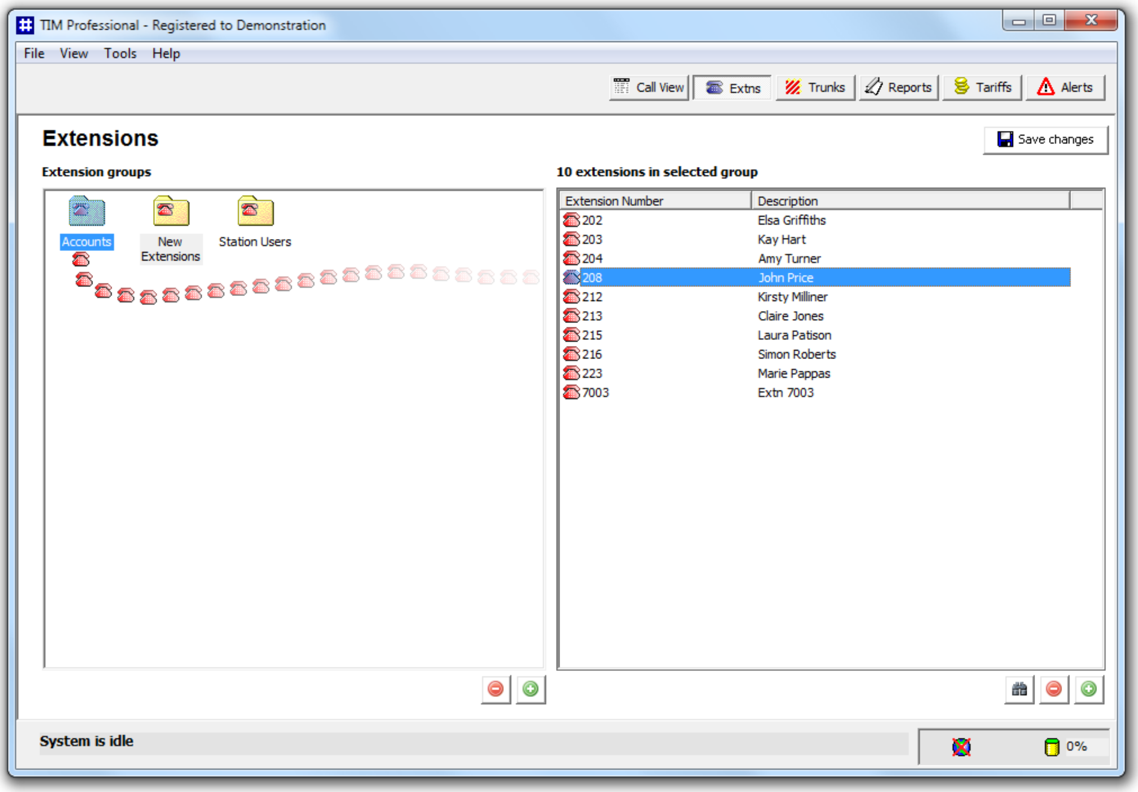
Renaming an extension

To rename an extension, locate it in the system and double-click on it to open the **Extension Properties** window. In the **Extension Name** field, type the new extension name and click on the Save button to apply the changes.



Moving extensions between groups

To move an extension from one group to another, locate it the directory, click on it and and drag it across towards the `Extension groups` panel. Whilst still holding down your left mouse button, position the mouse pointer on top of the group you want to move the extension into, until it is highlighted. Release the mouse button to drop the extension into this group. The focus will be remaining with the group from which the extension was moved, to assist you when moving more than one extension.



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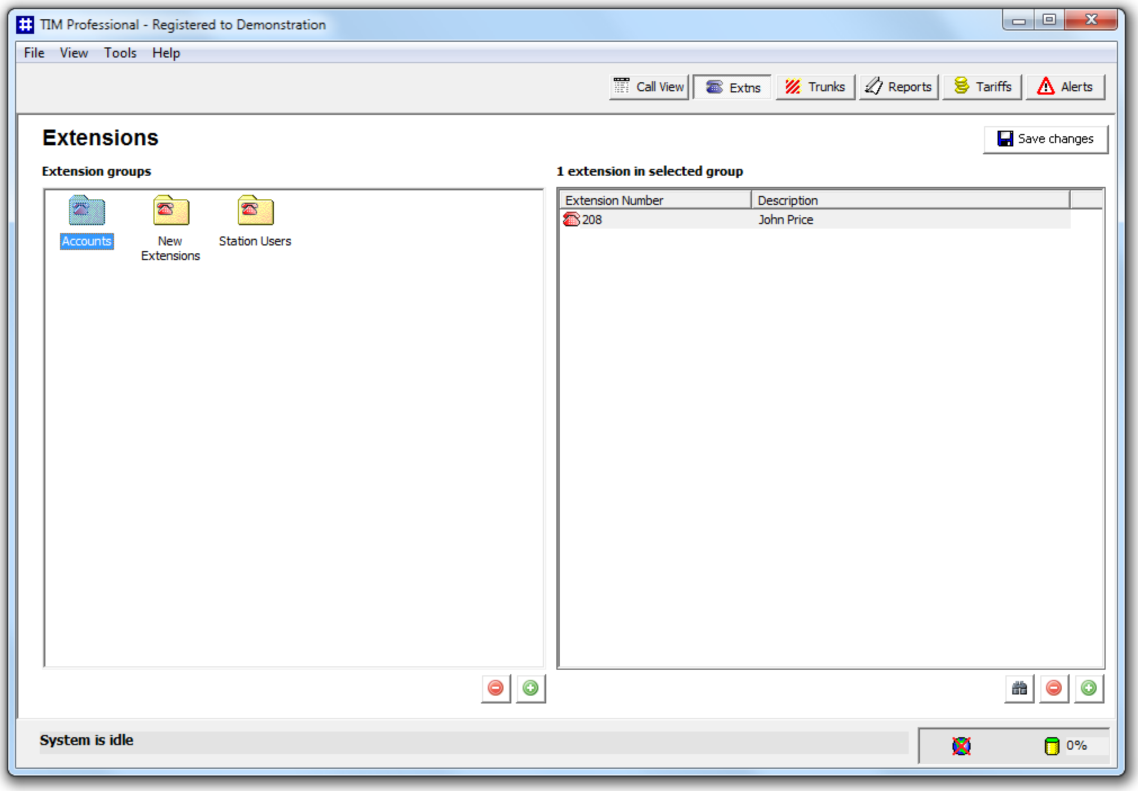
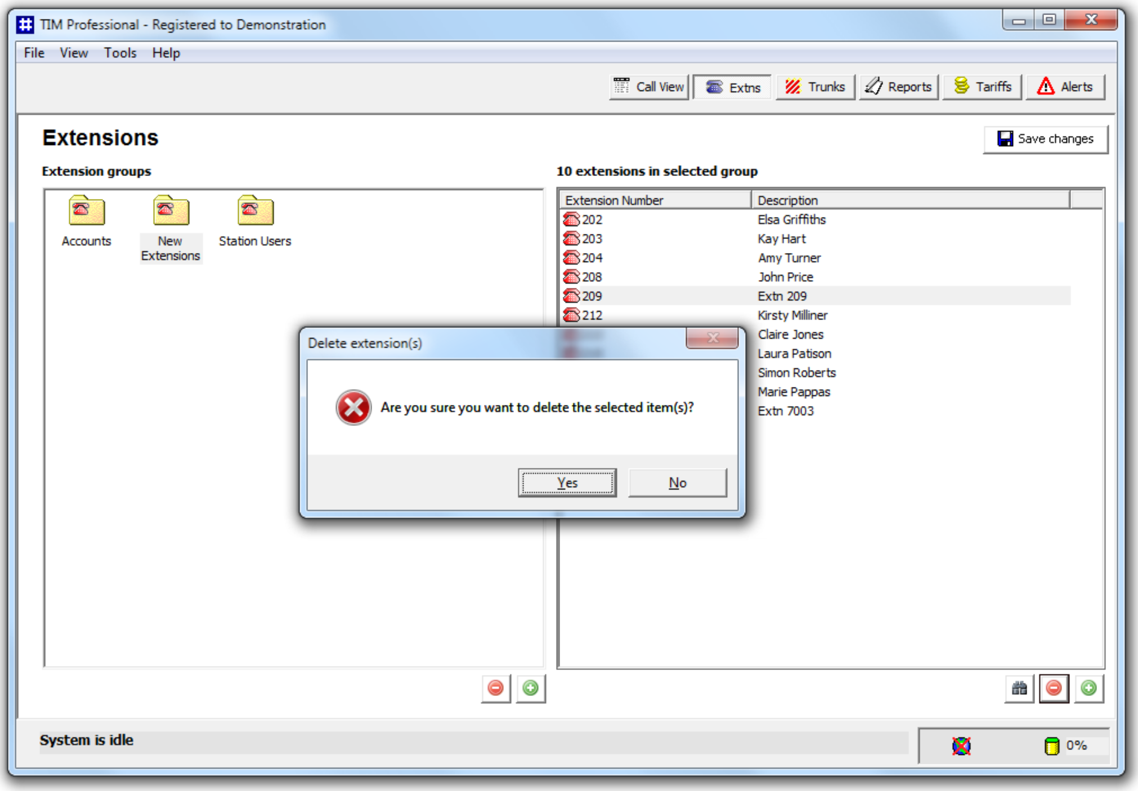
To move another extension, follow the same procedure. Click on the group you have moved the extension into and this should be displayed in the `Extensions list` panel. Click on the Save changes button to apply the new configuration.

In the example below, extension 208 was moved from the `New Extensions` group to the `Accounts` group.



Removing an extension

To remove an extension from the system, locate it the directory, select it and click on the  button. You will be asked for confirmation when deleting individual extensions. If you want to proceed, press Yes .



For your convenience, more than one individual extension can be selected at one time, by holding down the CTRL key on your keyboard whilst clicking on each one of them.

Trunks

Trunks overview

As with extension numbers, TIM Professional automatically picks up unallocated trunk numbers as soon as they are used to make or receive a call. All newly-discovered trunks are placed in a group called `New Trunks` under the Trunks function button, as shown below:

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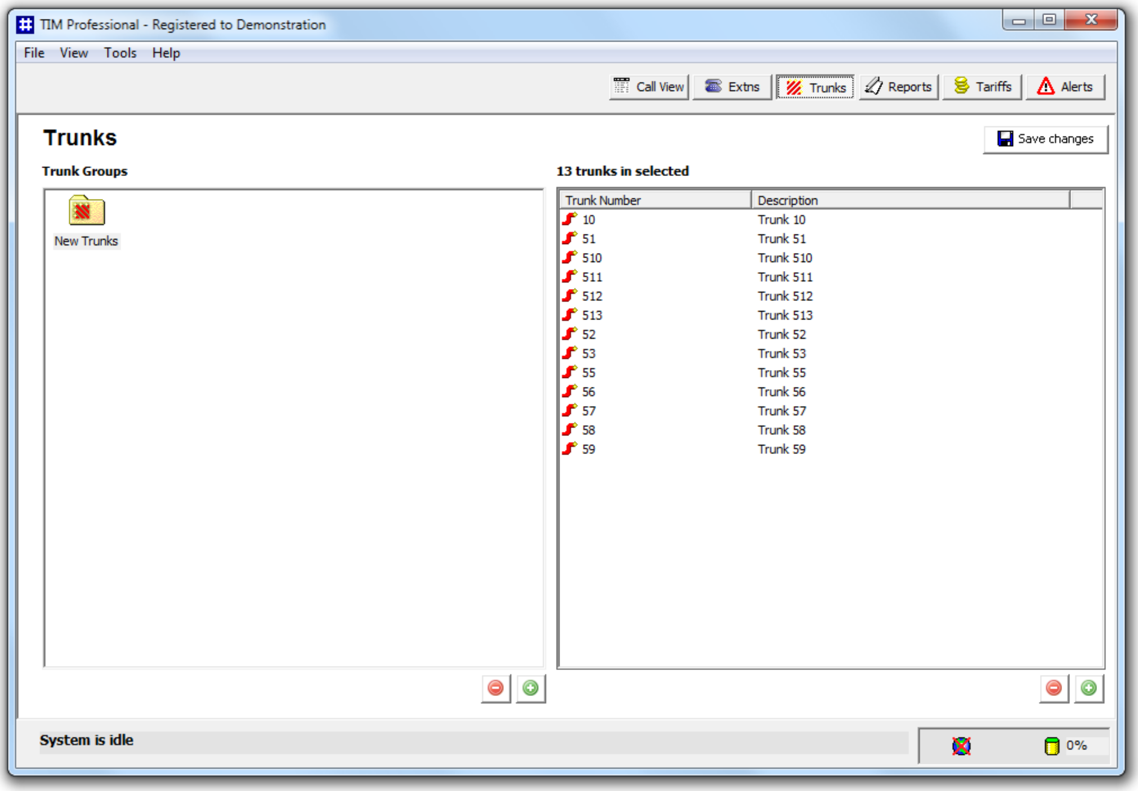
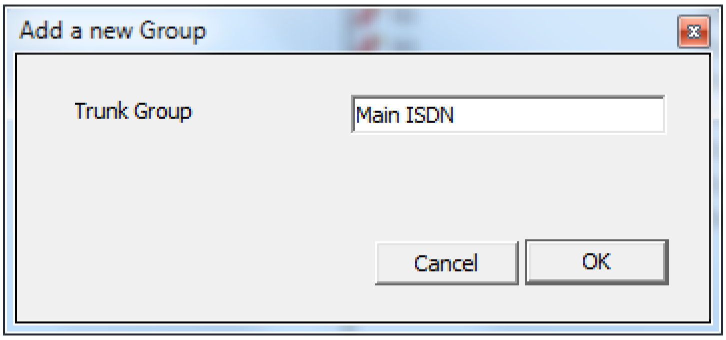


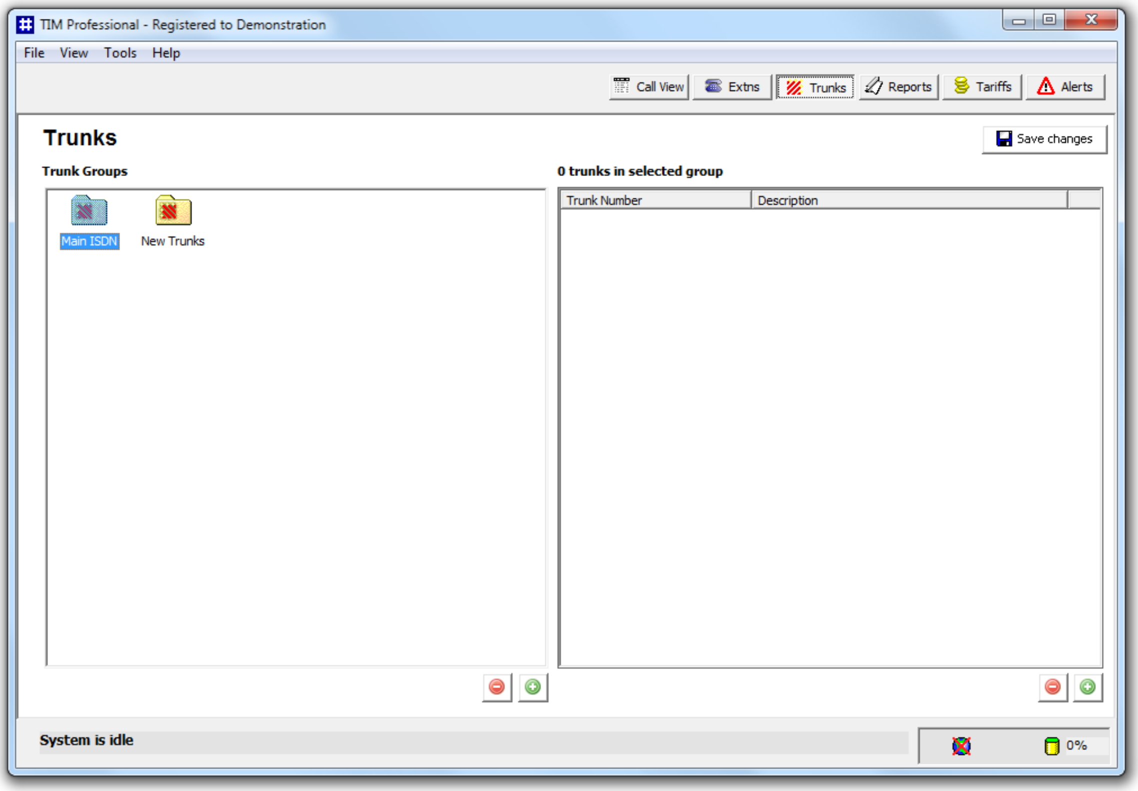
The properties of each trunk can be edited afterwards, and subsequently they can also be organised into new trunk groups, if preferred.

Creating a trunk group

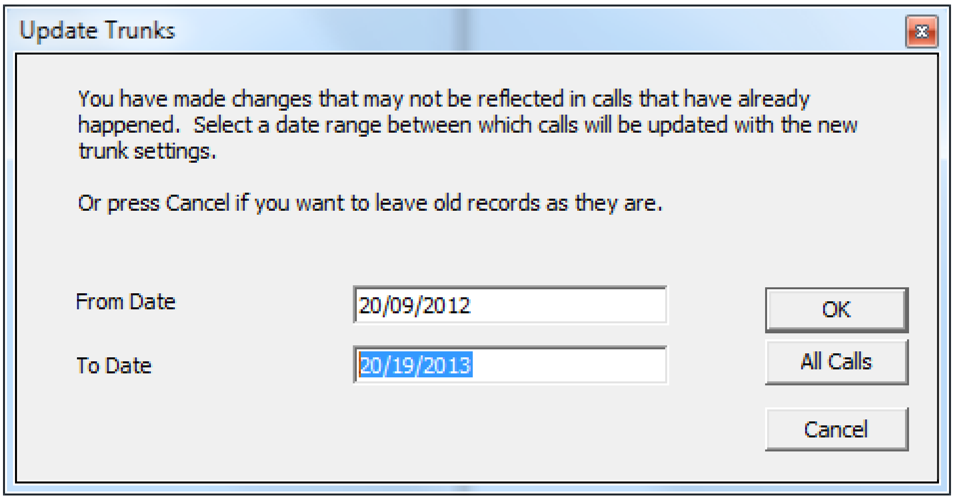
To add a new trunk group to the system, click on the  button at the bottom-right corner of the **Trunk Groups** panel. A new window will appear, allowing you to enter a name for the new group. Click OK to save the changes.



To add more groups, follow the same procedure. The new groups will be displayed in the **Trunk Groups** panel, as shown below:

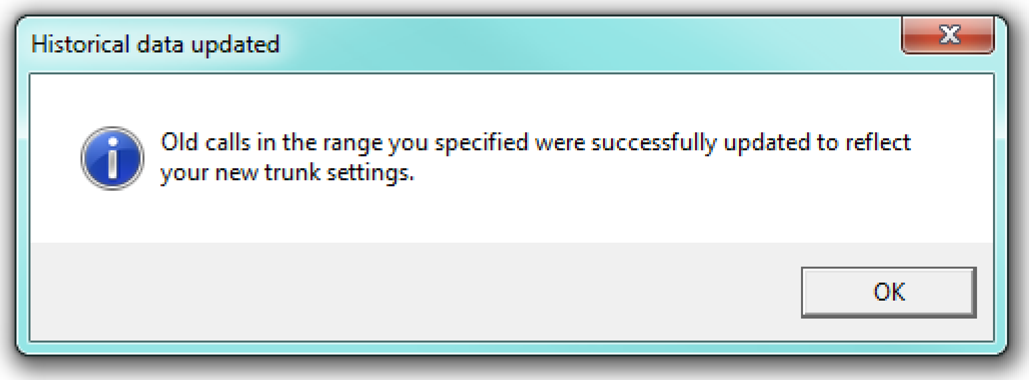


To apply any changes, click on the **Save changes** button at the top-right corner of the screen and enter the date range over which calls should be updated to reflect your new trunk configuration.



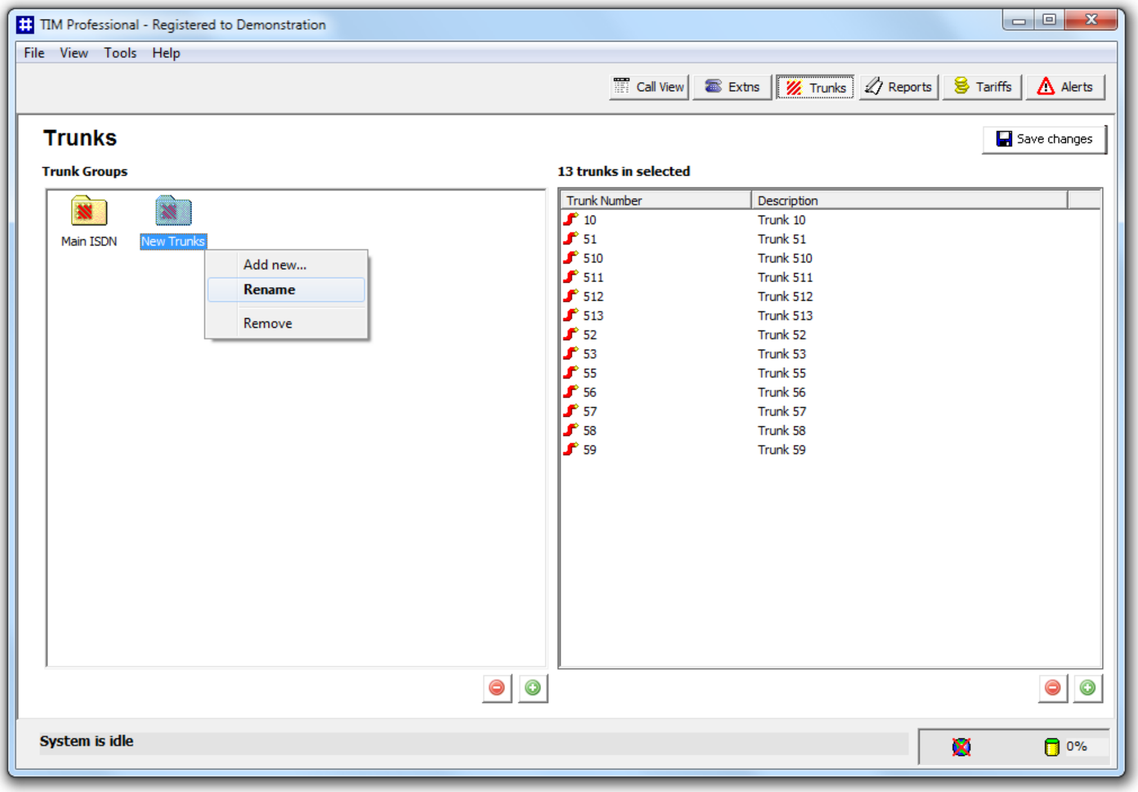
The time to complete the operation will vary, depending on the number of calls you are updating.

When the update process has been completed, the following notification will be displayed:



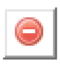
Renaming a trunk group

To rename a trunk group, right-click on it and select `Rename` from the drop-down list, as shown below:



Rename the trunk and click on the Save changes button to apply the settings.

Removing a trunk group

To remove a trunk group, click on it to highlight it, then click on the  button. You will be asked to confirm your action.

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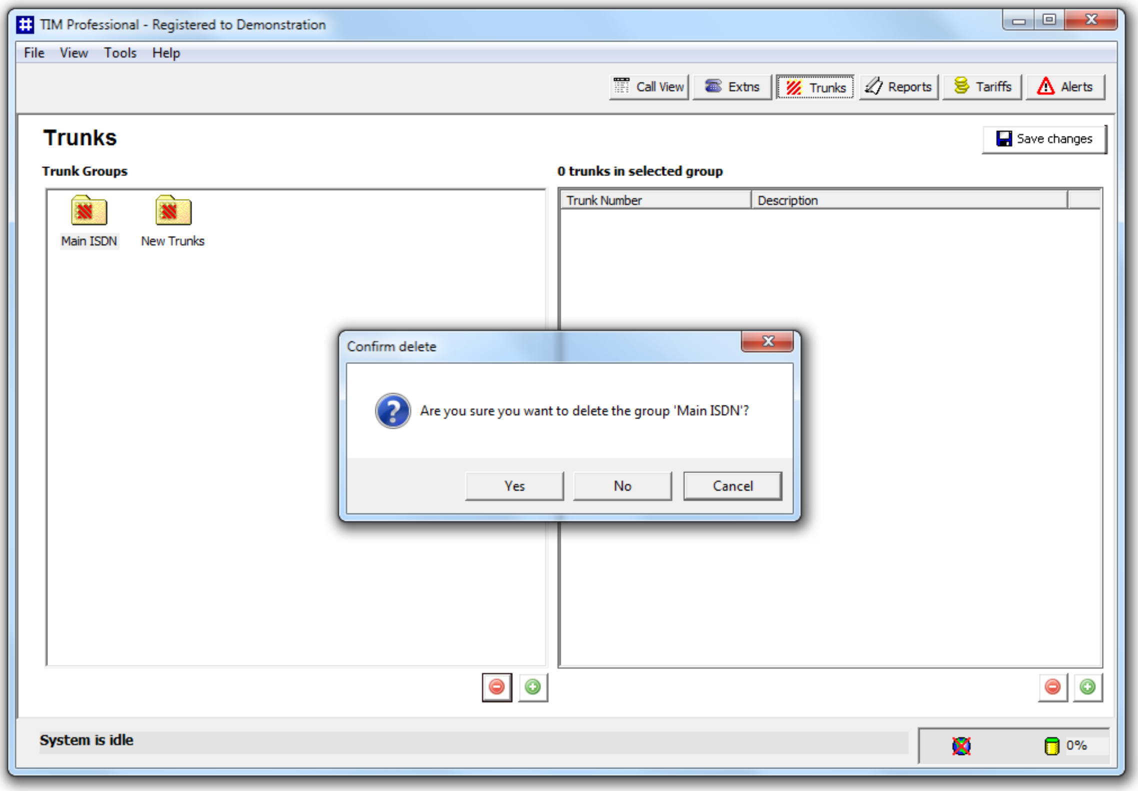
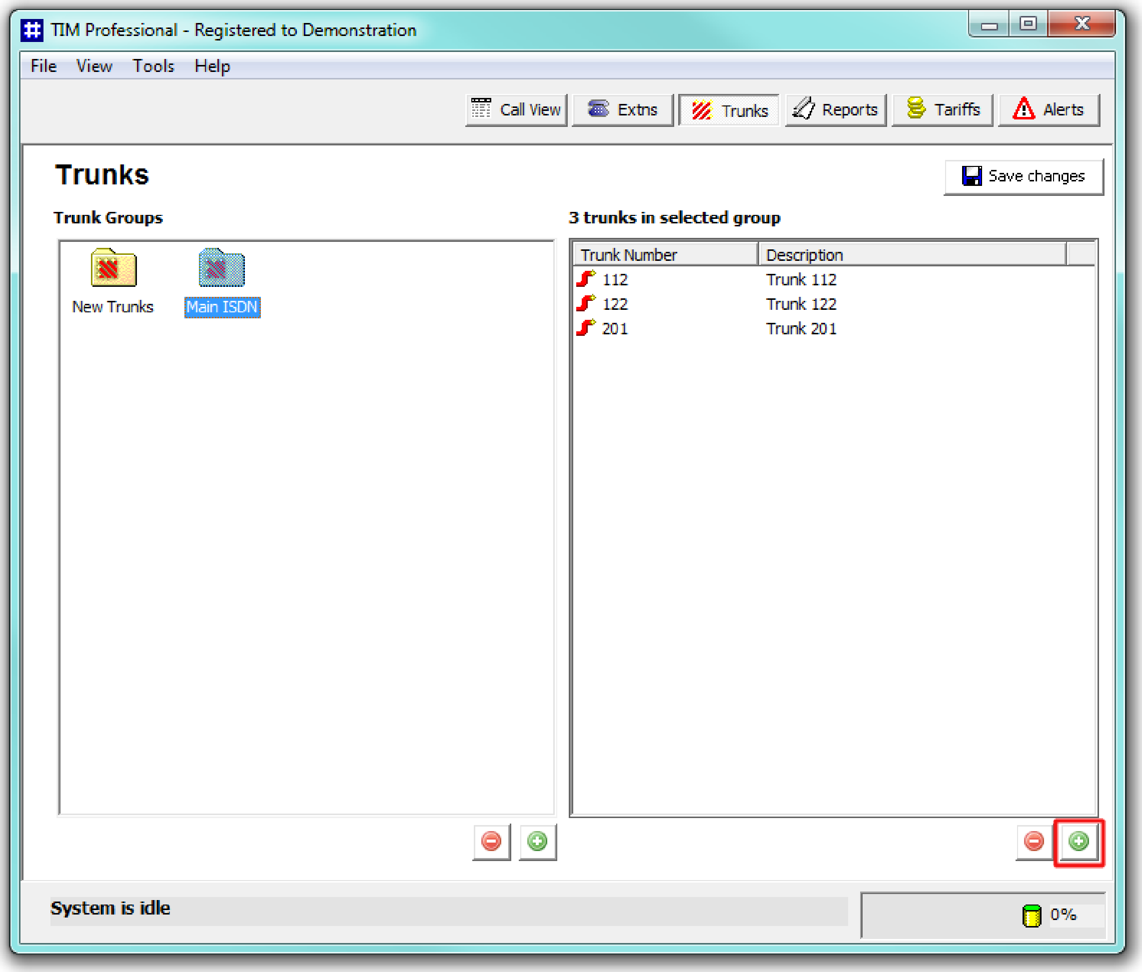


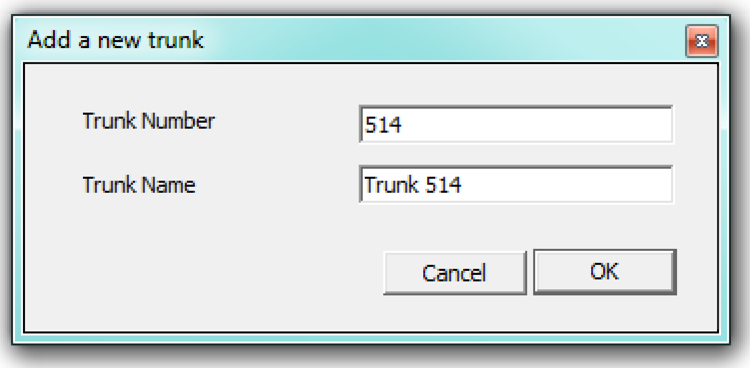
If you do not want to remove this group, click the Cancel button as shown above.

Adding a new trunk

To add a new trunk to the system, click on the button at the bottom-right corner of the `Trunks list` panel, as shown below:



A new window will open. Enter the trunk name and number and click on the OK button.



Renaming a trunk

To rename a trunk, locate it in the system and double-click on it to open the `Rename trunk` window. Overtype the existing name and click on the OK button to apply the changes.

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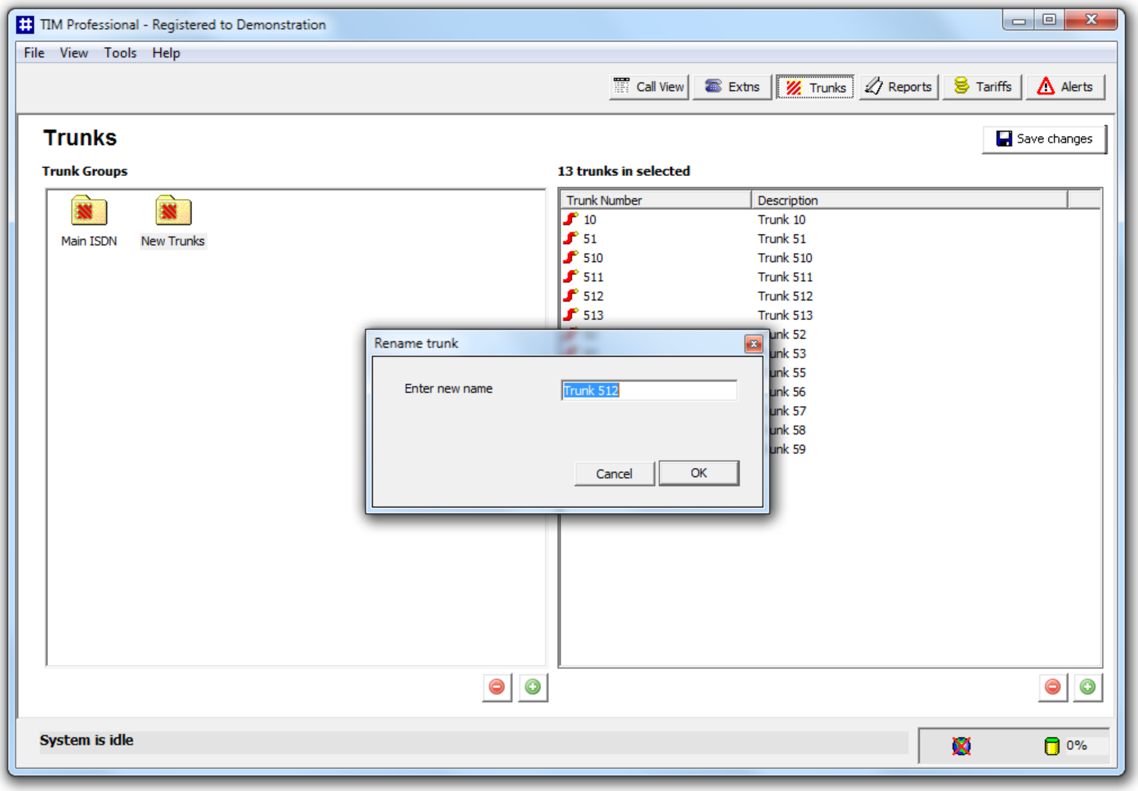
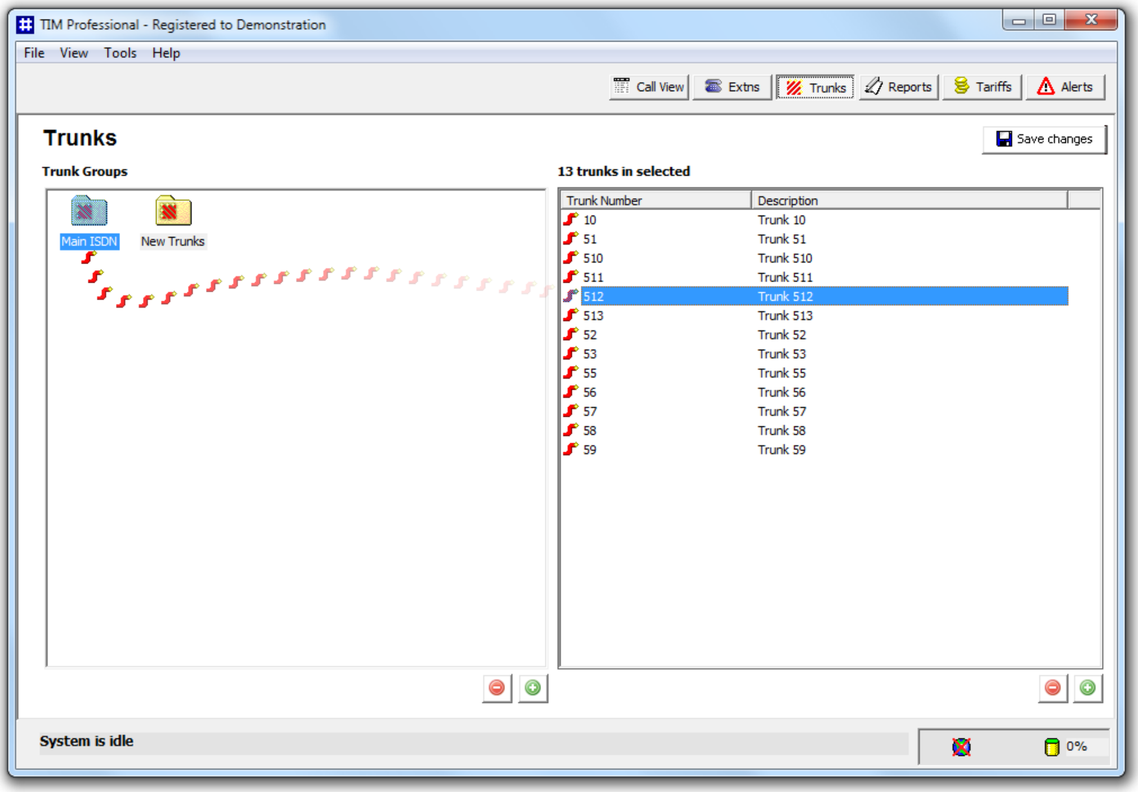


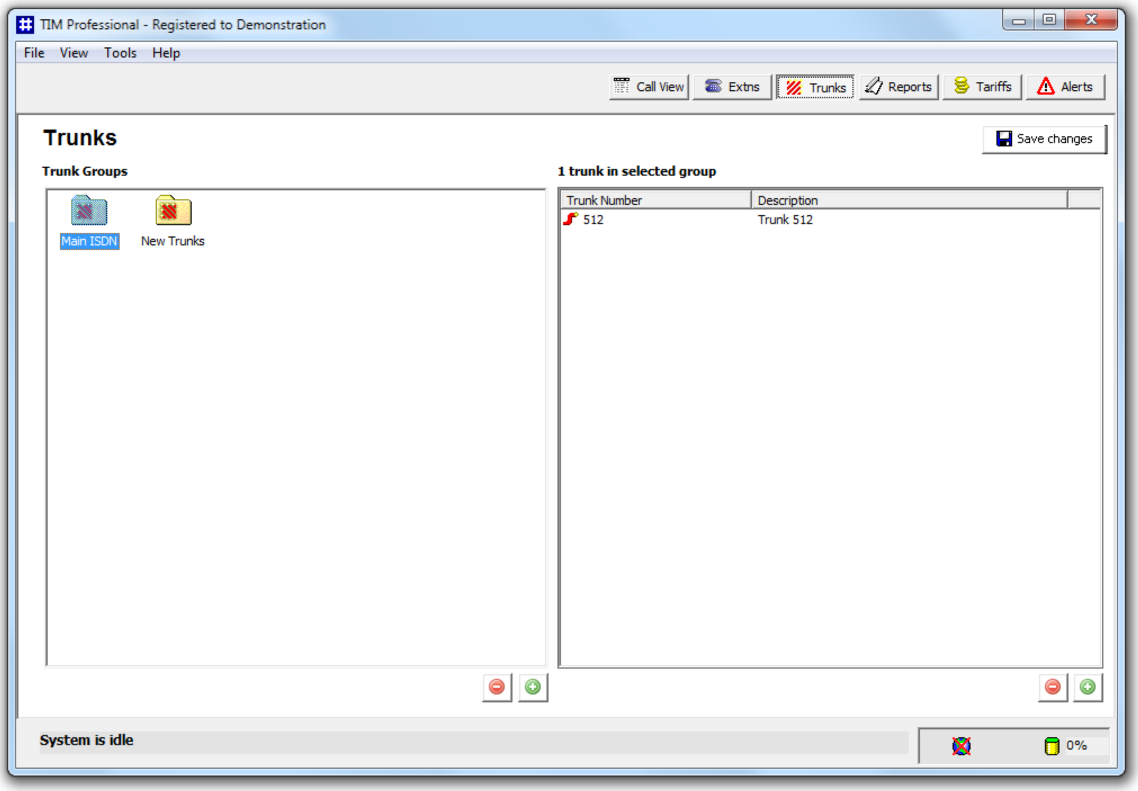
Moving trunks between groups

To move an trunk from one group to another, locate it the directory, click on it and and drag it across towards the `Trunk Groups` panel. Whilst still holding down your left mouse button, position the mouse pointer on top of the group you want to move the trunk into, until it is highlighted. Release the mouse button to drop the trunk into this group. The focus will be remaining with the group from which the trunk was moved, to assist you when moving more than one trunk.

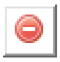


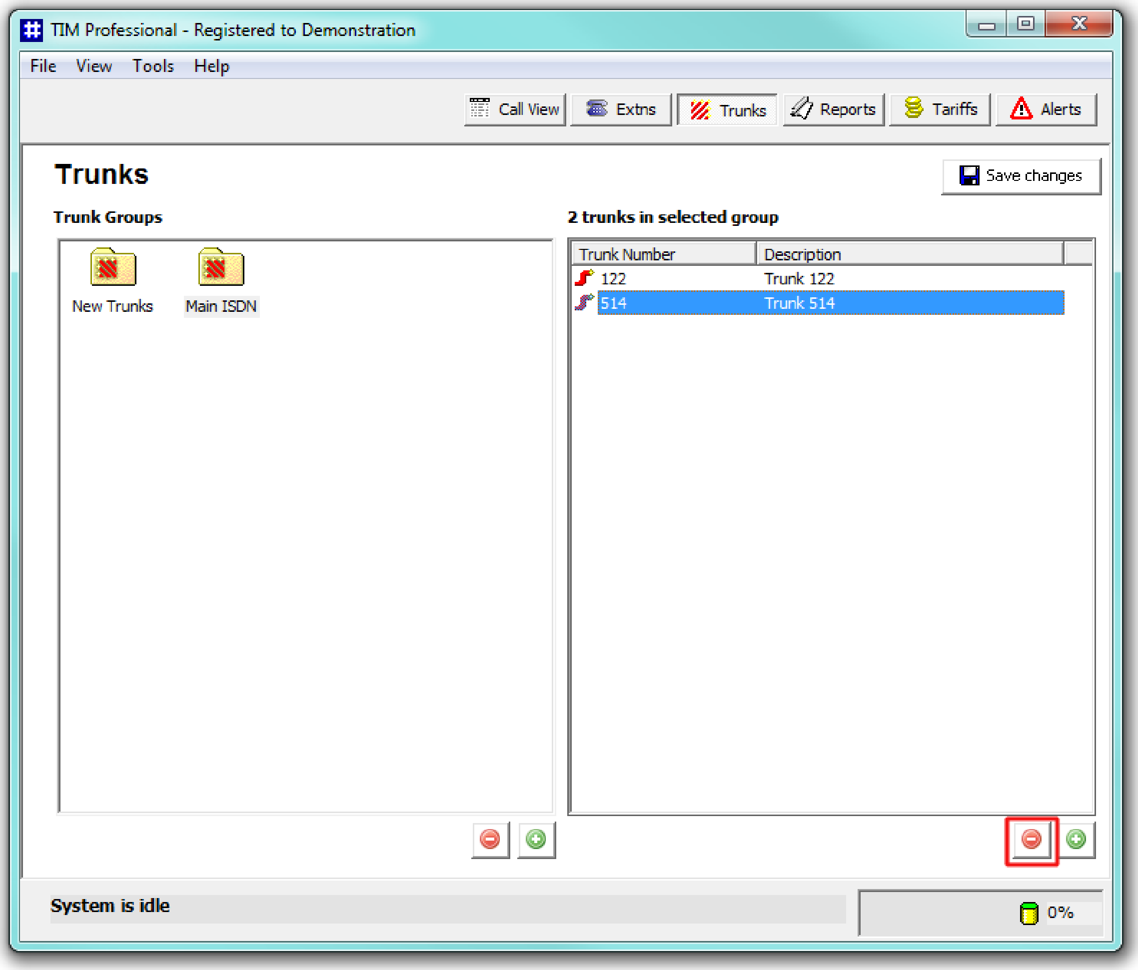
To move another trunk, follow the same procedure. Click on the group you have moved the trunk into and this should be displayed in the `Trunk Groups` panel. Click on the Save changes button to apply the new configuration.

In the example below, trunk 512 was moved from the `New Trunks` group to the `Main ISDN` group.



Removing a trunk

To remove a trunk from the system, locate it the directory, select it and click on the  button at the bottom-right corner of the `Trunks list` panel, as shown below:



You will NOT be asked for confirmation when deleting individual trunks.

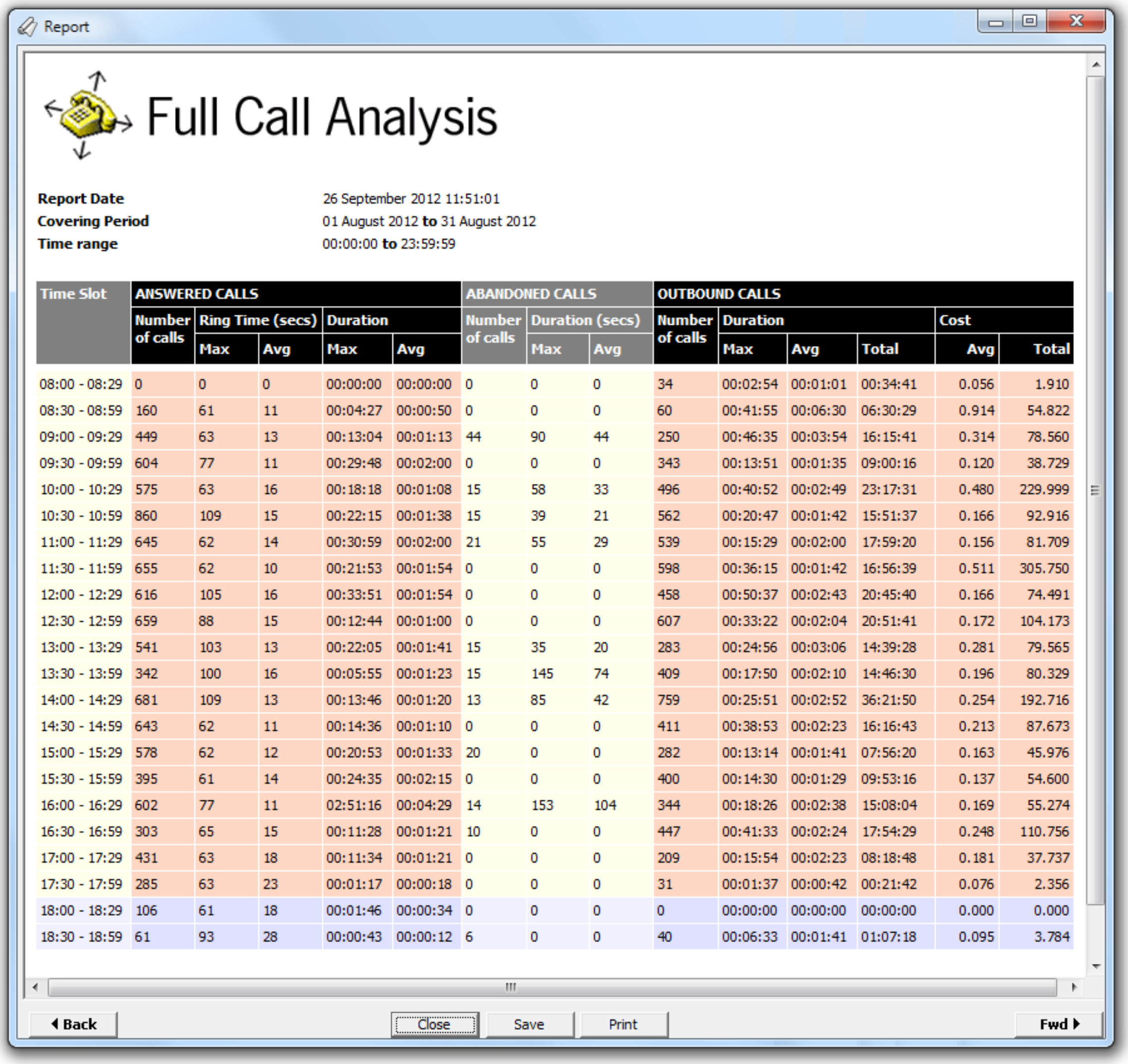
Reports

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 `Full Call Analysis` report:



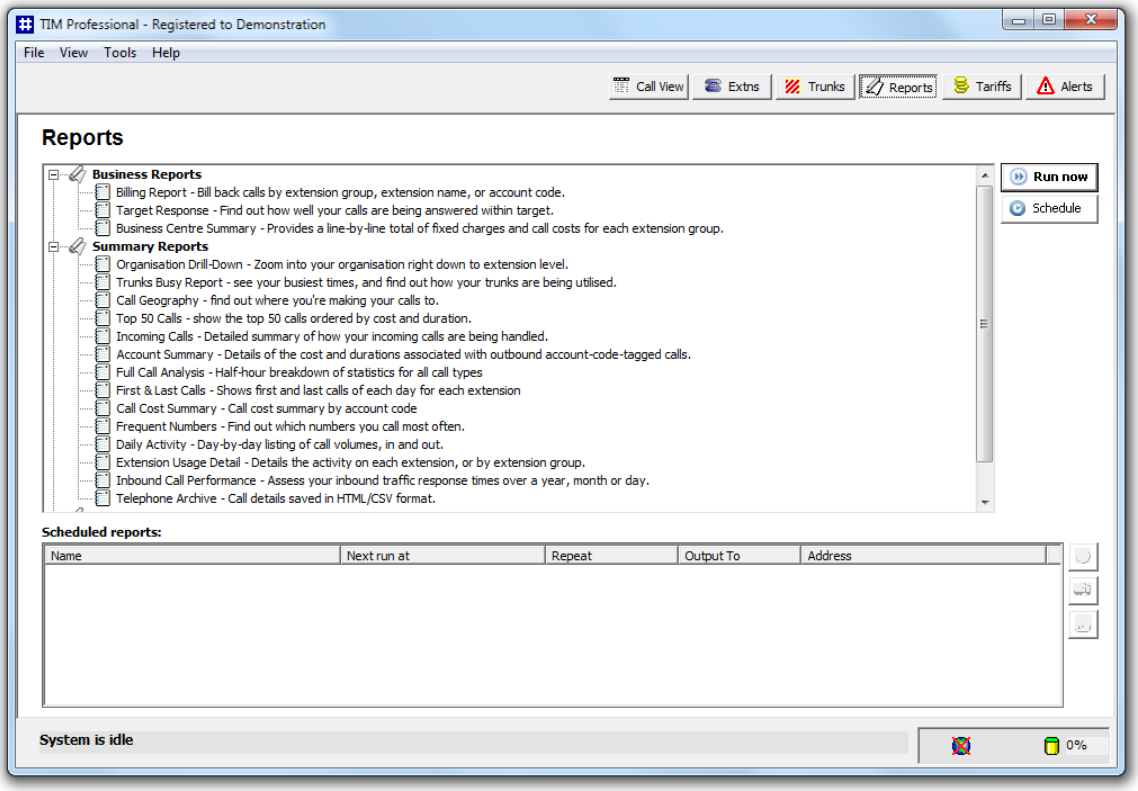
Report Date 26 September 2012 11:51:01
Covering Period 01 August 2012 **to** 31 August 2012
Time range 00:00:00 **to** 23:59:59

Time Slot	ANSWERED CALLS					ABANDONED CALLS			OUTBOUND CALLS					
	Number of calls	Ring Time (secs)		Duration		Number of calls	Duration (secs)		Number of calls	Duration			Cost	
		Max	Avg	Max	Avg		Max	Avg		Max	Avg	Total	Avg	Total
08:00 - 08:29	0	0	0	00:00:00	00:00:00	0	0	0	34	00:02:54	00:01:01	00:34:41	0.056	1.910
08:30 - 08:59	160	61	11	00:04:27	00:00:50	0	0	0	60	00:41:55	00:06:30	06:30:29	0.914	54.822
09:00 - 09:29	449	63	13	00:13:04	00:01:13	44	90	44	250	00:46:35	00:03:54	16:15:41	0.314	78.560
09:30 - 09:59	604	77	11	00:29:48	00:02:00	0	0	0	343	00:13:51	00:01:35	09:00:16	0.120	38.729
10:00 - 10:29	575	63	16	00:18:18	00:01:08	15	58	33	496	00:40:52	00:02:49	23:17:31	0.480	229.999
10:30 - 10:59	860	109	15	00:22:15	00:01:38	15	39	21	562	00:20:47	00:01:42	15:51:37	0.166	92.916
11:00 - 11:29	645	62	14	00:30:59	00:02:00	21	55	29	539	00:15:29	00:02:00	17:59:20	0.156	81.709
11:30 - 11:59	655	62	10	00:21:53	00:01:54	0	0	0	598	00:36:15	00:01:42	16:56:39	0.511	305.750
12:00 - 12:29	616	105	16	00:33:51	00:01:54	0	0	0	458	00:50:37	00:02:43	20:45:40	0.166	74.491
12:30 - 12:59	659	88	15	00:12:44	00:01:00	0	0	0	607	00:33:22	00:02:04	20:51:41	0.172	104.173
13:00 - 13:29	541	103	13	00:22:05	00:01:41	15	35	20	283	00:24:56	00:03:06	14:39:28	0.281	79.565
13:30 - 13:59	342	100	16	00:05:55	00:01:23	15	145	74	409	00:17:50	00:02:10	14:46:30	0.196	80.329
14:00 - 14:29	681	109	13	00:13:46	00:01:20	13	85	42	759	00:25:51	00:02:52	36:21:50	0.254	192.716
14:30 - 14:59	643	62	11	00:14:36	00:01:10	0	0	0	411	00:38:53	00:02:23	16:16:43	0.213	87.673
15:00 - 15:29	578	62	12	00:20:53	00:01:33	20	0	0	282	00:13:14	00:01:41	07:56:20	0.163	45.976
15:30 - 15:59	395	61	14	00:24:35	00:02:15	0	0	0	400	00:14:30	00:01:29	09:53:16	0.137	54.600
16:00 - 16:29	602	77	11	02:51:16	00:04:29	14	153	104	344	00:18:26	00:02:38	15:08:04	0.169	55.274
16:30 - 16:59	303	65	15	00:11:28	00:01:21	10	0	0	447	00:41:33	00:02:24	17:54:29	0.248	110.756
17:00 - 17:29	431	63	18	00:11:34	00:01:21	0	0	0	209	00:15:54	00:02:23	08:18:48	0.181	37.737
17:30 - 17:59	285	63	23	00:01:17	00:00:18	0	0	0	31	00:01:37	00:00:42	00:21:42	0.076	2.356
18:00 - 18:29	106	61	18	00:01:46	00:00:34	0	0	0	0	00:00:00	00:00:00	00:00:00	0.000	0.000
18:30 - 18:59	61	93	28	00:00:43	00:00:12	6	0	0	40	00:06:33	00:01:41	01:07:18	0.095	3.784

Back Close Save Print Fwd

Accessing the reports

To access the `Reports` screen, click on the Reports function button, as shown below:



The top panel displays the available in-built report types and the bottom panel shows a list with any reports that have been scheduled for delivery at a later date.

Common features

Select a report period

For each report, you must specify a time span that covers the calls you want the report to include.

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 `23:59:59`.
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.

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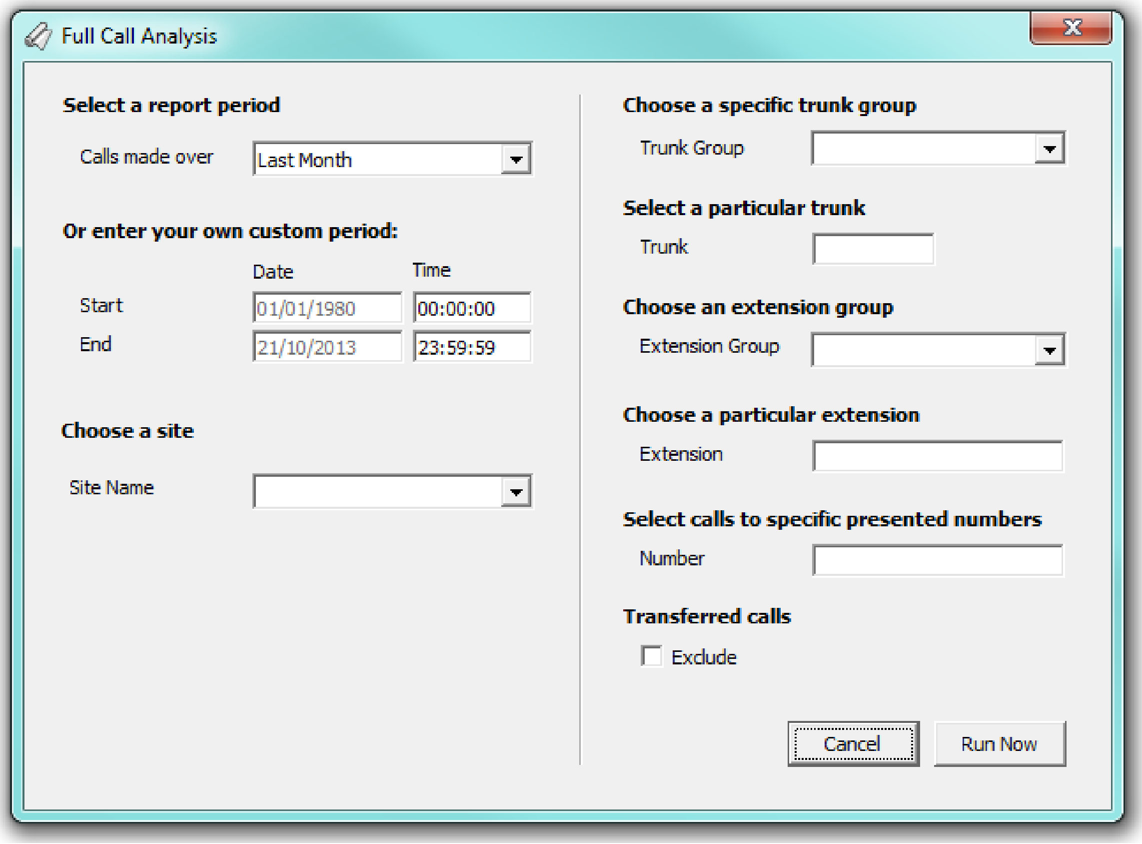
This year	The start date is set to the first day of the first month of the current year, whilst the end date is set to today's date. The start and end times are set to `00:00:00` and `23:59:59` respectively.
All calls	The start and end dates and times are set to the dates and times of the first and last call in the entire call database, respectively.

Custom period

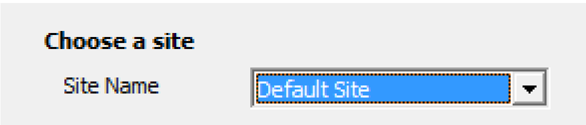
In addition to the presets described above, it is possible to specify a custom reporting period by choosing `Custom period` from the `Period` drop-down list and specifying your own `Start date`, `Start time`, `End date` and `End time` of the period you want to report on.



Choose a site

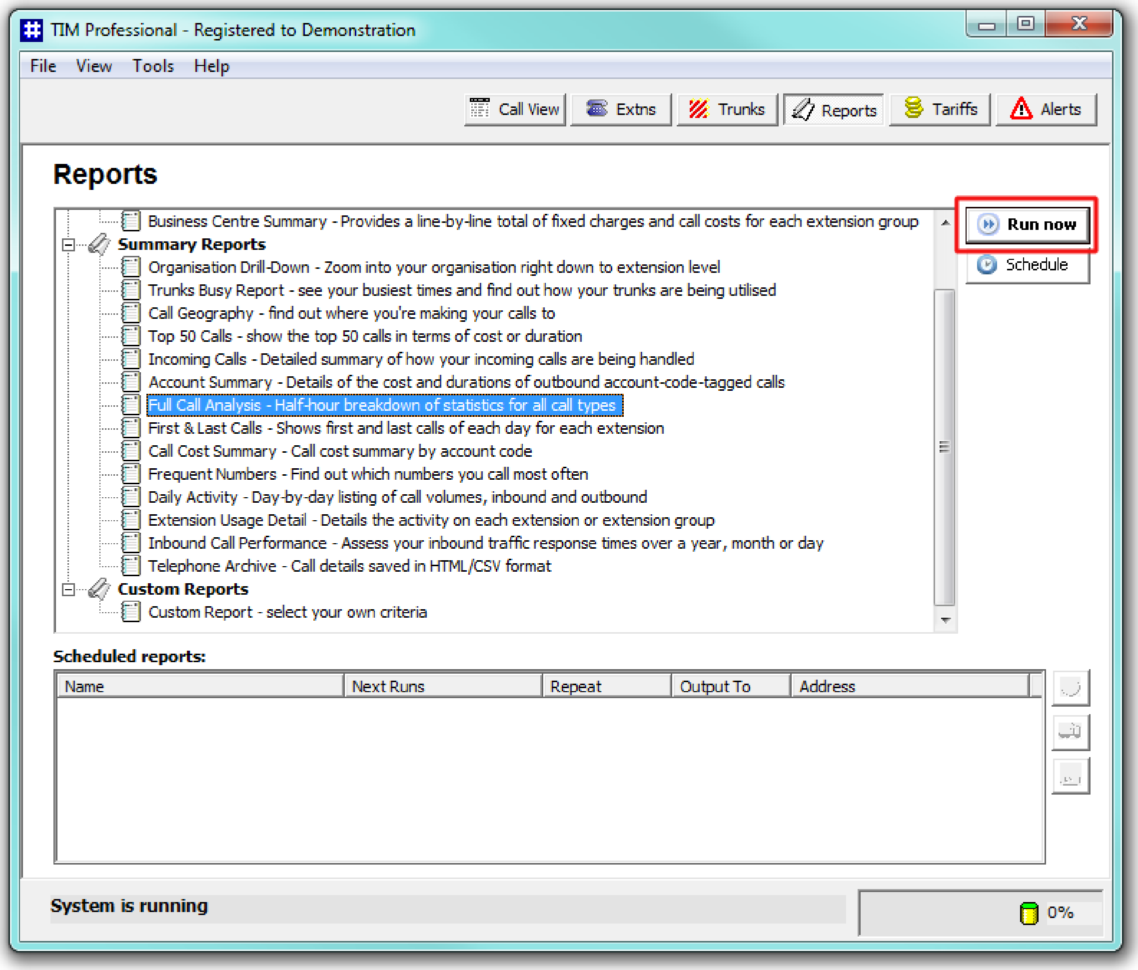
In addition to the period, each report offers you the opportunity to interrogate telephone system information from a specific site, if you have a multi-site system.

Select the site you want to report on from the `Choose a site` drop-down list, or to report on all sites, leave it blank.

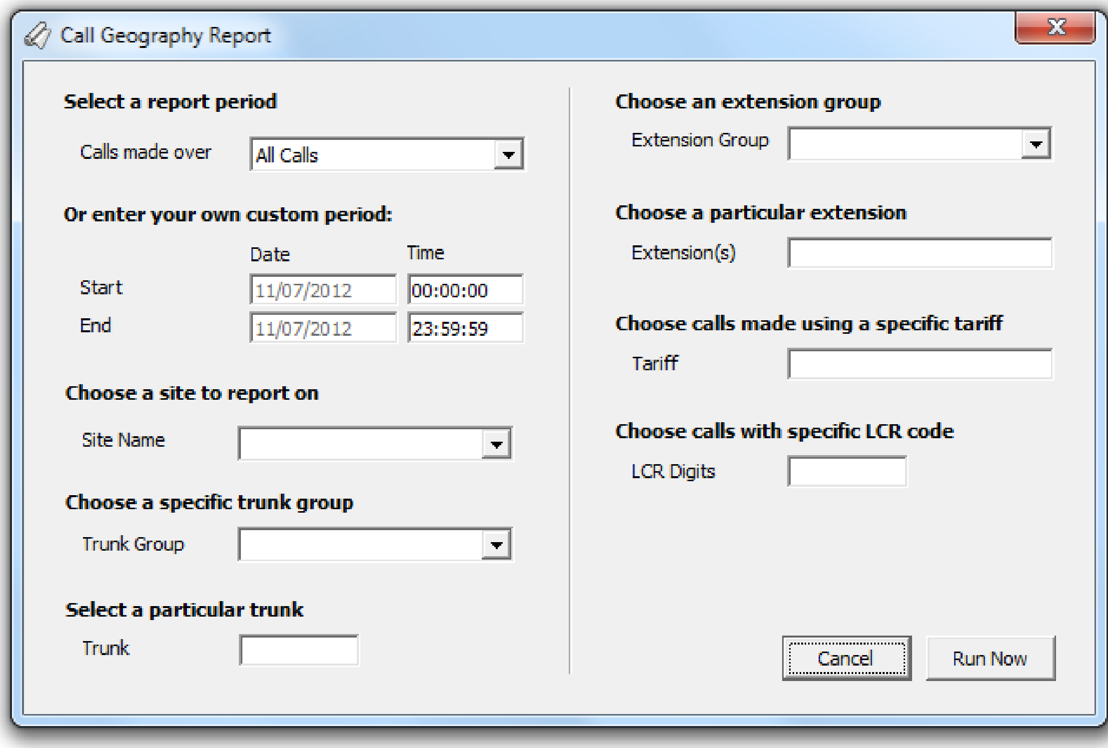


Running reports on demand

To run a report on demand, select it from the list of reports and click on the Run now button, as shown below:



A new window will open, where you can set the parameters of the report. If you do not want to change any of the default settings, click on the Run now button.



The status bar will show that the report is being calculated and when completed, it will be displayed in a browser window. The example below shows an output of a Call Geography report:

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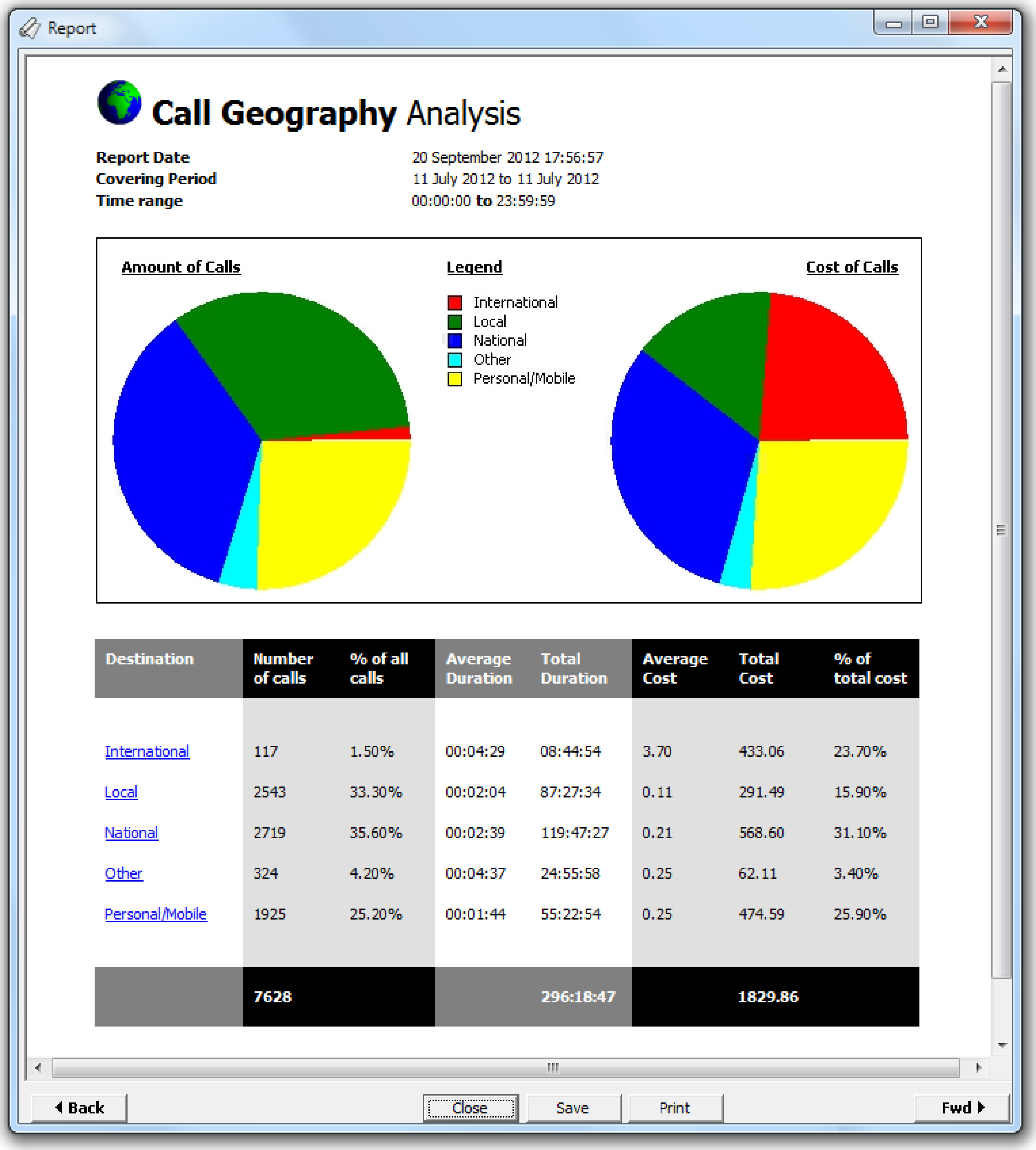

Destination	Number of calls	% of all calls	Average Duration	Total Duration	Average Cost	Total Cost	% of total cost
International	117	1.50%	00:04:29	08:44:54	3.70	433.06	23.70%
Local	2543	33.30%	00:02:04	87:27:34	0.11	291.49	15.90%
National	2719	35.60%	00:02:39	119:47:27	0.21	568.60	31.10%
Other	324	4.20%	00:04:37	24:55:58	0.25	62.11	3.40%
Personal/Mobile	1925	25.20%	00:01:44	55:22:54	0.25	474.59	25.90%
	7628			296:18:47		1829.86	

If the report is made up of multiple pages, you can navigate it using the Back and Fwd buttons. You can print the report or save it as an HTML file, by clicking on the Print or Save button at the bottom of the screen. When you've finished viewing the report, click on the Close button.

Each report has its own selection criteria and output (charts, graphs and tables), which will be described individually in the Report types secti on.

Scheduling reports

Scheduling a report

To schedule a report, select the report type you want to run from the list of reports and click on the Schedule button, as shown below:

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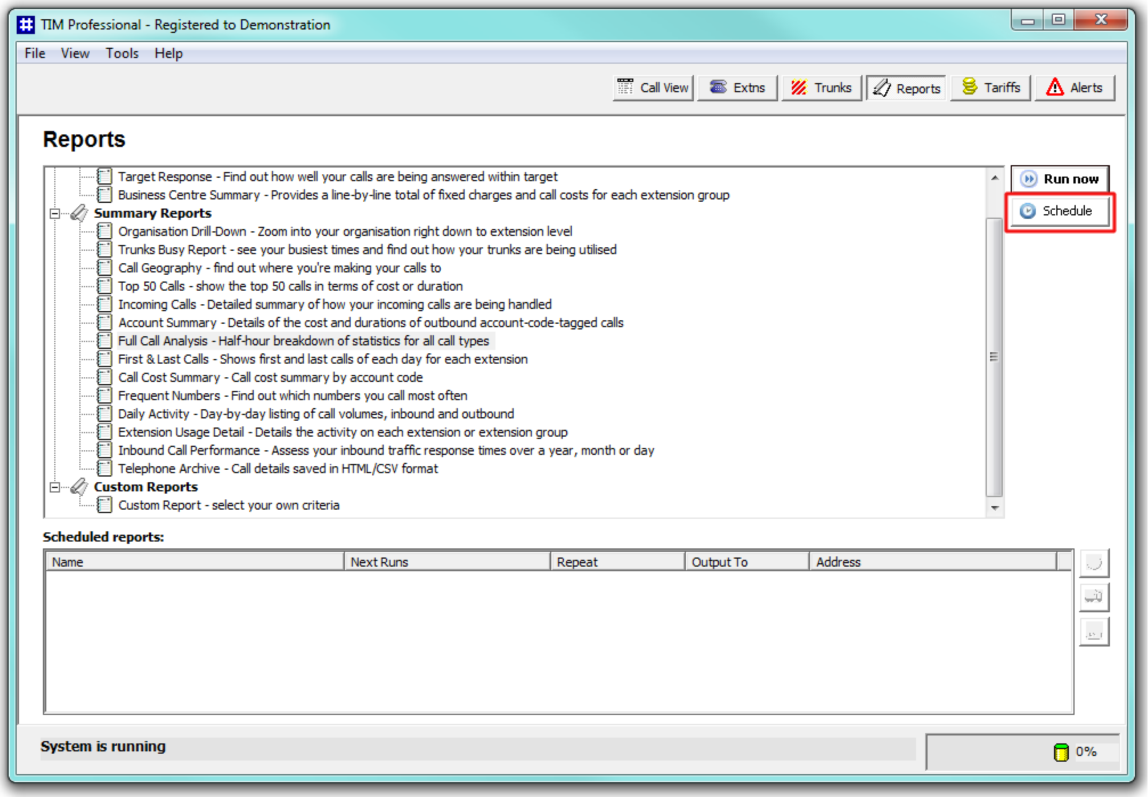
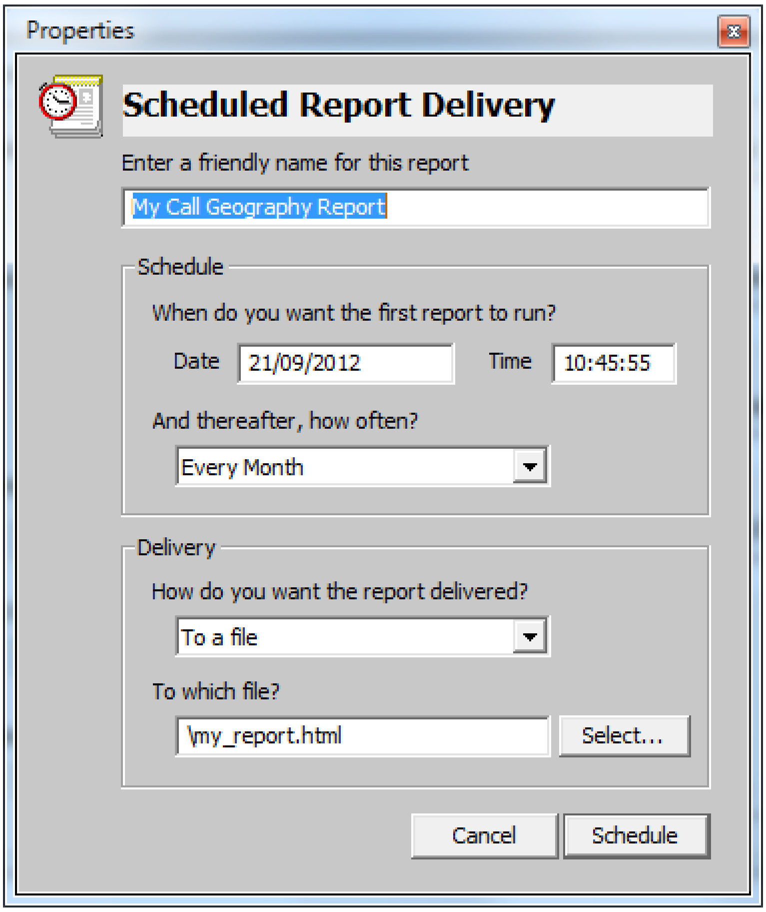


As with running a report on demand, this will display the report's selection criteria window, where you can set the parameter's of the report.

> If you set the report to recur, remember that the preset report period will remain constant. For example, suppose you want a report to run every month, you would select the period as `Last Month`, then set the report to run on the first day of the following month. This way, every month the report will run and have the period `Last Month`, ensuring a retrospective view of the previous month.

When you have enter the report's parameters, click on the Schedule button. The report will display the following window, where you can configure the scheduling parameters:



Choose a friendly name for this report

This option allows you to assign a custom name to the report. Enter a name that will easily help you to identify the report, such as `Call Geography Report - Sales Team`.

When do you want the first report to run?

Enter the date and time you want the report to run. You can enter the date in any format that pertains to your country's regional settings. The time is usually in the form **`hh:mm:ss`** (hours, minutes and seconds).

And thereafter, how often?

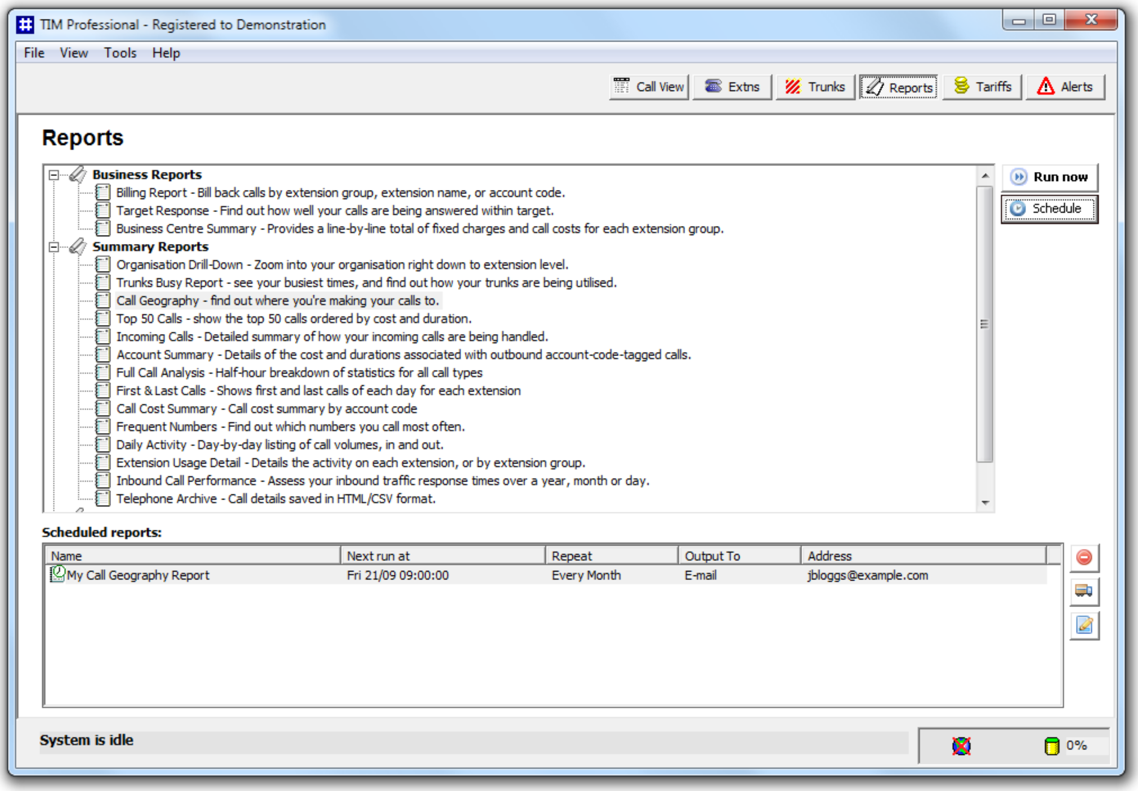
If you want the report to recur, you can set the frequency by selecting a period from the drop-down list. If you don't want the report to recur, select **`Never`**.

How do you want the report delivered?

Choose the delivery method from the drop-down list and then the destination:

Delivery method	Description
E-mail	Enter the e-mail address to which the report should be delivered. Previous e-mail addresses that you may have entered are available in the drop-down list.
File	Type the location and filename where you want the HTML file to be saved, e.g. **`C:\My Reports\Sales Report.html`**. It is important to note that this file will be overwritten if it already exists.
Printer	Select from the drop-down list which printer you want the report delivered to. Note that some versions of Microsoft Internet Explorer (the engine used to print the reports) do not allow printing to any printer other than the default Windows printer, regardless a different one has been selected.

After entering the scheduling parameters, click on the Schedule button to return to the main `Reports` screen. The newly scheduled report will be listed in the `Scheduled reports` list, as shown below:



Amending a scheduled report

To remove a scheduled report, select it from the **`Scheduled reports`** list and click on the button alongside. You will be asked to confirm the removal.

To change the delivery details, such as its name, how often the report is set to recur, and how it is delivered, click on the button.

To amend the parameter of the report, such as the period or the site the report covers, click on the the button.

Overriding report parameters

Each report has its own parameters, most of which are common to all reports. These are normally set using the **`Report Selection Criteria`** window and is different for each one.

You can override a **`Report Selection Criteria`** by adding parameters to a special section in the main configuration file. That is if a user may set a specific parameter in the report selection criteria window, it will be overwritten by that set in the main configuration file. This allows you to fix certain settings, for example the percentage mark-up in a billing report.

As an example, we can set the percentage mark-up in every Billing Report to 50% and a surcharge of £1.00. To apply these settings, you need to edit the **`main.cfg`** file, located by default in **`{app}\tim\config`**. Each report has its own ID number, e.g. the Billing Report has an ID of 2. This corresponds to the setting in the main configuration file that you need to alter.

Open the the **`main.cfg`** file using Notepad and in the **`[Report Customisations]`** section, add or amend the line **`Report2Extra`** to read:

```
Report2Extra = &markup=50&surcharge=1.00
```

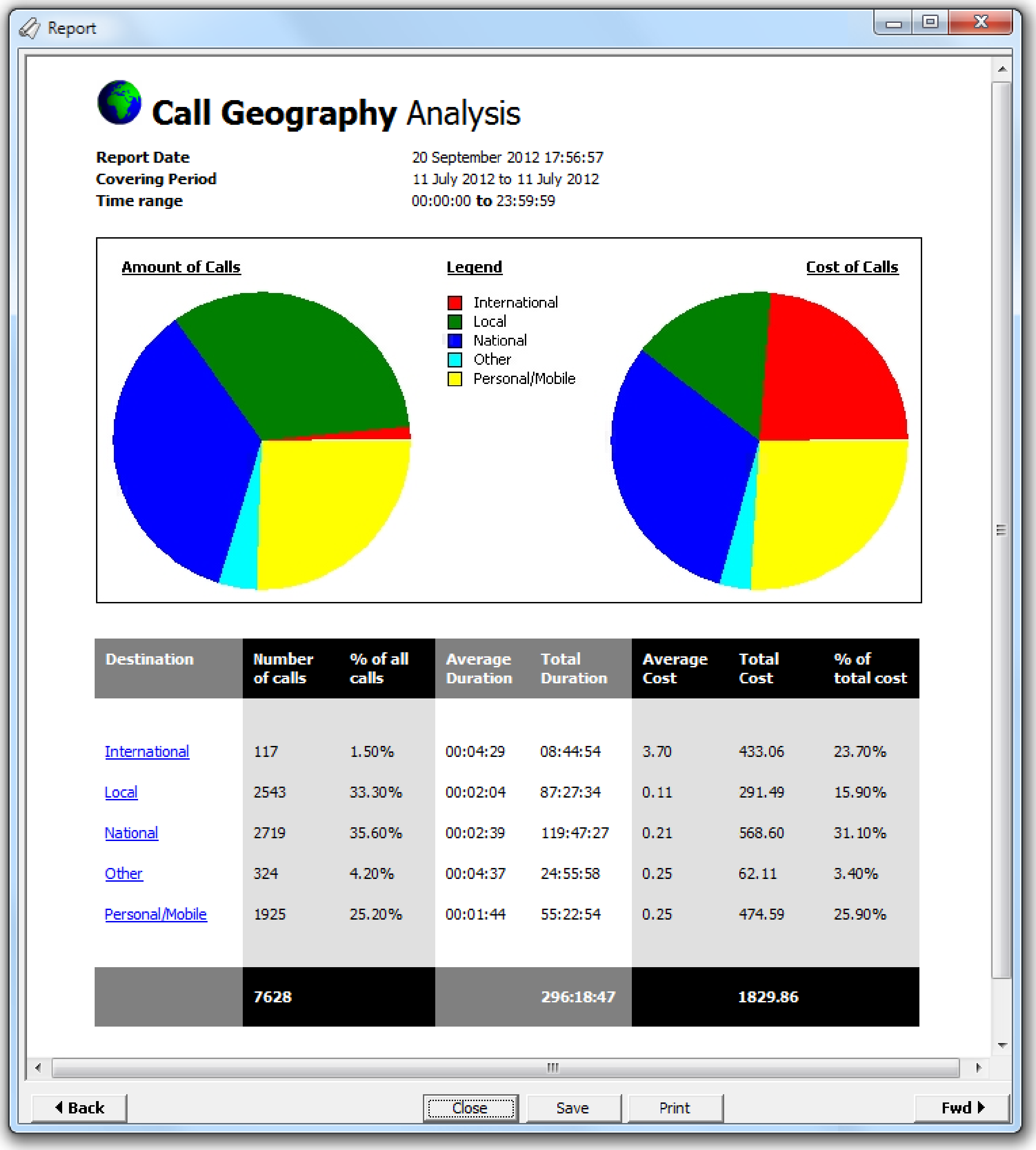
In this instance, when a billing report (ID = 2) is run, these extra settings are forced upon the reporting engine and override any values that the user has selected.

To configure these settings, we strongly recommend to contact our Technical Support team for assistance.

Report output

When a report is run, its output is displayed in the `Report Output` window, which is a mini web-browser containing the HTML output generated by the report engine. It is the common interface for all reports.

The example below is the output from a Call Geography report:



The report body is shown in a window that can be panned around by using the horizontal and vertical scrollbars. If the report is made up of multiple pages, you can navigate it using the ◀ Back and Fwd ▶ buttons. You can print the report or save it as an HTML file, by clicking on the Print or Save button at the bottom of the screen. When you've finished viewing the report, click on the Close button.

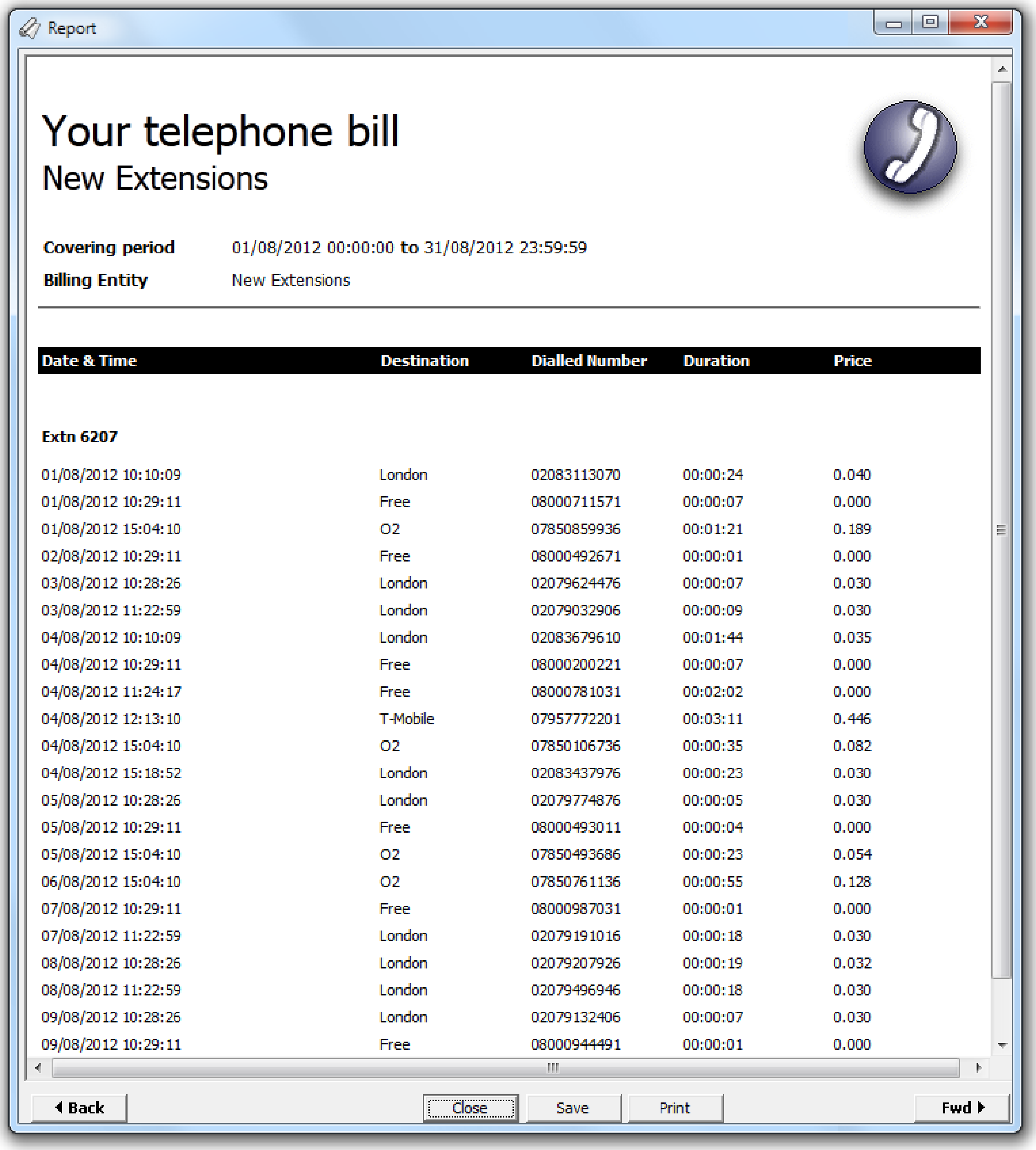
Each report has its own selection criteria and output (charts, graphs and tables), which will be described individually in the Report types section.

Report types

Billing Report

Introduction

The Billing report produces a fully itemised telephone bill for billing back telephone usage to your clients, with the option of adding a percentage markup or a fixed charge to each phone call. You can fully customise the style of the report's output to reflect your own brand, including a company logo, for example.



Report

Your telephone bill
New Extensions

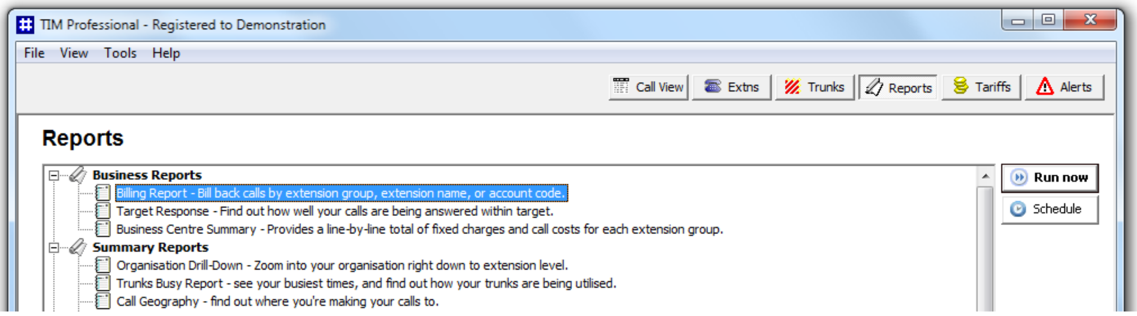
Covering period 01/08/2012 00:00:00 **to** 31/08/2012 23:59:59
Billing Entity New Extensions

Date & Time	Destination	Dialled Number	Duration	Price
Extn 6207				
01/08/2012 10:10:09	London	02083113070	00:00:24	0.040
01/08/2012 10:29:11	Free	08000711571	00:00:07	0.000
01/08/2012 15:04:10	O2	07850859936	00:01:21	0.189
02/08/2012 10:29:11	Free	08000492671	00:00:01	0.000
03/08/2012 10:28:26	London	02079624476	00:00:07	0.030
03/08/2012 11:22:59	London	02079032906	00:00:09	0.030
04/08/2012 10:10:09	London	02083679610	00:01:44	0.035
04/08/2012 10:29:11	Free	08000200221	00:00:07	0.000
04/08/2012 11:24:17	Free	08000781031	00:02:02	0.000
04/08/2012 12:13:10	T-Mobile	07957772201	00:03:11	0.446
04/08/2012 15:04:10	O2	07850106736	00:00:35	0.082
04/08/2012 15:18:52	London	02083437976	00:00:23	0.030
05/08/2012 10:28:26	London	02079774876	00:00:05	0.030
05/08/2012 10:29:11	Free	08000493011	00:00:04	0.000
05/08/2012 15:04:10	O2	07850493686	00:00:23	0.054
06/08/2012 15:04:10	O2	07850761136	00:00:55	0.128
07/08/2012 10:29:11	Free	08000987031	00:00:01	0.000
07/08/2012 11:22:59	London	02079191016	00:00:18	0.030
08/08/2012 10:28:26	London	02079207926	00:00:19	0.032
08/08/2012 11:22:59	London	02079496946	00:00:18	0.030
09/08/2012 10:28:26	London	02079132406	00:00:07	0.030
09/08/2012 10:29:11	Free	08000944491	00:00:01	0.000

Back Close Save Print Fwd

Running the report

Access the **Reports** screen, select the **Billing Report** from the list and click on the Run now button.



A new window will open, allowing you to configure the parameters of your report:

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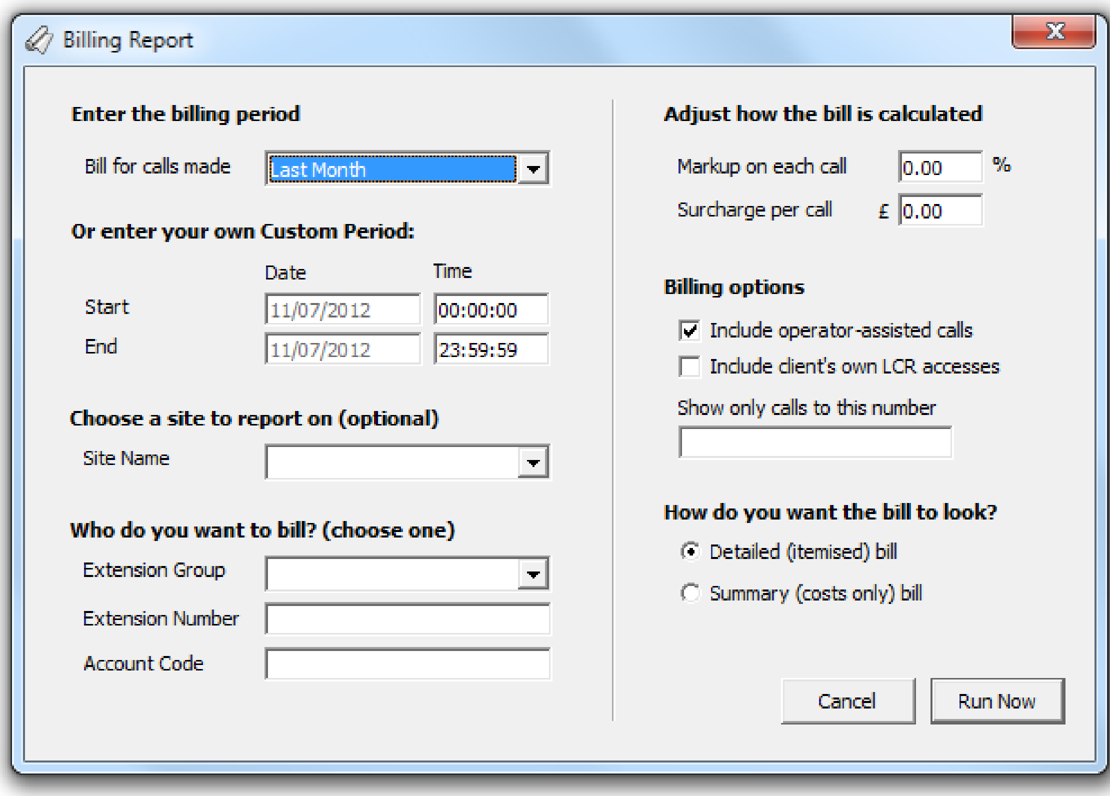
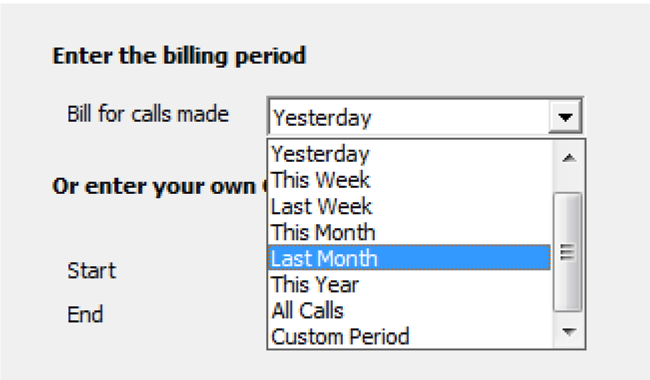


Enter the billing period

For each report, you must specify a time span that covers the calls you want the report to include.



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 `23:59:59`.
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.

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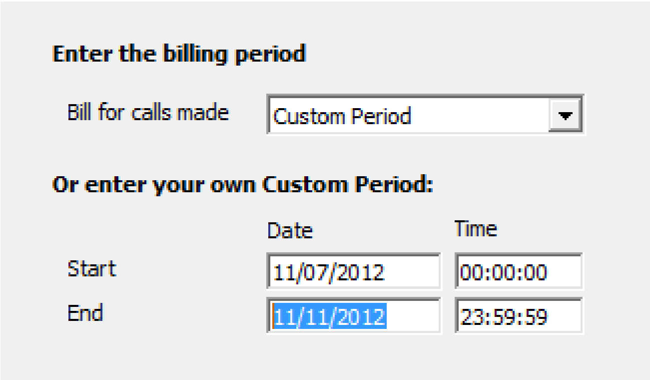
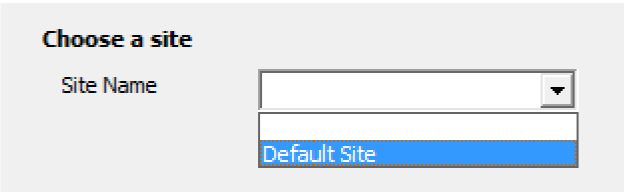
Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The month is set to the previous month. The year is set to the current year, unless it is currently January, in which case, the previous year is used. The start and end times are set to `00:00:00` 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 drop-down list and specifying your own `Start` and `End` dates, as shown below:



Choose a site

If your system is set up to log multiple sites, you can select a particular site from the drop-down list. To report on all sites, select the blank line.

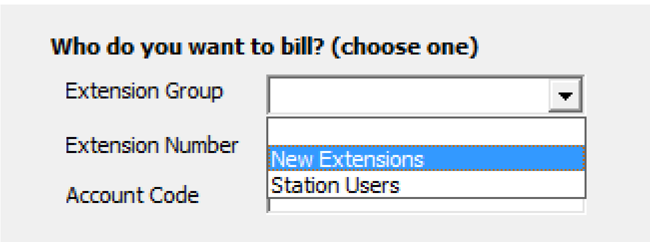


Who do you want to bill?

This option allows you to select which type of entity you want to bill.

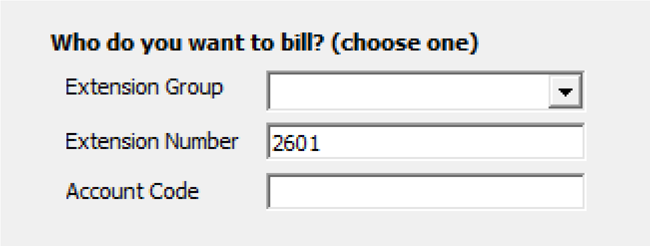
Extension Group

Select the extension group you would like the bill to cover.



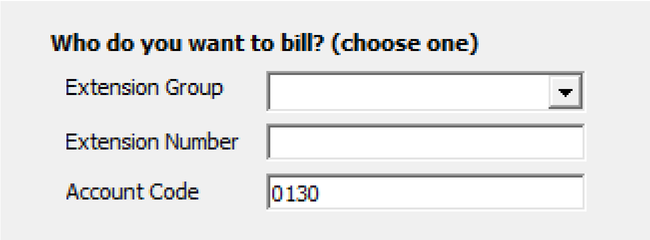
Extension number

Enter the extension number of the user you would like to bill.

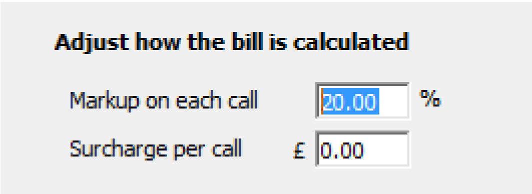


Account code

If you want to produce a bill consisting of all chargeable calls made using a particular account code, enter the account code in the box.



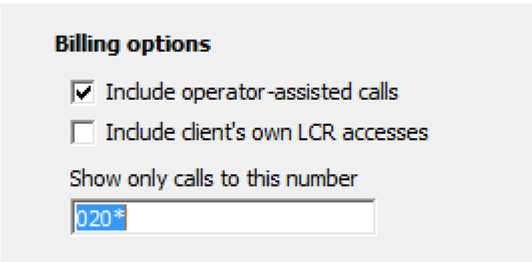
Adjust how the bill is calculated



Bill calculation	Description
Markup on each call	A percentage markup can be added to each call
Surcharge per call	A surcharge is a fixed amount that can be added to the original cost of the call

Both a surcharge and a markup can be applied to the same bill, in which case, the surcharge is added after the markup is calculated, so that the surcharge is not being marked up.

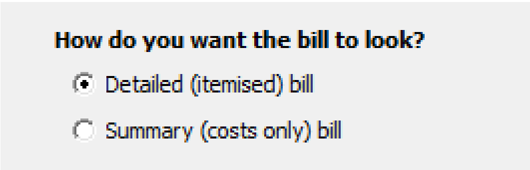
Billing options



Billing option	Description
Include operator-assisted calls	By default, the bill includes all calls made from an extension, regardless of whether the call was originally dialled by that extension or by an operator on behalf of that extension. To exclude operator-assisted (or transferred outgoing) calls, deselect the check box provided.

Include client's own LCR accesses	Tick this option to indicate in the billing platform version that you would still like to bill calls that didn't use your network.
Show only calls to this number	To report on calls to a specific number, enter the full or partial dialled number in the field provided.

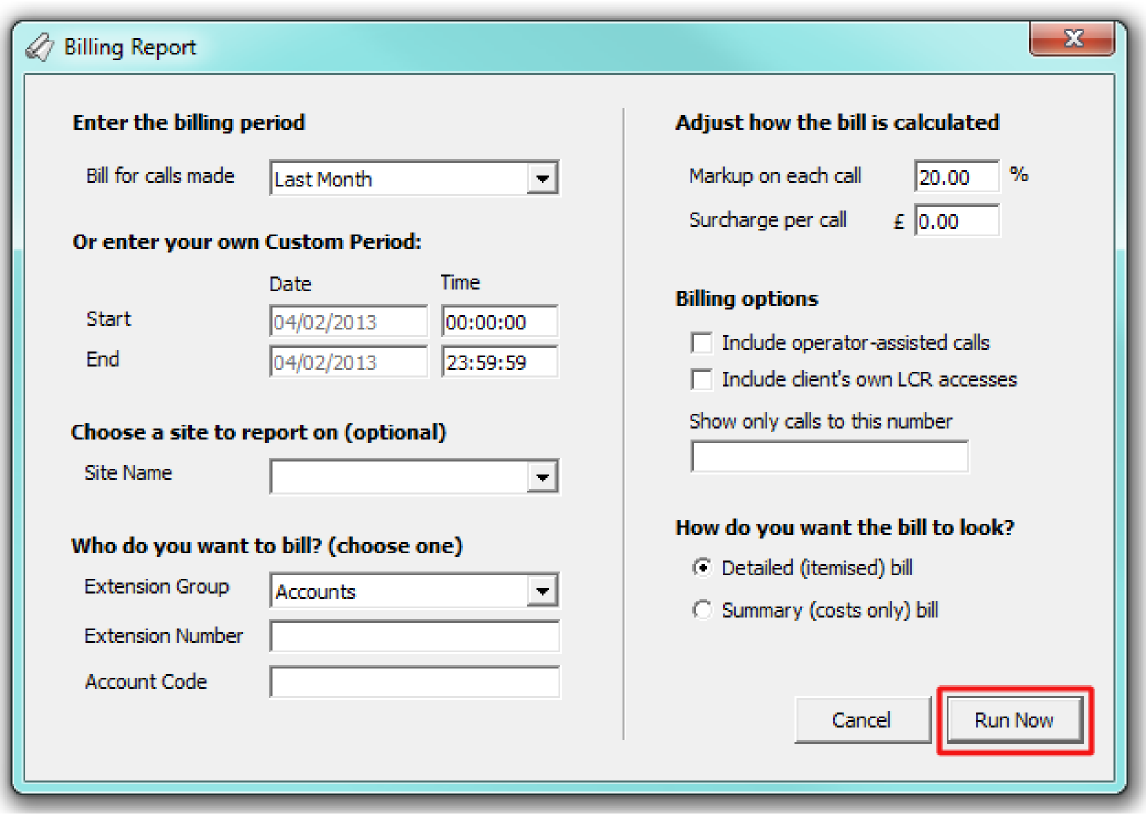
How do you want the bill to look?



Bill's look	Description
Detailed (itemised) bill	This option gives you a complete itemised list of calls made by the billing entity you have selected
Summary (cost only) bill	This option will give you a summary of calls made by the selected billing entity

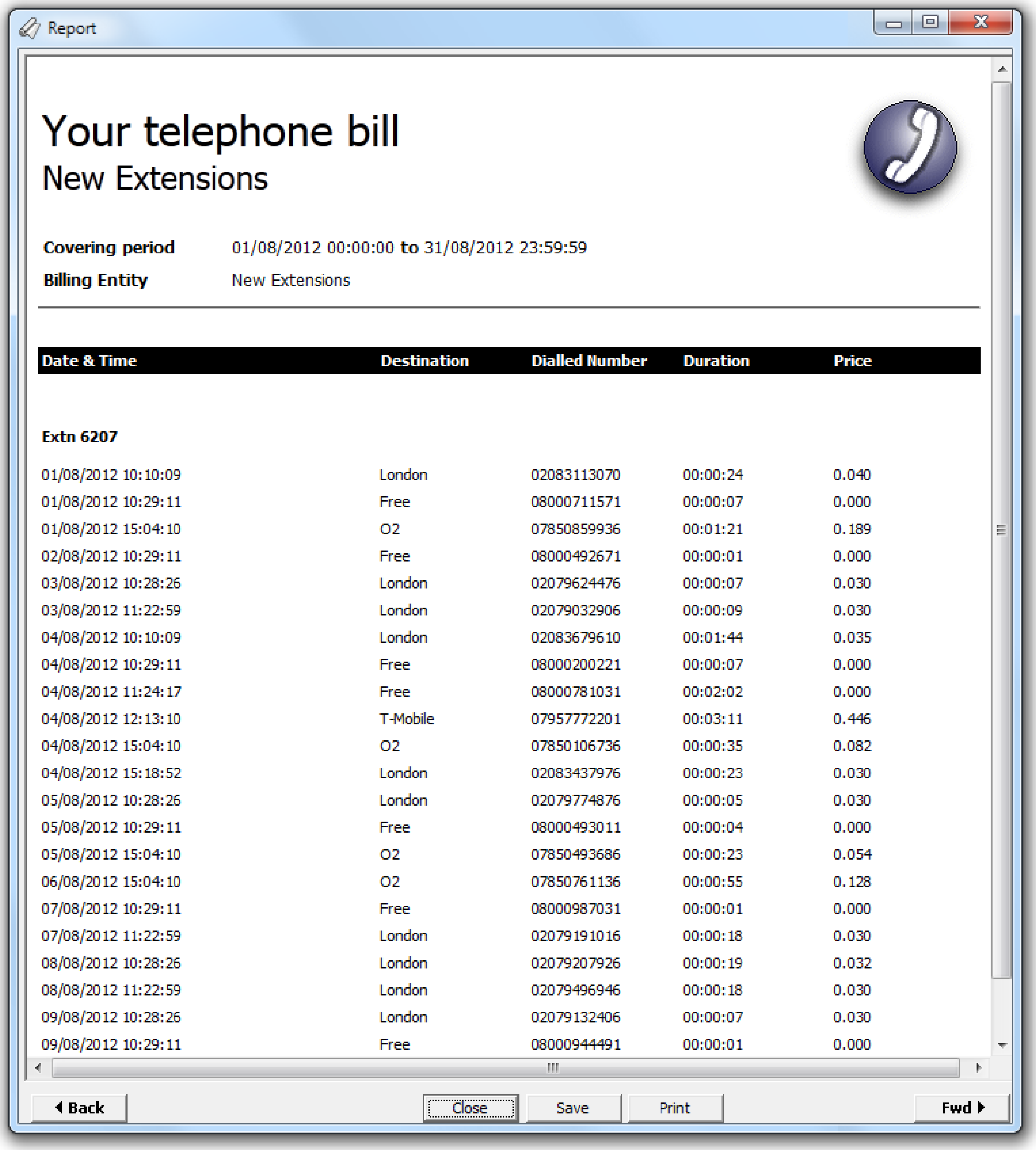
Creating the report

When you have selected a reporting period and have chosen the report's criteria, click on the Run now button, as shown below:



The report's results

Below is an example of this report's output, displayed as an itemised list.



Date & Time	Destination	Dialled Number	Duration	Price
Extn 6207				
01/08/2012 10:10:09	London	02083113070	00:00:24	0.040
01/08/2012 10:29:11	Free	08000711571	00:00:07	0.000
01/08/2012 15:04:10	O2	07850859936	00:01:21	0.189
02/08/2012 10:29:11	Free	08000492671	00:00:01	0.000
03/08/2012 10:28:26	London	02079624476	00:00:07	0.030
03/08/2012 11:22:59	London	02079032906	00:00:09	0.030
04/08/2012 10:10:09	London	02083679610	00:01:44	0.035
04/08/2012 10:29:11	Free	08000200221	00:00:07	0.000
04/08/2012 11:24:17	Free	08000781031	00:02:02	0.000
04/08/2012 12:13:10	T-Mobile	07957772201	00:03:11	0.446
04/08/2012 15:04:10	O2	07850106736	00:00:35	0.082
04/08/2012 15:18:52	London	02083437976	00:00:23	0.030
05/08/2012 10:28:26	London	02079774876	00:00:05	0.030
05/08/2012 10:29:11	Free	08000493011	00:00:04	0.000
05/08/2012 15:04:10	O2	07850493686	00:00:23	0.054
06/08/2012 15:04:10	O2	07850761136	00:00:55	0.128
07/08/2012 10:29:11	Free	08000987031	00:00:01	0.000
07/08/2012 11:22:59	London	02079191016	00:00:18	0.030
08/08/2012 10:28:26	London	02079207926	00:00:19	0.032
08/08/2012 11:22:59	London	02079496946	00:00:18	0.030
09/08/2012 10:28:26	London	02079132406	00:00:07	0.030
09/08/2012 10:29:11	Free	08000944491	00:00:01	0.000

If no custom changes were made to the footer and header, the report will show the billing entity on the top-left corner of the screen and your company logo on the top-right. The header of the report will show the billing period including dates and times, followed by the billing entity. If you have assigned a friendly name to the report, this will show in its header as well.

The body of the report will display a summary of each billing entity or, for an itemised bill, each individual call made by the billing entity.

Target Response

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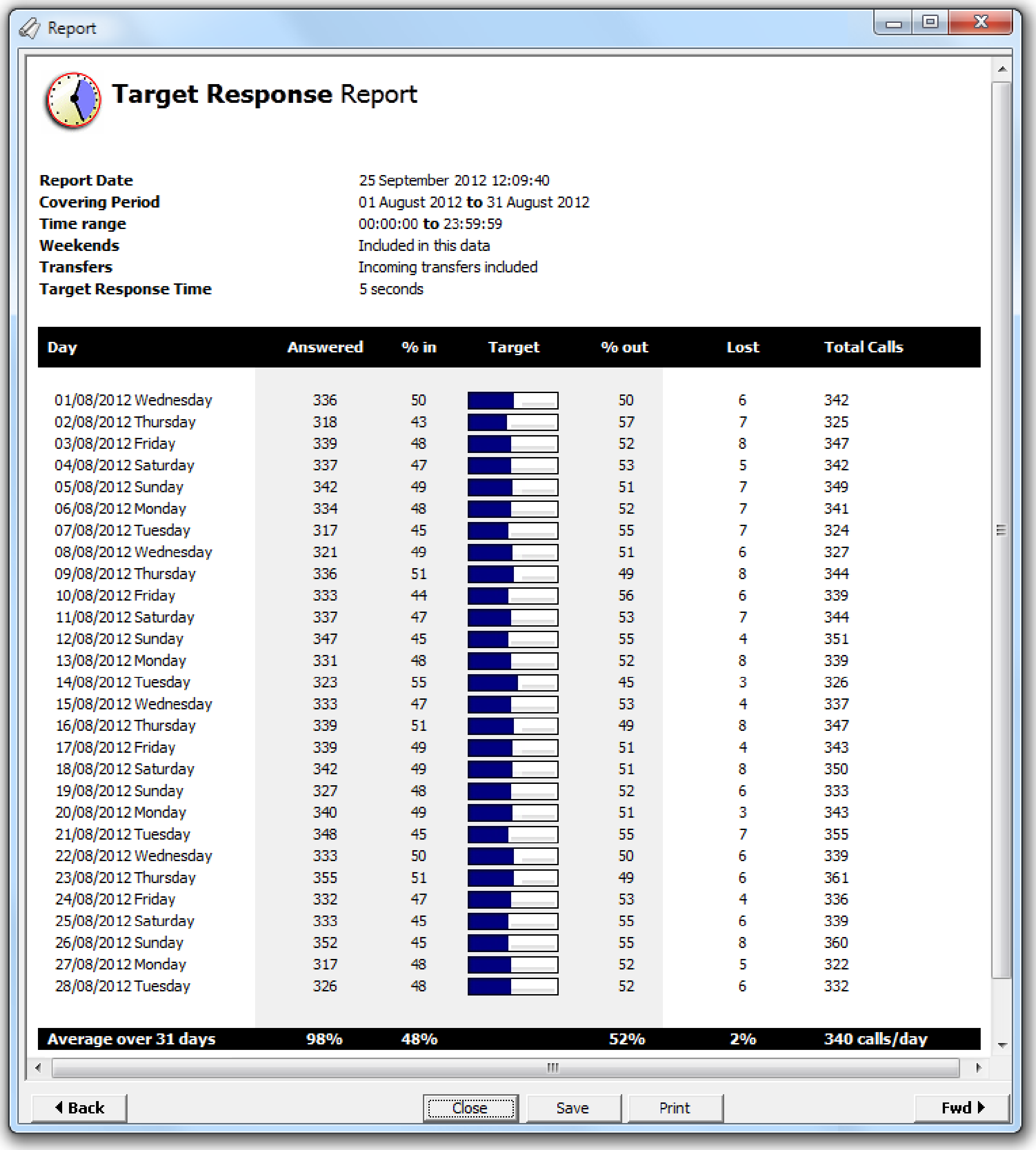
Target Response

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 line-by-line summary of the proportion of calls answered inside and outside your set targets.



Target Response Report

Report Date	25 September 2012 12:09:40
Covering Period	01 August 2012 **to** 31 August 2012
Time range	00:00:00 **to** 23:59:59
Weekends	Included in this data
Transfers	Incoming transfers included
Target Response Time	5 seconds

Day	Answered	% in	Target	% out	Lost	Total Calls
01/08/2012 Wednesday	336	50		50	6	342
02/08/2012 Thursday	318	43		57	7	325
03/08/2012 Friday	339	48		52	8	347
04/08/2012 Saturday	337	47		53	5	342
05/08/2012 Sunday	342	49		51	7	349
06/08/2012 Monday	334	48		52	7	341
07/08/2012 Tuesday	317	45		55	7	324
08/08/2012 Wednesday	321	49		51	6	327
09/08/2012 Thursday	336	51		49	8	344
10/08/2012 Friday	333	44		56	6	339
11/08/2012 Saturday	337	47		53	7	344
12/08/2012 Sunday	347	45		55	4	351
13/08/2012 Monday	331	48		52	8	339
14/08/2012 Tuesday	323	55		45	3	326
15/08/2012 Wednesday	333	47		53	4	337
16/08/2012 Thursday	339	51		49	8	347
17/08/2012 Friday	339	49		51	4	343
18/08/2012 Saturday	342	49		51	8	350
19/08/2012 Sunday	327	48		52	6	333
20/08/2012 Monday	340	49		51	3	343
21/08/2012 Tuesday	348	45		55	7	355
22/08/2012 Wednesday	333	50		50	6	339
23/08/2012 Thursday	355	51		49	6	361
24/08/2012 Friday	332	47		53	4	336
25/08/2012 Saturday	333	45		55	6	339
26/08/2012 Sunday	352	45		55	8	360
27/08/2012 Monday	317	48		52	5	322
28/08/2012 Tuesday	326	48		52	6	332
Average over 31 days	**98%**	**48%**		**52%**	**2%**	**340 calls/day**

Running the report

Access the `Reports` screen, select the `Target response` report from the list and click on the Run now button.

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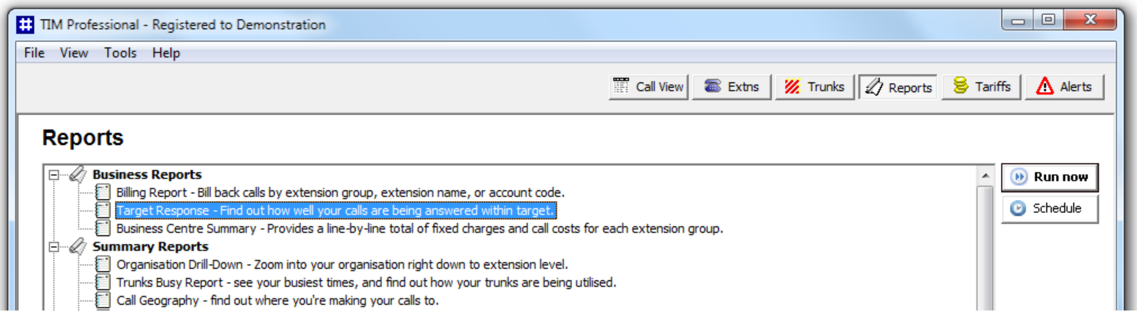
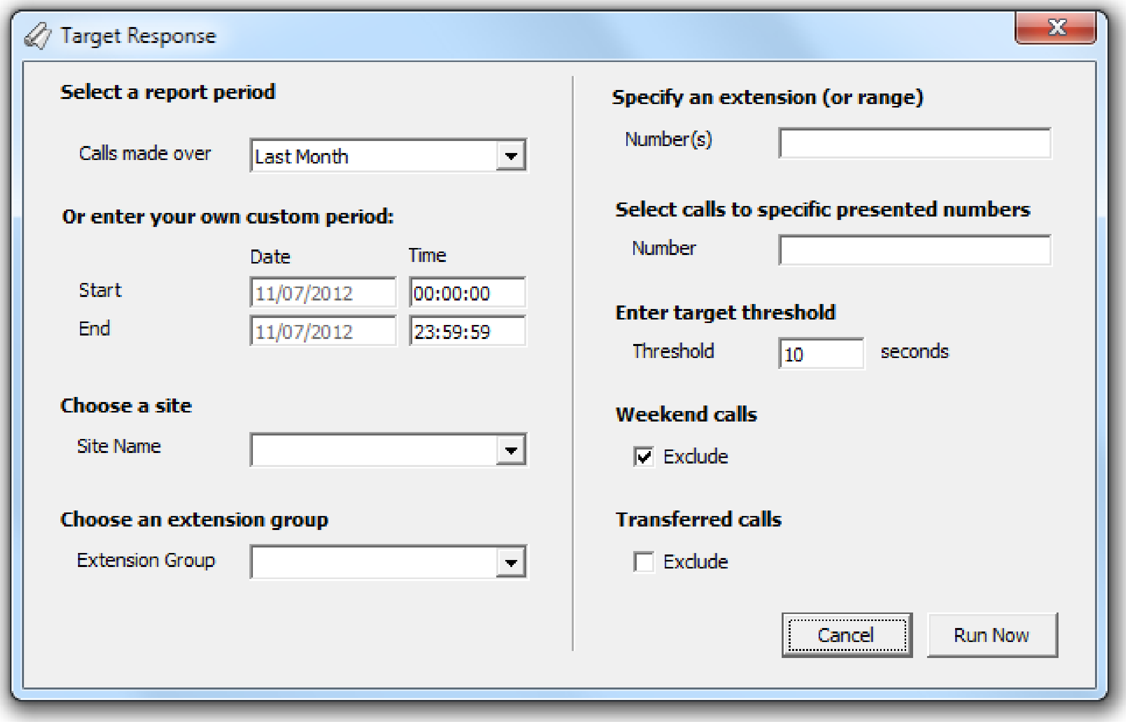
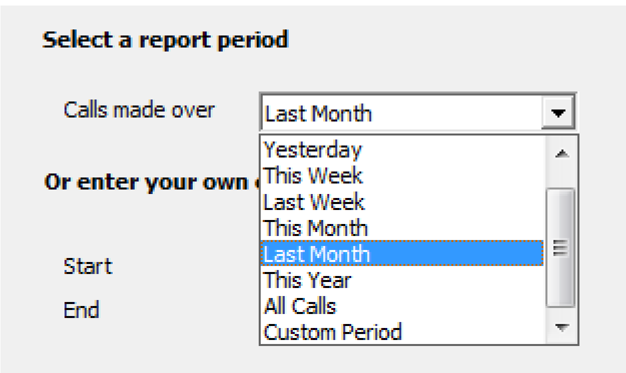


A new window will open, allowing you to configure the parameters of your report:



Select a report period

For each report, you must specify a time span that covers the calls you want the report to include.



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 `23:59:59`.
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`.

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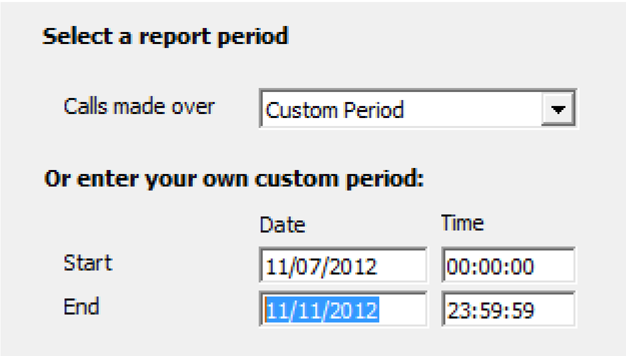
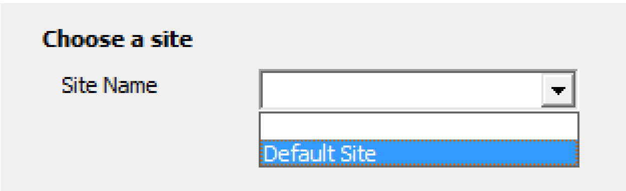
This week	The start date is set to the first day (normally Monday) of the current week. The end date is set to the current day. The start time is set to `00:00:00` and the end time to the current time.
Last week	The start date is set to the date of the last Monday, and the end date is set to the start 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 drop-down list and specifying your own `Start` and `End` dates, as shown below:



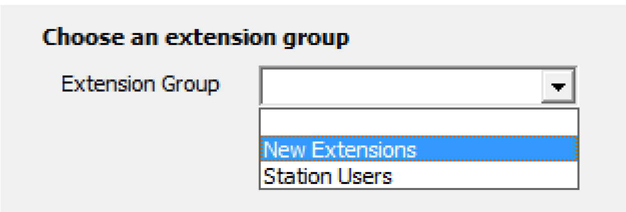
Choose a site

If your system is set up to log multiple sites, you can select a particular site from the drop-down list. To report on all sites, select the blank line.



Choose an extension group

To monitor the call activity for a specific department, select the extension group you want to report on from the drop-down list. To report on all extension groups, select the blank line.



Specify an extension (or range)

You can choose to report on a single extension or a range of extensions, by entering the details in the box provided, as shown below:

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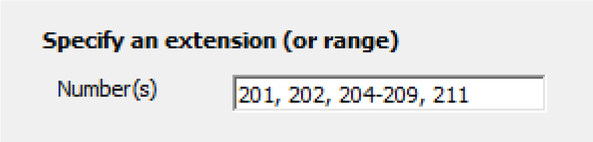
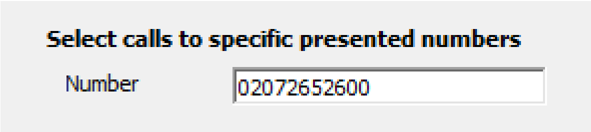


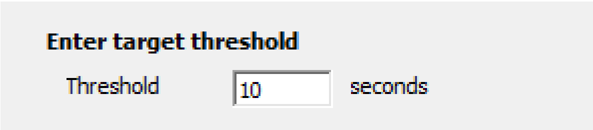
Select calls to specific presented numbers

If you want to report only on calls to a specific number or range of numbers, enter the number(s) in the field provided, as shown below:



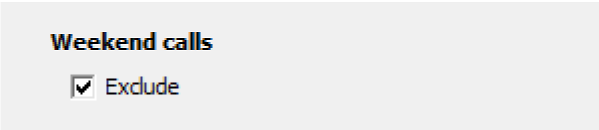
Enter target threshold

Use this option to define your response time target thresholds. The example below shows the response time targets of 10 seconds.



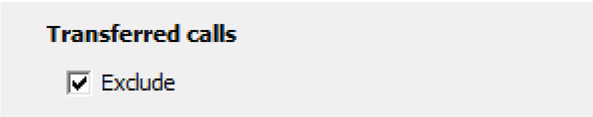
Weekend calls

Calls made at weekends may distort the result of the report. To exclude such calls, tick the `Exclude` box, as shown below:



Transferred calls

If you want to report only on direct calls and exclude those transferred from another party, tick the `Exclude` box, as shown below:



Creating the report

When you have selected a reporting period and have chosen the report's criteria, click on the Run now button, as shown below:

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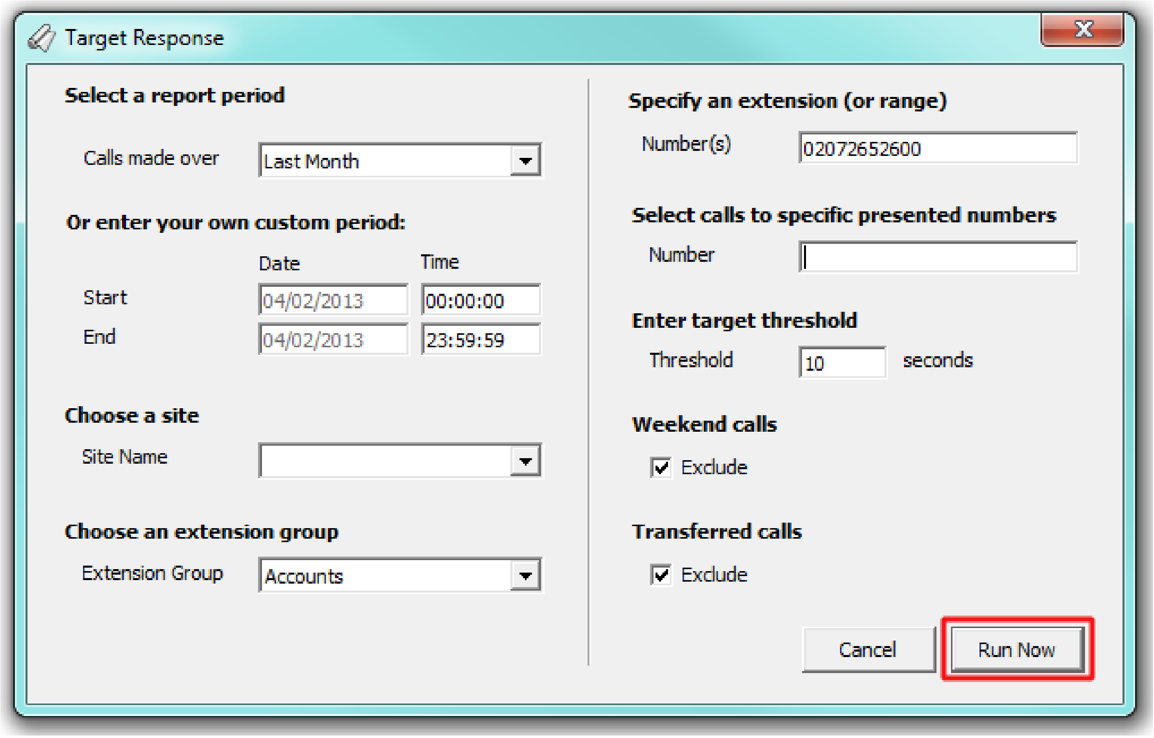
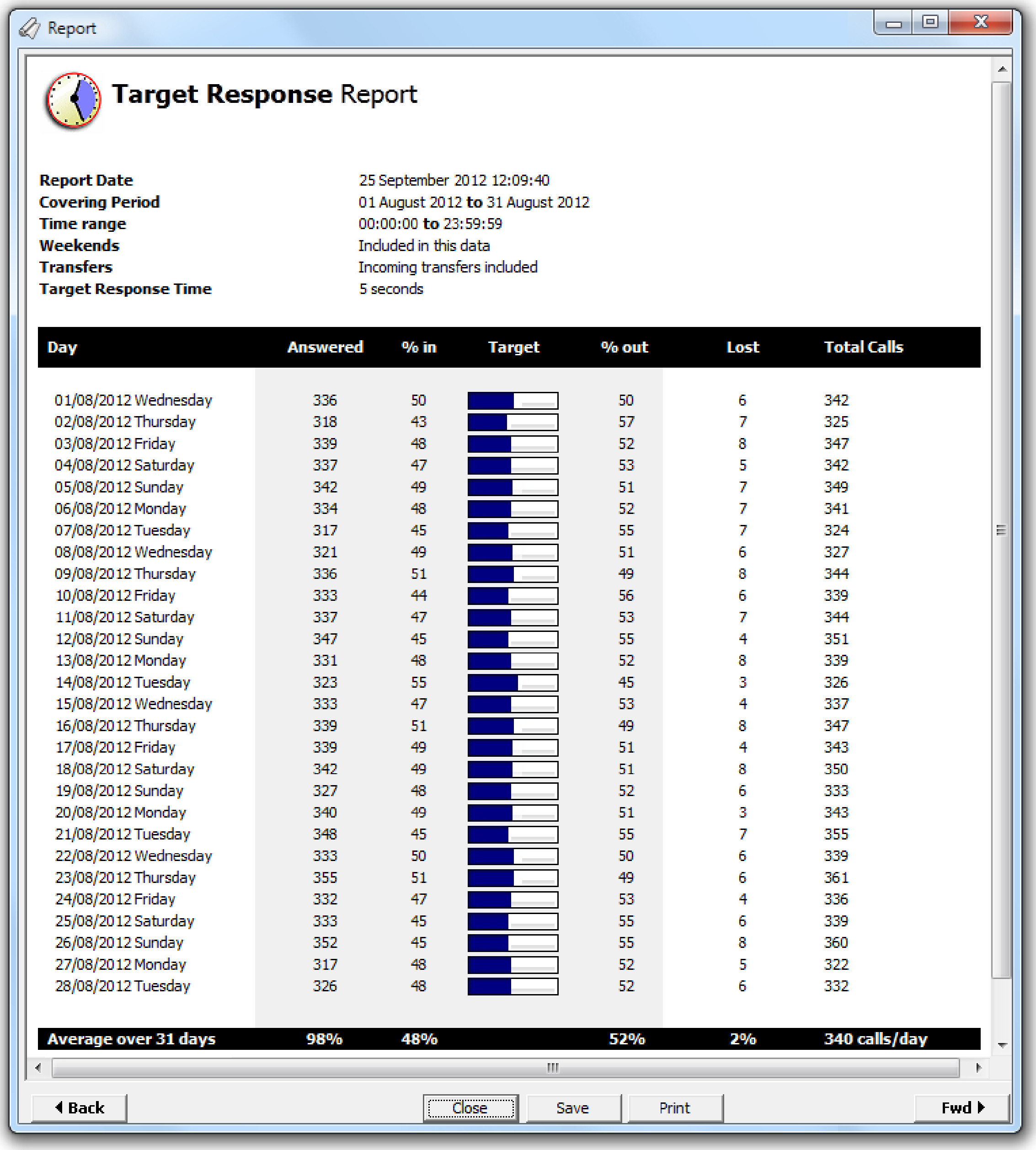


The report's results

Below is an example of this report's output:


Report

Target Response Report

Report Date	25 September 2012 12:09:40
Covering Period	01 August 2012 **to** 31 August 2012
Time range	00:00:00 **to** 23:59:59
Weekends	Included in this data
Transfers	Incoming transfers included
Target Response Time	5 seconds

Day	Answered	% in	Target	% out	Lost	Total Calls
01/08/2012 Wednesday	336	50		50	6	342
02/08/2012 Thursday	318	43		57	7	325
03/08/2012 Friday	339	48		52	8	347
04/08/2012 Saturday	337	47		53	5	342
05/08/2012 Sunday	342	49		51	7	349
06/08/2012 Monday	334	48		52	7	341
07/08/2012 Tuesday	317	45		55	7	324
08/08/2012 Wednesday	321	49		51	6	327
09/08/2012 Thursday	336	51		49	8	344
10/08/2012 Friday	333	44		56	6	339
11/08/2012 Saturday	337	47		53	7	344
12/08/2012 Sunday	347	45		55	4	351
13/08/2012 Monday	331	48		52	8	339
14/08/2012 Tuesday	323	55		45	3	326
15/08/2012 Wednesday	333	47		53	4	337
16/08/2012 Thursday	339	51		49	8	347
17/08/2012 Friday	339	49		51	4	343
18/08/2012 Saturday	342	49		51	8	350
19/08/2012 Sunday	327	48		52	6	333
20/08/2012 Monday	340	49		51	3	343
21/08/2012 Tuesday	348	45		55	7	355
22/08/2012 Wednesday	333	50		50	6	339
23/08/2012 Thursday	355	51		49	6	361
24/08/2012 Friday	332	47		53	4	336
25/08/2012 Saturday	333	45		55	6	339
26/08/2012 Sunday	352	45		55	8	360
27/08/2012 Monday	317	48		52	5	322
28/08/2012 Tuesday	326	48		52	6	332
Average over 31 days	**98%**	**48%**		**52%**	**2%**	**340 calls/day**

Back Close Save Print Fwd

The header of the report will display its title, any friendly name you assigned to it, the period of the report and any options you have selected in the report's selection criteria window.

The body of the report consists of a table displaying a line-by-line summary of your incoming calls for each day during the selected period. Each column header of the table is described below:

Column header	Description
Day	The date and day of week
Answered	The total number of answered calls
% in	The percentage of calls answered within the specified target
Target	The percentage and a graphical summary showing what proportion of your answered calls were picked up within the specified target
% out	This show the percentage of calls outside the specified target
Lost	The total number of missed calls
Total Calls	The total number of incoming calls (answered and abandoned)

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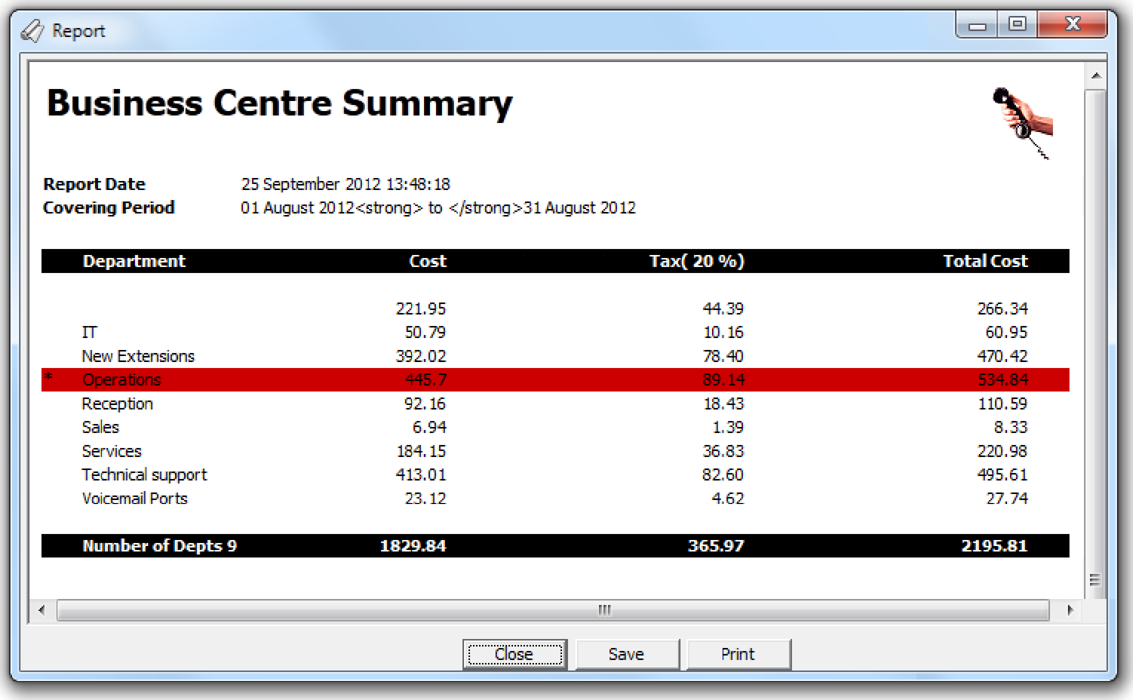
Business Centre Summary

Business Centre Summary

Introduction

The Business Centre Summary report provides a line-by-line total of fixed charges for each extension group.



Report

Business Centre Summary

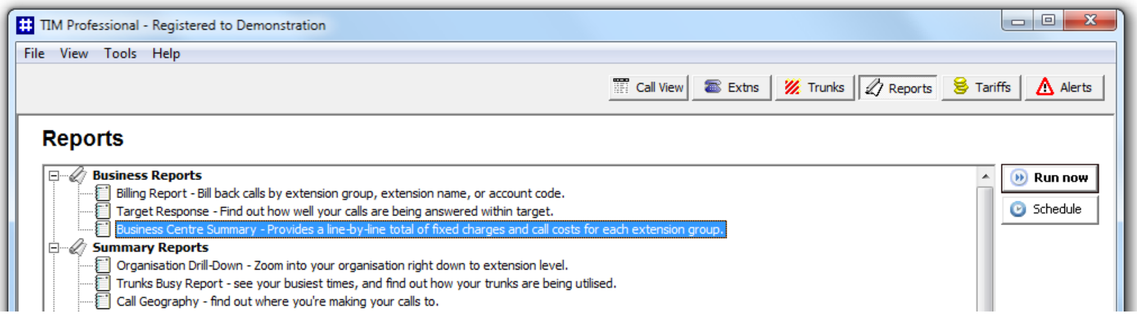
Report Date 25 September 2012 13:48:18
Covering Period 01 August 2012 to 31 August 2012

Department	Cost	Tax(20 %)	Total Cost
	221.95	44.39	266.34
IT	50.79	10.16	60.95
New Extensions	392.02	78.40	470.42
* Operations	445.7	89.14	534.84
Reception	92.16	18.43	110.59
Sales	6.94	1.39	8.33
Services	184.15	36.83	220.98
Technical support	413.01	82.60	495.61
Voicemail Ports	23.12	4.62	27.74
Number of Depts 9	**1829.84**	**365.97**	**2195.81**

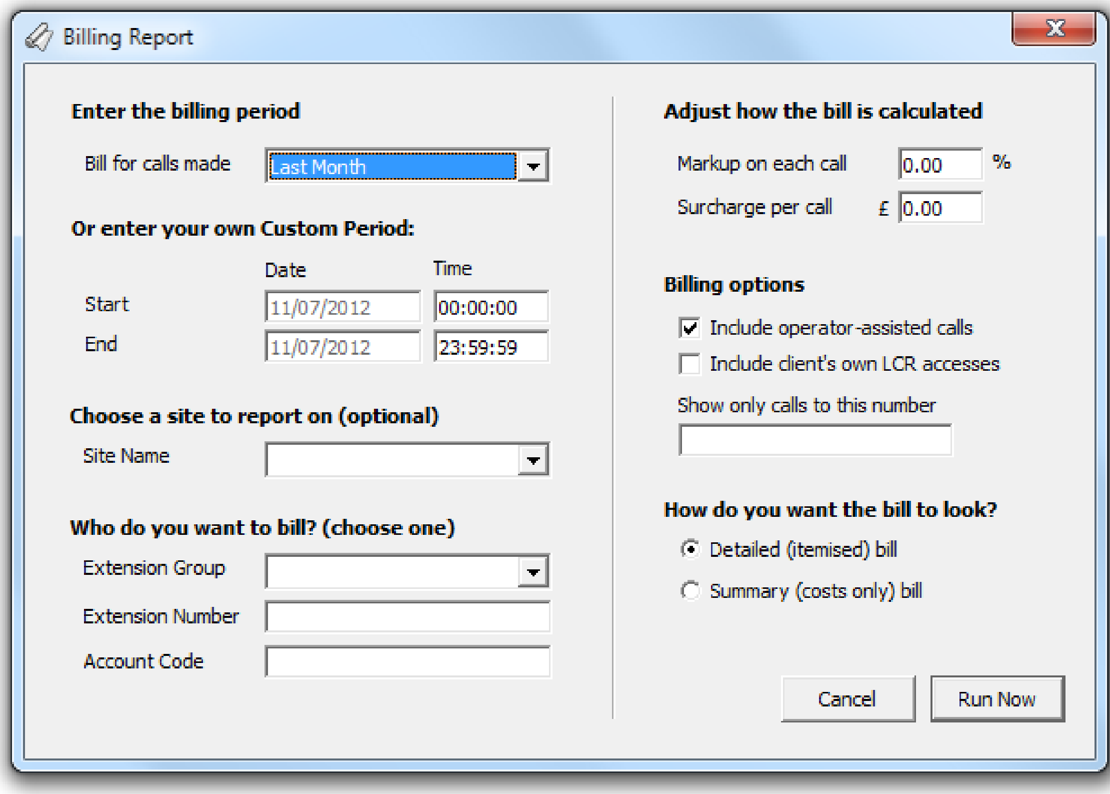
Close Save Print

Running the report

Access the **Reports** screen, select the **Business Centre Summary** report from the list and click on the Run now button.

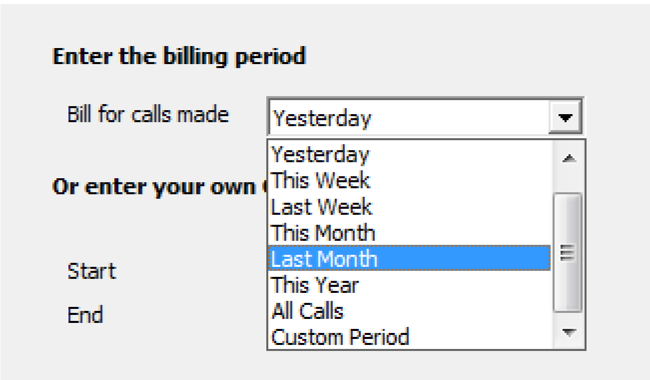


A new window will open, allowing you to configure the parameters of your report:



Enter the billing period

For each report, you must specify a time span that covers the calls you want the report to include.



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 `23:59:59`.
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.

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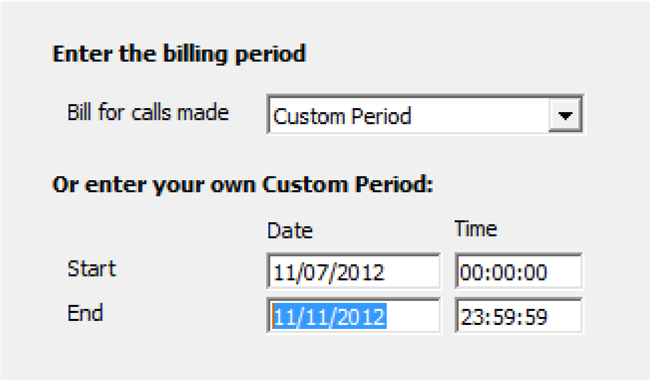
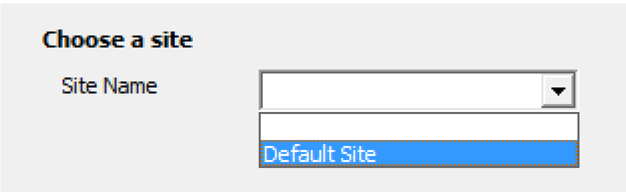
Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The month is set to the previous month. The year is set to the current year, unless it is currently January, in which case, the previous year is used. The start and end times are set to `00:00:00` 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 drop-down list and specifying your own `Start` and `End` dates, as shown below:

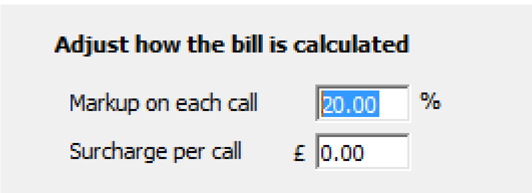


Choose a site

If your system is set up to log multiple sites, you can select a particular site from the drop-down list. To report on all sites, select the blank line.



Adjust how the bill is calculated

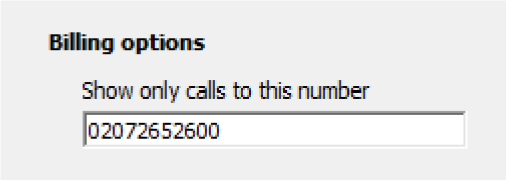


Bill calculation	Description
Markup on each call	A percentage markup can be added to each call
Surcharge per call	A surcharge is a fixed amount that can be added to the original cost of the call

Both a surcharge and a mark-up can be applied to the same bill, in which case, the surcharge is added after the mark-up is calculated, so that the surcharge is not being marked up.

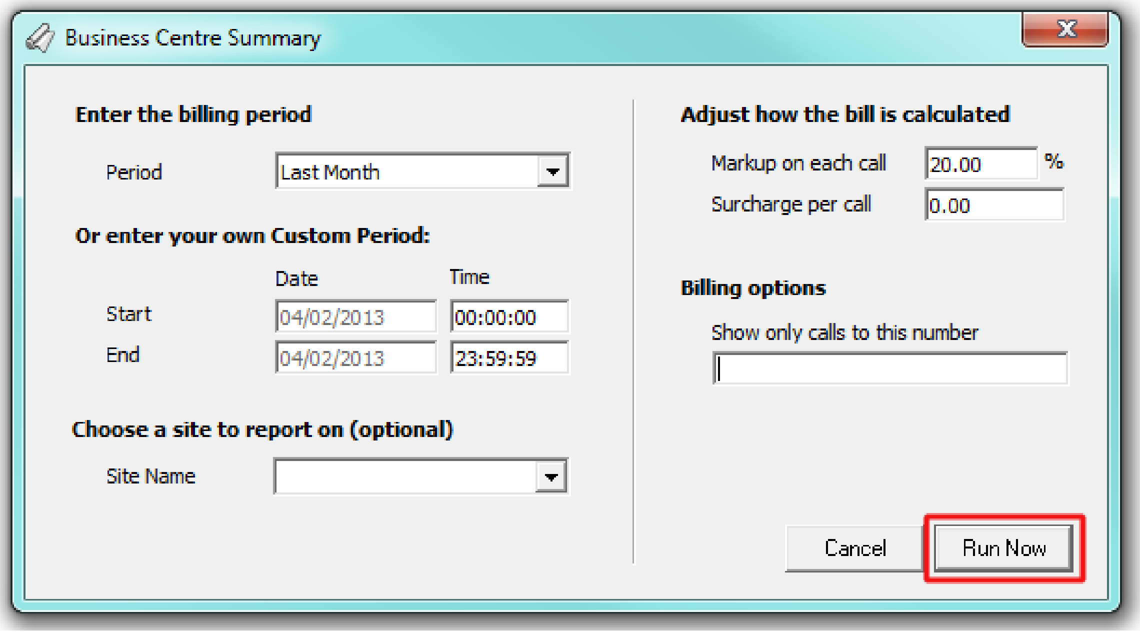
Billing options

To report on calls to a specific number, enter the full or partial dialled number in the field provided.



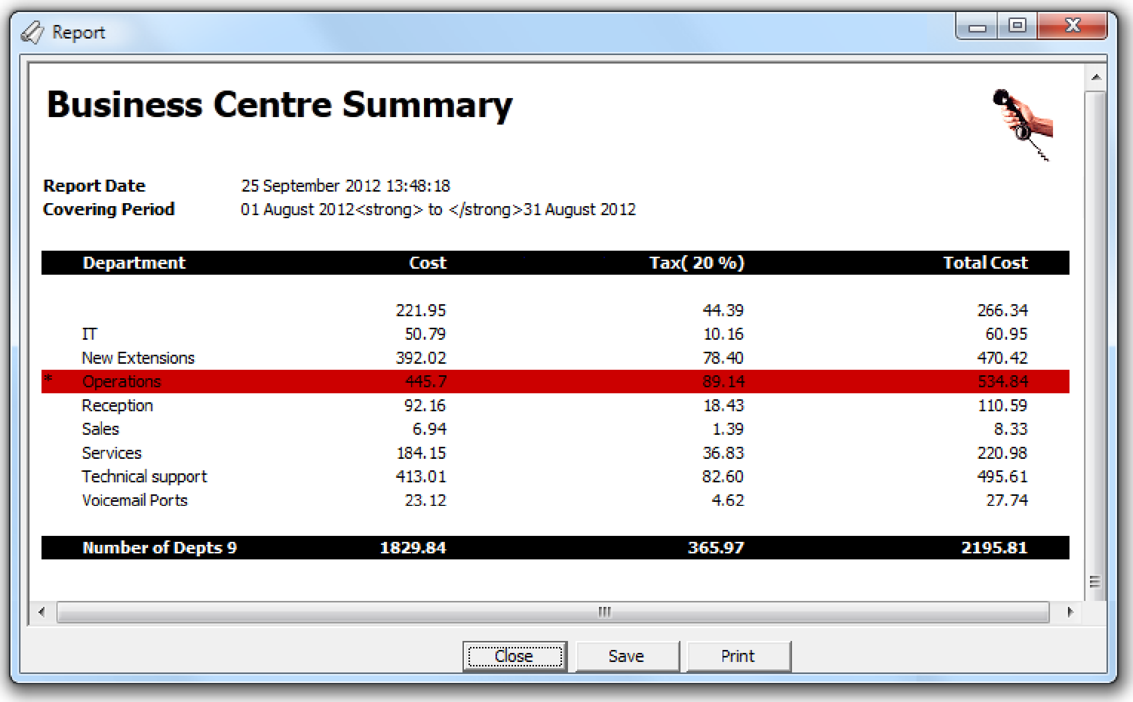
Creating the report

When you have selected a reporting period and have chosen the report's criteria, click on the Run now button, as shown below:



The report's results

Below is an example of this report's output:



Business Centre Summary

Report Date 25 September 2012 13:48:18
Covering Period 01 August 2012 to 31 August 2012

Department	Cost	Tax(20 %)	Total Cost
	221.95	44.39	266.34
IT	50.79	10.16	60.95
New Extensions	392.02	78.40	470.42
Operations	445.7	89.14	534.84
Reception	92.16	18.43	110.59
Sales	6.94	1.39	8.33
Services	184.15	36.83	220.98
Technical support	413.01	82.60	495.61
Voicemail Ports	23.12	4.62	27.74
Number of Depts 9	**1829.84**	**365.97**	**2195.81**

The header of the report will display its title, any friendly name you assigned to it, the period of the report and any options you have selected in the report's selection criteria window.

The body of the report consists of a table displaying a summary of all call charges applied to each extension group or individual users. Each column header of the table is described below:

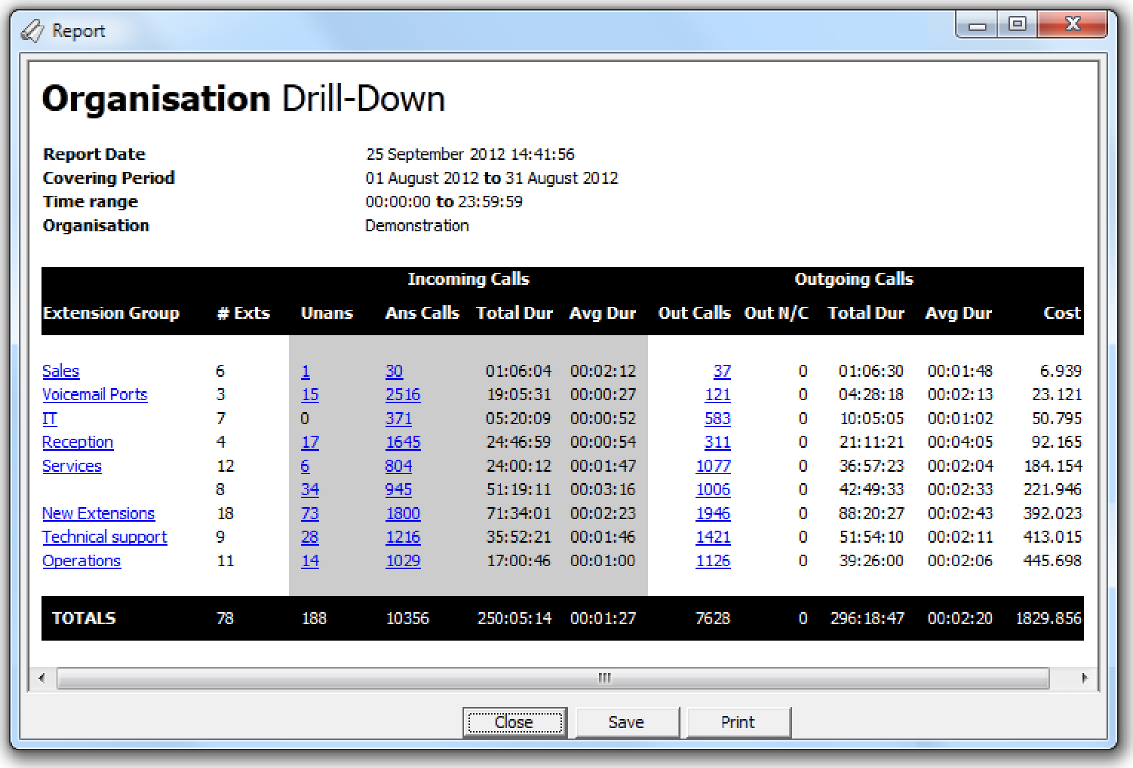
Column header	Description
Department	The name of each extension group the system has logged calls for. If an extension group is missing from this list, no calls were registered for that user group within the time period the report was run for.
Cost	The cost of all calls for the selected time period.
Tax	The amount of tax charged.
Total Cost	The total cost of all calls, including the tax.

Organisation Drill-Down

Organisation Drill-Down

Introduction

The Organisation Drill-Down report is an interactive, click-able report, showing call summaries for inbound and outbound calls. 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.



Report

Organisation Drill-Down

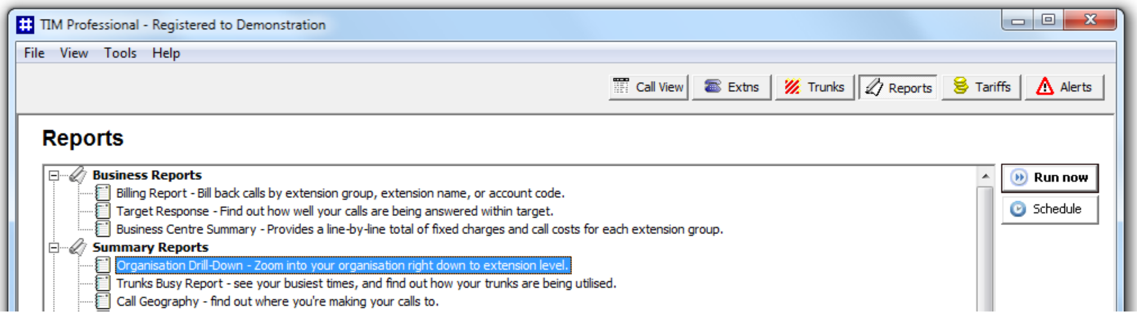
Report Date	25 September 2012 14:41:56
Covering Period	01 August 2012 **to** 31 August 2012
Time range	00:00:00 **to** 23:59:59
Organisation	Demonstration

		Incoming Calls				Outgoing Calls				
Extension Group	# Exts	Unans	Ans Calls	Total Dur	Avg Dur	Out Calls	Out N/C	Total Dur	Avg Dur	Cost
Sales	6	1	30	01:06:04	00:02:12	37	0	01:06:30	00:01:48	6.939
Voicemail Ports	3	15	2516	19:05:31	00:00:27	121	0	04:28:18	00:02:13	23.121
IT	7	0	371	05:20:09	00:00:52	583	0	10:05:05	00:01:02	50.795
Reception	4	17	1645	24:46:59	00:00:54	311	0	21:11:21	00:04:05	92.165
Services	12	6	804	24:00:12	00:01:47	1077	0	36:57:23	00:02:04	184.154
	8	34	945	51:19:11	00:03:16	1006	0	42:49:33	00:02:33	221.946
New Extensions	18	73	1800	71:34:01	00:02:23	1946	0	88:20:27	00:02:43	392.023
Technical support	9	28	1216	35:52:21	00:01:46	1421	0	51:54:10	00:02:11	413.015
Operations	11	14	1029	17:00:46	00:01:00	1126	0	39:26:00	00:02:06	445.698
TOTALS	78	188	10356	250:05:14	00:01:27	7628	0	296:18:47	00:02:20	1829.856

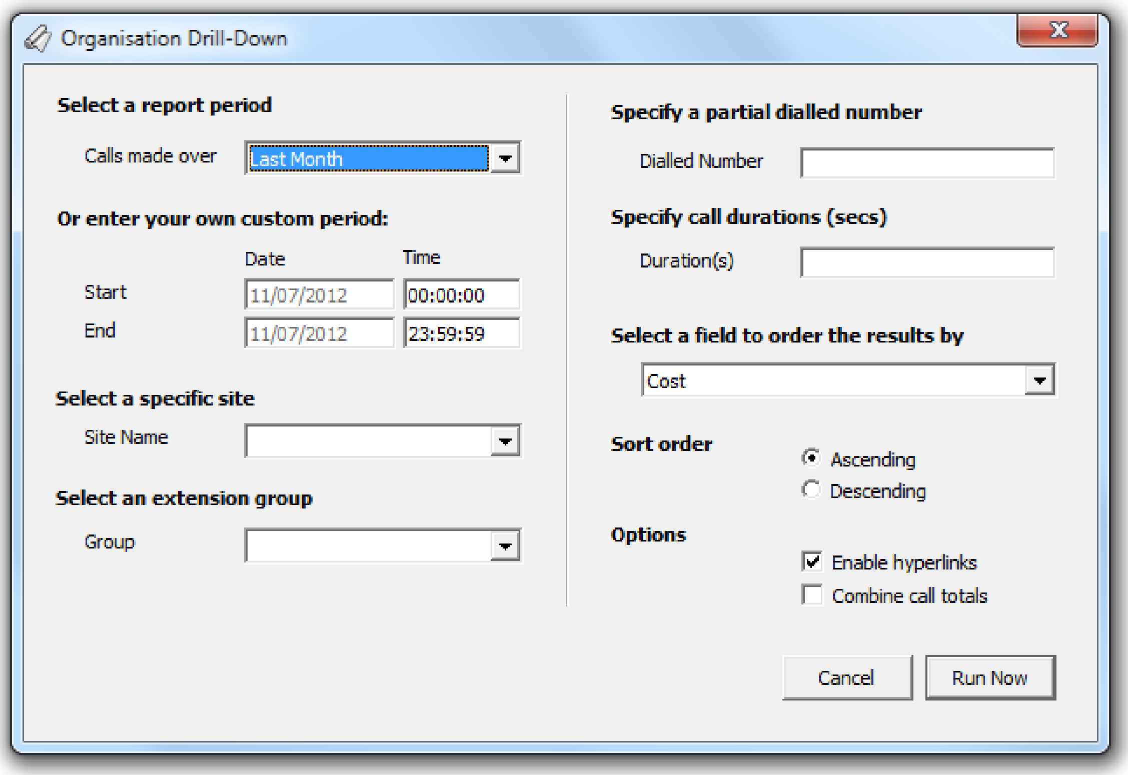
Close Save Print

Running the report

Access the **Reports** screen, select the **Organisation Drill-Down** report from the list and click on the Run now button.

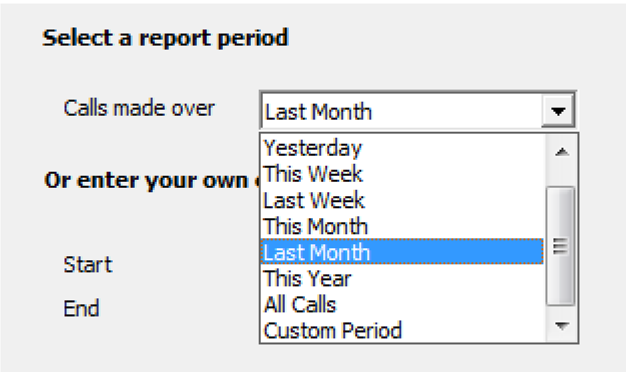


A new window will open, allowing you to configure the parameters of your report:



Select a report period

For each report, you must specify a time span that covers the calls you want the report to include.

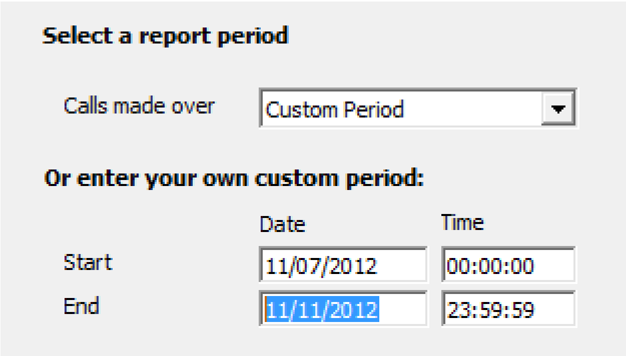


There are several preset reporting periods available for selection, based on the standard Gregorian calendar. The following table describes how the start and end times are defined for each preset period:

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 `23:59:59`.
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.

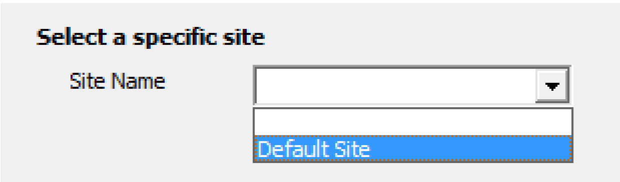
Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The month is set to the previous month. The year is set to the current year, unless it is currently January, in which case, the previous year is used. The start and end times are set to `00:00:00` 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 drop-down list and specifying your own `Start` and `End` dates, as shown below:



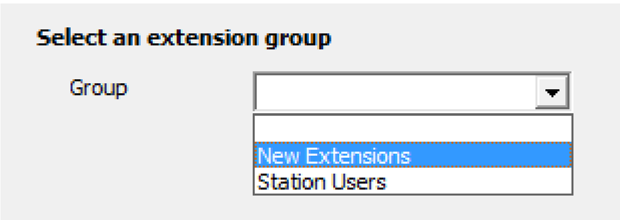
Select a site

If your system is set up to log multiple sites, you can select a particular site from the drop-down list. To report on all sites, select the blank line.



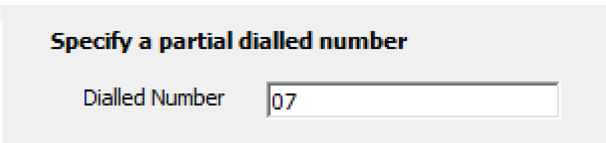
Select an extension group

To further limit your report's results, you can select a particular group to report on from the drop-down list, or leave blank to report on all groups.



Specify a partial dialled number

To report on calls to a particular area or number enter a partial or full number in the field provided. For example, to monitor how much you spend on calls to mobile numbers, enter `07` in the field provided, or for international calls, enter `00`.



Specify call duration

If you want to exclude calls below a certain duration, enter the minimum duration in the field provided.

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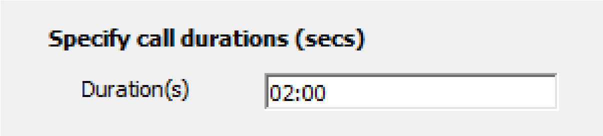
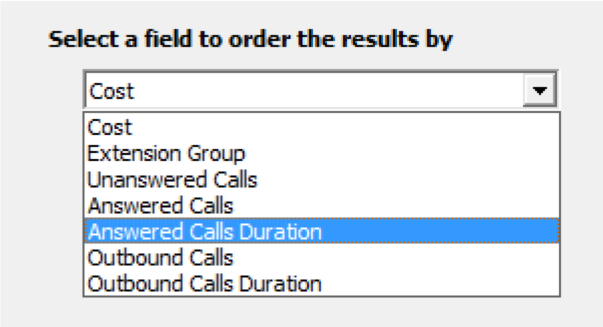


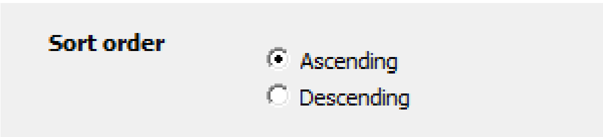
Select a field to order the results by

By default, the report's results are ordered by cost. To sort the results by a different column, select it from the drop-down list.



Sort order

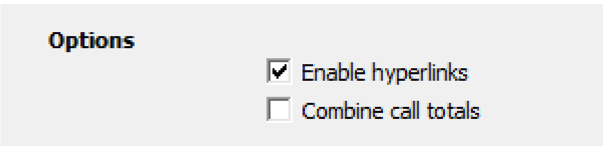
By default the report's results are displayed in ascending order. To display the results in descending order, tick the appropriate option.



Options

Selecting the **`Enable hyperlinks`** option, allows you to drill-down into the report to see call information for an extension group or individual user. However, as the hyperlinks are usually underlined, for printing purposes you may prefer to deselect this option and produce a static report.

To show a summary of all calls, rather a breakdown of all answered, unanswered and outgoing calls, select the **`Combine call totals`** opt ion.



Creating the report

When you have selected a reporting period and have chosen the report's criteria, click on the Run now button, as shown below:

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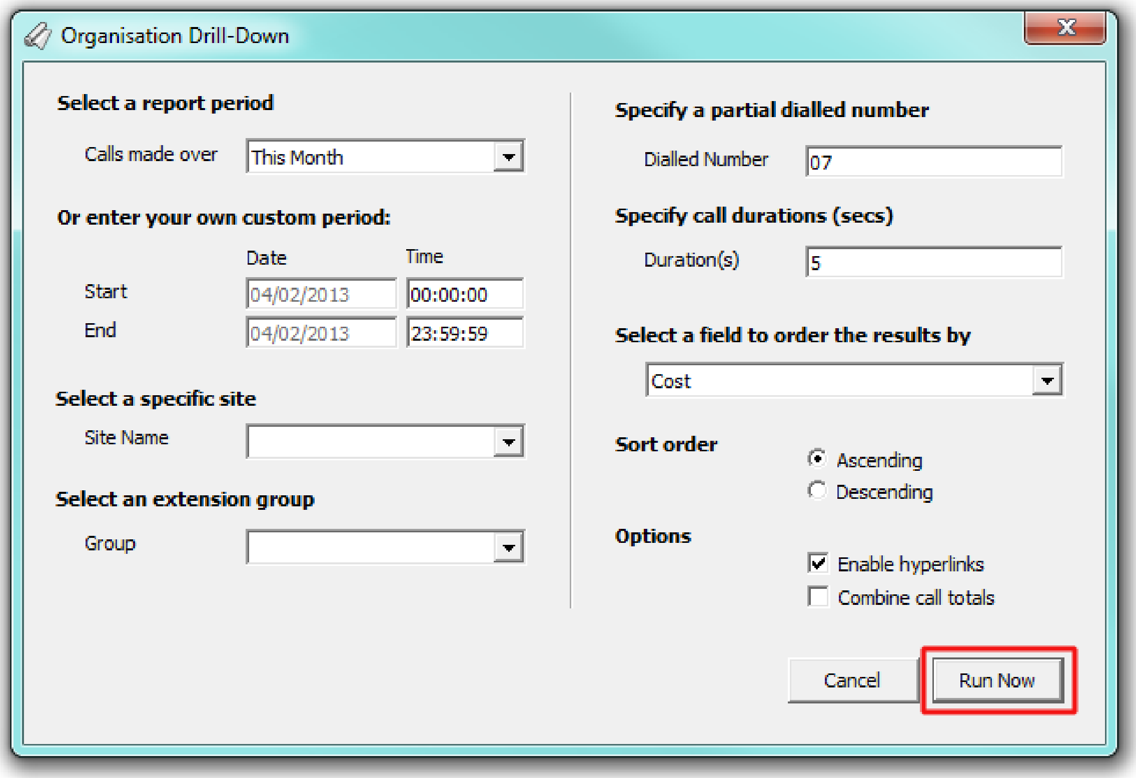
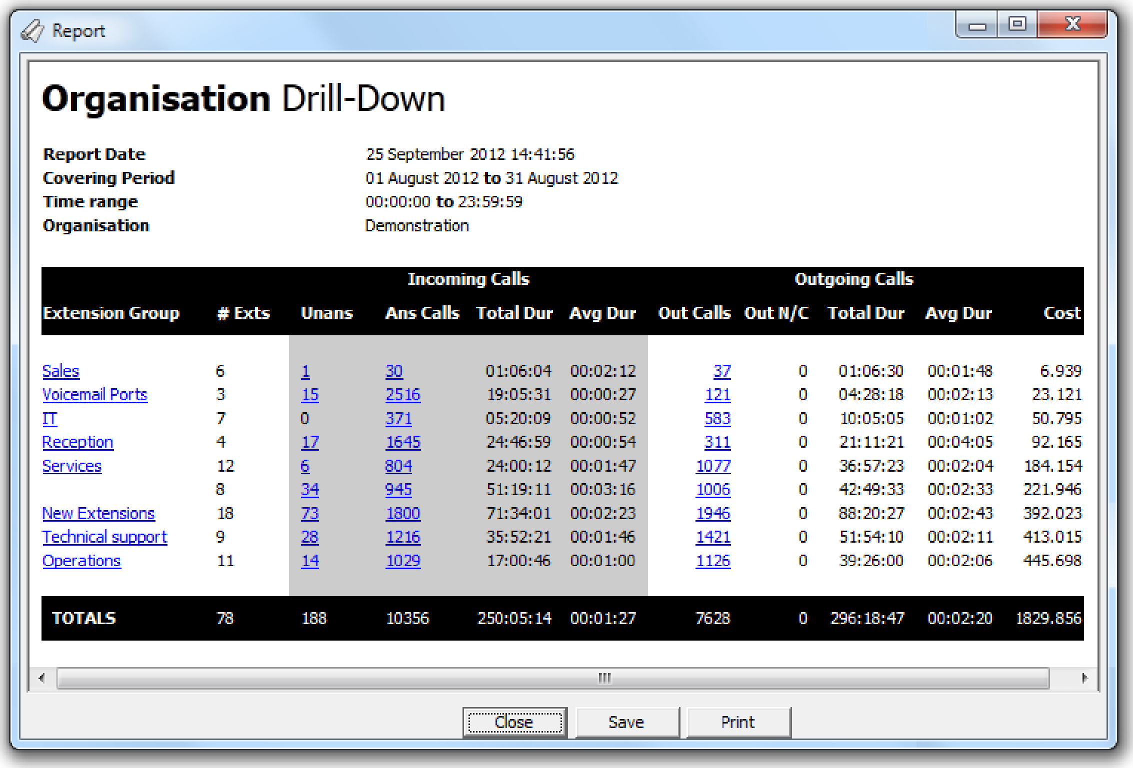


The report's results

The results of this report show a summary of call volumes - organised by call type - for the entity you have selected. Totals and averages of all extension groups are displayed at the foot of each column.



Organisation Drill-Down

Report Date	25 September 2012 14:41:56
Covering Period	01 August 2012 **to** 31 August 2012
Time range	00:00:00 **to** 23:59:59
Organisation	Demonstration

		Incoming Calls				Outgoing Calls				
Extension Group	**# Exts**	**Unans**	**Ans Calls**	**Total Dur**	**Avg Dur**	**Out Calls**	**Out N/C**	**Total Dur**	**Avg Dur**	**Cost**
Sales	6	1	30	01:06:04	00:02:12	37	0	01:06:30	00:01:48	6.939
Voicemail Ports	3	15	2516	19:05:31	00:00:27	121	0	04:28:18	00:02:13	23.121
IT	7	0	371	05:20:09	00:00:52	583	0	10:05:05	00:01:02	50.795
Reception	4	17	1645	24:46:59	00:00:54	311	0	21:11:21	00:04:05	92.165
Services	12	6	804	24:00:12	00:01:47	1077	0	36:57:23	00:02:04	184.154
	8	34	945	51:19:11	00:03:16	1006	0	42:49:33	00:02:33	221.946
New Extensions	18	73	1800	71:34:01	00:02:23	1946	0	88:20:27	00:02:43	392.023
Technical support	9	28	1216	35:52:21	00:01:46	1421	0	51:54:10	00:02:11	413.015
Operations	11	14	1029	17:00:46	00:01:00	1126	0	39:26:00	00:02:06	445.698
TOTALS	78	188	10356	250:05:14	00:01:27	7628	0	296:18:47	00:02:20	1829.856

The header of the report will display its title, any friendly name you assigned to it, the period of the report and any options you have selected in the report's selection criteria window.

The body of the report will display call summary information for each extension group. A description of each column header is presented in the table below:

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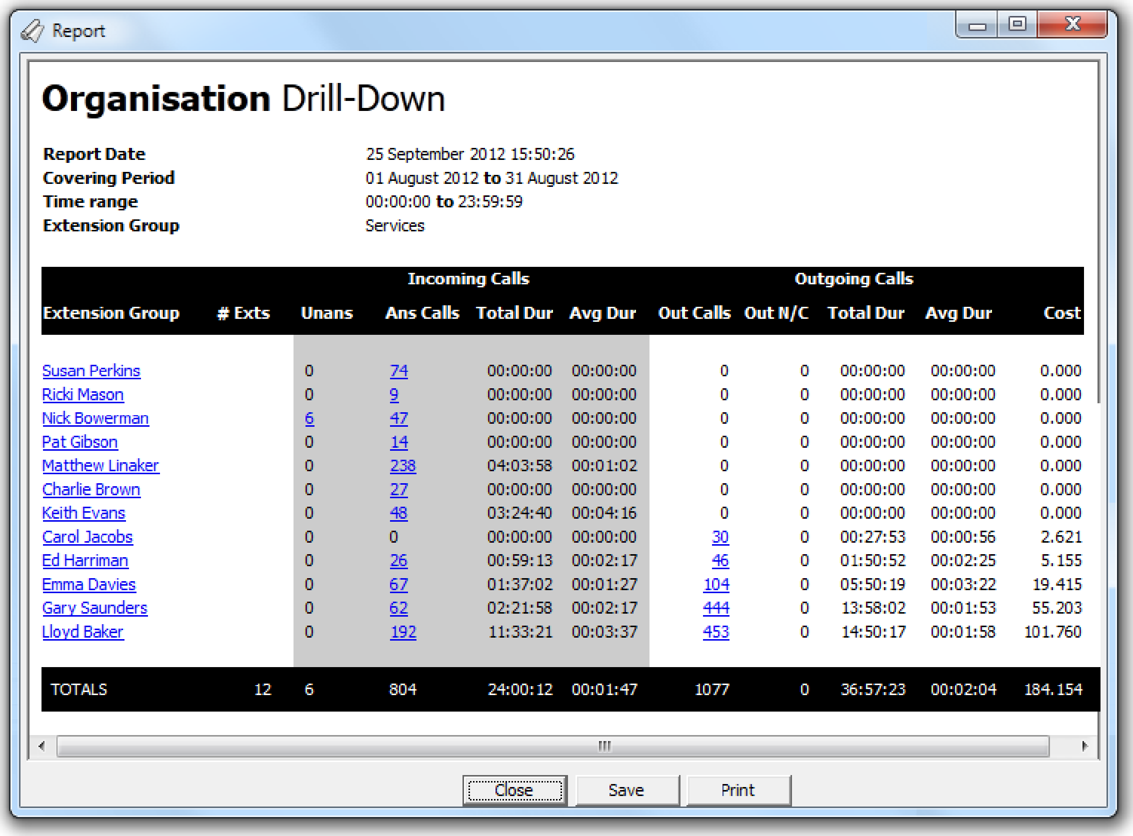
Column header	Description
Extension Group	The name of each extension group the system has logged calls for. If an extension group is missing from this list, no calls were registered for the user group within the time period the report was run for.
#Exts	The number of extensions contained within the respective group.
Unans	The number of unanswered (abandoned) calls.
Ans Calls	The number of incoming calls, including transferred calls.
Total Dur	The total duration of all incoming calls.
Avg Dur	The average duration of all incoming calls.
Out Calls	The total number of outbound calls.
Out N/C	The total number of outgoing non-connected calls.
Total Dur	The total aggregate duration of all outgoing calls.
Avg Dur	The average duration for all outgoing calls.
Cost	The total aggregate cost of all outbound calls.

Drilling down

Having seen the summary information for each extension group, you may wish to see the same call information for each individual extension within a particular group. To drill down into the report, click on an extension group hyperlink, as shown below:


Report

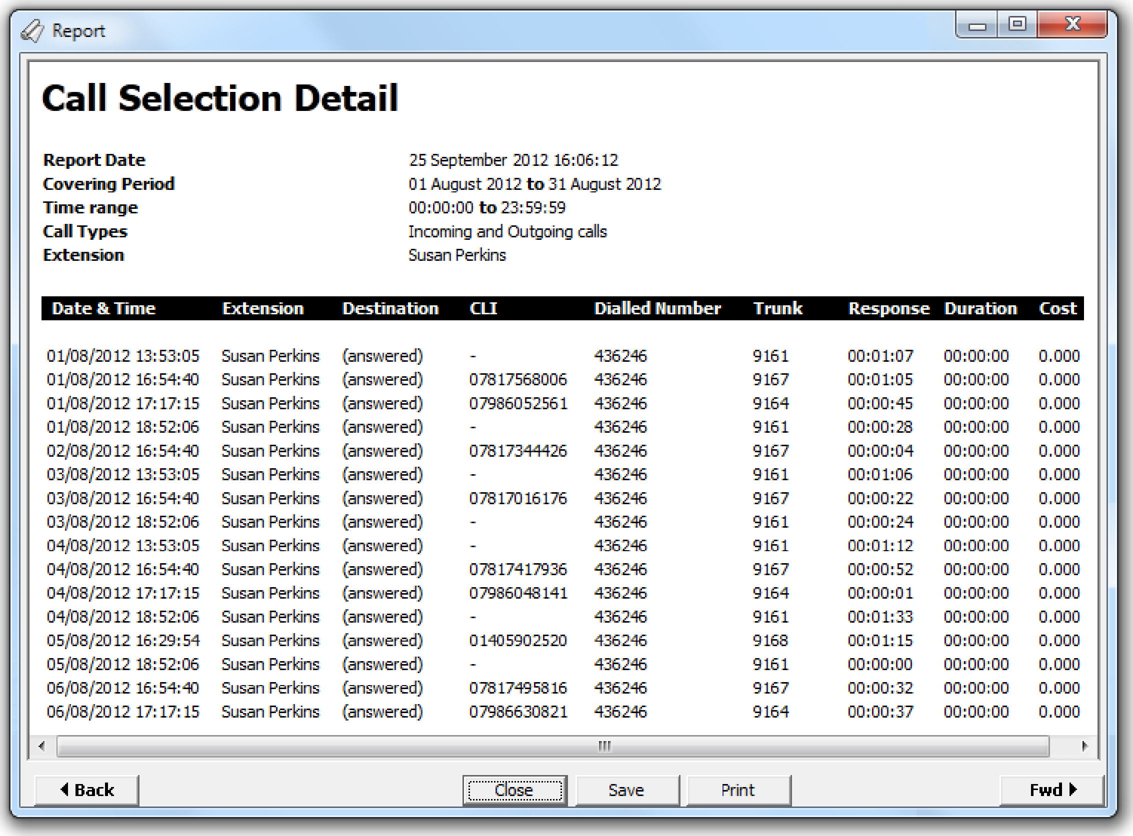
Organisation Drill-Down

Report Date 25 September 2012 15:50:26
Covering Period 01 August 2012 **to** 31 August 2012
Time range 00:00:00 **to** 23:59:59
Extension Group Services

		Incoming Calls				Outgoing Calls				
Extension Group	**# Exts**	**Unans**	**Ans Calls**	**Total Dur**	**Avg Dur**	**Out Calls**	**Out N/C**	**Total Dur**	**Avg Dur**	**Cost**
Susan Perkins		0	74	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.000
Ricki Mason		0	9	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.000
Nick Bowerman		6	47	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.000
Pat Gibson		0	14	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.000
Matthew Linaker		0	238	04:03:58	00:01:02	0	0	00:00:00	00:00:00	0.000
Charlie Brown		0	27	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.000
Keith Evans		0	48	03:24:40	00:04:16	0	0	00:00:00	00:00:00	0.000
Carol Jacobs		0	0	00:00:00	00:00:00	30	0	00:27:53	00:00:56	2.621
Ed Harriman		0	26	00:59:13	00:02:17	46	0	01:50:52	00:02:25	5.155
Emma Davies		0	67	01:37:02	00:01:27	104	0	05:50:19	00:03:22	19.415
Gary Saunders		0	62	02:21:58	00:02:17	444	0	13:58:02	00:01:53	55.203
Lloyd Baker		0	192	11:33:21	00:03:37	453	0	14:50:17	00:01:58	101.760
TOTALS	12	6	804	24:00:12	00:01:47	1077	0	36:57:23	00:02:04	184.154

Close Save Print

To drill-down even further into the report, click on an extension hyperlink and a new report will be produced, showing - in chronological order - an itemised list of calls made or received by the selected extension:


Report

Call Selection Detail

Report Date 25 September 2012 16:06:12
Covering Period 01 August 2012 **to** 31 August 2012
Time range 00:00:00 **to** 23:59:59
Call Types Incoming and Outgoing calls
Extension Susan Perkins

Date & Time	Extension	Destination	CLI	Dialled Number	Trunk	Response	Duration	Cost
01/08/2012 13:53:05	Susan Perkins	(answered)	-	436246	9161	00:01:07	00:00:00	0.000
01/08/2012 16:54:40	Susan Perkins	(answered)	07817568006	436246	9167	00:01:05	00:00:00	0.000
01/08/2012 17:17:15	Susan Perkins	(answered)	07986052561	436246	9164	00:00:45	00:00:00	0.000
01/08/2012 18:52:06	Susan Perkins	(answered)	-	436246	9161	00:00:28	00:00:00	0.000
02/08/2012 16:54:40	Susan Perkins	(answered)	07817344426	436246	9167	00:00:04	00:00:00	0.000
03/08/2012 13:53:05	Susan Perkins	(answered)	-	436246	9161	00:01:06	00:00:00	0.000
03/08/2012 16:54:40	Susan Perkins	(answered)	07817016176	436246	9167	00:00:22	00:00:00	0.000
03/08/2012 18:52:06	Susan Perkins	(answered)	-	436246	9161	00:00:24	00:00:00	0.000
04/08/2012 13:53:05	Susan Perkins	(answered)	-	436246	9161	00:01:12	00:00:00	0.000
04/08/2012 16:54:40	Susan Perkins	(answered)	07817417936	436246	9167	00:00:52	00:00:00	0.000
04/08/2012 17:17:15	Susan Perkins	(answered)	07986048141	436246	9164	00:00:01	00:00:00	0.000
04/08/2012 18:52:06	Susan Perkins	(answered)	-	436246	9161	00:01:33	00:00:00	0.000
05/08/2012 16:29:54	Susan Perkins	(answered)	01405902520	436246	9168	00:01:15	00:00:00	0.000
05/08/2012 18:52:06	Susan Perkins	(answered)	-	436246	9161	00:00:00	00:00:00	0.000
06/08/2012 16:54:40	Susan Perkins	(answered)	07817495816	436246	9167	00:00:32	00:00:00	0.000
06/08/2012 17:17:15	Susan Perkins	(answered)	07986630821	436246	9164	00:00:37	00:00:00	0.000

Back Close Save Print Fwd

The headers of the itemised call table are described below:

Column header	Description
Date & Time	The date and time the call started
Extension	The name or number of the extension that made or received the call
Destination	The name of the destination where the call terminated, or a brief description of the type of call, for incoming ones
CLI	The telephone number of the remote caller for inbound calls
Dialled Number	The number dialled, in the case of an outbound call
Trunk	The number of the trunk carrying the call will be shown here
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, if applicable

Trunks Busy

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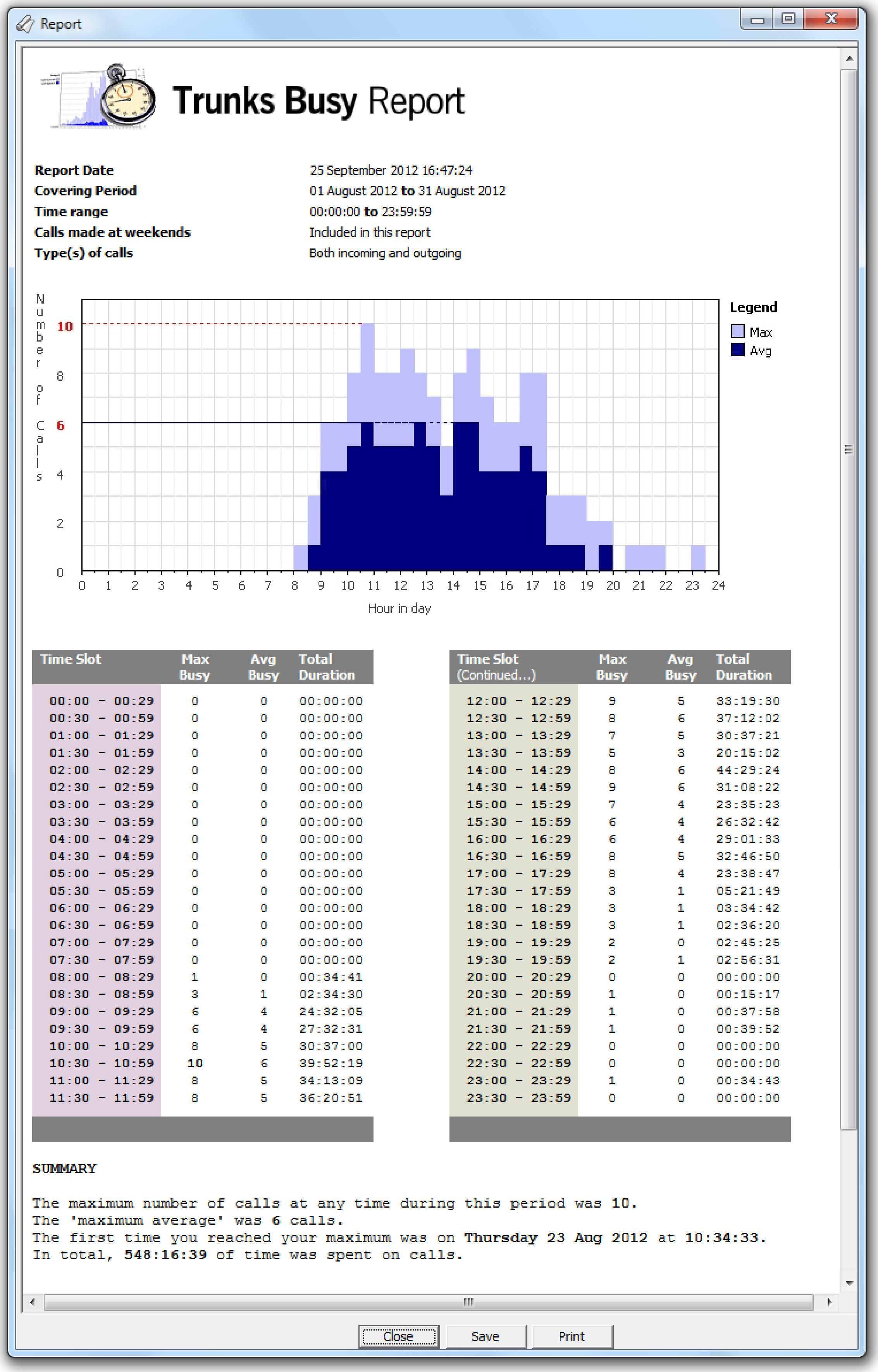
Trunks Busy

Introduction

The Trunk Busy 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.



Report Date 25 September 2012 16:47:24
Covering Period 01 August 2012 **to** 31 August 2012
Time range 00:00:00 **to** 23:59:59
Calls made at weekends Included in this report
Type(s) of calls Both incoming and outgoing

Time Slot	Max Busy	Avg Busy	Total Duration
00:00 - 00:29	0	0	00:00:00
00:30 - 00:59	0	0	00:00:00
01:00 - 01:29	0	0	00:00:00
01:30 - 01:59	0	0	00:00:00
02:00 - 02:29	0	0	00:00:00
02:30 - 02:59	0	0	00:00:00
03:00 - 03:29	0	0	00:00:00
03:30 - 03:59	0	0	00:00:00
04:00 - 04:29	0	0	00:00:00
04:30 - 04:59	0	0	00:00:00
05:00 - 05:29	0	0	00:00:00
05:30 - 05:59	0	0	00:00:00
06:00 - 06:29	0	0	00:00:00
06:30 - 06:59	0	0	00:00:00
07:00 - 07:29	0	0	00:00:00
07:30 - 07:59	0	0	00:00:00
08:00 - 08:29	1	0	00:34:41
08:30 - 08:59	3	1	02:34:30
09:00 - 09:29	6	4	24:32:05
09:30 - 09:59	6	4	27:32:31
10:00 - 10:29	8	5	30:37:00
10:30 - 10:59	10	6	39:52:19
11:00 - 11:29	8	5	34:13:09
11:30 - 11:59	8	5	36:20:51

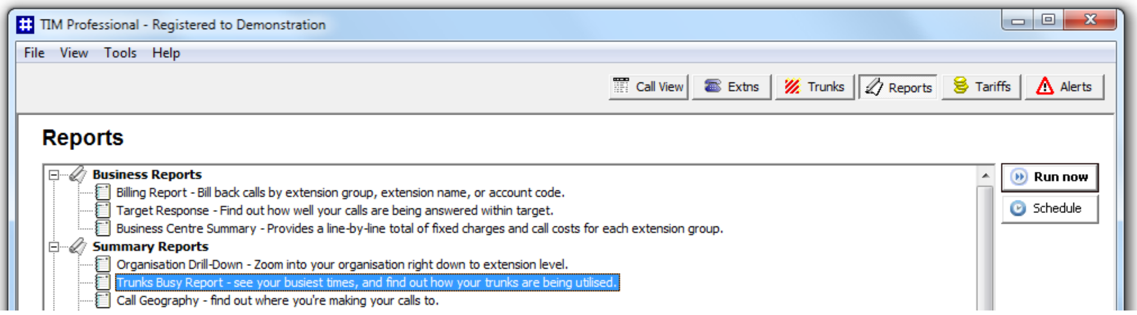
Time Slot (Continued...)	Max Busy	Avg Busy	Total Duration
12:00 - 12:29	9	5	33:19:30
12:30 - 12:59	8	6	37:12:02
13:00 - 13:29	7	5	30:37:21
13:30 - 13:59	5	3	20:15:02
14:00 - 14:29	8	6	44:29:24
14:30 - 14:59	9	6	31:08:22
15:00 - 15:29	7	4	23:35:23
15:30 - 15:59	6	4	26:32:42
16:00 - 16:29	6	4	29:01:33
16:30 - 16:59	8	5	32:46:50
17:00 - 17:29	8	4	23:38:47
17:30 - 17:59	3	1	05:21:49
18:00 - 18:29	3	1	03:34:42
18:30 - 18:59	3	1	02:36:20
19:00 - 19:29	2	0	02:45:25
19:30 - 19:59	2	1	02:56:31
20:00 - 20:29	0	0	00:00:00
20:30 - 20:59	1	0	00:15:17
21:00 - 21:29	1	0	00:37:58
21:30 - 21:59	1	0	00:39:52
22:00 - 22:29	0	0	00:00:00
22:30 - 22:59	0	0	00:00:00
23:00 - 23:29	1	0	00:34:43
23:30 - 23:59	0	0	00:00:00

SUMMARY

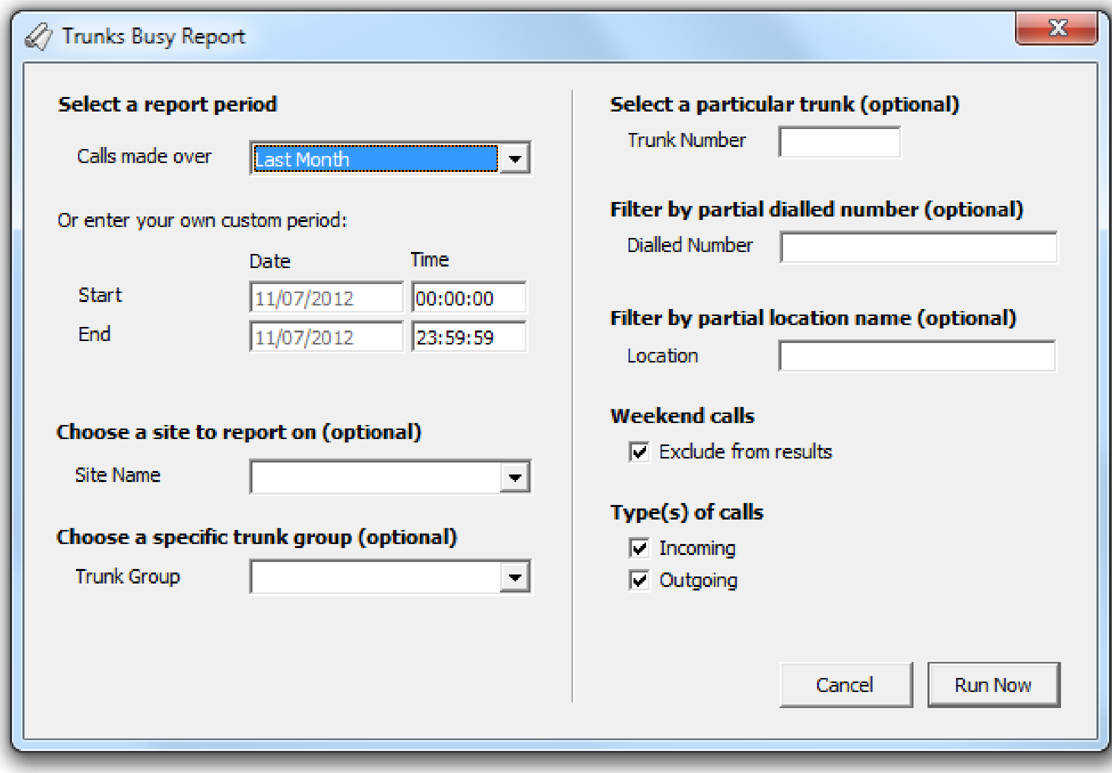
The maximum number of calls at any time during this period was 10.
The 'maximum average' was 6 calls.
The first time you reached your maximum was on **Thursday 23 Aug 2012** at **10:34:33**.
In total, **548:16:39** of time was spent on calls.

Running the report

Access the `Reports` screen, select the `Trunk Busy` report from the list and click on the Run now button.

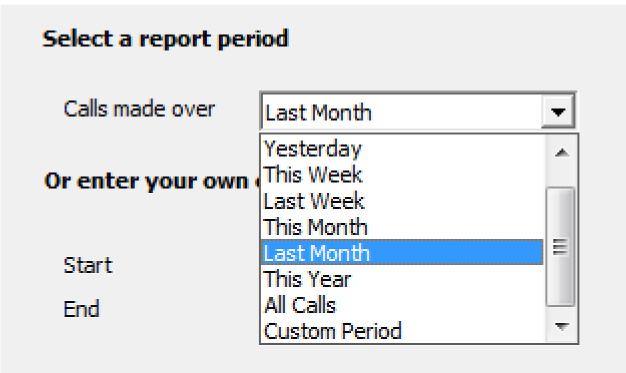


A new window will open, allowing you to configure the parameters of your report:



Select a report period

For each report, you must specify a time span that covers the calls you want the report to include.

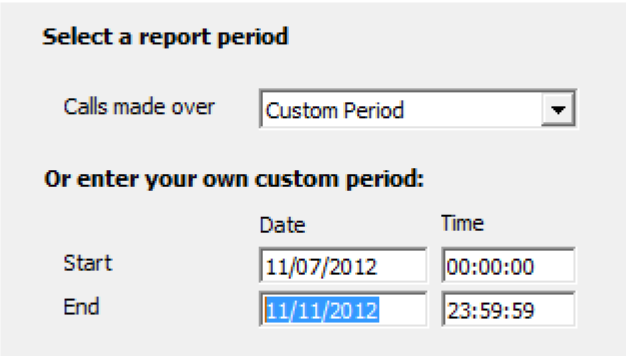


There are several preset reporting periods available for selection, based on the standard Gregorian calendar. The following table describes how the start and end times are defined for each preset period:

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 `23:59:59`.

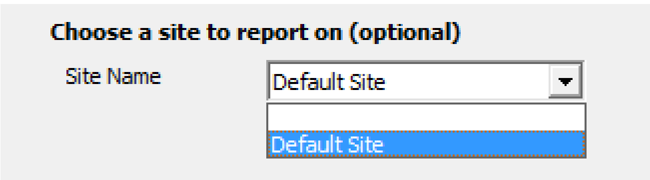
Yesterday	The start and end dates are set to the current date minus one day. The start time is set to `00:00:00` and the end time to `23:59:59`.
This week	The start date is set to the first day (normally Monday) of the current week. The end date is set to the current day. The start time is set to `00:00:00` 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 drop-down list and specifying your own `Start` and `End` dates, as shown below:



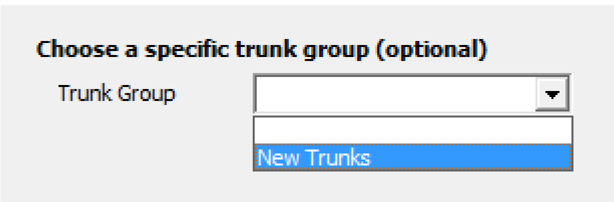
Choose a site to report on (optional)

If your system is set up to log multiple sites, you can select a particular site from the drop-down list. To report on all sites, select the blank line.



Choose a specific trunk group (optional)

To run the report on a specific trunk group, select it from the drop-down list. To report on all trunks, select the blank line.



Select a particular trunk (optional)

To report on a particular trunk, enter the trunk number in the box provided.

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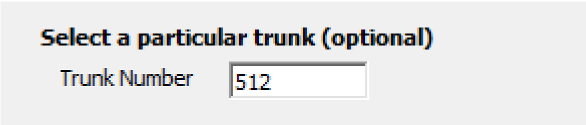
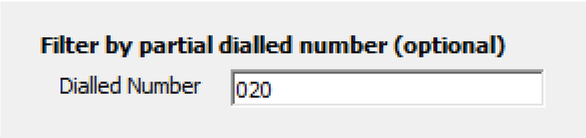


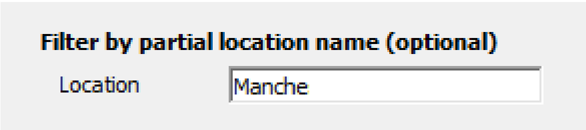
Filter by partial dialled number (optional)

To report on a specific dialled number, enter the partial or full number in the field provided. The number you enter can include wildcards, (eg. 0118* or 0161 500 5*).



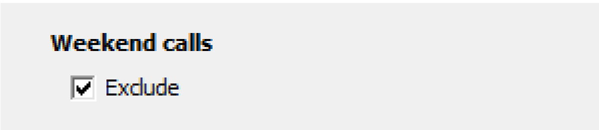
Filter by partial location name

To report on calls to a specific location, enter its full or partial name in the field provided.



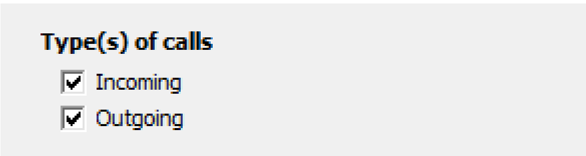
Weekend calls

Calls made at weekends may distort the result of the report. To exclude such calls, tick the `Exclude` box, as shown below:



Type(s) of call

This option allows you to define the type of call you want to report on, e.g. incoming, outgoing. To report on a specific type of call, tick the appropriate box.



Creating the report

When you have selected a reporting period and have chosen the report's criteria, click on the Run now button, as shown below:

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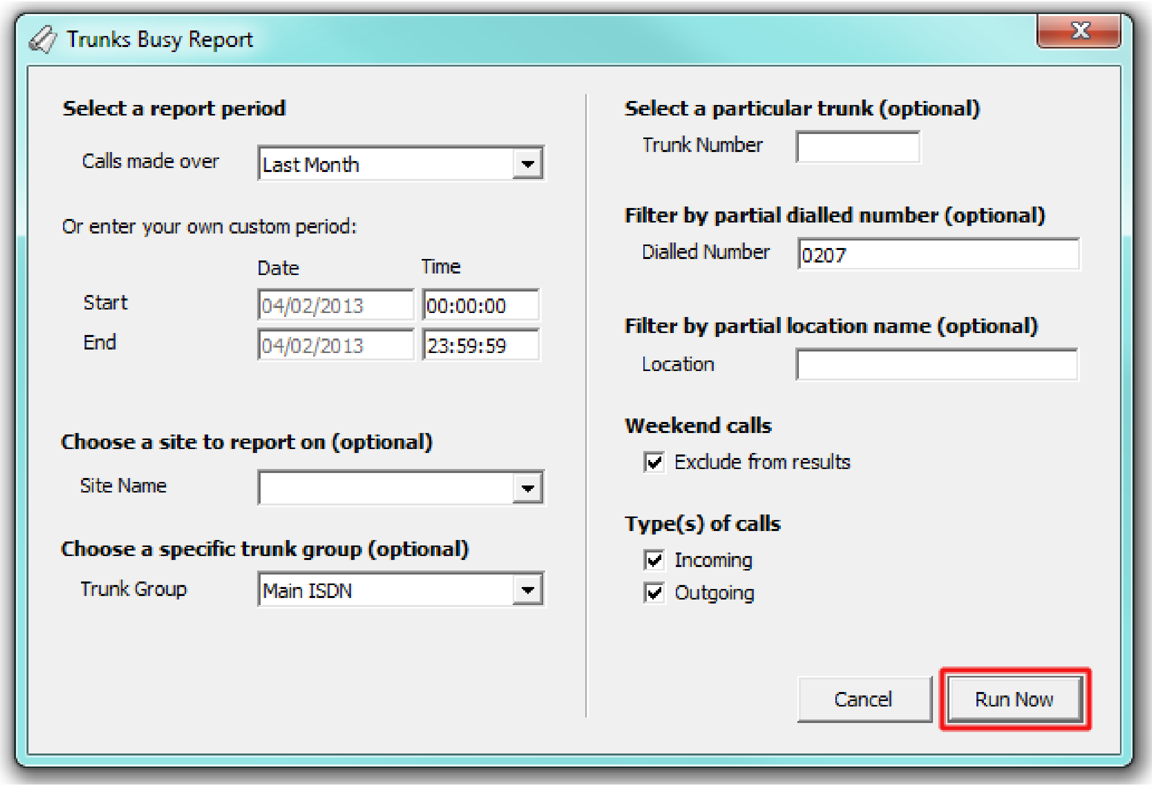


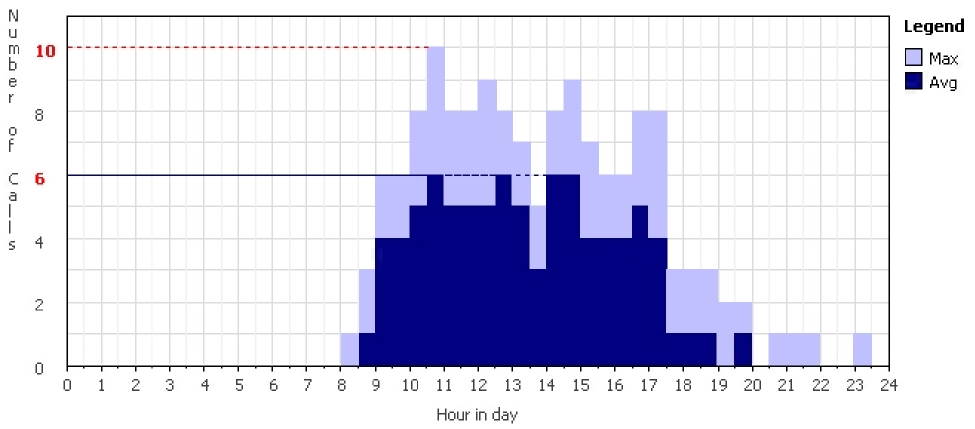
The report's results

Below is an example of this report's output:

Report

Trunks Busy Report

Report Date	25 September 2012 16:47:24
Covering Period	01 August 2012 **to** 31 August 2012
Time range	00:00:00 **to** 23:59:59
Calls made at weekends	Included in this report
Type(s) of calls	Both incoming and outgoing



Time Slot	Max Busy	Avg Busy	Total Duration
00:00 - 00:29	0	0	00:00:00
00:30 - 00:59	0	0	00:00:00
01:00 - 01:29	0	0	00:00:00
01:30 - 01:59	0	0	00:00:00
02:00 - 02:29	0	0	00:00:00
02:30 - 02:59	0	0	00:00:00
03:00 - 03:29	0	0	00:00:00
03:30 - 03:59	0	0	00:00:00
04:00 - 04:29	0	0	00:00:00
04:30 - 04:59	0	0	00:00:00
05:00 - 05:29	0	0	00:00:00
05:30 - 05:59	0	0	00:00:00
06:00 - 06:29	0	0	00:00:00
06:30 - 06:59	0	0	00:00:00
07:00 - 07:29	0	0	00:00:00
07:30 - 07:59	0	0	00:00:00
08:00 - 08:29	1	0	00:34:41
08:30 - 08:59	3	1	02:34:30
09:00 - 09:29	6	4	24:32:05
09:30 - 09:59	6	4	27:32:31
10:00 - 10:29	8	5	30:37:00
10:30 - 10:59	10	6	39:52:19
11:00 - 11:29	8	5	34:13:09
11:30 - 11:59	8	5	36:20:51

Time Slot (Continued...)	Max Busy	Avg Busy	Total Duration
12:00 - 12:29	9	5	33:19:30
12:30 - 12:59	8	6	37:12:02
13:00 - 13:29	7	5	30:37:21
13:30 - 13:59	5	3	20:15:02
14:00 - 14:29	8	6	44:29:24
14:30 - 14:59	9	6	31:08:22
15:00 - 15:29	7	4	23:35:23
15:30 - 15:59	6	4	26:32:42
16:00 - 16:29	6	4	29:01:33
16:30 - 16:59	8	5	32:46:50
17:00 - 17:29	8	4	23:38:47
17:30 - 17:59	3	1	05:21:49
18:00 - 18:29	3	1	03:34:42
18:30 - 18:59	3	1	02:36:20
19:00 - 19:29	2	0	02:45:25
19:30 - 19:59	2	1	02:56:31
20:00 - 20:29	0	0	00:00:00
20:30 - 20:59	1	0	00:15:17
21:00 - 21:29	1	0	00:37:58
21:30 - 21:59	1	0	00:39:52
22:00 - 22:29	0	0	00:00:00
22:30 - 22:59	0	0	00:00:00
23:00 - 23:29	1	0	00:34:43
23:30 - 23:59	0	0	00:00:00

SUMMARY

The maximum number of calls at any time during this period was 10.
The 'maximum average' was 6 calls.
The first time you reached your maximum was on **Thursday 23 Aug 2012** at **10:34:33**.
In total, **548:16:39** of time was spent on calls.

The header of the report will display its title, any friendly name you assigned to it, the period of the report and any options you have selected in the report's selection criteria window.

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 header of the table is described below:

Header	Description
Time slot	The time of day in half-hour periods
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
Total duration	The total duration of all calls made or received within the time slot shown

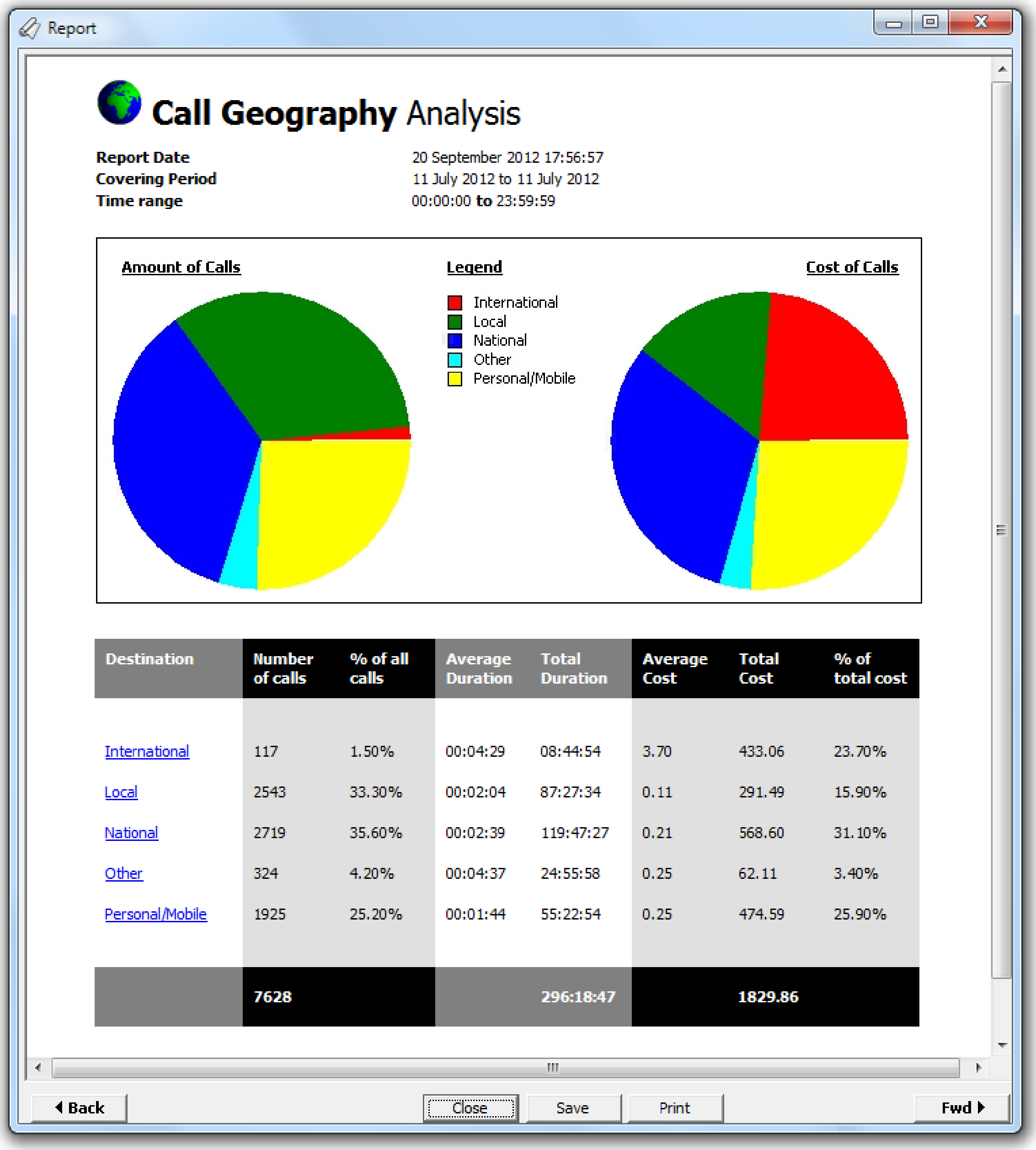
Call Geography

Call Geography

Introduction

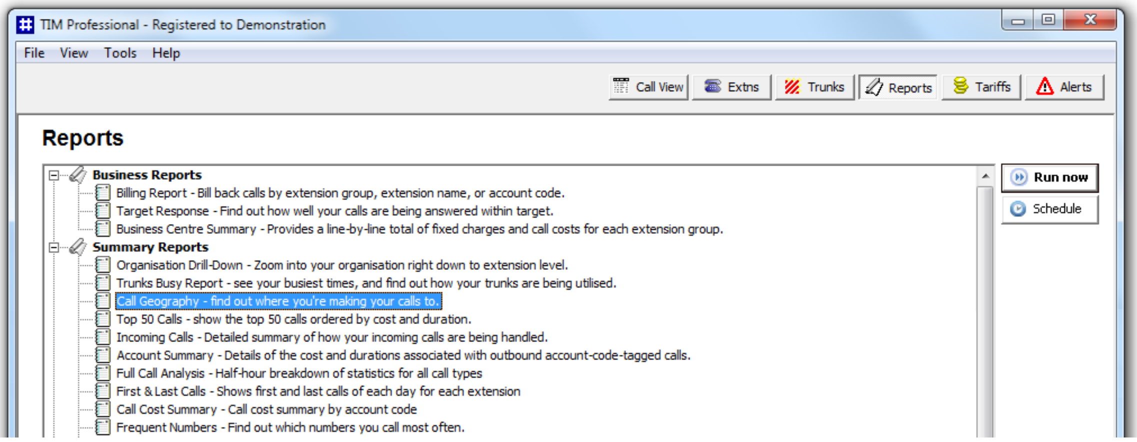
The Call Geography report consists of two pie charts, showing call information grouped by volume and cost. An accompanying table is also shown, containing details of where - geographically - your calls are made, classified by their tariff band, such as local, national, mobile or international.

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.

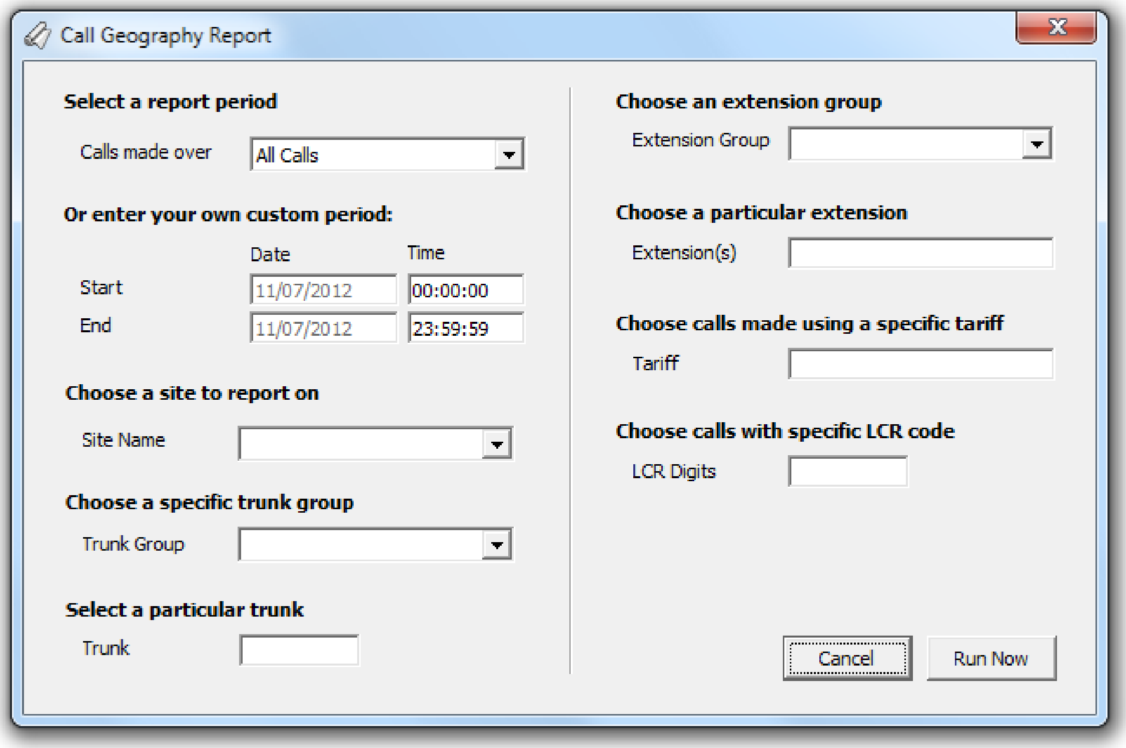


Running the report

Access the **Reports** screen, select the **Call Geography** report from the list and click on the Run now button.

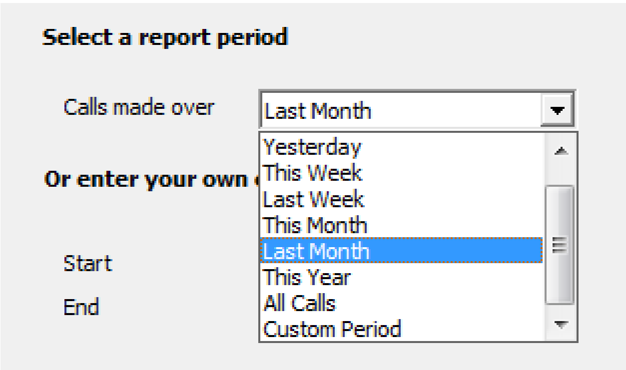


A new window will open, allowing you to configure the parameters of your report:



Select a report period

For each report, you must specify a time span that covers the calls you want the report to include.



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 `23:59:59`.
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.

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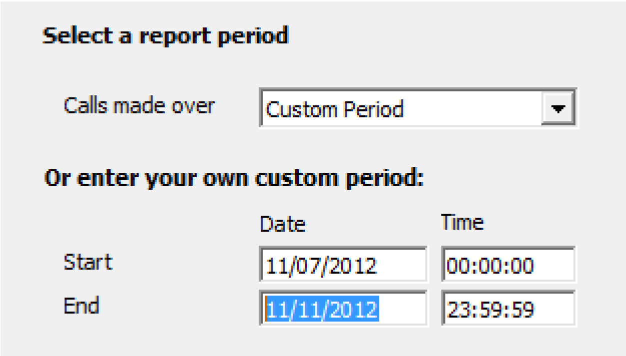
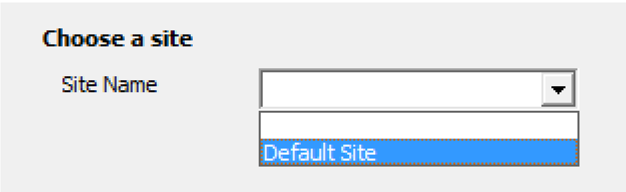
This year	The start date is set to the first day of the first month of the current year, whilst the end date is set to today's date. The start and end times are set to `00:00:00` and `23:59:59` respectively.
All calls	The start and end dates and times are set to the dates and times of the first and last 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 drop-down list and specifying your own `Start` and `End` dates, as shown below:



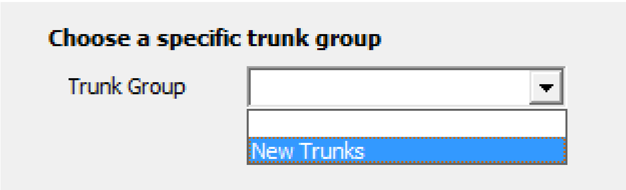
Choose a site

If your system is set up to log multiple sites, you can select a particular site from the drop-down list. To report on all sites, select the blank line.



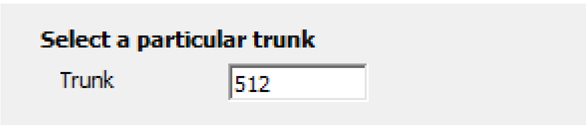
Choose a specific trunk group

To run the report on a specific trunk group, select it from the drop-down list. To report on all trunks, select the blank line.



Select a particular trunk

To report on a particular trunk, enter the trunk number in the box provided.



Choose an extension group

To monitor the call activity for a specific department, select an extension group from the drop-down list. To report on all extension groups, select the blank line.

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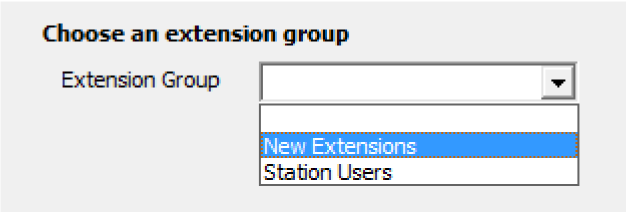
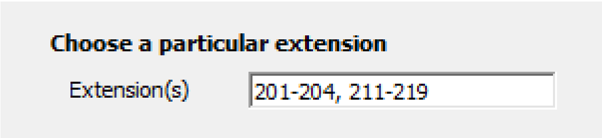


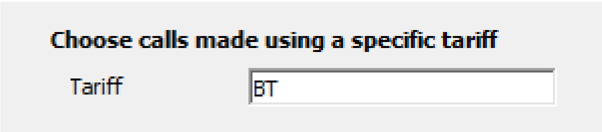
Choose a particular extension

You can choose to report on a single extension or a range of extensions, by entering the details in the box provided, as shown below:



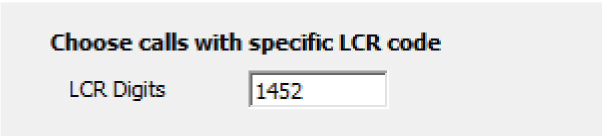
Choose calls made using a specific tariff

If you are using more than one tariff table to cost calls, enter the name of the tariff you want to report on in the box provided.



Choose calls with specific LCR code

To report on calls that are routed indirectly through a particular carrier, enter the carrier's prefix in the box provided, e.g. enter **`1452`** for **`Access Eurobell`**



Creating the report

When you have selected a reporting period and have chosen the report's criteria, click on the Run now button, as shown below:

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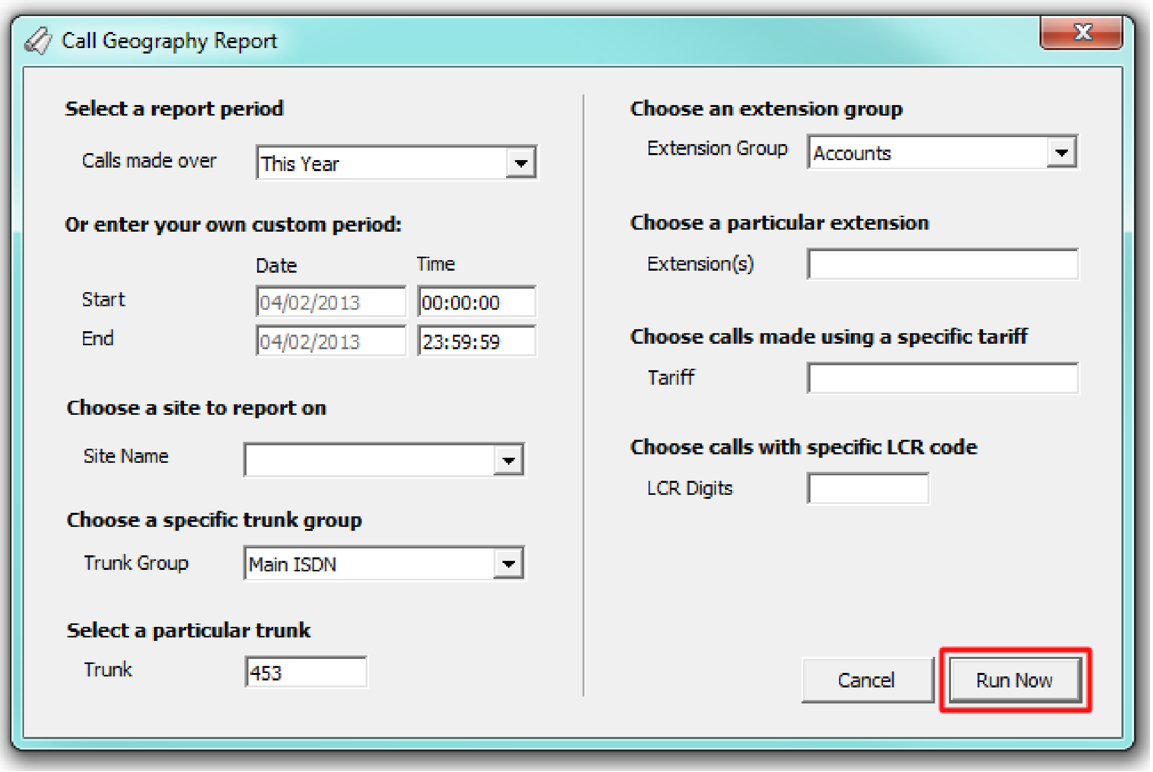
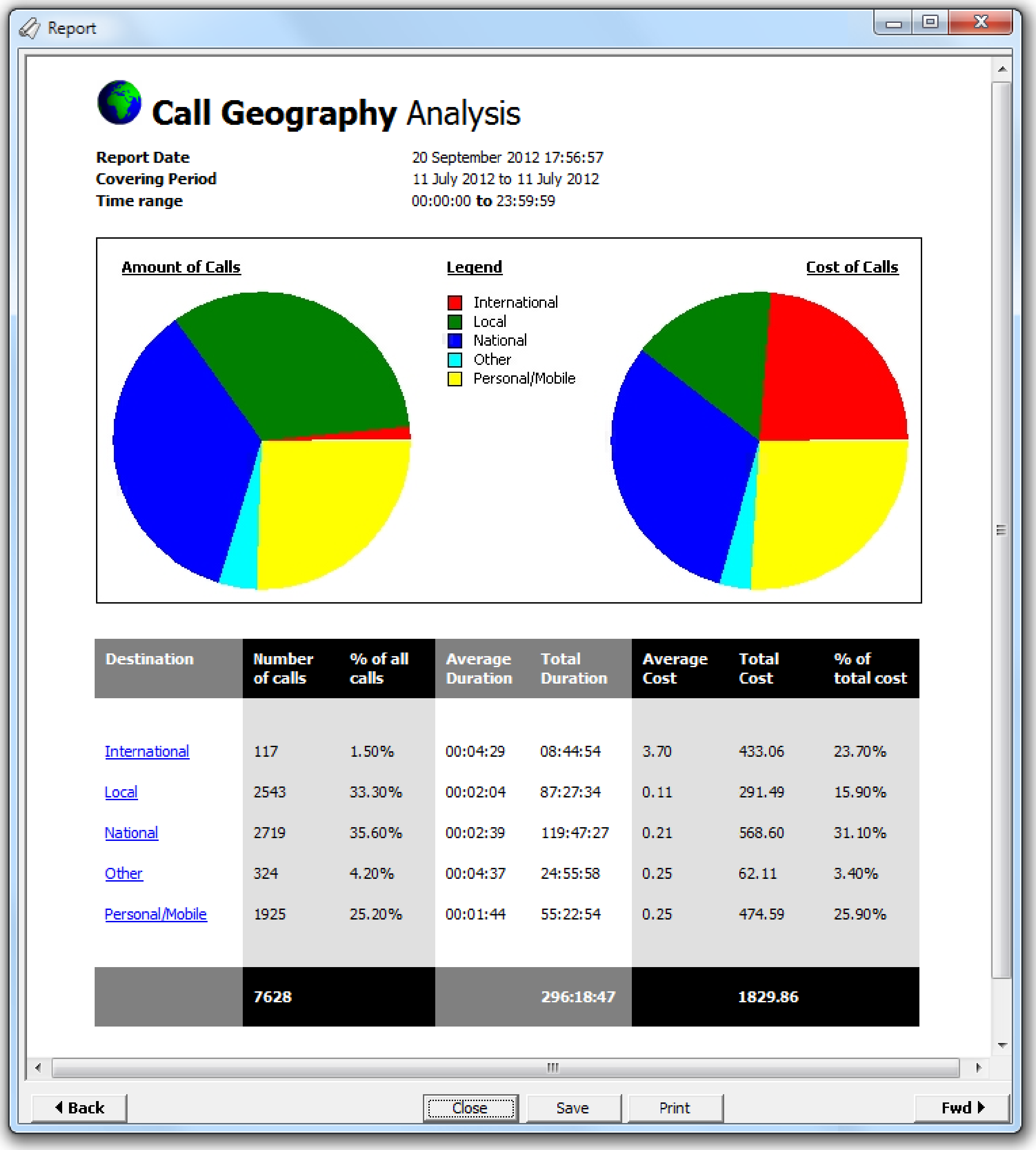


The report's results

An example of this report's output is shown below:



The header of the report will display its title, any friendly name you assigned to it, the period of the report and any options you have selected in the report's selection criteria window.

The body of the report will display two pie charts and a table.

Report elements	Description
Chart	The left-hand pie chart shows the amount of calls to various destinations, whilst the right-hand chart shows the cost of calls to each destination. The legend in the centre allows you to quickly identify the destination type.
Table	This shows in detail the amount of calls made to those specific destination, expressed as a percentage of all calls, along with the average, total and percentage costs associated with each destination.

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.

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Top 50 Calls

Introduction

The Top 50 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.

Report

Top 50 Calls

Report Date	26 September 2012 09:59:57
Covering Period	01 August 2012 **to** 31 August 2012
Time range	00:00:00 **to** 23:59:59
Ordered by	Cost (most expensive first)
Calls selected	Both Incoming and Outgoing

Date & Time	Extension	Destination	Tel Number / CLI	Duration	Cost
15/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633667415	00:36:15	25.375
04/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633855335	00:34:54	24.430
19/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633532045	00:29:53	20.918
01/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633815445	00:29:07	20.382
03/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633869535	00:28:21	19.845
02/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633878975	00:27:11	19.028
16/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633089275	00:24:53	17.418
15/08/2012 10:21:22	Will Smith	China	00865983556840	00:12:54	16.770
29/08/2012 10:21:22	Will Smith	China	00865983677030	00:12:24	16.120
21/08/2012 10:21:22	Will Smith	China	00865983213640	00:12:07	15.752
09/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633346535	00:21:59	15.388
10/08/2012 10:21:22	Will Smith	China	00865983286870	00:11:37	15.102
12/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633533445	00:21:13	14.852
11/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633611735	00:20:38	14.443
07/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633795375	00:18:31	12.962
09/08/2012 10:21:22	Will Smith	China	00865983582090	00:09:42	12.610
30/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633901625	00:16:00	11.200
14/08/2012 10:21:22	Will Smith	China	00865983639590	00:08:13	10.682
03/08/2012 10:21:22	Will Smith	China	00865983723490	00:07:43	10.032
13/08/2012 10:21:22	Will Smith	China	00865983299430	00:07:14	9.403
08/08/2012 10:21:22	Will Smith	China	00865983271400	00:06:52	8.927
18/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633969225	00:12:09	8.505
05/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633006795	00:10:02	7.023
06/08/2012 10:21:22	Will Smith	China	00865983541360	00:04:49	6.262
01/08/2012 08:57:25	Bob Granger	T-Mobile	07941738929	00:41:55	5.868
08/08/2012 08:57:25	Bob Granger	T-Mobile	07941994049	00:38:38	5.409
28/08/2012 10:21:22	Will Smith	China	00865983407630	00:04:06	5.330
22/08/2012 10:21:22	Will Smith	China	00865983873940	00:03:58	5.157
28/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633145735	00:06:57	4.865
10/08/2012 08:57:25	Bob Granger	T-Mobile	07941357529	00:34:25	4.818
24/08/2012 08:57:25	Bob Granger	T-Mobile	07941357529	00:34:25	4.818
08/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633529025	00:06:33	4.585
21/08/2012 16:42:50	Extn 6260	Medway	01634541327	00:41:33	4.151
04/08/2012 08:57:25	Bob Granger	T-Mobile	07941726589	00:29:30	4.130

Back Close Save Print Fwd

Running the report

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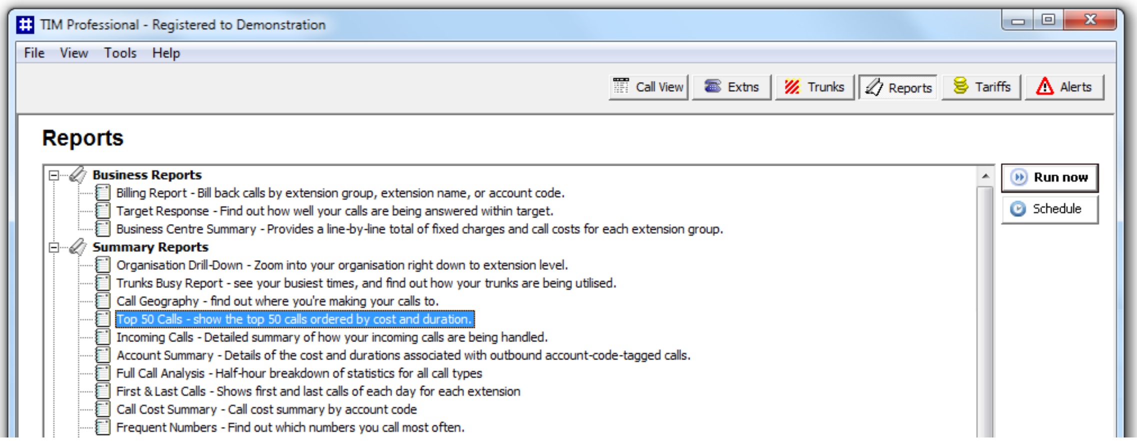
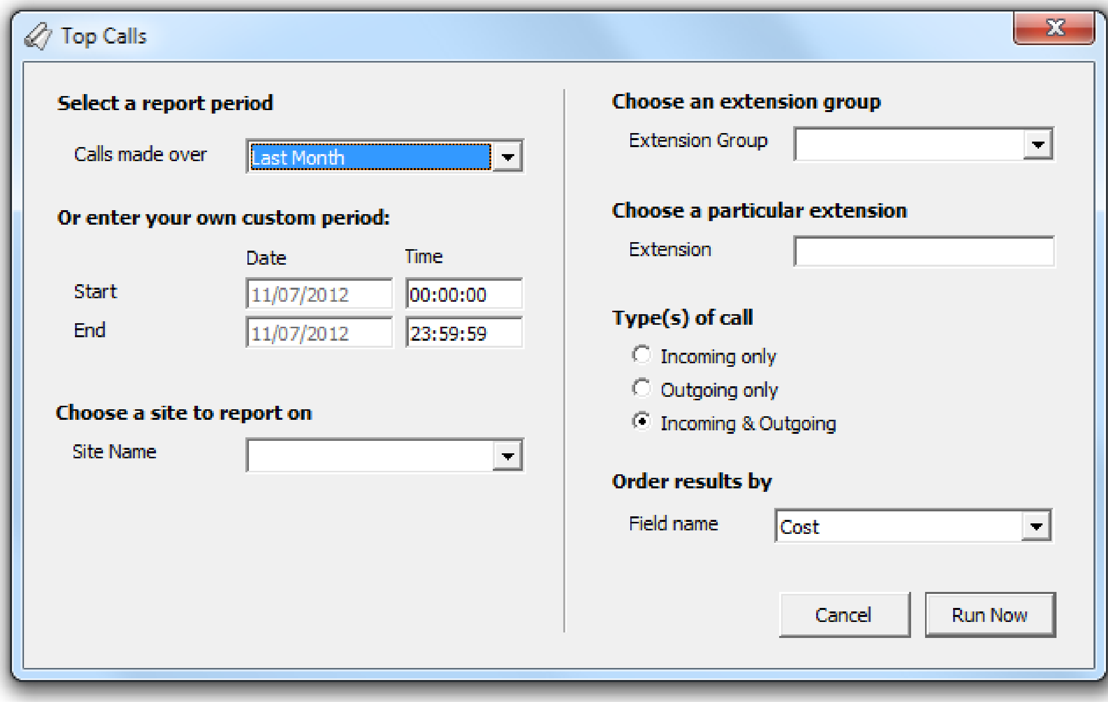
Access the **Reports** screen, select the **Top 50 Calls** from the list and click on the Run now button.

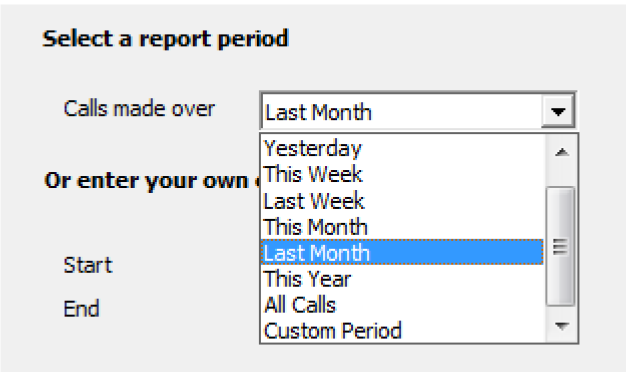


A new window will open, allowing you to configure the parameters of your report:



Select a report period

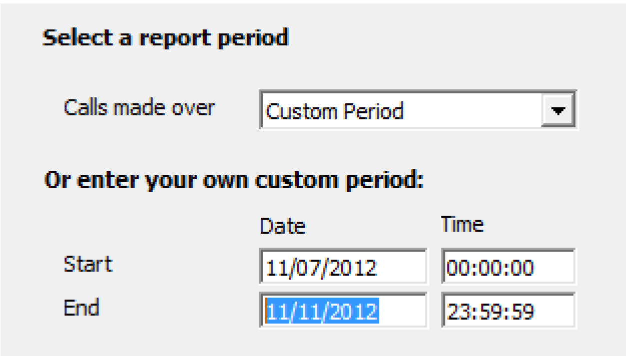
For each report, you must specify a time span that covers the calls you want the report to include.



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:

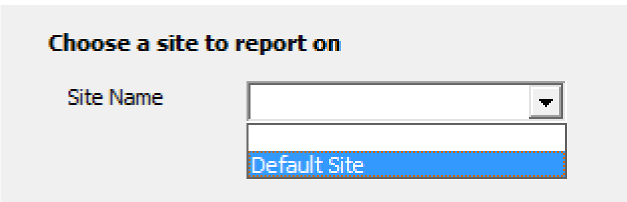
Period	Description
Today	The start and end dates are set to the current date. The start time is set to `00:00:00` and the end time to `23:59:59`.
Yesterday	The start and end dates are set to the current date minus one day. The start time is set to `00:00:00` and the end time to `23:59:59`.
This week	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 drop-down list and specifying your own `Start` and `End` dates, as shown below:



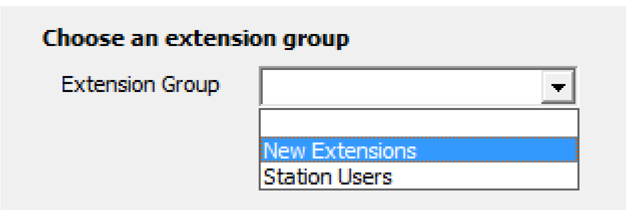
Choose a site to report on

If your system is set up to log multiple sites, you can select a particular site from the drop-down list. To report on all sites, select the blank line.



Choose an extension group

To monitor the call activity for a specific department, select an extension group from the drop-down list. To report on all extension groups, select the blank line.



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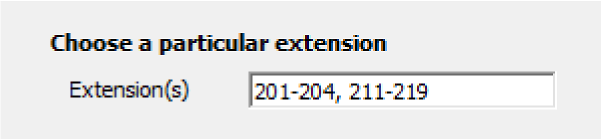
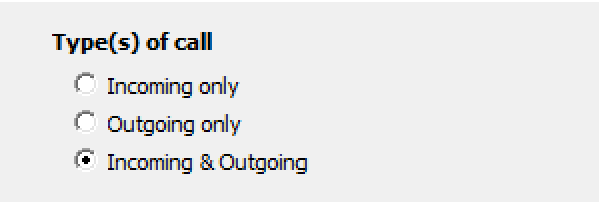
Choose a particular extension

You can choose to report on a single extension or a range of extensions, by entering the details in the box provided, as shown below:



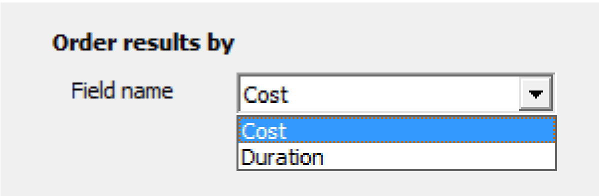
Type(s) of call

This option 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 a specific type of call, tick the appropriate box.



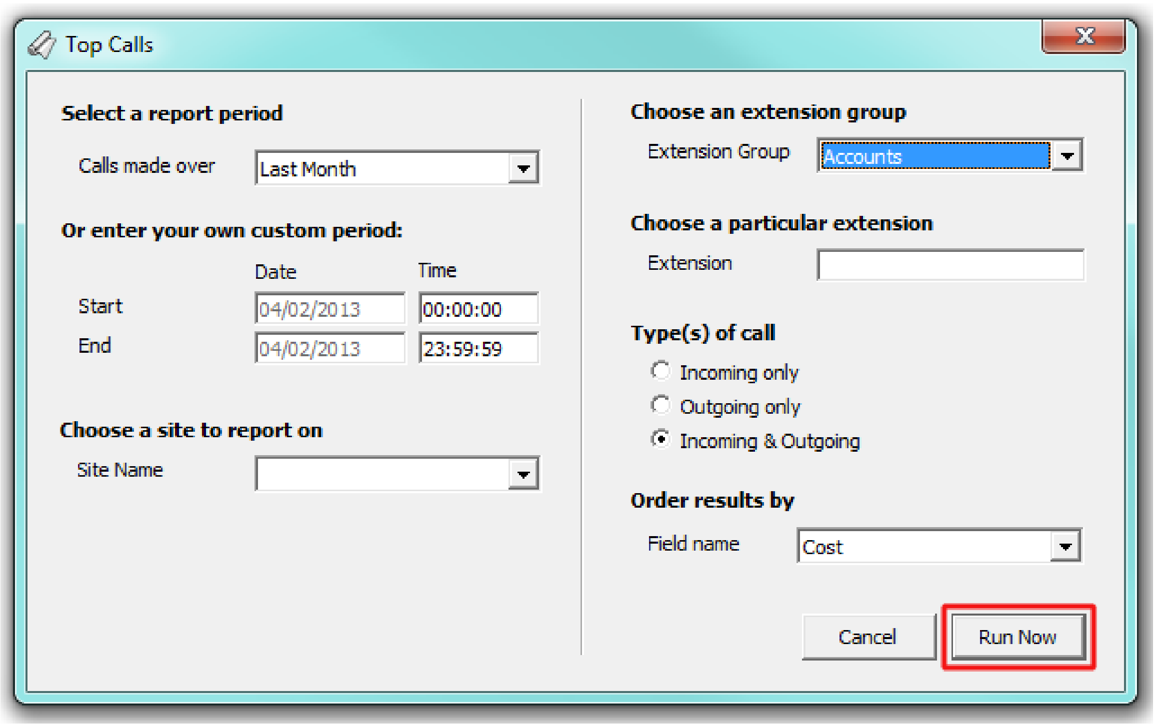
Order results by

By default, the report's results are ordered by cost. To sort the results by a duration, select this option from the drop-down list.



Creating the report

When you have selected a reporting period and have chosen the report's criteria, click on the Run now button, as shown below:



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The report's results

Below is an example of this report's output, displayed as an itemised list.

Report

Top 50 Calls

Report Date	26 September 2012 09:59:57
Covering Period	01 August 2012 **to** 31 August 2012
Time range	00:00:00 **to** 23:59:59
Ordered by	Cost (most expensive first)
Calls selected	Both Incoming and Outgoing

Date & Time	Extension	Destination	Tel Number / CLI	Duration	Cost
15/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633667415	00:36:15	25.375
04/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633855335	00:34:54	24.430
19/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633532045	00:29:53	20.918
01/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633815445	00:29:07	20.382
03/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633869535	00:28:21	19.845
02/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633878975	00:27:11	19.028
16/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633089275	00:24:53	17.418
15/08/2012 10:21:22	Will Smith	China	00865983556840	00:12:54	16.770
29/08/2012 10:21:22	Will Smith	China	00865983677030	00:12:24	16.120
21/08/2012 10:21:22	Will Smith	China	00865983213640	00:12:07	15.752
09/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633346535	00:21:59	15.388
10/08/2012 10:21:22	Will Smith	China	00865983286870	00:11:37	15.102
12/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633533445	00:21:13	14.852
11/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633611735	00:20:38	14.443
07/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633795375	00:18:31	12.962
09/08/2012 10:21:22	Will Smith	China	00865983582090	00:09:42	12.610
30/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633901625	00:16:00	11.200
14/08/2012 10:21:22	Will Smith	China	00865983639590	00:08:13	10.682
03/08/2012 10:21:22	Will Smith	China	00865983723490	00:07:43	10.032
13/08/2012 10:21:22	Will Smith	China	00865983299430	00:07:14	9.403
08/08/2012 10:21:22	Will Smith	China	00865983271400	00:06:52	8.927
18/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633969225	00:12:09	8.505
05/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633006795	00:10:02	7.023
06/08/2012 10:21:22	Will Smith	China	00865983541360	00:04:49	6.262
01/08/2012 08:57:25	Bob Granger	T-Mobile	07941738929	00:41:55	5.868
08/08/2012 08:57:25	Bob Granger	T-Mobile	07941994049	00:38:38	5.409
28/08/2012 10:21:22	Will Smith	China	00865983407630	00:04:06	5.330
22/08/2012 10:21:22	Will Smith	China	00865983873940	00:03:58	5.157
28/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633145735	00:06:57	4.865
10/08/2012 08:57:25	Bob Granger	T-Mobile	07941357529	00:34:25	4.818
24/08/2012 08:57:25	Bob Granger	T-Mobile	07941357529	00:34:25	4.818
08/08/2012 11:42:38	Linda Hayman	Germany Mobile	00491633529025	00:06:33	4.585
21/08/2012 16:42:50	Extn 6260	Medway	01634541327	00:41:33	4.151
04/08/2012 08:57:25	Bob Granger	T-Mobile	07941726589	00:29:30	4.130

Back Close Save Print Fwd

The header of the report will display its title, any friendly name you assigned to it, the period of the report and any options you have selected in the report's selection criteria window.

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:

Column header	Description
Date & Time	The date and time the call started
Extension	The name of the extension that made or received the call
Destination	For outgoing calls, this shows the destination where the call terminated. For incoming calls, this shows the type of call, such as answered, abandoned etc
Tel Number / CLI	For outgoing calls, this shows the number that was dialled. For incoming calls, this shows CLI of the caller, if available

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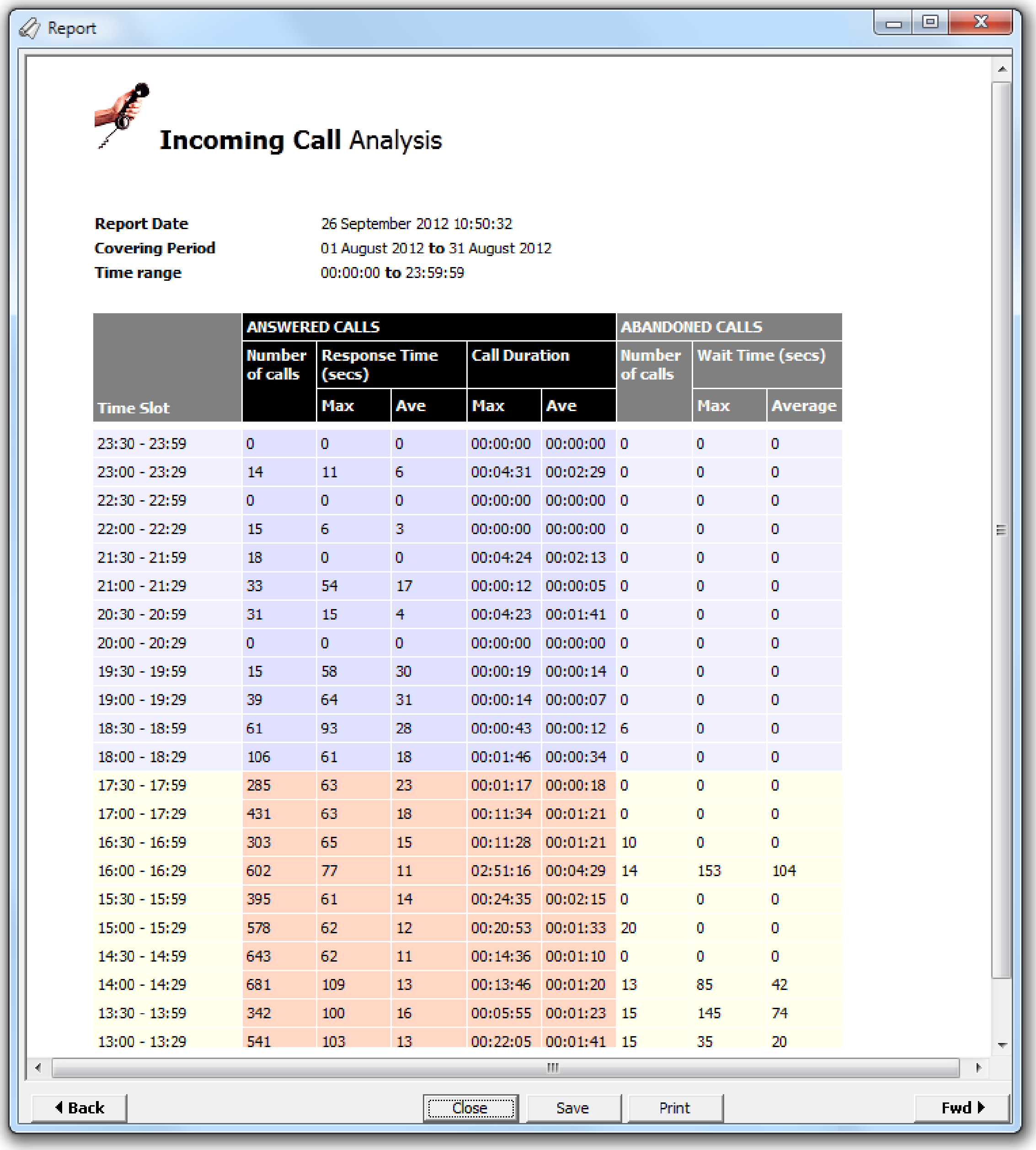
Duration	The duration of the call in hours, minutes and seconds
Cost	The cost of the call, if applicable

Incoming Call Analysis

Introduction

The Incoming Call Analysis report breaks down your working day into half-hour segments, providing detailed information about your incoming and abandoned calls, such as call volumes, duration and response time information. These figures are shown as *maximum* and *averages*, allowing you to more effectively plan your staff requirements.



Report

Incoming Call Analysis

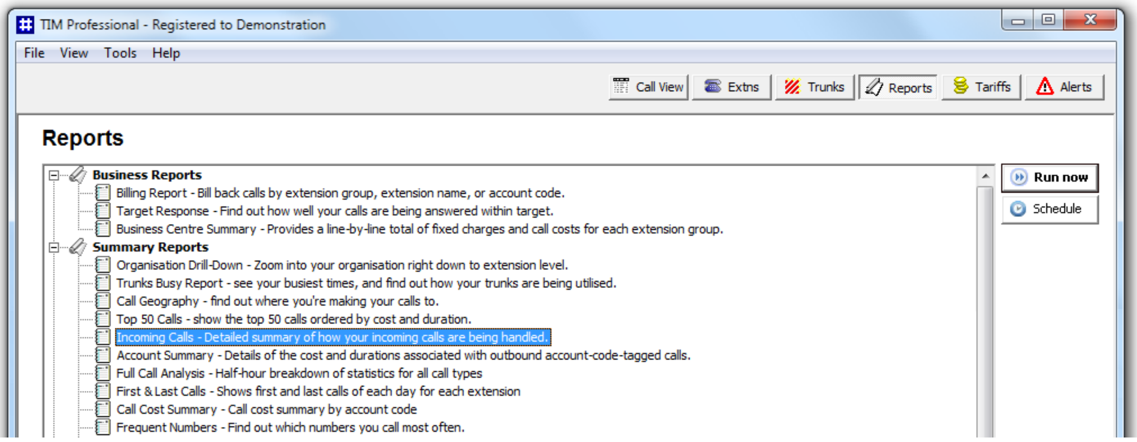
Report Date 26 September 2012 10:50:32
Covering Period 01 August 2012 **to** 31 August 2012
Time range 00:00:00 **to** 23:59:59

	ANSWERED CALLS					ABANDONED CALLS		
	Number of calls	Response Time (secs)		Call Duration		Number of calls	Wait Time (secs)	
Time Slot		Max	Ave	Max	Ave		Max	Average
23:30 - 23:59	0	0	0	00:00:00	00:00:00	0	0	0
23:00 - 23:29	14	11	6	00:04:31	00:02:29	0	0	0
22:30 - 22:59	0	0	0	00:00:00	00:00:00	0	0	0
22:00 - 22:29	15	6	3	00:00:00	00:00:00	0	0	0
21:30 - 21:59	18	0	0	00:04:24	00:02:13	0	0	0
21:00 - 21:29	33	54	17	00:00:12	00:00:05	0	0	0
20:30 - 20:59	31	15	4	00:04:23	00:01:41	0	0	0
20:00 - 20:29	0	0	0	00:00:00	00:00:00	0	0	0
19:30 - 19:59	15	58	30	00:00:19	00:00:14	0	0	0
19:00 - 19:29	39	64	31	00:00:14	00:00:07	0	0	0
18:30 - 18:59	61	93	28	00:00:43	00:00:12	6	0	0
18:00 - 18:29	106	61	18	00:01:46	00:00:34	0	0	0
17:30 - 17:59	285	63	23	00:01:17	00:00:18	0	0	0
17:00 - 17:29	431	63	18	00:11:34	00:01:21	0	0	0
16:30 - 16:59	303	65	15	00:11:28	00:01:21	10	0	0
16:00 - 16:29	602	77	11	02:51:16	00:04:29	14	153	104
15:30 - 15:59	395	61	14	00:24:35	00:02:15	0	0	0
15:00 - 15:29	578	62	12	00:20:53	00:01:33	20	0	0
14:30 - 14:59	643	62	11	00:14:36	00:01:10	0	0	0
14:00 - 14:29	681	109	13	00:13:46	00:01:20	13	85	42
13:30 - 13:59	342	100	16	00:05:55	00:01:23	15	145	74
13:00 - 13:29	541	103	13	00:22:05	00:01:41	15	35	20

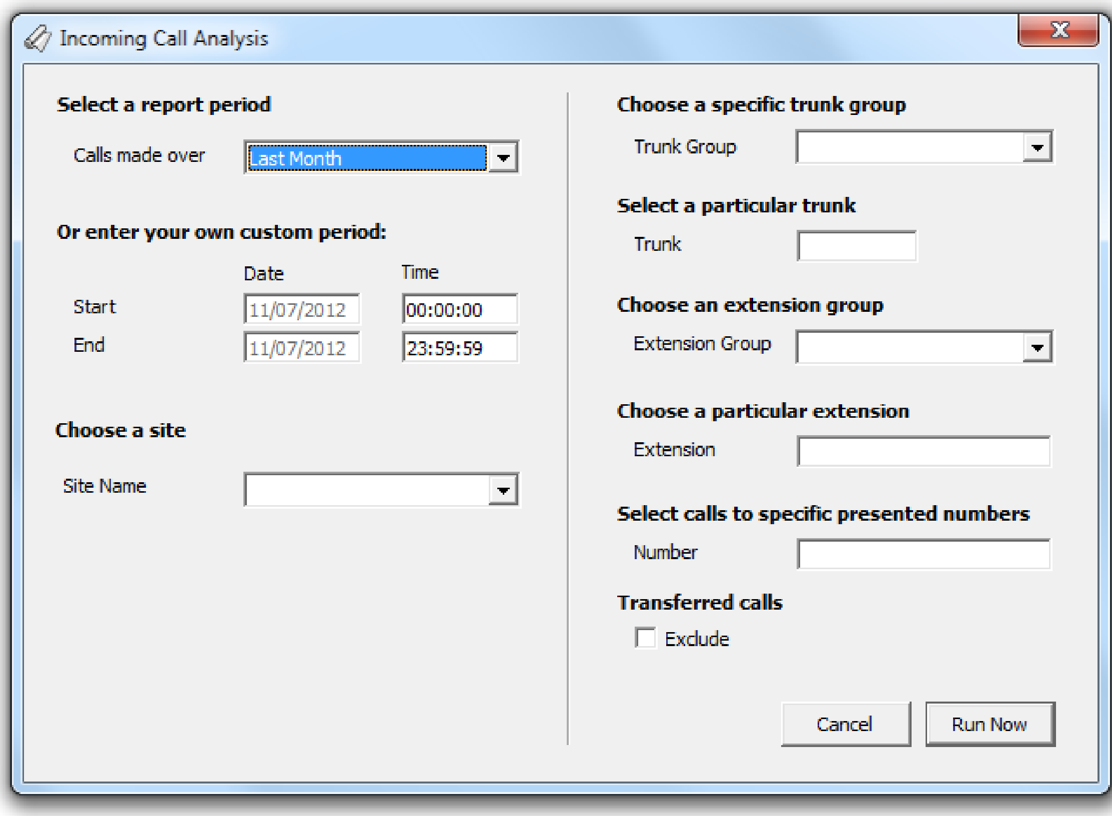
Back Close Save Print Fwd

Running the report

Access the `Reports` screen, select the `Incoming Call Analysis` report from the list and click on the Run now button.

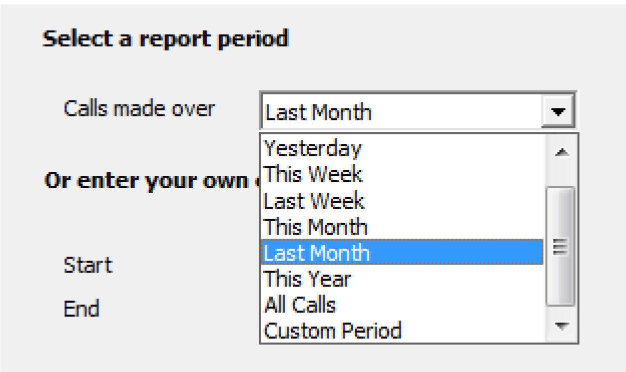


A new window will open, allowing you to configure the parameters of your report:



Select a report period

For each report, you must specify a time span that covers the calls you want the report to include.



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 `23:59:59`.
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.

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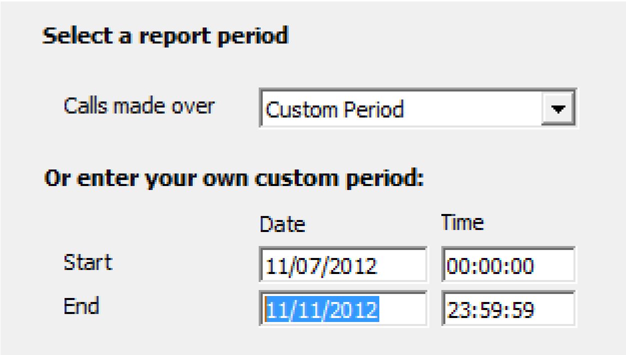
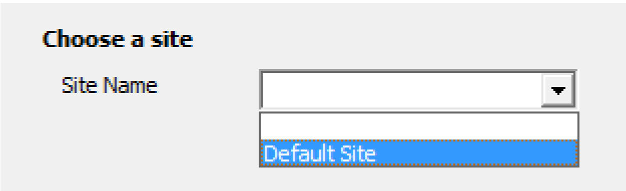
Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The month is set to the previous month. The year is set to the current year, unless it is currently January, in which case, the previous year is used. The start and end times are set to `00:00:00` 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 drop-down list and specifying your own `Start` and `End` dates, as shown below:



Choose a site

If your system is set up to log multiple sites, you can select a particular site from the drop-down list. To report on all sites, select the blank line.

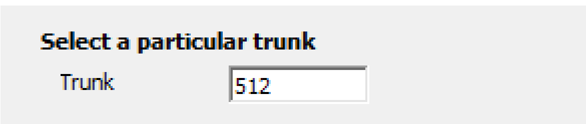


Choose a specific trunk group

To run the report on a specific trunk group, select it from the drop-down list. To report on all trunks, select the blank line.

Select a particular trunk

To report on a particular trunk, enter the trunk number in the box provided.



Choose a particular extension

You can choose to report on a single extension or a range of extensions, by entering the details in the box provided, as shown below:

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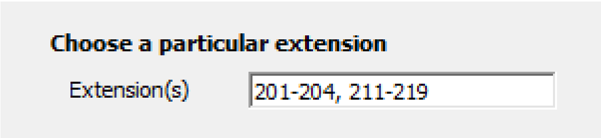
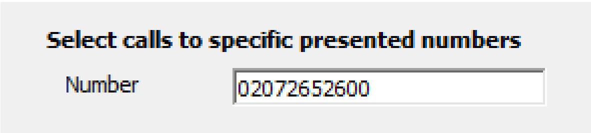


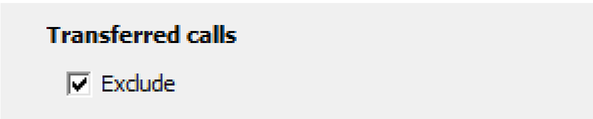
Select calls to specific presented numbers

If you want to report only on calls to a specific number or range of numbers, enter the number(s) in the field provided, as shown below:



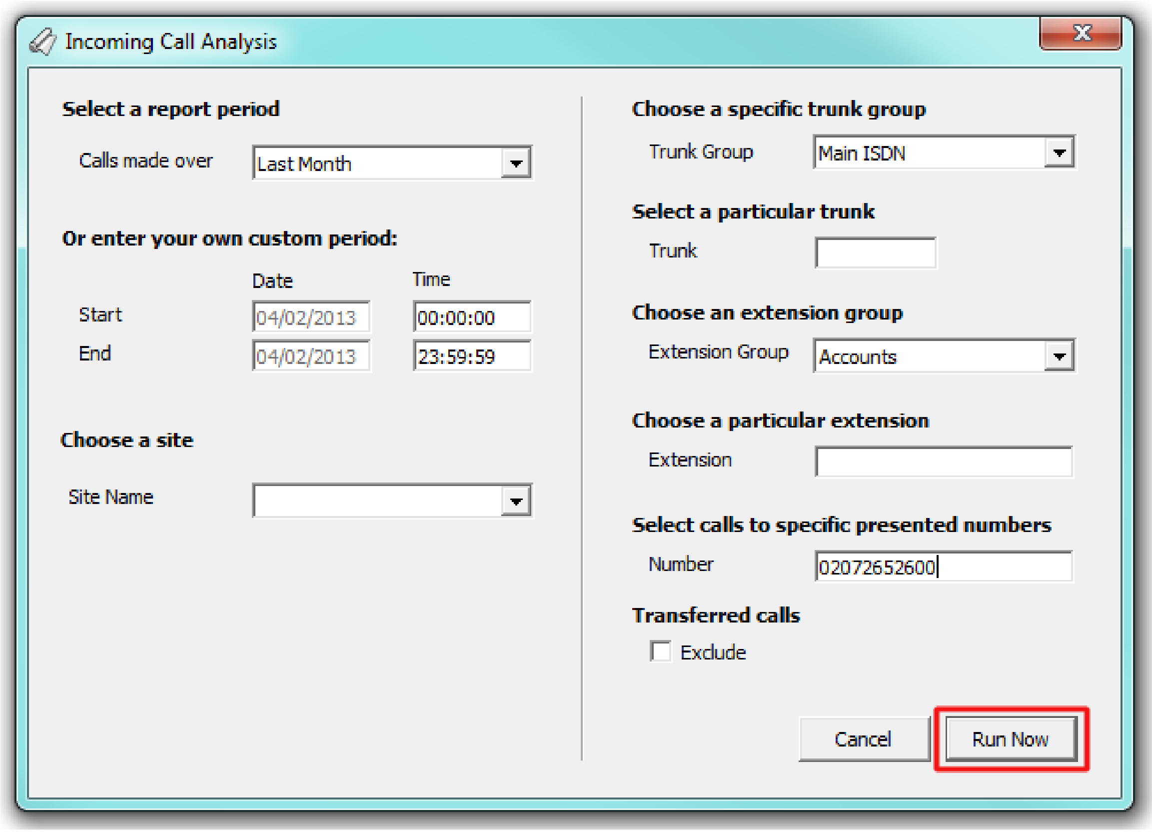
Transferred calls

If you want to report only on direct calls and exclude those transferred from another party, tick the `Exclude` box, as shown below:



Creating the report

When you have selected a reporting period and have chosen the report's criteria, click on the Run now button, as shown below:



The report's results

Below is an example of this report's output:

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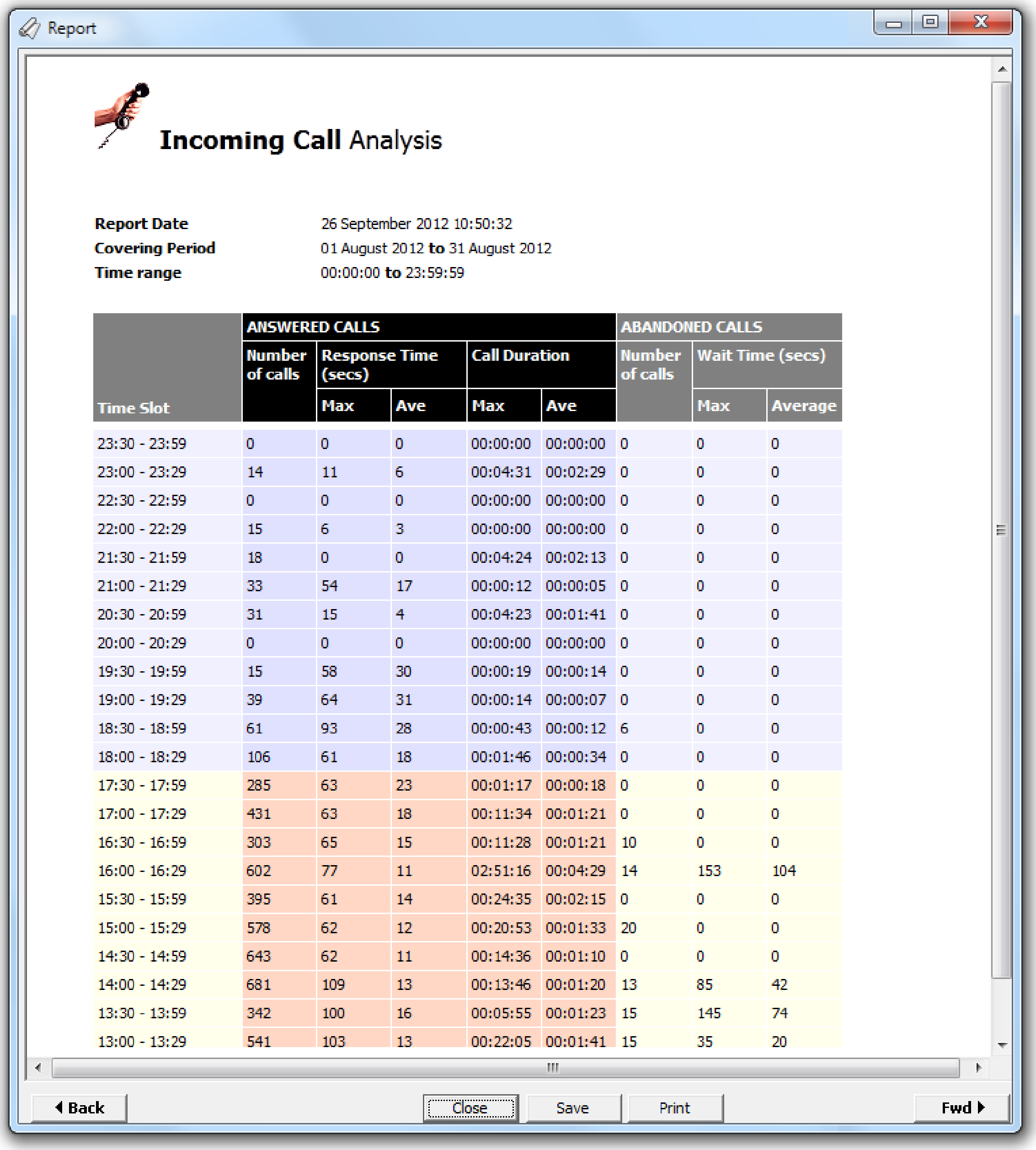

Incoming Call Analysis

Report Date	26 September 2012 10:50:32
Covering Period	01 August 2012 **to** 31 August 2012
Time range	00:00:00 **to** 23:59:59

Time Slot	ANSWERED CALLS					ABANDONED CALLS		
	Number of calls	Response Time (secs)		Call Duration		Number of calls	Wait Time (secs)	
		Max	Ave	Max	Ave		Max	Average
23:30 - 23:59	0	0	0	00:00:00	00:00:00	0	0	0
23:00 - 23:29	14	11	6	00:04:31	00:02:29	0	0	0
22:30 - 22:59	0	0	0	00:00:00	00:00:00	0	0	0
22:00 - 22:29	15	6	3	00:00:00	00:00:00	0	0	0
21:30 - 21:59	18	0	0	00:04:24	00:02:13	0	0	0
21:00 - 21:29	33	54	17	00:00:12	00:00:05	0	0	0
20:30 - 20:59	31	15	4	00:04:23	00:01:41	0	0	0
20:00 - 20:29	0	0	0	00:00:00	00:00:00	0	0	0
19:30 - 19:59	15	58	30	00:00:19	00:00:14	0	0	0
19:00 - 19:29	39	64	31	00:00:14	00:00:07	0	0	0
18:30 - 18:59	61	93	28	00:00:43	00:00:12	6	0	0
18:00 - 18:29	106	61	18	00:01:46	00:00:34	0	0	0
17:30 - 17:59	285	63	23	00:01:17	00:00:18	0	0	0
17:00 - 17:29	431	63	18	00:11:34	00:01:21	0	0	0
16:30 - 16:59	303	65	15	00:11:28	00:01:21	10	0	0
16:00 - 16:29	602	77	11	02:51:16	00:04:29	14	153	104
15:30 - 15:59	395	61	14	00:24:35	00:02:15	0	0	0
15:00 - 15:29	578	62	12	00:20:53	00:01:33	20	0	0
14:30 - 14:59	643	62	11	00:14:36	00:01:10	0	0	0
14:00 - 14:29	681	109	13	00:13:46	00:01:20	13	85	42
13:30 - 13:59	342	100	16	00:05:55	00:01:23	15	145	74
13:00 - 13:29	541	103	13	00:22:05	00:01:41	15	35	20

The header of the report will display its title, any friendly name you assigned to it, the period of the report and any options you have selected in the report's selection criteria window.

The body of the report consists of a table displaying a breakdown of your incoming and abandoned calls, organised in half-hour time slots. The column headers of the table are described below:

Column header	Description
Time slot	The time period to which the other headers' results relate
Answered Calls	
Column header	**Description**
Number of calls	The total number of answered calls
Response time - Max	The maximum length of time a caller waited before a call was answered (in seconds)
Response time - Avg	The average length of time a caller waited before a call was answered (in seconds)
Call duration - Max	The duration of the longest answered call (in hours, mins, secs)
Call duration - Avg	The average length of all answered calls (in hours, mins, secs)

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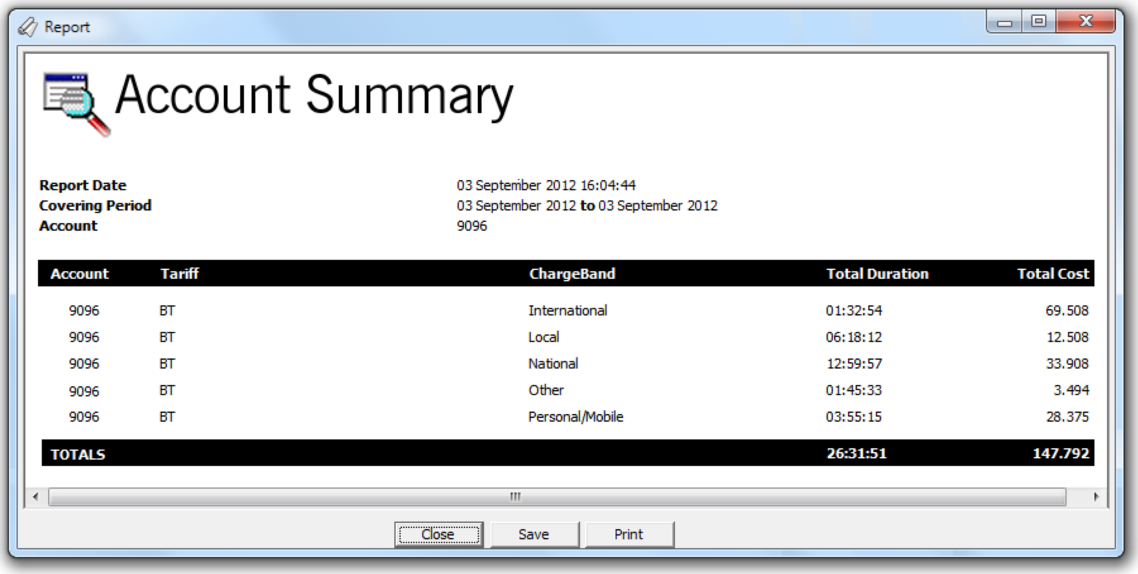
Abandoned Cal	
Column header	**Description**
Number of calls	The total number of abandoned calls
Wait time - Max	The maximum length of time a caller waited before abandoning the call (in seconds)
Wait time - Avg	The average length of time a caller waited before abandoning the call (in seconds)

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.

In order to use this report, your telephone system needs to be capable of providing account code information as part of its call logging data.



Running the report

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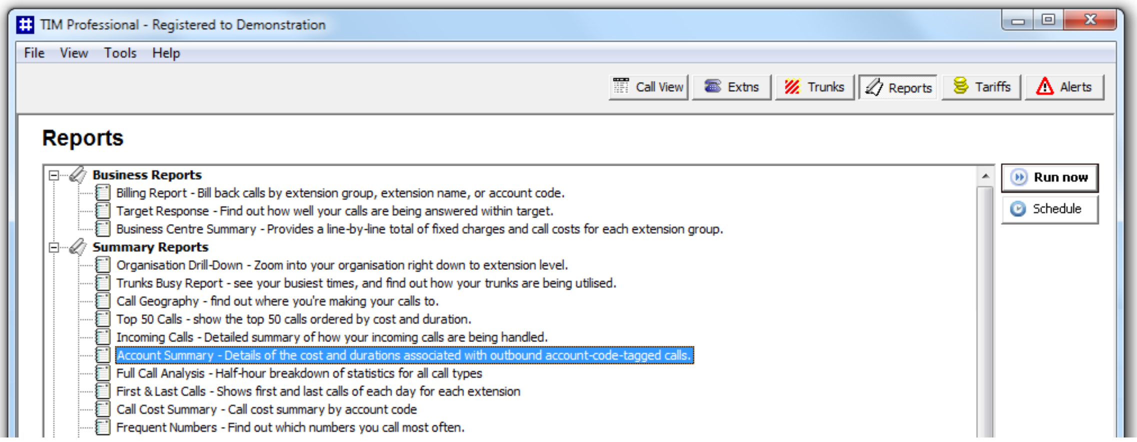
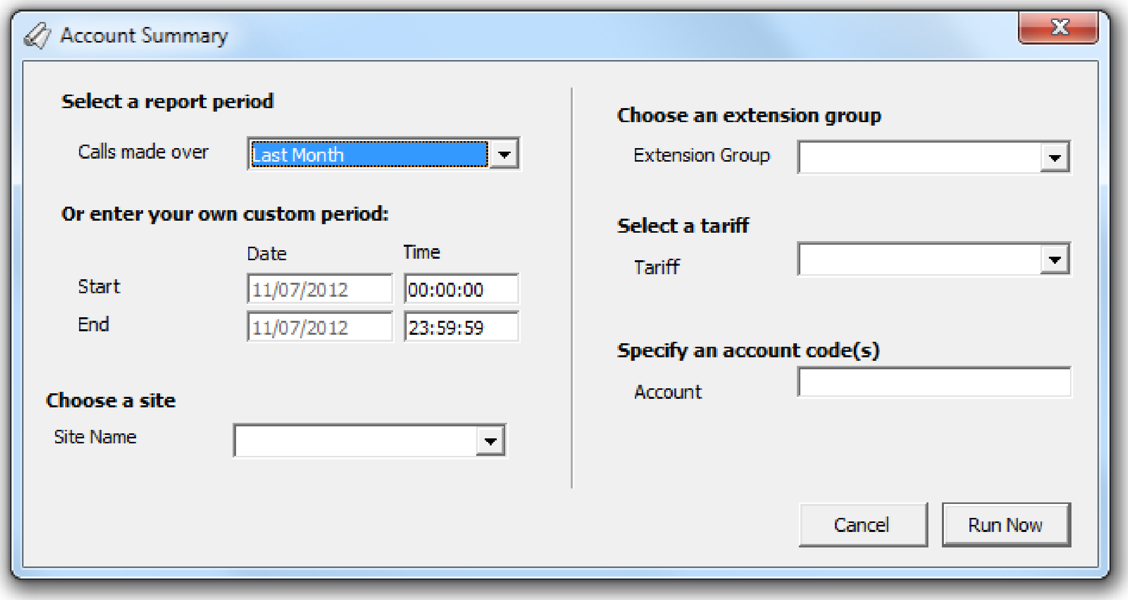
Access the **`Reports`** screen, select the **`Account Summary`** report from the list and click on the Run now button.

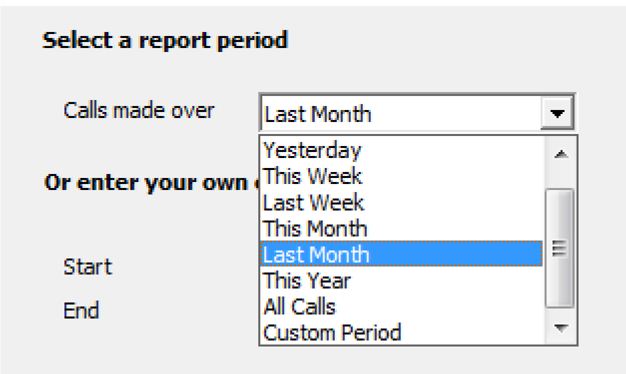


A new window will open, allowing you to configure the parameters of your report:



Select a report period

For each report, you must specify a time span that covers the calls you want the report to include.

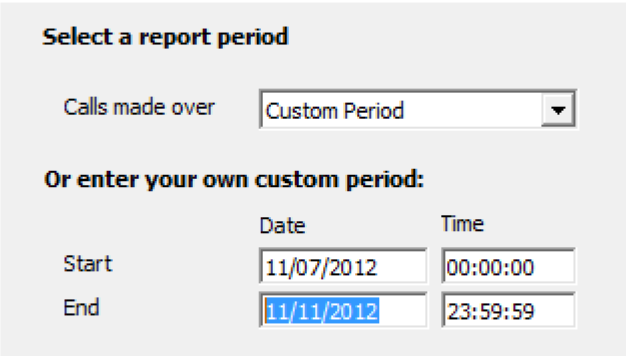


There are several preset reporting periods available for selection, based on the standard Gregorian calendar. The following table describes how the start and end times are defined for each preset period:

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 **`23:59:59`**.

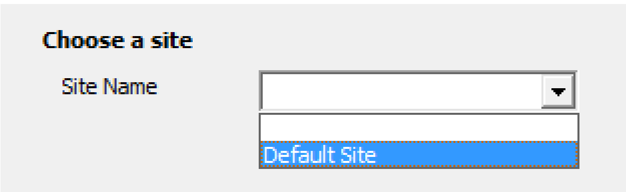
Yesterday	The start and end dates are set to the current date minus one day. The start time is set to `00:00:00` and the end time to `23:59:59`.
This week	The start date is set to the first day (normally Monday) of the current week. The end date is set to the current day. The start time is set to `00:00:00` 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 drop-down list and specifying your own `Start` and `End` dates, as shown below:



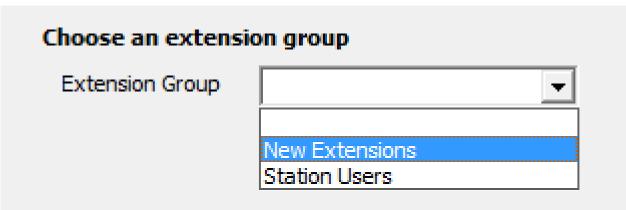
Choose a site

If your system is set up to log multiple sites, you can select a particular site from the drop-down list. To report on all sites, select the blank line.



Choose an extension group

To further limit your report's results, you can select a particular group to report on from the drop-down list. To report on all extension groups, select the blank line.



Select a tariff

To report on calls made using a specific tariff, select a tariff from the drop-down list, as shown below:

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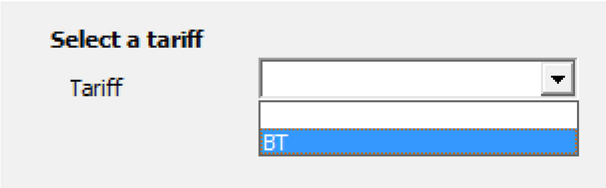
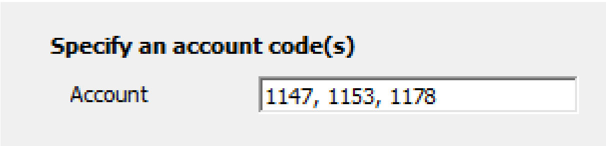


Specify an account code(s)

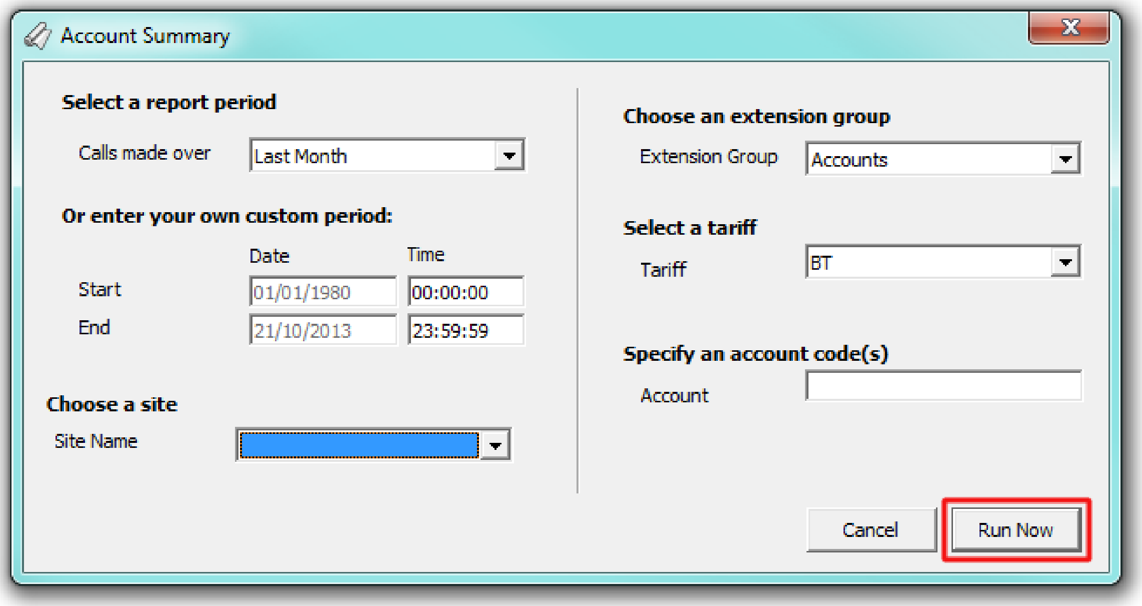
To produce a report consisting only of calls that were made using a particular account code(s), enter the account code(s) in the field provided.



To report on more than one account code, separate each code using a comma.

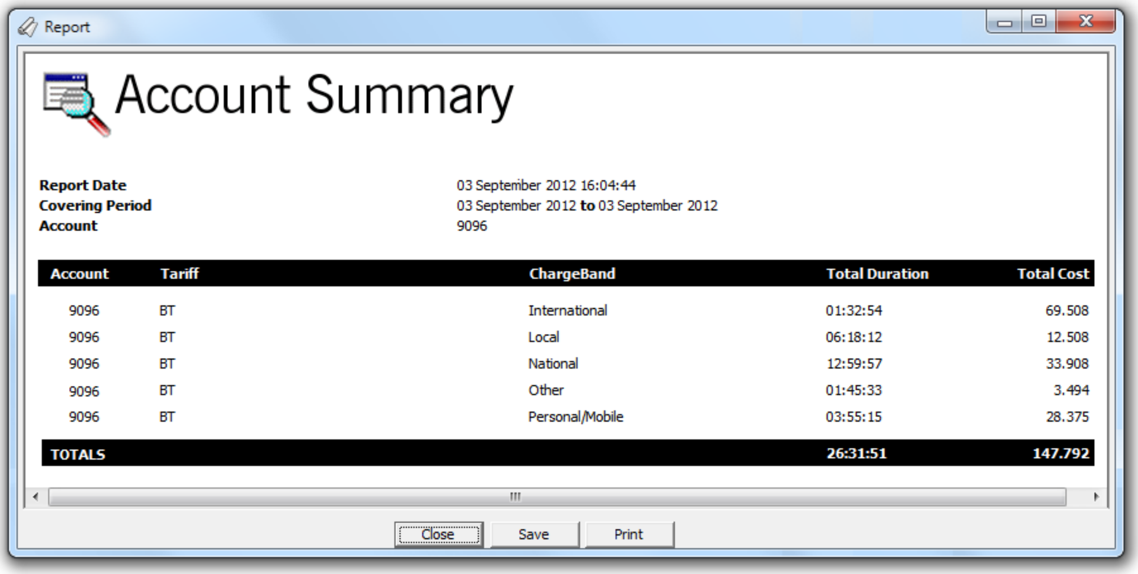
Creating the report

When you have selected a reporting period and have chosen the report's criteria, click on the Run now button, as shown below:



The report's results

The results of this report will display a breakdown of calls grouped by account code.



The header of the report will display its title, any friendly name you assigned to it, the period of the report and any options you have selected in the report's selection criteria window.

The body of the report is presented in tabular form and each column header contained in the report is described in the table below:

Column header	Description
Account	This shows the account code(s) that the report was run against
Tariff	This shows the tariff used to cost the calls
Chargeband	This breaks the calls down to show the different chargebands used
Total Duration	The total duration of time spent on calls for this account code
Total Cost	The total cost of calls for this account code

Full Call Analysis

Full Call Analysis

Introduction

The Full 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.

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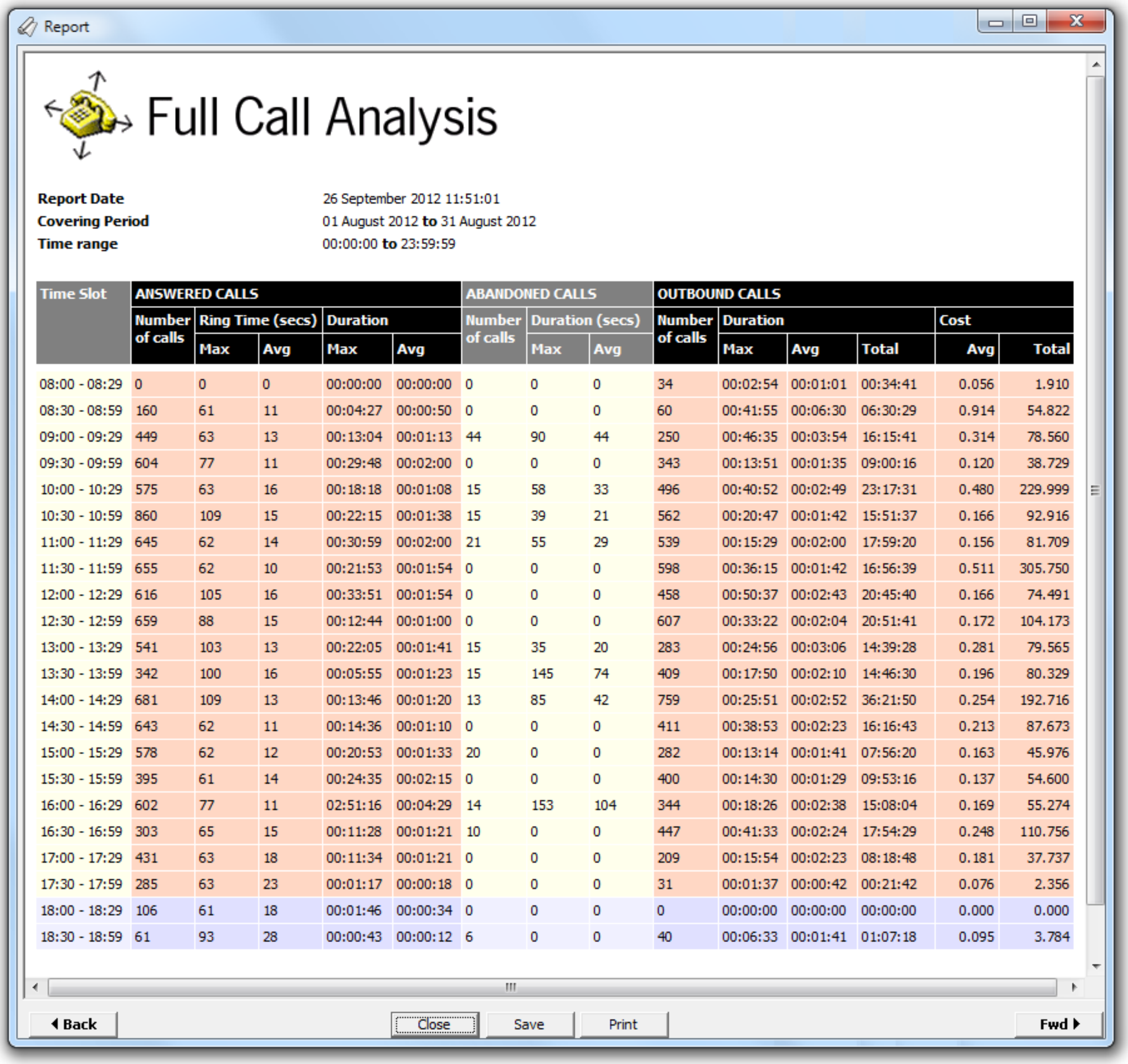


Report

Full Call Analysis

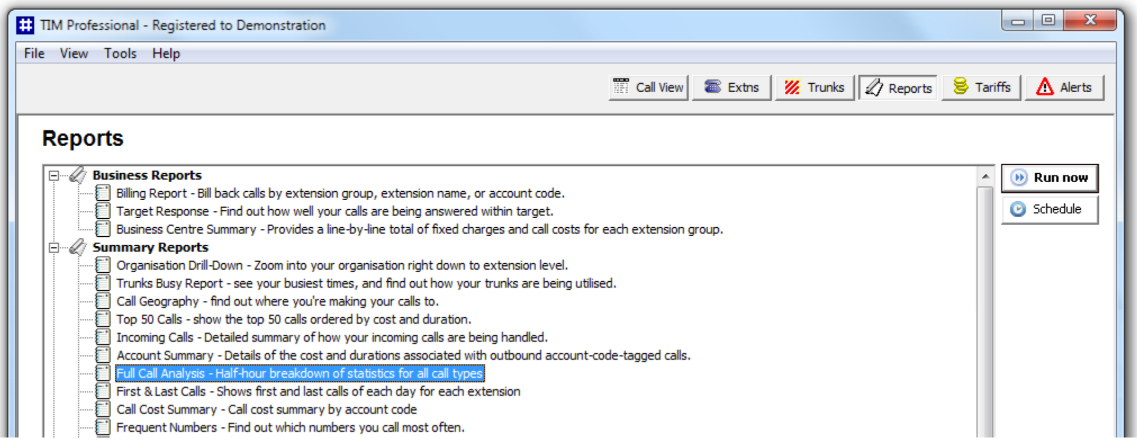
Report Date 26 September 2012 11:51:01
Covering Period 01 August 2012 **to** 31 August 2012
Time range 00:00:00 **to** 23:59:59

Time Slot	ANSWERED CALLS					ABANDONED CALLS			OUTBOUND CALLS					
	Number of calls	Ring Time (secs)		Duration		Number of calls	Duration (secs)		Number of calls	Duration			Cost	
		Max	Avg	Max	Avg		Max	Avg		Max	Avg	Total	Avg	Total
08:00 - 08:29	0	0	0	00:00:00	00:00:00	0	0	0	34	00:02:54	00:01:01	00:34:41	0.056	1.910
08:30 - 08:59	160	61	11	00:04:27	00:00:50	0	0	0	60	00:41:55	00:06:30	06:30:29	0.914	54.822
09:00 - 09:29	449	63	13	00:13:04	00:01:13	44	90	44	250	00:46:35	00:03:54	16:15:41	0.314	78.560
09:30 - 09:59	604	77	11	00:29:48	00:02:00	0	0	0	343	00:13:51	00:01:35	09:00:16	0.120	38.729
10:00 - 10:29	575	63	16	00:18:18	00:01:08	15	58	33	496	00:40:52	00:02:49	23:17:31	0.480	229.999
10:30 - 10:59	860	109	15	00:22:15	00:01:38	15	39	21	562	00:20:47	00:01:42	15:51:37	0.166	92.916
11:00 - 11:29	645	62	14	00:30:59	00:02:00	21	55	29	539	00:15:29	00:02:00	17:59:20	0.156	81.709
11:30 - 11:59	655	62	10	00:21:53	00:01:54	0	0	0	598	00:36:15	00:01:42	16:56:39	0.511	305.750
12:00 - 12:29	616	105	16	00:33:51	00:01:54	0	0	0	458	00:50:37	00:02:43	20:45:40	0.166	74.491
12:30 - 12:59	659	88	15	00:12:44	00:01:00	0	0	0	607	00:33:22	00:02:04	20:51:41	0.172	104.173
13:00 - 13:29	541	103	13	00:22:05	00:01:41	15	35	20	283	00:24:56	00:03:06	14:39:28	0.281	79.565
13:30 - 13:59	342	100	16	00:05:55	00:01:23	15	145	74	409	00:17:50	00:02:10	14:46:30	0.196	80.329
14:00 - 14:29	681	109	13	00:13:46	00:01:20	13	85	42	759	00:25:51	00:02:52	36:21:50	0.254	192.716
14:30 - 14:59	643	62	11	00:14:36	00:01:10	0	0	0	411	00:38:53	00:02:23	16:16:43	0.213	87.673
15:00 - 15:29	578	62	12	00:20:53	00:01:33	20	0	0	282	00:13:14	00:01:41	07:56:20	0.163	45.976
15:30 - 15:59	395	61	14	00:24:35	00:02:15	0	0	0	400	00:14:30	00:01:29	09:53:16	0.137	54.600
16:00 - 16:29	602	77	11	02:51:16	00:04:29	14	153	104	344	00:18:26	00:02:38	15:08:04	0.169	55.274
16:30 - 16:59	303	65	15	00:11:28	00:01:21	10	0	0	447	00:41:33	00:02:24	17:54:29	0.248	110.756
17:00 - 17:29	431	63	18	00:11:34	00:01:21	0	0	0	209	00:15:54	00:02:23	08:18:48	0.181	37.737
17:30 - 17:59	285	63	23	00:01:17	00:00:18	0	0	0	31	00:01:37	00:00:42	00:21:42	0.076	2.356
18:00 - 18:29	106	61	18	00:01:46	00:00:34	0	0	0	0	00:00:00	00:00:00	00:00:00	0.000	0.000
18:30 - 18:59	61	93	28	00:00:43	00:00:12	6	0	0	40	00:06:33	00:01:41	01:07:18	0.095	3.784

Back Close Save Print Fwd

Running the report

Access the **`Reports`** screen, select the **`Full Call Analysis`** report from the list and click on the Run now button.



A new window will open, allowing you to configure the parameters of your report:

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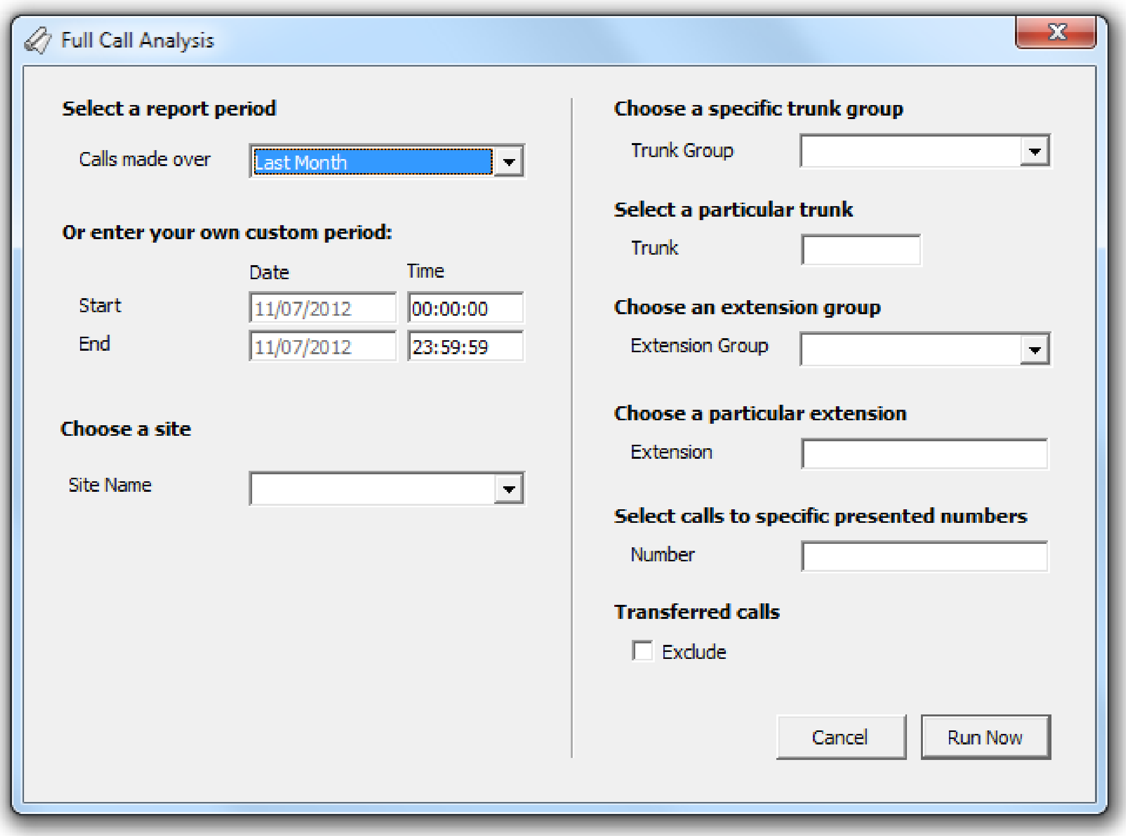
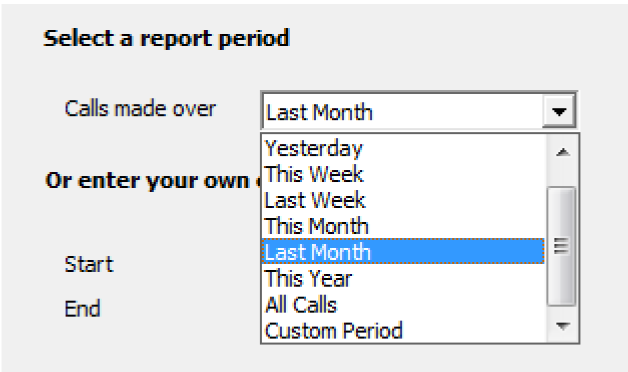


Select a report period

For each report, you must specify a time span that covers the calls you want the report to include.



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 23:59:59.
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.

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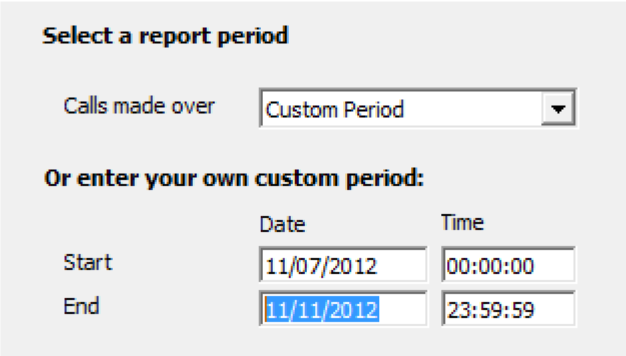
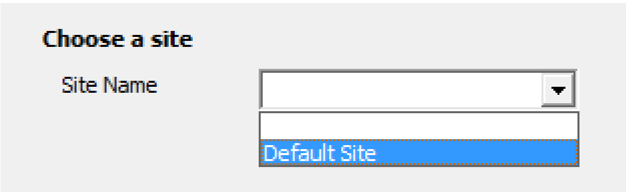
Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The month is set to the previous month. The year is set to the current year, unless it is currently January, in which case, the previous year is used. The start and end times are set to `00:00:00` 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 drop-down list and specifying your own `Start` and `End` dates, as shown below:



Choose a site

If your system is set up to log multiple sites, you can select a particular site from the drop-down list. To report on all sites, select the blank line.

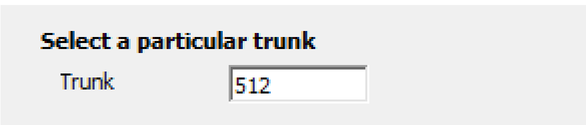


Choose a specific trunk group

To run the report on a specific trunk group, select it from the drop-down list. To report on all trunks, select the blank line.

Select a particular trunk

To report on a particular trunk, enter the trunk number in the box provided.



Choose an extension group

To monitor the call activity for a specific department, select an extension group from the drop-down list. To report on all extension groups, select the blank line.

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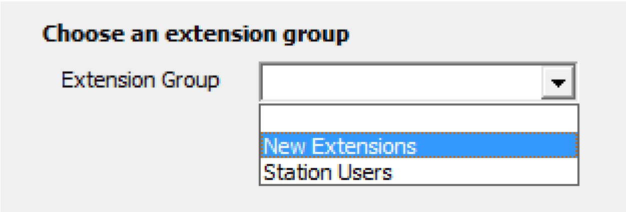
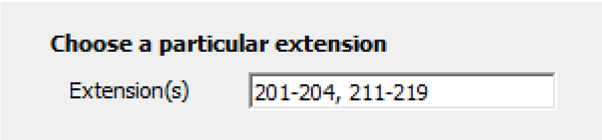


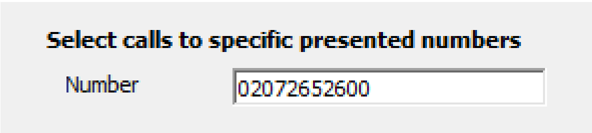
Choose a particular extension

You can choose to report on a single extension or a range of extensions, by entering the details in the box provided, as shown below:



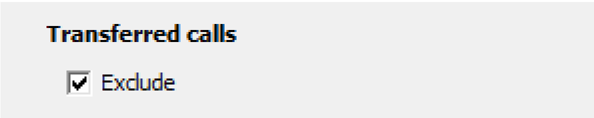
Select calls to specific presented numbers

If you want to report only on calls to a specific number or range of numbers, enter the number(s) in the field provided, as shown below:



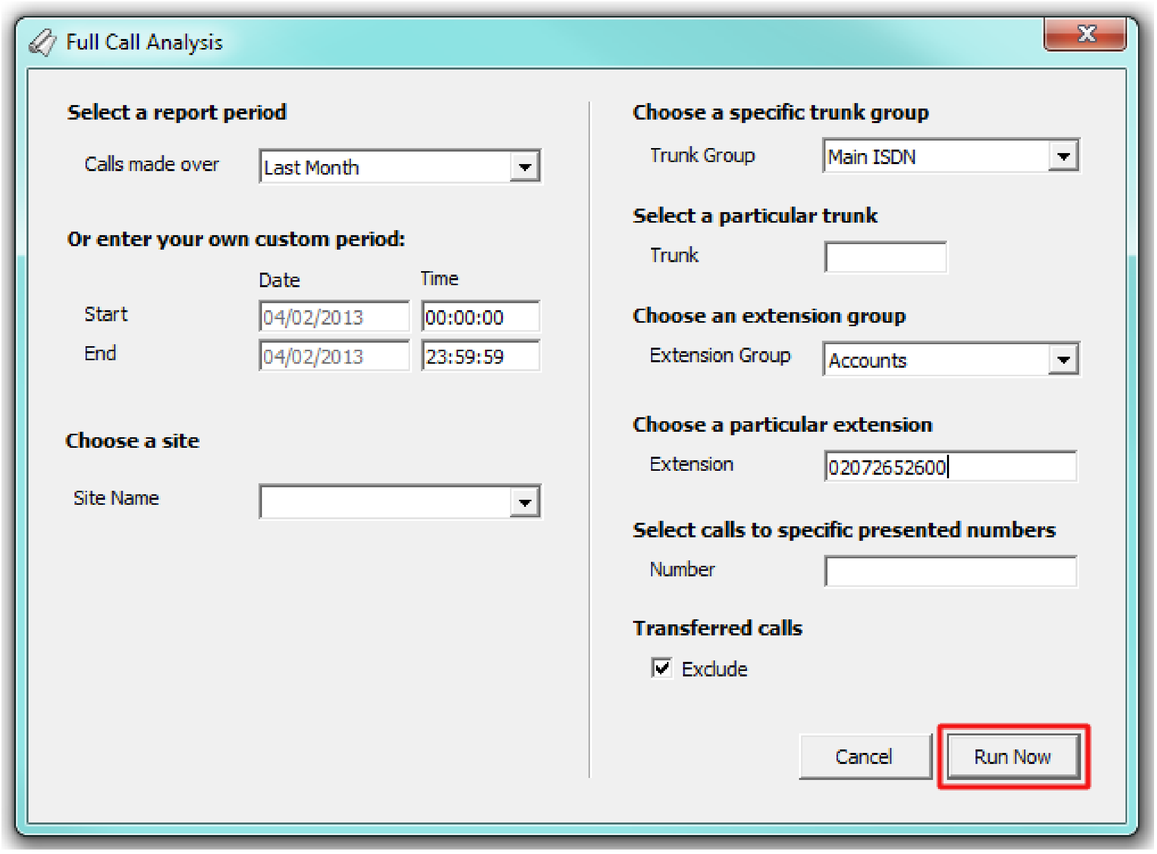
Transferred calls

If you want to report only on direct calls and exclude those transferred from another party, tick the `Exclude` box, as shown below:



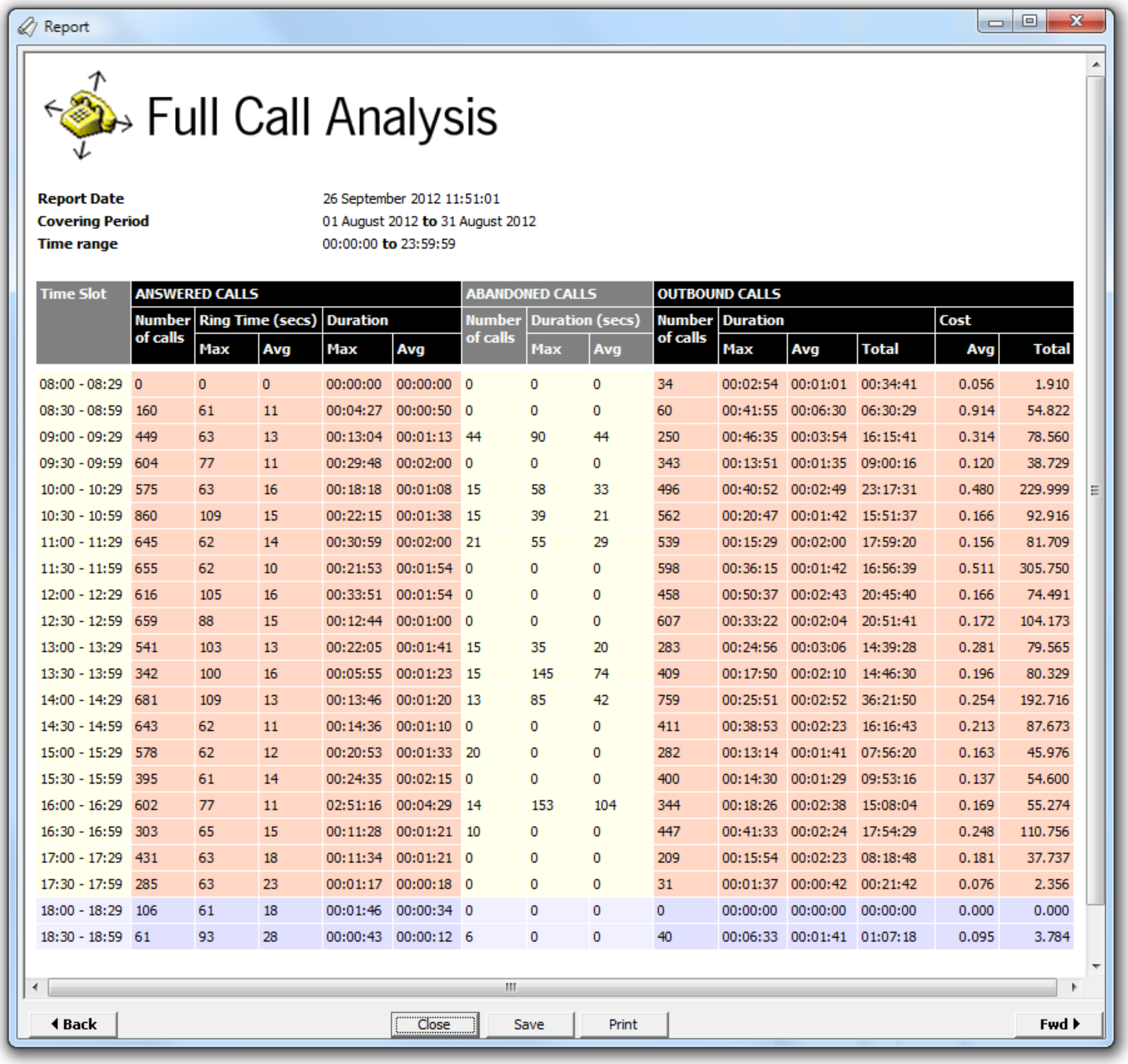
Creating the report

When you have selected a reporting period and have chosen the report's criteria, click on the Run now button, as shown below:



The report's results

Below is an example of this report's output:



Report Date 26 September 2012 11:51:01
Covering Period 01 August 2012 to 31 August 2012
Time range 00:00:00 to 23:59:59

Time Slot	ANSWERED CALLS					ABANDONED CALLS			OUTBOUND CALLS					
	Number of calls	Ring Time (secs)		Duration		Number of calls	Duration (secs)		Number of calls	Duration			Cost	
		Max	Avg	Max	Avg		Max	Avg		Max	Avg	Total	Avg	Total
08:00 - 08:29	0	0	0	00:00:00	00:00:00	0	0	0	34	00:02:54	00:01:01	00:34:41	0.056	1.910
08:30 - 08:59	160	61	11	00:04:27	00:00:50	0	0	0	60	00:41:55	00:06:30	06:30:29	0.914	54.822
09:00 - 09:29	449	63	13	00:13:04	00:01:13	44	90	44	250	00:46:35	00:03:54	16:15:41	0.314	78.560
09:30 - 09:59	604	77	11	00:29:48	00:02:00	0	0	0	343	00:13:51	00:01:35	09:00:16	0.120	38.729
10:00 - 10:29	575	63	16	00:18:18	00:01:08	15	58	33	496	00:40:52	00:02:49	23:17:31	0.480	229.999
10:30 - 10:59	860	109	15	00:22:15	00:01:38	15	39	21	562	00:20:47	00:01:42	15:51:37	0.166	92.916
11:00 - 11:29	645	62	14	00:30:59	00:02:00	21	55	29	539	00:15:29	00:02:00	17:59:20	0.156	81.709
11:30 - 11:59	655	62	10	00:21:53	00:01:54	0	0	0	598	00:36:15	00:01:42	16:56:39	0.511	305.750
12:00 - 12:29	616	105	16	00:33:51	00:01:54	0	0	0	458	00:50:37	00:02:43	20:45:40	0.166	74.491
12:30 - 12:59	659	88	15	00:12:44	00:01:00	0	0	0	607	00:33:22	00:02:04	20:51:41	0.172	104.173
13:00 - 13:29	541	103	13	00:22:05	00:01:41	15	35	20	283	00:24:56	00:03:06	14:39:28	0.281	79.565
13:30 - 13:59	342	100	16	00:05:55	00:01:23	15	145	74	409	00:17:50	00:02:10	14:46:30	0.196	80.329
14:00 - 14:29	681	109	13	00:13:46	00:01:20	13	85	42	759	00:25:51	00:02:52	36:21:50	0.254	192.716
14:30 - 14:59	643	62	11	00:14:36	00:01:10	0	0	0	411	00:38:53	00:02:23	16:16:43	0.213	87.673
15:00 - 15:29	578	62	12	00:20:53	00:01:33	20	0	0	282	00:13:14	00:01:41	07:56:20	0.163	45.976
15:30 - 15:59	395	61	14	00:24:35	00:02:15	0	0	0	400	00:14:30	00:01:29	09:53:16	0.137	54.600
16:00 - 16:29	602	77	11	02:51:16	00:04:29	14	153	104	344	00:18:26	00:02:38	15:08:04	0.169	55.274
16:30 - 16:59	303	65	15	00:11:28	00:01:21	10	0	0	447	00:41:33	00:02:24	17:54:29	0.248	110.756
17:00 - 17:29	431	63	18	00:11:34	00:01:21	0	0	0	209	00:15:54	00:02:23	08:18:48	0.181	37.737
17:30 - 17:59	285	63	23	00:01:17	00:00:18	0	0	0	31	00:01:37	00:00:42	00:21:42	0.076	2.356
18:00 - 18:29	106	61	18	00:01:46	00:00:34	0	0	0	0	00:00:00	00:00:00	00:00:00	0.000	0.000
18:30 - 18:59	61	93	28	00:00:43	00:00:12	6	0	0	40	00:06:33	00:01:41	01:07:18	0.095	3.784

The header of the report will display its title, any friendly name you assigned to it, the period of the report and any options you have selected in the report's selection criteria window.

The body of the report consists of a detailed table displaying a breakdown of calls organised in half-hour time slots. The column headers of the table are described below:

Answered Calls	
Column header	**Description**
Time slot	The time period to which the other headers' results relate
Number of calls	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)
Call duration - Max	The duration of the longest answered call (in hours, mins, secs)
Call duration - Avg	The average length of all answered calls (in hours, mins, secs)
Abandoned Calls	
Column header	**Description**
Number of calls	The total number of abandoned calls
Wait time - Max	The maximum length of time a caller waited before abandoning the call (in seconds)

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Wait time - Avg	The average length of time a caller waited before abandoning the call (in seconds)
Outbound Calls	
Column header	**Description**
Number of calls	The total number of outbound calls
Call duration - Max	The duration of the longest outbound call (in hours, mins, secs)
Call duration - Avg	The average length of all outbound calls (in hours, mins, secs)
Call duration - Total	The total duration of time spent on outbound calls
Average Cost	The average cost of all outbound calls
Total Cost	The total cost of all outbound calls

Call Cost Summary

Call Cost Summary

Introduction

The Call Cost Summary report provides a summary of the costs and markup charges applied to your calls, grouped by account code.

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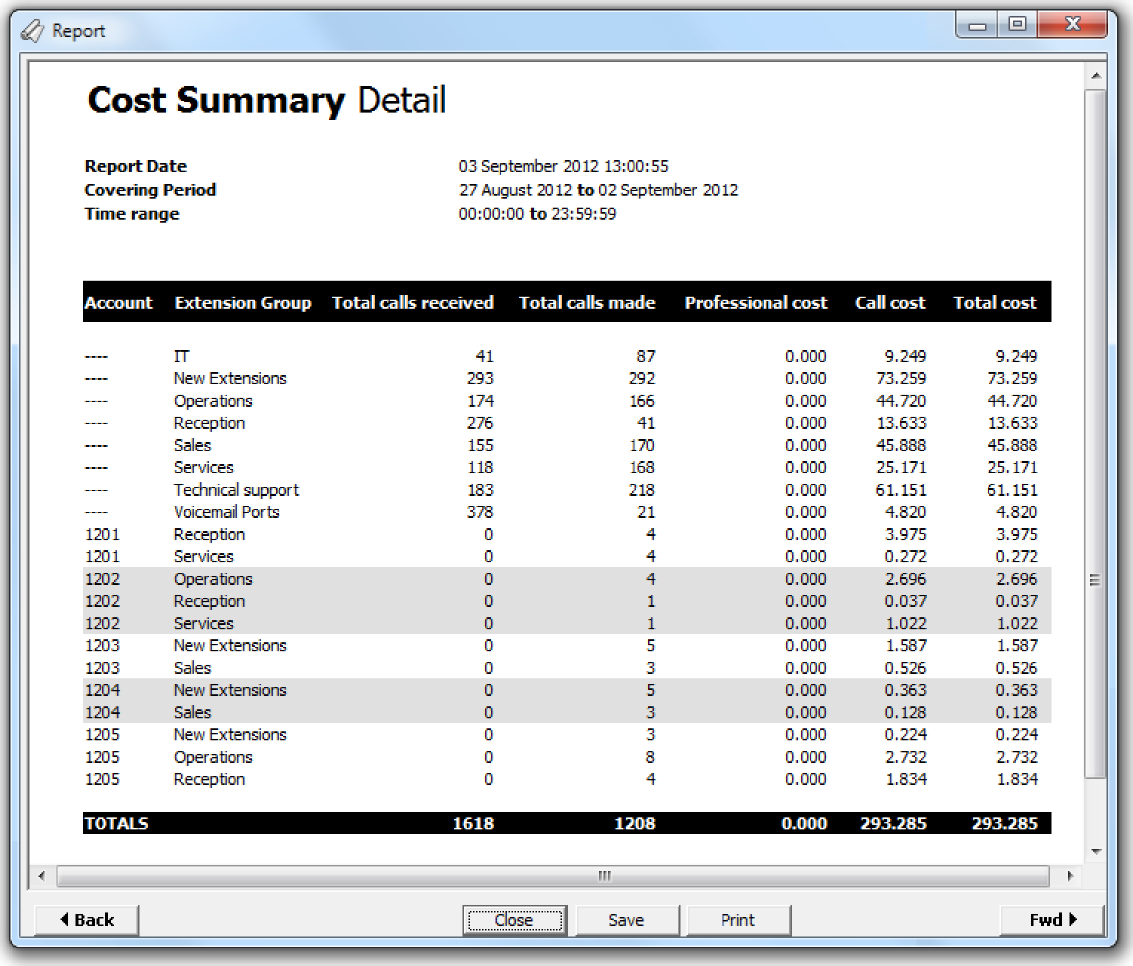

Report

Cost Summary Detail

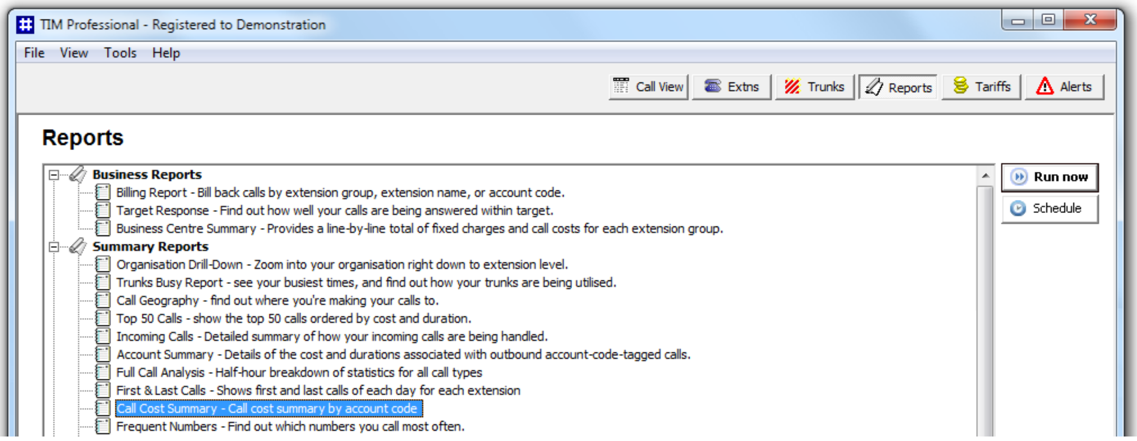
Report Date 03 September 2012 13:00:55
Covering Period 27 August 2012 **to** 02 September 2012
Time range 00:00:00 **to** 23:59:59

Account	Extension Group	Total calls received	Total calls made	Professional cost	Call cost	Total cost
----	IT	41	87	0.000	9.249	9.249
----	New Extensions	293	292	0.000	73.259	73.259
----	Operations	174	166	0.000	44.720	44.720
----	Reception	276	41	0.000	13.633	13.633
----	Sales	155	170	0.000	45.888	45.888
----	Services	118	168	0.000	25.171	25.171
----	Technical support	183	218	0.000	61.151	61.151
----	Voicemail Ports	378	21	0.000	4.820	4.820
1201	Reception	0	4	0.000	3.975	3.975
1201	Services	0	4	0.000	0.272	0.272
1202	Operations	0	4	0.000	2.696	2.696
1202	Reception	0	1	0.000	0.037	0.037
1202	Services	0	1	0.000	1.022	1.022
1203	New Extensions	0	5	0.000	1.587	1.587
1203	Sales	0	3	0.000	0.526	0.526
1204	New Extensions	0	5	0.000	0.363	0.363
1204	Sales	0	3	0.000	0.128	0.128
1205	New Extensions	0	3	0.000	0.224	0.224
1205	Operations	0	8	0.000	2.732	2.732
1205	Reception	0	4	0.000	1.834	1.834
TOTALS		**1618**	**1208**	**0.000**	**293.285**	**293.285**

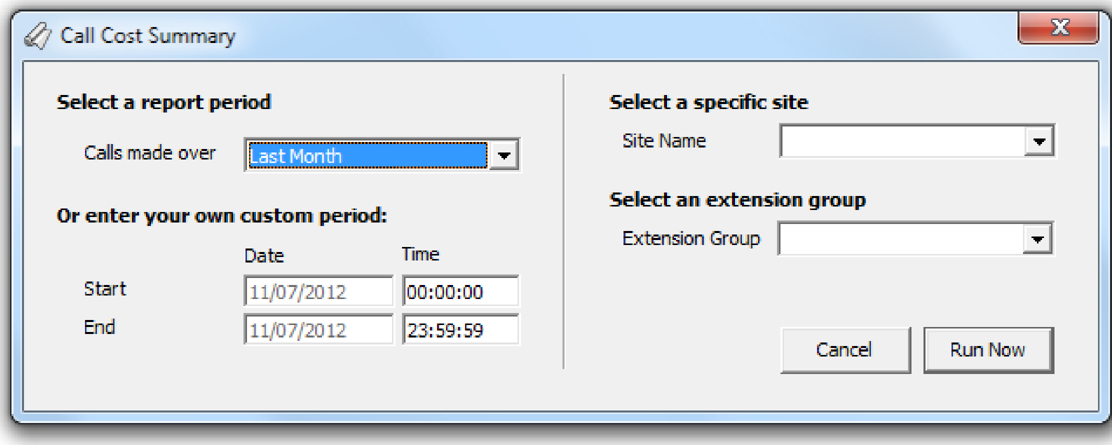
Back Close Save Print Fwd

Running the report

Access the **Reports** screen, select the `Call Cost Summary` report from the list and click on the Run now button.

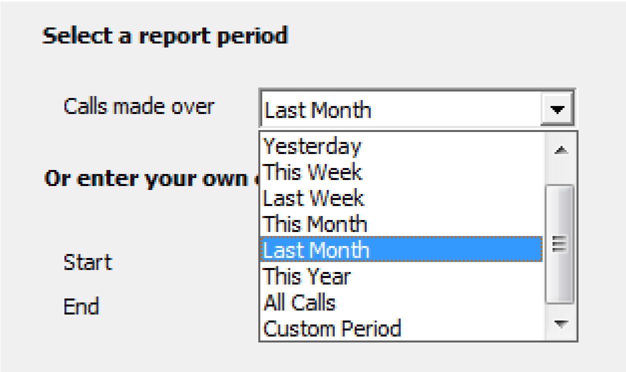


A new window will open, allowing you to configure the parameters of your report:



Select a report period

For each report, you must specify a time span that covers the calls you want the report to include.



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 `23:59:59`.
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 drop-down list and specifying your own `Start` and `End` dates, as shown below:

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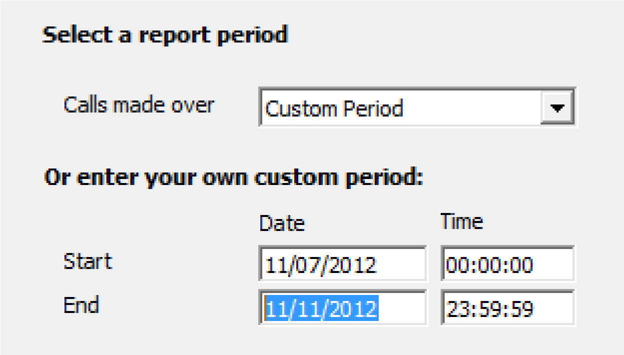
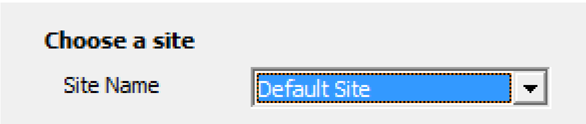


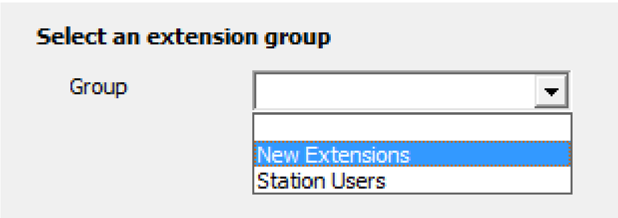
Choose a site

If your system is set up to log multiple sites, you can select a particular site from the drop-down list. To report on all sites, select the blank line.



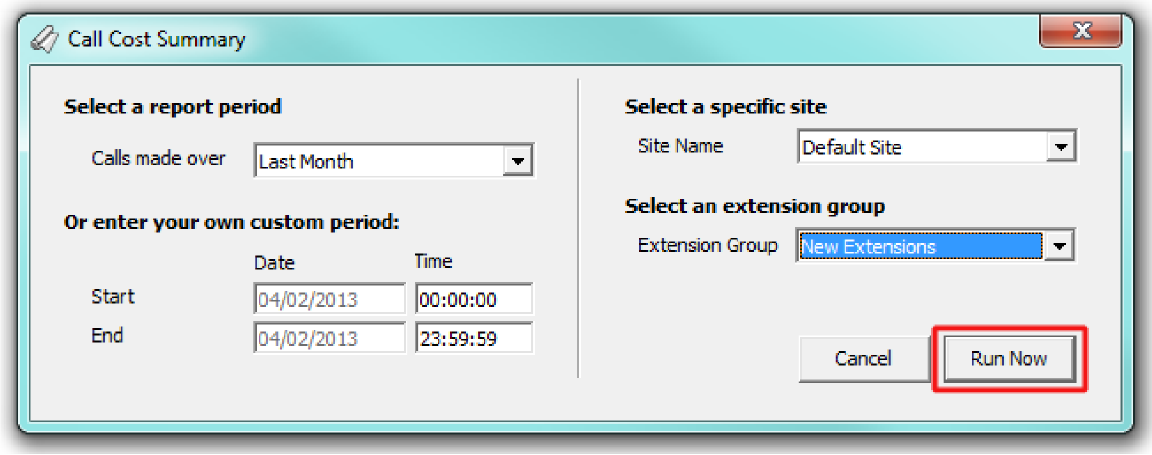
Select an extension group

To further limit your report's results, you can select a particular group to report on, or leave blank to report on all groups



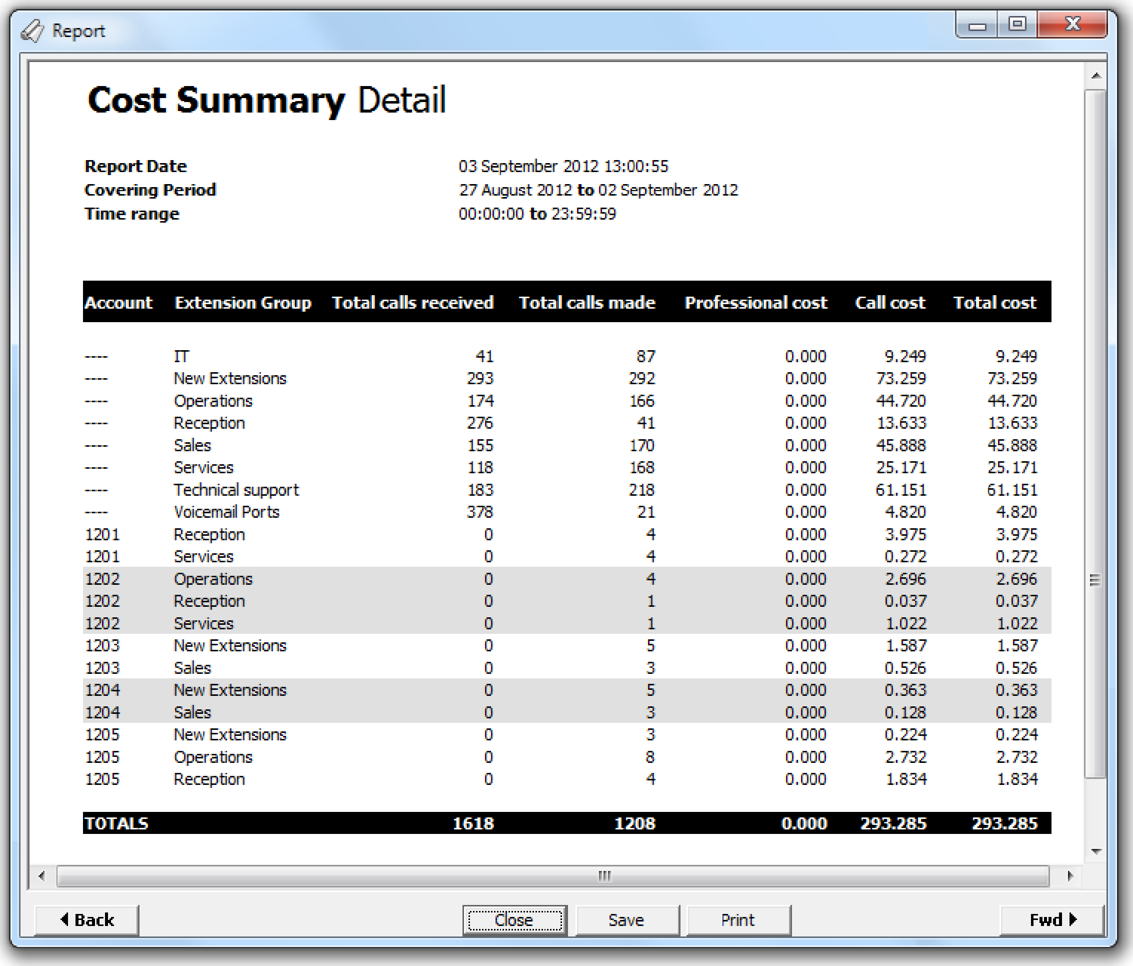
Creating the report

When you have selected a reporting period and have chosen the report's criteria, click on the Run now button, as shown below:



The report's results

The report's results will display a summary of the costs and markup charges applied to your calls, grouped by account code. When no account code is present but a markup charge has been assigned to departments to cover overheads, the cost summary will be displayed against the extension group.



Cost Summary Detail

Report Date	03 September 2012 13:00:55
Covering Period	27 August 2012 **to** 02 September 2012
Time range	00:00:00 **to** 23:59:59

Account	Extension Group	Total calls received	Total calls made	Professional cost	Call cost	Total cost
----	IT	41	87	0.000	9.249	9.249
----	New Extensions	293	292	0.000	73.259	73.259
----	Operations	174	166	0.000	44.720	44.720
----	Reception	276	41	0.000	13.633	13.633
----	Sales	155	170	0.000	45.888	45.888
----	Services	118	168	0.000	25.171	25.171
----	Technical support	183	218	0.000	61.151	61.151
----	Voicemail Ports	378	21	0.000	4.820	4.820
1201	Reception	0	4	0.000	3.975	3.975
1201	Services	0	4	0.000	0.272	0.272
1202	Operations	0	4	0.000	2.696	2.696
1202	Reception	0	1	0.000	0.037	0.037
1202	Services	0	1	0.000	1.022	1.022
1203	New Extensions	0	5	0.000	1.587	1.587
1203	Sales	0	3	0.000	0.526	0.526
1204	New Extensions	0	5	0.000	0.363	0.363
1204	Sales	0	3	0.000	0.128	0.128
1205	New Extensions	0	3	0.000	0.224	0.224
1205	Operations	0	8	0.000	2.732	2.732
1205	Reception	0	4	0.000	1.834	1.834
TOTALS		**1618**	**1208**	**0.000**	**293.285**	**293.285**

The header of the report will display its title, any friendly name you assigned to it, the period of the report and any options you have selected in the report's selection criteria window.

The body of the report is presented in tabular form and each column header contained in the report is described in the table below:

Column header	Description
Account	The account code associated with this cost summary.
Extension Group	The name of the extension group.
Total calls received	The total number of calls received by this account code/extension group.
Total calls made	The total number of calls made by this account code/extension group.
Professional cost	The markup charge that has been added to the cost of calls for the associated account code/extension group.
Call cost	The total cost of calls excluding any mark-up charges.
Total cost	The total cost of calls including any mark-up charges.

First & Last Calls

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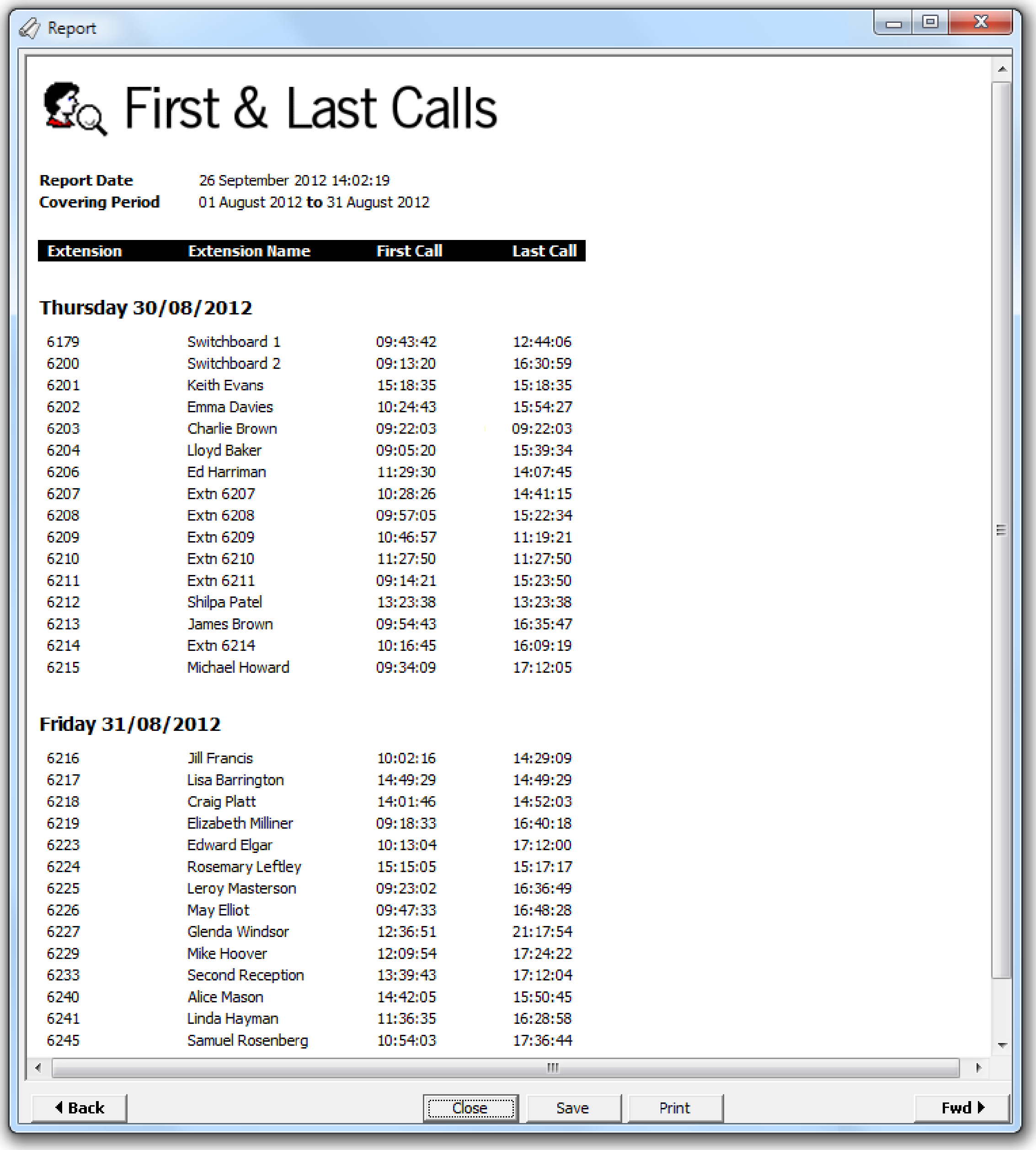
First & Last Calls

Introduction

The First & Last Calls report allows you to identify the first and last call that took place in your organisation, for any selected entity.



Report

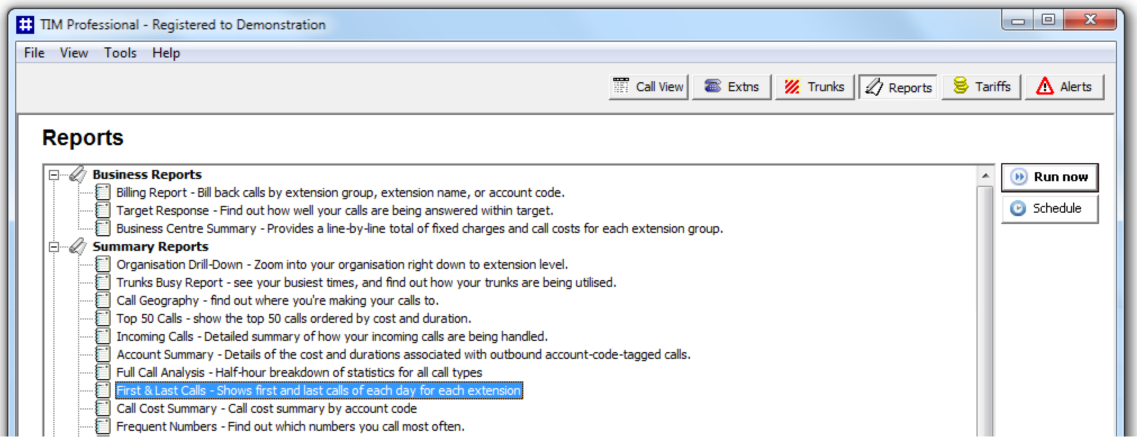
First & Last Calls

Report Date 26 September 2012 14:02:19
Covering Period 01 August 2012 **to** 31 August 2012

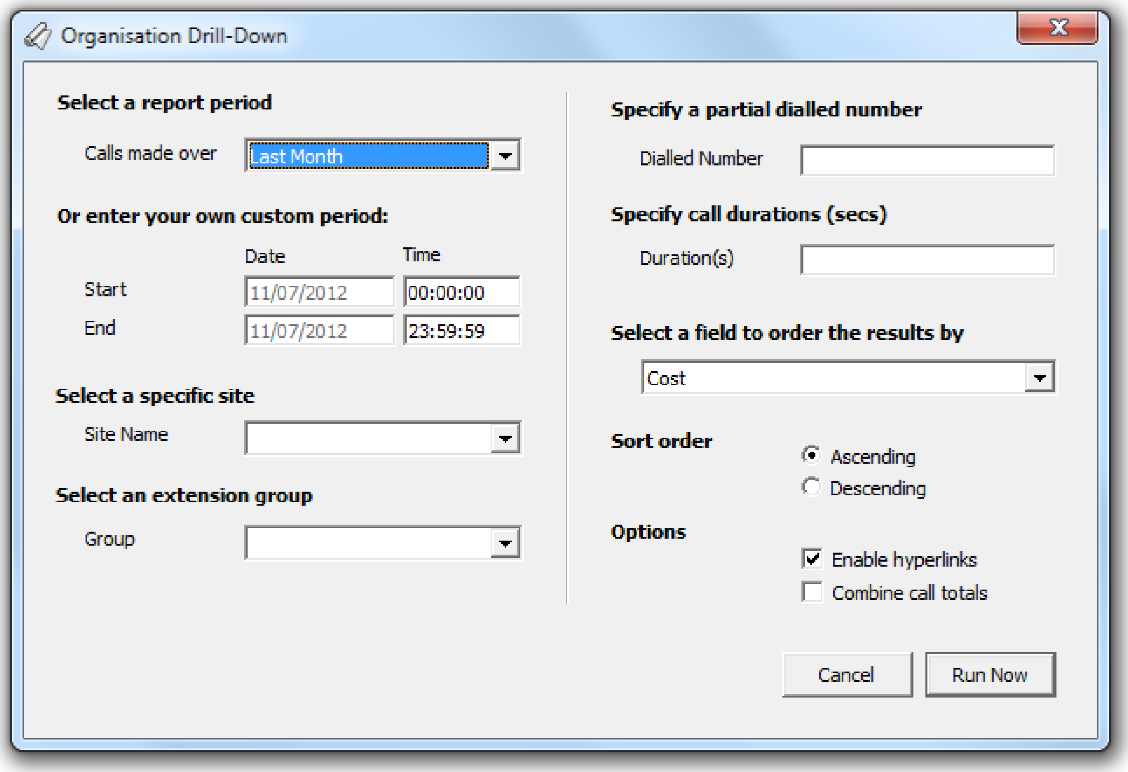
Extension	Extension Name	First Call	Last Call
Thursday 30/08/2012			
6179	Switchboard 1	09:43:42	12:44:06
6200	Switchboard 2	09:13:20	16:30:59
6201	Keith Evans	15:18:35	15:18:35
6202	Emma Davies	10:24:43	15:54:27
6203	Charlie Brown	09:22:03	09:22:03
6204	Lloyd Baker	09:05:20	15:39:34
6206	Ed Harriman	11:29:30	14:07:45
6207	Extn 6207	10:28:26	14:41:15
6208	Extn 6208	09:57:05	15:22:34
6209	Extn 6209	10:46:57	11:19:21
6210	Extn 6210	11:27:50	11:27:50
6211	Extn 6211	09:14:21	15:23:50
6212	Shilpa Patel	13:23:38	13:23:38
6213	James Brown	09:54:43	16:35:47
6214	Extn 6214	10:16:45	16:09:19
6215	Michael Howard	09:34:09	17:12:05
Friday 31/08/2012			
6216	Jill Francis	10:02:16	14:29:09
6217	Lisa Barrington	14:49:29	14:49:29
6218	Craig Platt	14:01:46	14:52:03
6219	Elizabeth Milliner	09:18:33	16:40:18
6223	Edward Elgar	10:13:04	17:12:00
6224	Rosemary Leftley	15:15:05	15:17:17
6225	Leroy Masterson	09:23:02	16:36:49
6226	May Elliot	09:47:33	16:48:28
6227	Glenda Windsor	12:36:51	21:17:54
6229	Mike Hoover	12:09:54	17:24:22
6233	Second Reception	13:39:43	17:12:04
6240	Alice Mason	14:42:05	15:50:45
6241	Linda Hayman	11:36:35	16:28:58
6245	Samuel Rosenberg	10:54:03	17:36:44

Running the report

Access the **`Reports`** screen, select the **`First & Last Calls`** report from the list and click on the Run now button.

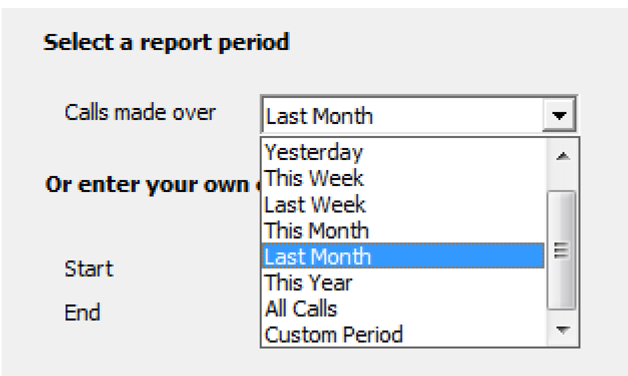


A new window will open, allowing you to configure the parameters of your report:



Select a report period

For each report, you must specify a time span that covers the calls you want the report to include.



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:

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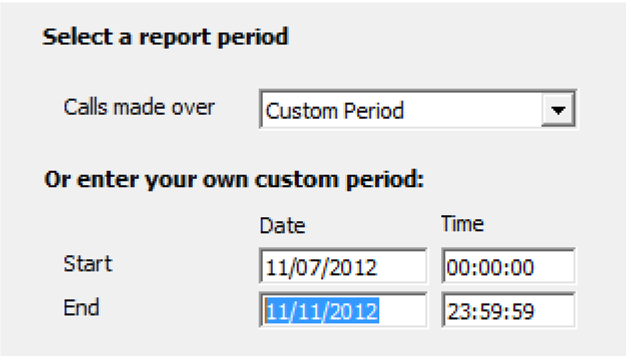
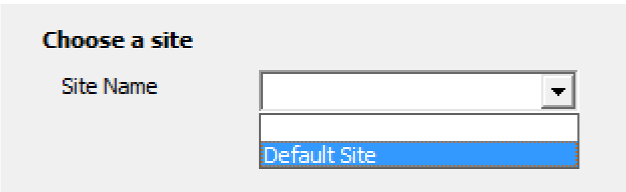
Period	Description
Today	The start and end dates are set to the current date. The start time is set to `00:00:00` and the end time to `23:59:59`.
Yesterday	The start and end dates are set to the current date minus one day. The start time is set to `00:00:00` and the end time to `23:59:59`.
This week	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 drop-down list and specifying your own `Start` and `End` dates, as shown below:



Choose a site

If your system is set up to log multiple sites, you can select a particular site from the drop-down list. To report on all sites, select the blank line.



Select an extension group (optional)

To further limit your report's results, you can select a particular group to report on, or leave blank to report on all groups.

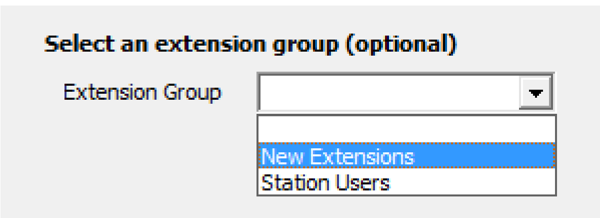


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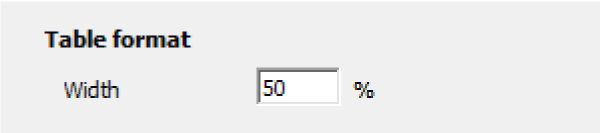
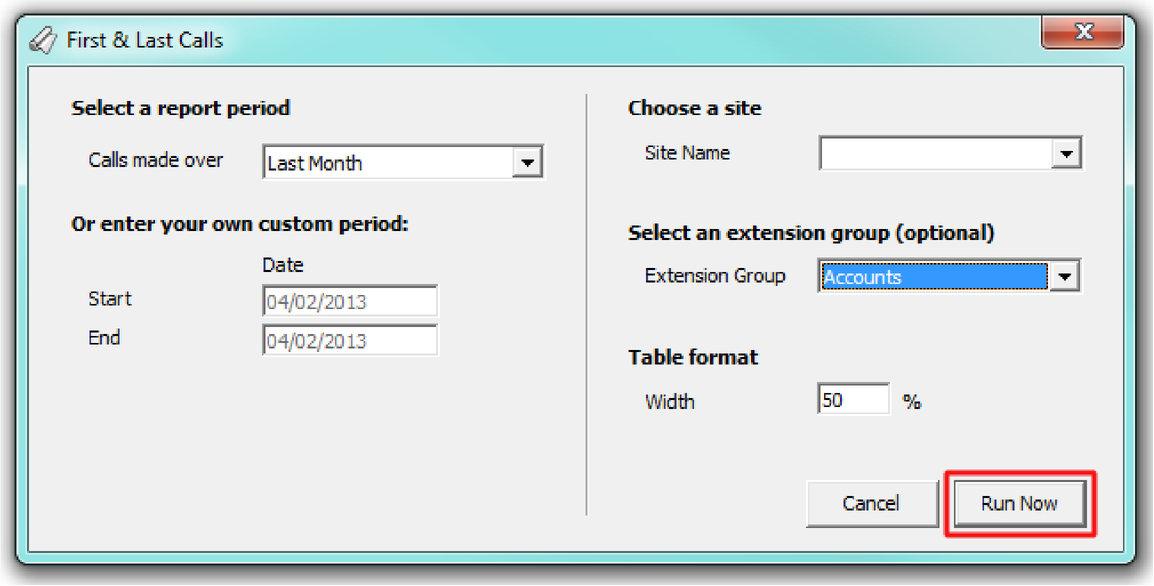
Table format

The report's results will be displayed in a table, whose default width is 50%. To change the width of the table, enter the desired percentage in the box provided, as shown below:



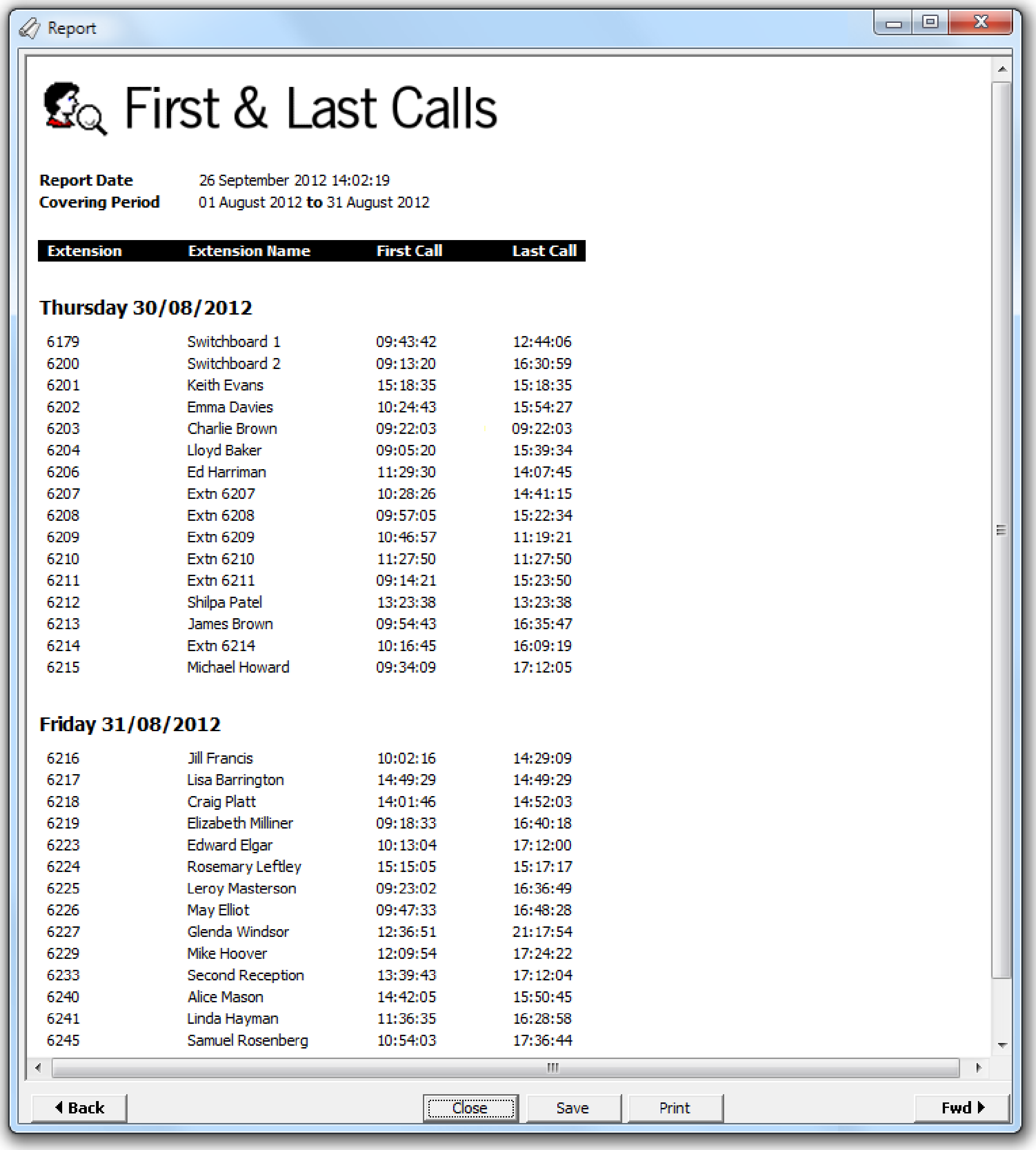
Creating the report

When you have selected a reporting period and have chosen the report's criteria, click on the Run now button, as shown below:



The report's results

Below is an example of this report's output:



Report

First & Last Calls

Report Date 26 September 2012 14:02:19
Covering Period 01 August 2012 **to** 31 August 2012

Extension	Extension Name	First Call	Last Call
Thursday 30/08/2012			
6179	Switchboard 1	09:43:42	12:44:06
6200	Switchboard 2	09:13:20	16:30:59
6201	Keith Evans	15:18:35	15:18:35
6202	Emma Davies	10:24:43	15:54:27
6203	Charlie Brown	09:22:03	09:22:03
6204	Lloyd Baker	09:05:20	15:39:34
6206	Ed Harriman	11:29:30	14:07:45
6207	Extn 6207	10:28:26	14:41:15
6208	Extn 6208	09:57:05	15:22:34
6209	Extn 6209	10:46:57	11:19:21
6210	Extn 6210	11:27:50	11:27:50
6211	Extn 6211	09:14:21	15:23:50
6212	Shilpa Patel	13:23:38	13:23:38
6213	James Brown	09:54:43	16:35:47
6214	Extn 6214	10:16:45	16:09:19
6215	Michael Howard	09:34:09	17:12:05
Friday 31/08/2012			
6216	Jill Francis	10:02:16	14:29:09
6217	Lisa Barrington	14:49:29	14:49:29
6218	Craig Platt	14:01:46	14:52:03
6219	Elizabeth Milliner	09:18:33	16:40:18
6223	Edward Elgar	10:13:04	17:12:00
6224	Rosemary Leftley	15:15:05	15:17:17
6225	Leroy Masterson	09:23:02	16:36:49
6226	May Elliot	09:47:33	16:48:28
6227	Glenda Windsor	12:36:51	21:17:54
6229	Mike Hoover	12:09:54	17:24:22
6233	Second Reception	13:39:43	17:12:04
6240	Alice Mason	14:42:05	15:50:45
6241	Linda Hayman	11:36:35	16:28:58
6245	Samuel Rosenberg	10:54:03	17:36:44

Back Close Save Print Fwd

The header of the report will display its title, any friendly name you assigned to it, the period of the report and any options you have selected in the report's selection criteria window.

The body of the report will display in a table containing the following column headers:

Column header	Description
Extension	The extension number of the user
Extension Name	The name of the person associated with the extension
First Call	The time the first call of the day took place
Last Call	The time the last call of the day took place

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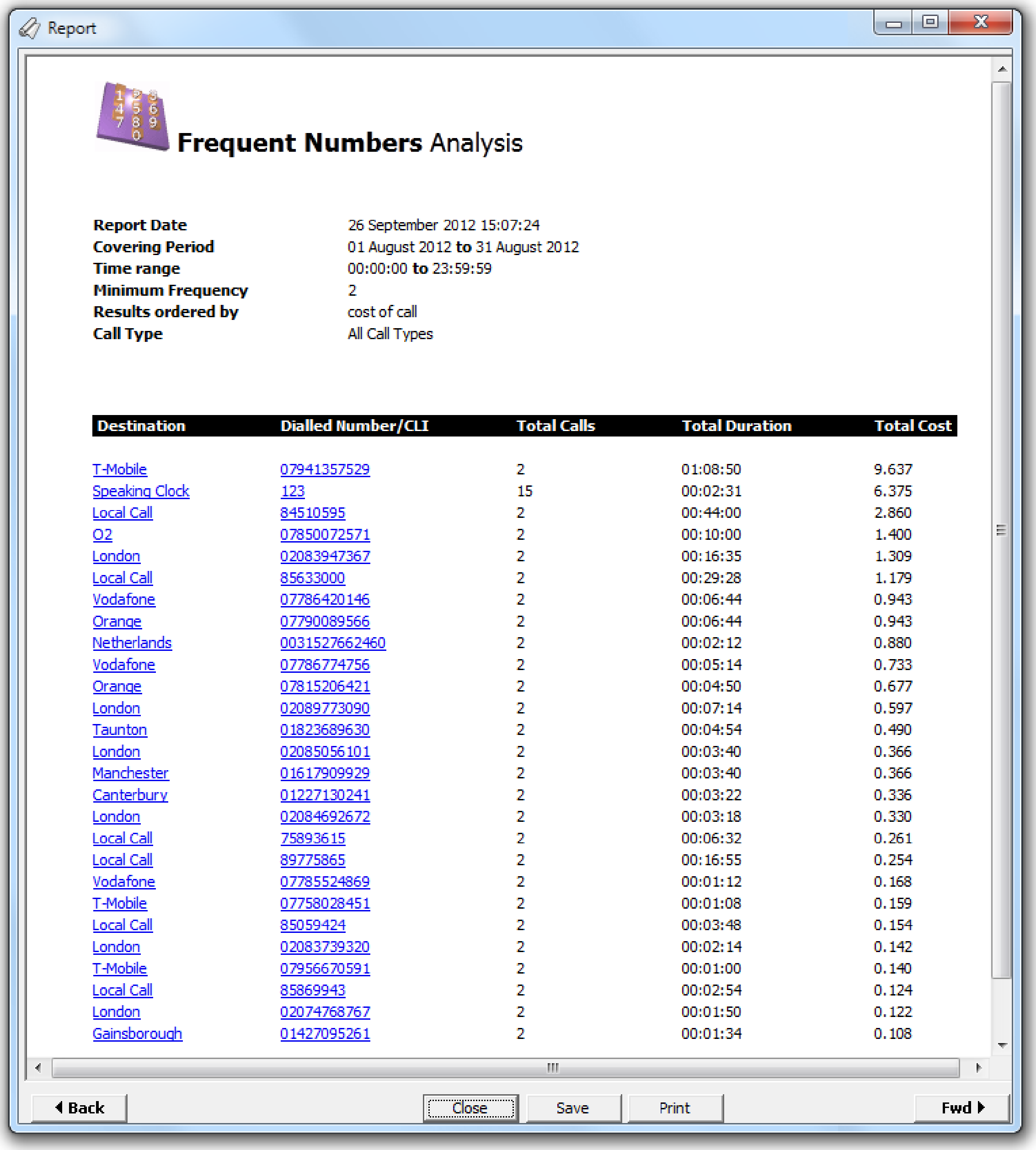
Frequent Numbers

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 determine if private circuits to your commonly-called destinations would be beneficial; it can also help you negotiate call rates with your network provider.


Report

Frequent Numbers Analysis

Report Date	26 September 2012 15:07:24
Covering Period	01 August 2012 **to** 31 August 2012
Time range	00:00:00 **to** 23:59:59
Minimum Frequency	2
Results ordered by	cost of call
Call Type	All Call Types

Destination	Dialled Number/CLI	Total Calls	Total Duration	Total Cost
T-Mobile	07941357529	2	01:08:50	9.637
Speaking Clock	123	15	00:02:31	6.375
Local Call	84510595	2	00:44:00	2.860
O2	07850072571	2	00:10:00	1.400
London	02083947367	2	00:16:35	1.309
Local Call	85633000	2	00:29:28	1.179
Vodafone	07786420146	2	00:06:44	0.943
Orange	07790089566	2	00:06:44	0.943
Netherlands	0031527662460	2	00:02:12	0.880
Vodafone	07786774756	2	00:05:14	0.733
Orange	07815206421	2	00:04:50	0.677
London	02089773090	2	00:07:14	0.597
Taunton	01823689630	2	00:04:54	0.490
London	02085056101	2	00:03:40	0.366
Manchester	01617909929	2	00:03:40	0.366
Canterbury	01227130241	2	00:03:22	0.336
London	02084692672	2	00:03:18	0.330
Local Call	75893615	2	00:06:32	0.261
Local Call	89775865	2	00:16:55	0.254
Vodafone	07785524869	2	00:01:12	0.168
T-Mobile	07758028451	2	00:01:08	0.159
Local Call	85059424	2	00:03:48	0.154
London	02083739320	2	00:02:14	0.142
T-Mobile	07956670591	2	00:01:00	0.140
Local Call	85869943	2	00:02:54	0.124
London	02074768767	2	00:01:50	0.122
Gainsborough	01427095261	2	00:01:34	0.108

Back Close Save Print Fwd

Running the report

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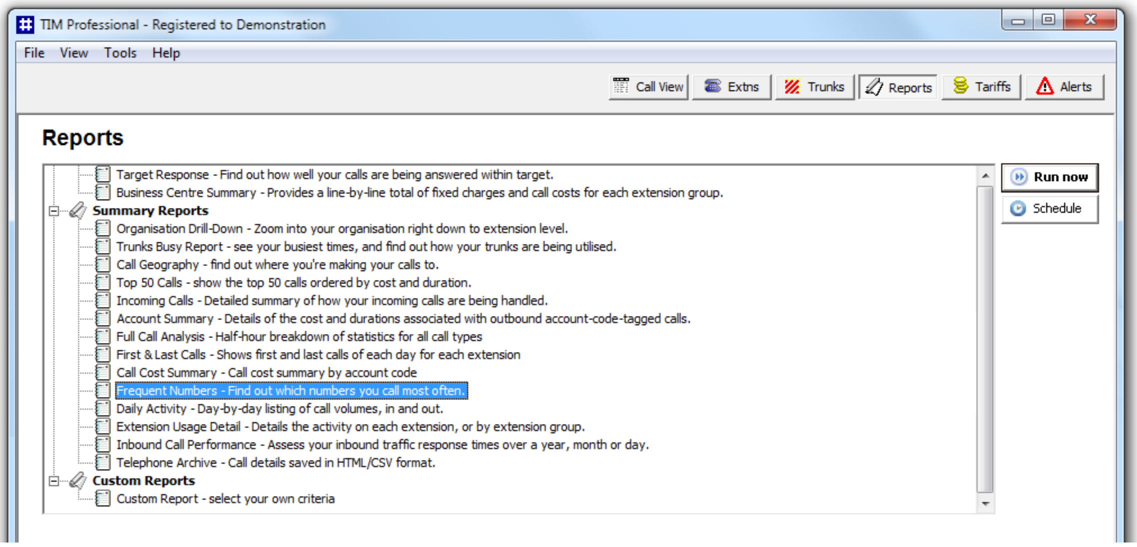
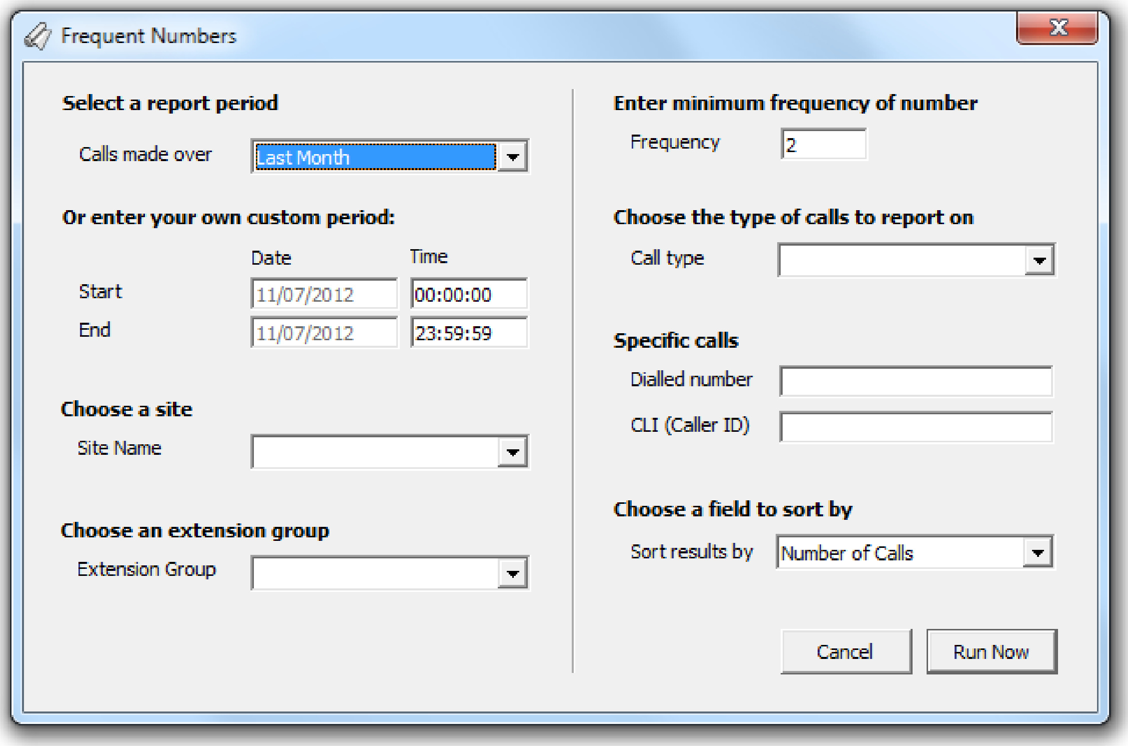
Access the **Reports** screen, select the **Frequent numbers** report from the list and click on the Run now button.

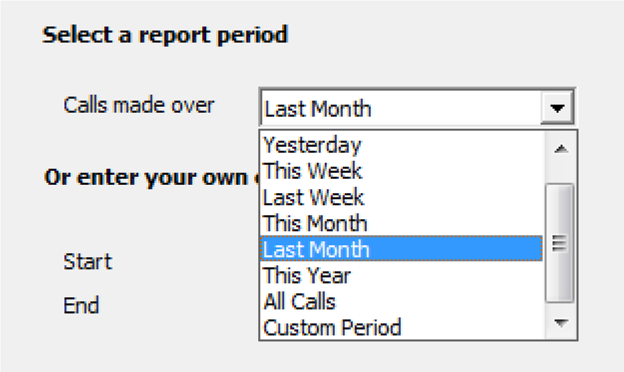


A new window will open, allowing you to configure the parameters of your report:



Select a report period

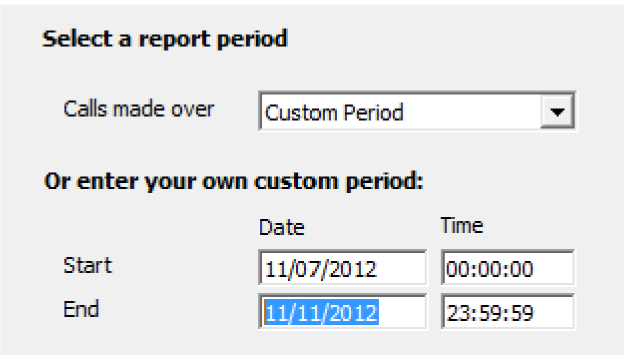
For each report, you must specify a time span that covers the calls you want the report to include.



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 `23:59:59`.
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 drop-down list and specifying your own `Start` and `End` dates, as shown below:



Choose a site

If your system is set up to log multiple sites, you can select a particular site from the drop-down list. To report on all sites, select the blank line.

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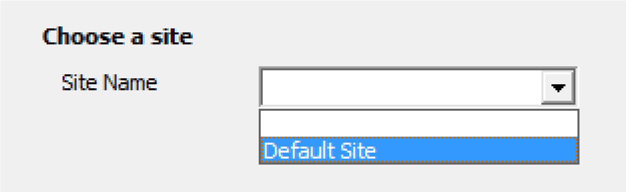
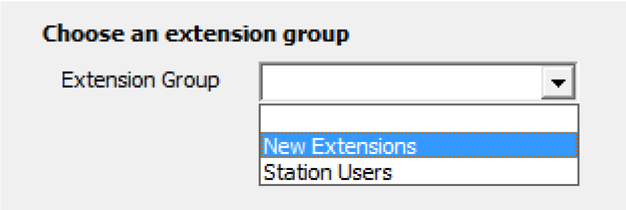


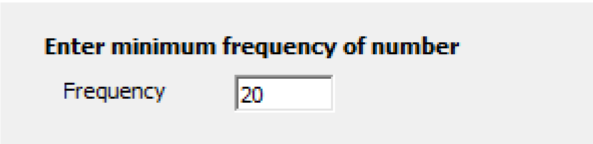
Choose an extension group

To further limit your report's results, you can select a particular group to report on from the drop-down list. To report on all extension groups, select the blank line.



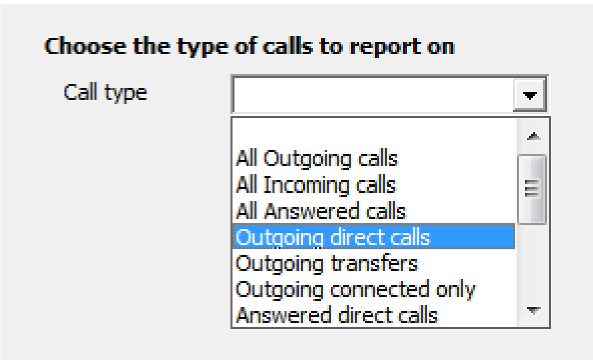
Enter minimum frequency of number

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:



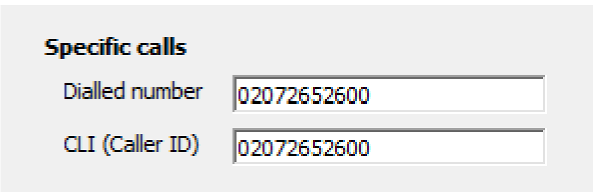
Choose the type of calls to report on

This option 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 a specific type of call, select it from the drop-down list:



Specific calls

If you want to report on calls from or to a specific number, enter a full or partial number in the **`Dialled number`** or **`CLI (Caller ID)`** field , as shown below:



Choose a field to sort by

By default, the report's results are ordered by the total number of calls contained in the report. To sort the results by a different column, select it from the drop-down list.

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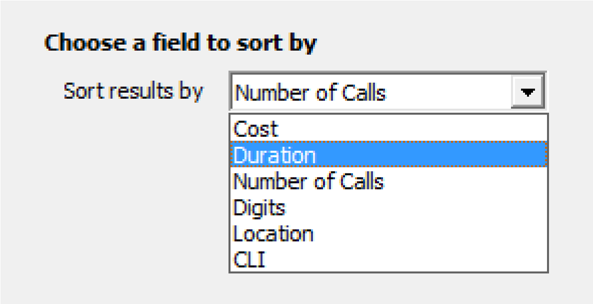
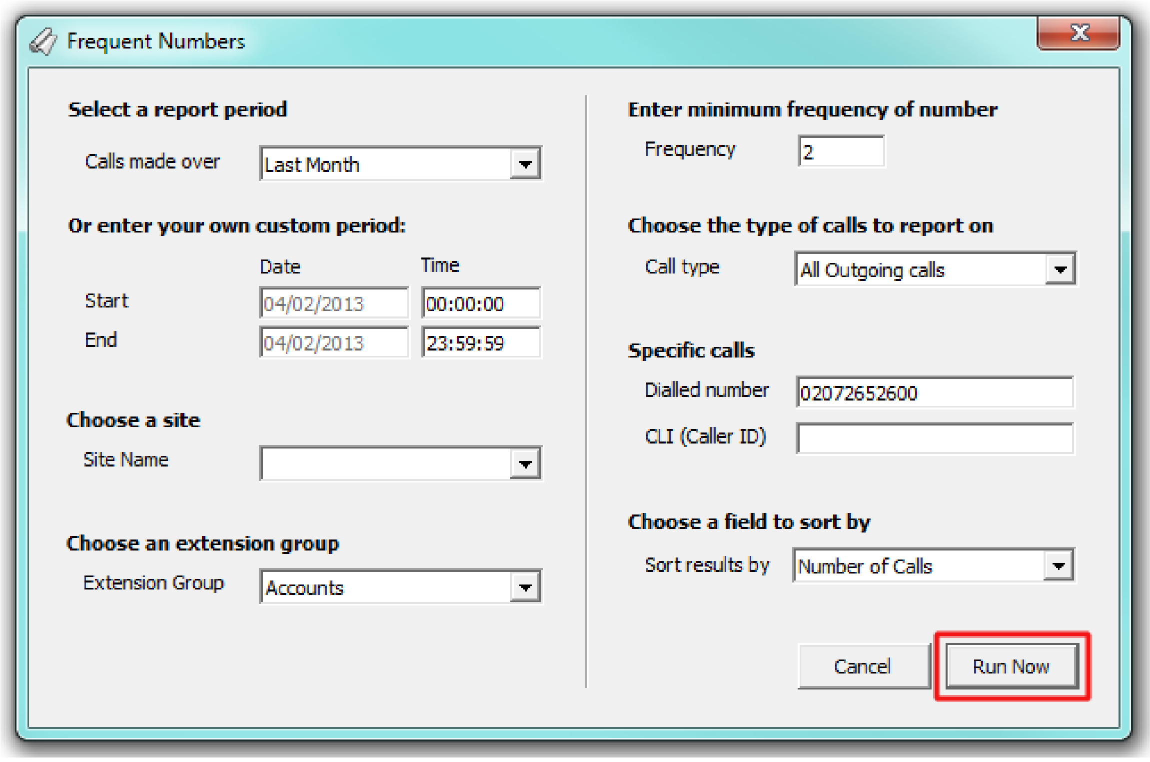


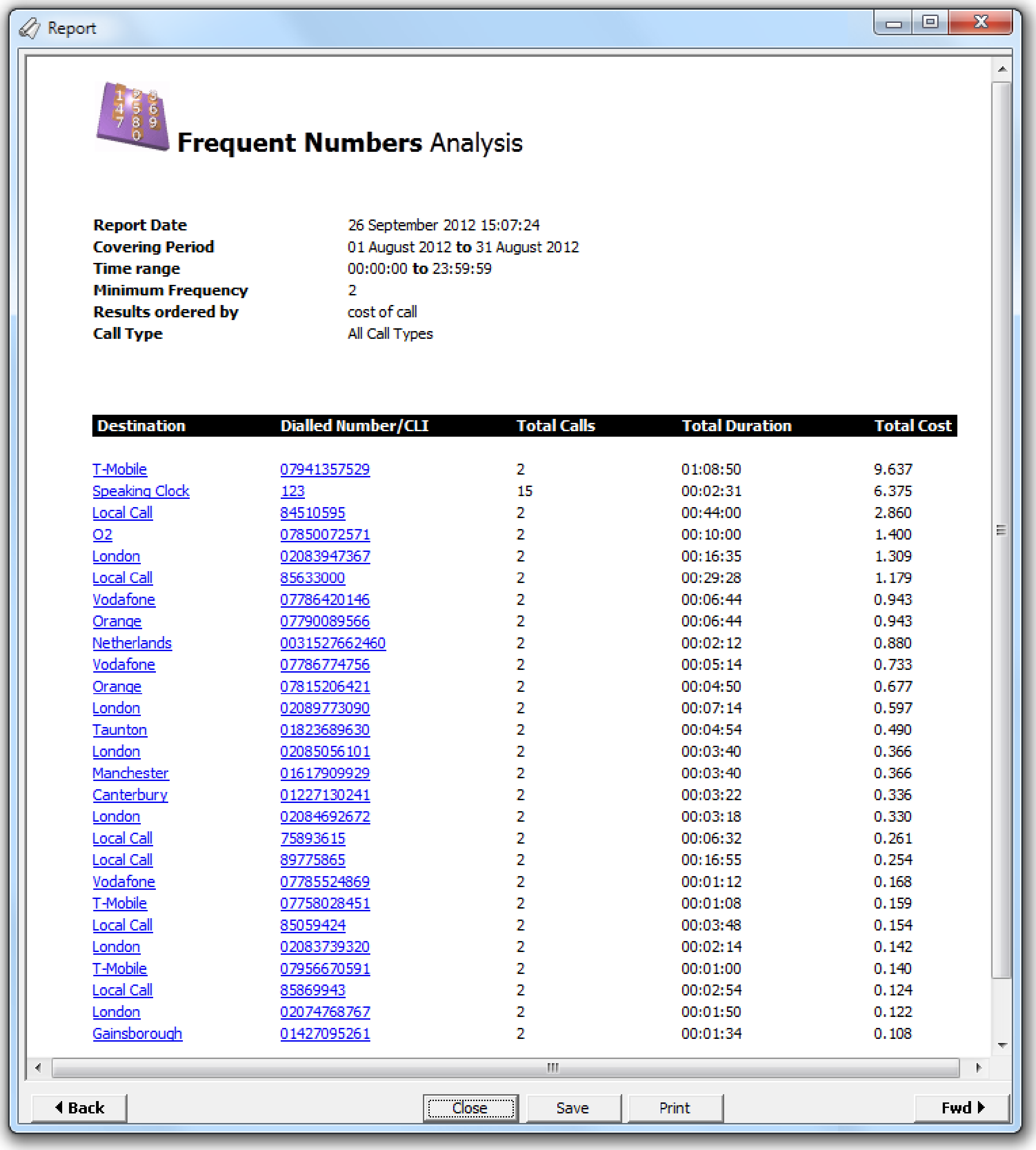
Creating the report

When you have selected a reporting period and have chosen the report's criteria, click on the Run now button, as shown below:



The report's results

Below is an example of this report's output:



Report

Frequent Numbers Analysis

Report Date	26 September 2012 15:07:24
Covering Period	01 August 2012 **to** 31 August 2012
Time range	00:00:00 **to** 23:59:59
Minimum Frequency	2
Results ordered by	cost of call
Call Type	All Call Types

Destination	Dialled Number/CLI	Total Calls	Total Duration	Total Cost
T-Mobile	07941357529	2	01:08:50	9.637
Speaking Clock	123	15	00:02:31	6.375
Local Call	84510595	2	00:44:00	2.860
O2	07850072571	2	00:10:00	1.400
London	02083947367	2	00:16:35	1.309
Local Call	85633000	2	00:29:28	1.179
Vodafone	07786420146	2	00:06:44	0.943
Orange	07790089566	2	00:06:44	0.943
Netherlands	0031527662460	2	00:02:12	0.880
Vodafone	07786774756	2	00:05:14	0.733
Orange	07815206421	2	00:04:50	0.677
London	02089773090	2	00:07:14	0.597
Taunton	01823689630	2	00:04:54	0.490
London	02085056101	2	00:03:40	0.366
Manchester	01617909929	2	00:03:40	0.366
Canterbury	01227130241	2	00:03:22	0.336
London	02084692672	2	00:03:18	0.330
Local Call	75893615	2	00:06:32	0.261
Local Call	89775865	2	00:16:55	0.254
Vodafone	07785524869	2	00:01:12	0.168
T-Mobile	07758028451	2	00:01:08	0.159
Local Call	85059424	2	00:03:48	0.154
London	02083739320	2	00:02:14	0.142
T-Mobile	07956670591	2	00:01:00	0.140
Local Call	85869943	2	00:02:54	0.124
London	02074768767	2	00:01:50	0.122
Gainsborough	01427095261	2	00:01:34	0.108

The header of the report will display its title, any friendly name you assigned to it, the period of the report and any options you have selected in the report's selection criteria window.

The body of the report consists of a detailed table displaying a summary of each frequently-called destination. Each column header of the table is described below:

Column header	Description
Destination	Displays the destination of the call (e.g. India, London etc.).
Dialled Number	The dialled number that was frequently called.
Total Calls	The number of calls made to that specific number.
Total Duration	The total time elapsed calling the specific number.
Total Cost	The total cost of calls to that number.

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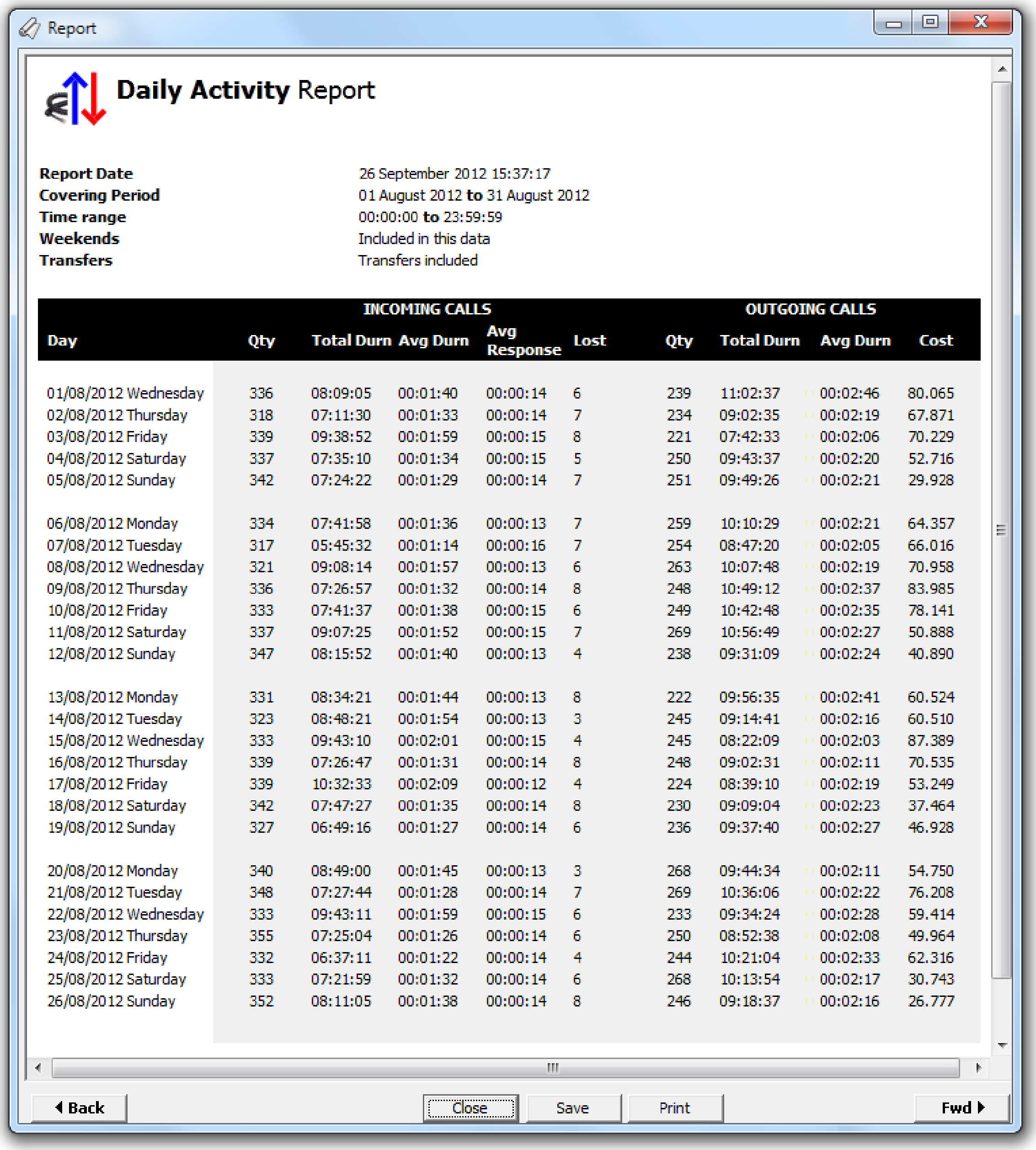
Daily Activity

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.



Report

Daily Activity Report

Report Date	26 September 2012 15:37:17
Covering Period	01 August 2012 **to** 31 August 2012
Time range	00:00:00 **to** 23:59:59
Weekends	Included in this data
Transfers	Transfers included

	INCOMING CALLS					OUTGOING CALLS			
Day	**Qty**	**Total Durn**	**Avg Durn**	**Avg Response**	**Lost**	**Qty**	**Total Durn**	**Avg Durn**	**Cost**
01/08/2012 Wednesday	336	08:09:05	00:01:40	00:00:14	6	239	11:02:37	00:02:46	80.065
02/08/2012 Thursday	318	07:11:30	00:01:33	00:00:14	7	234	09:02:35	00:02:19	67.871
03/08/2012 Friday	339	09:38:52	00:01:59	00:00:15	8	221	07:42:33	00:02:06	70.229
04/08/2012 Saturday	337	07:35:10	00:01:34	00:00:15	5	250	09:43:37	00:02:20	52.716
05/08/2012 Sunday	342	07:24:22	00:01:29	00:00:14	7	251	09:49:26	00:02:21	29.928
06/08/2012 Monday	334	07:41:58	00:01:36	00:00:13	7	259	10:10:29	00:02:21	64.357
07/08/2012 Tuesday	317	05:45:32	00:01:14	00:00:16	7	254	08:47:20	00:02:05	66.016
08/08/2012 Wednesday	321	09:08:14	00:01:57	00:00:13	6	263	10:07:48	00:02:19	70.958
09/08/2012 Thursday	336	07:26:57	00:01:32	00:00:14	8	248	10:49:12	00:02:37	83.985
10/08/2012 Friday	333	07:41:37	00:01:38	00:00:15	6	249	10:42:48	00:02:35	78.141
11/08/2012 Saturday	337	09:07:25	00:01:52	00:00:15	7	269	10:56:49	00:02:27	50.888
12/08/2012 Sunday	347	08:15:52	00:01:40	00:00:13	4	238	09:31:09	00:02:24	40.890
13/08/2012 Monday	331	08:34:21	00:01:44	00:00:13	8	222	09:56:35	00:02:41	60.524
14/08/2012 Tuesday	323	08:48:21	00:01:54	00:00:13	3	245	09:14:41	00:02:16	60.510
15/08/2012 Wednesday	333	09:43:10	00:02:01	00:00:15	4	245	08:22:09	00:02:03	87.389
16/08/2012 Thursday	339	07:26:47	00:01:31	00:00:14	8	248	09:02:31	00:02:11	70.535
17/08/2012 Friday	339	10:32:33	00:02:09	00:00:12	4	224	08:39:10	00:02:19	53.249
18/08/2012 Saturday	342	07:47:27	00:01:35	00:00:14	8	230	09:09:04	00:02:23	37.464
19/08/2012 Sunday	327	06:49:16	00:01:27	00:00:14	6	236	09:37:40	00:02:27	46.928
20/08/2012 Monday	340	08:49:00	00:01:45	00:00:13	3	268	09:44:34	00:02:11	54.750
21/08/2012 Tuesday	348	07:27:44	00:01:28	00:00:14	7	269	10:36:06	00:02:22	76.208
22/08/2012 Wednesday	333	09:43:11	00:01:59	00:00:15	6	233	09:34:24	00:02:28	59.414
23/08/2012 Thursday	355	07:25:04	00:01:26	00:00:14	6	250	08:52:38	00:02:08	49.964
24/08/2012 Friday	332	06:37:11	00:01:22	00:00:14	4	244	10:21:04	00:02:33	62.316
25/08/2012 Saturday	333	07:21:59	00:01:32	00:00:14	6	268	10:13:54	00:02:17	30.743
26/08/2012 Sunday	352	08:11:05	00:01:38	00:00:14	8	246	09:18:37	00:02:16	26.777

Back | Close | Save | Print | Fwd

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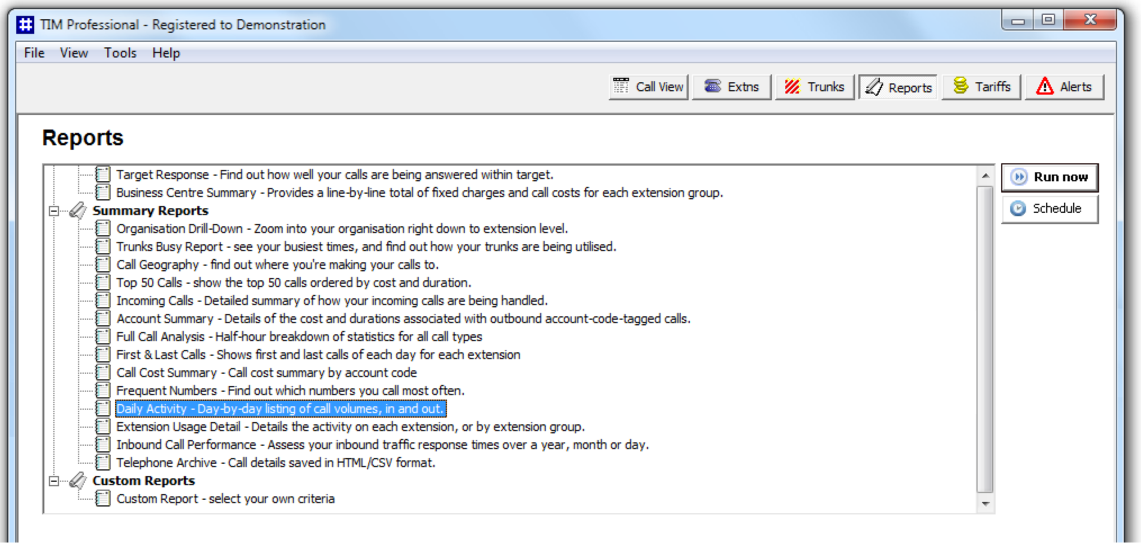
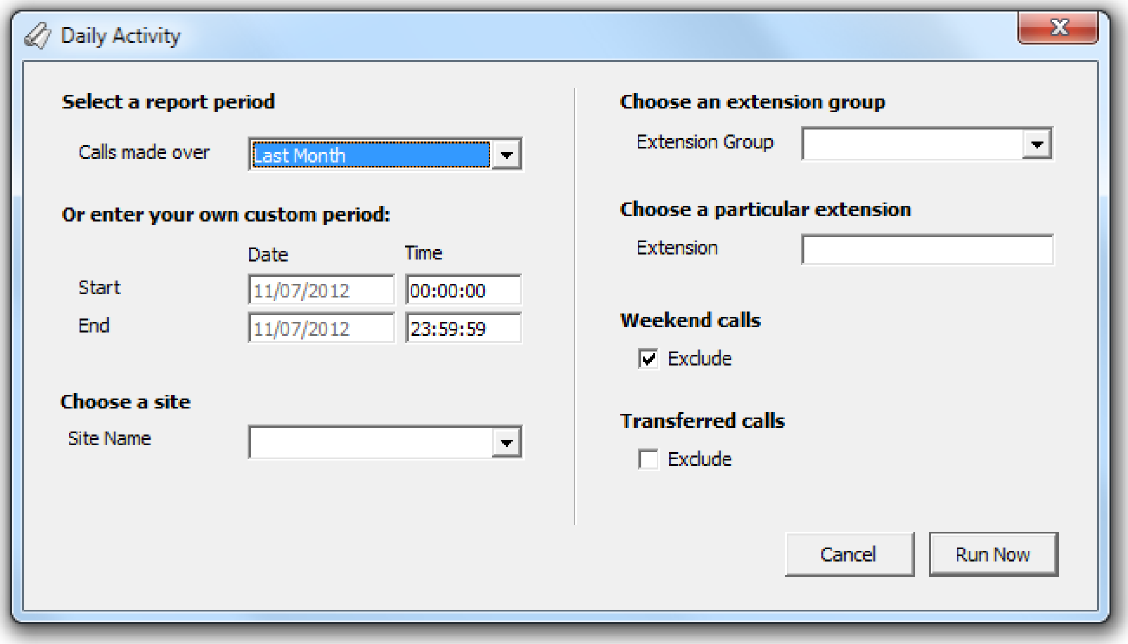
Running the report

Access the `Reports` screen, select the `Daily Activity` from the list and click on the **Run now** button.

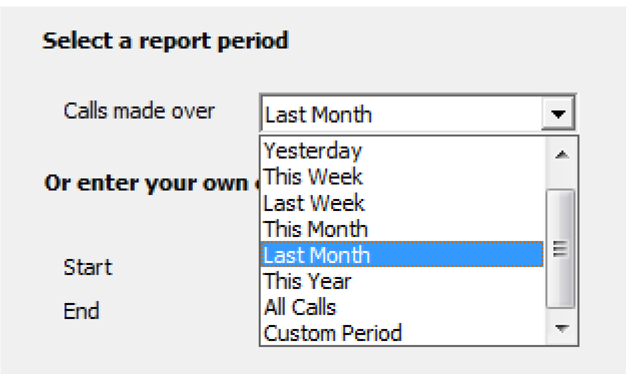


A new window will open, allowing you to configure the parameters of your report:



Select a report period

For each report, you must specify a time span that covers the calls you want the report to include.



There are several preset reporting periods available for selection, based on the standard Gregorian calendar. The following table describes

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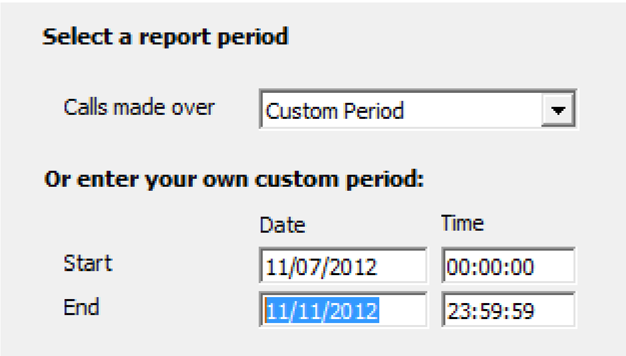
how the start and end times are defined for each preset period:

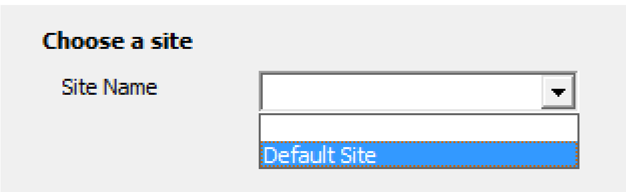
Period	Description
Today	The start and end dates are set to the current date. The start time is set to `00:00:00` and the end time to `23:59:59`.
Yesterday	The start and end dates are set to the current date minus one day. The start time is set to `00:00:00` and the end time to `23:59:59`.
This week	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 drop-down list and specifying your own `Start` and `End` dates, as shown below:



Choose a site

If your system is set up to log multiple sites, you can select a particular site from the drop-down list. To report on all sites, select the blank line.



Choose an extension group

To monitor the call activity for a specific department, select an extension group from the drop-down list. To report on all extension groups, select the blank line.

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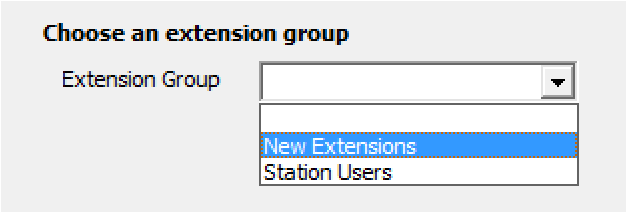
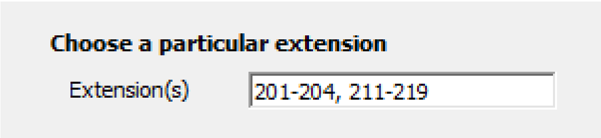


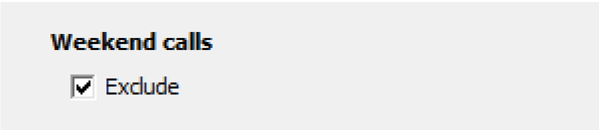
Choose a particular extension

You can choose to report on a single extension or a range of extensions, by entering the details in the box provided, as shown below:



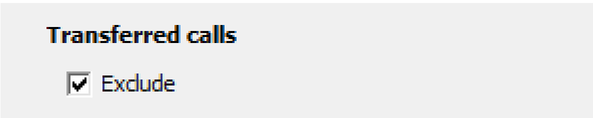
Weekend calls

Calls made at weekends may distort the result of the report. To exclude such calls, tick the `Exclude` box, as shown below:



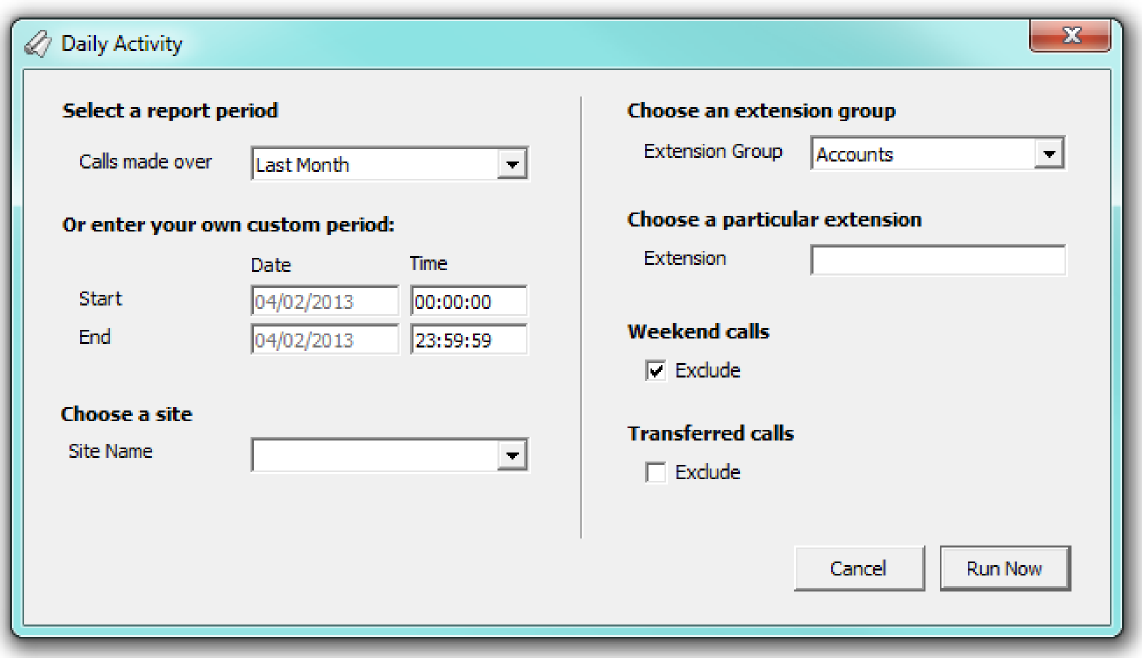
Transferred calls

If you want to report only on direct calls and exclude those transferred from another party, tick the `Exclude` box, as shown below:



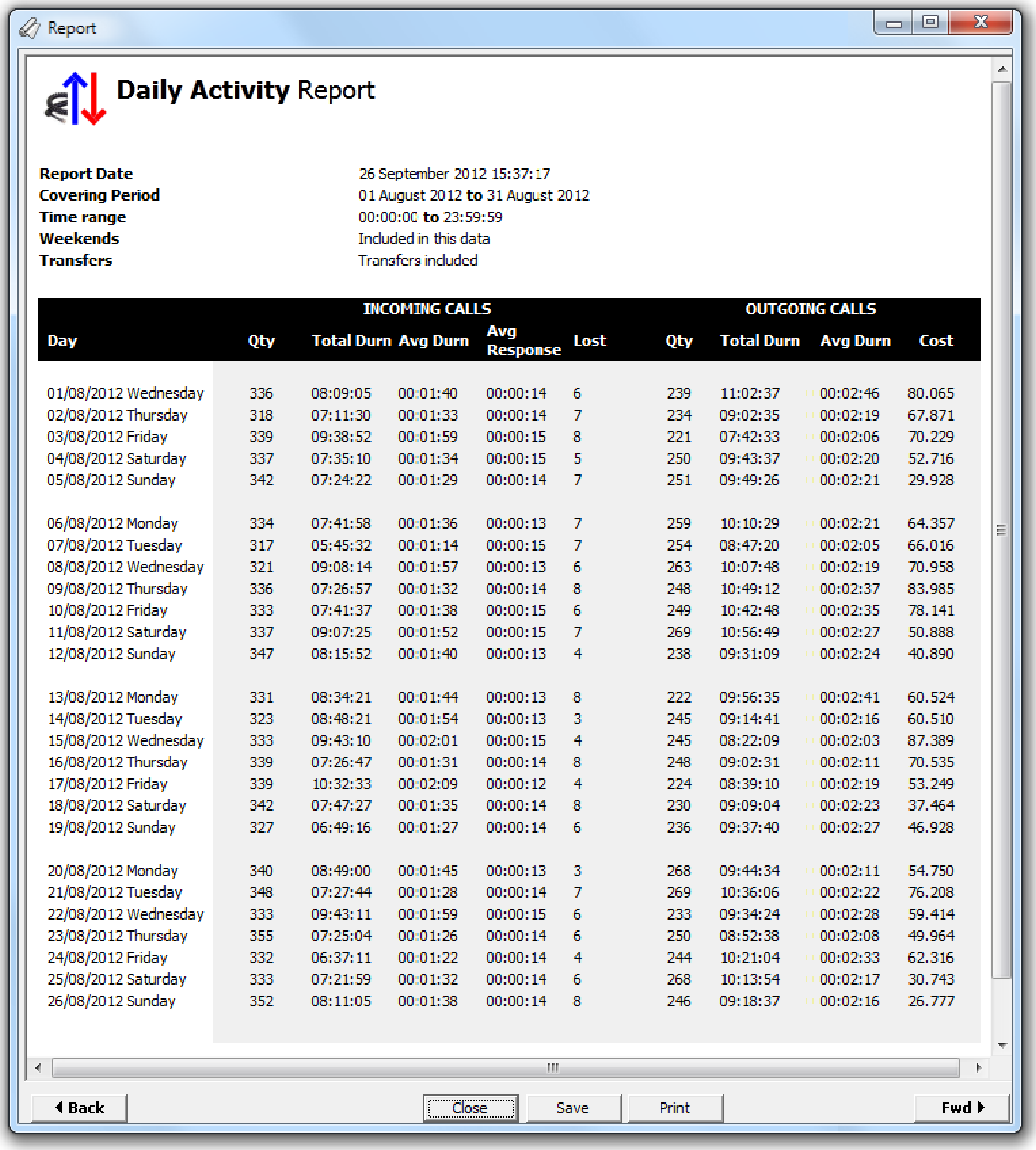
Creating the report

When you have selected a reporting period and have chosen the report's criteria, click on the Run now button, as shown below:



The report's results

Below is an example of this report's output, displaying the total volume of all inbound and outbound calls for each day.



Report

Daily Activity Report

Report Date	26 September 2012 15:37:17
Covering Period	01 August 2012 **to** 31 August 2012
Time range	00:00:00 **to** 23:59:59
Weekends	Included in this data
Transfers	Transfers included

	INCOMING CALLS					OUTGOING CALLS			
Day	**Qty**	**Total Durn**	**Avg Durn**	**Avg Response**	**Lost**	**Qty**	**Total Durn**	**Avg Durn**	**Cost**
01/08/2012 Wednesday	336	08:09:05	00:01:40	00:00:14	6	239	11:02:37	00:02:46	80.065
02/08/2012 Thursday	318	07:11:30	00:01:33	00:00:14	7	234	09:02:35	00:02:19	67.871
03/08/2012 Friday	339	09:38:52	00:01:59	00:00:15	8	221	07:42:33	00:02:06	70.229
04/08/2012 Saturday	337	07:35:10	00:01:34	00:00:15	5	250	09:43:37	00:02:20	52.716
05/08/2012 Sunday	342	07:24:22	00:01:29	00:00:14	7	251	09:49:26	00:02:21	29.928
06/08/2012 Monday	334	07:41:58	00:01:36	00:00:13	7	259	10:10:29	00:02:21	64.357
07/08/2012 Tuesday	317	05:45:32	00:01:14	00:00:16	7	254	08:47:20	00:02:05	66.016
08/08/2012 Wednesday	321	09:08:14	00:01:57	00:00:13	6	263	10:07:48	00:02:19	70.958
09/08/2012 Thursday	336	07:26:57	00:01:32	00:00:14	8	248	10:49:12	00:02:37	83.985
10/08/2012 Friday	333	07:41:37	00:01:38	00:00:15	6	249	10:42:48	00:02:35	78.141
11/08/2012 Saturday	337	09:07:25	00:01:52	00:00:15	7	269	10:56:49	00:02:27	50.888
12/08/2012 Sunday	347	08:15:52	00:01:40	00:00:13	4	238	09:31:09	00:02:24	40.890
13/08/2012 Monday	331	08:34:21	00:01:44	00:00:13	8	222	09:56:35	00:02:41	60.524
14/08/2012 Tuesday	323	08:48:21	00:01:54	00:00:13	3	245	09:14:41	00:02:16	60.510
15/08/2012 Wednesday	333	09:43:10	00:02:01	00:00:15	4	245	08:22:09	00:02:03	87.389
16/08/2012 Thursday	339	07:26:47	00:01:31	00:00:14	8	248	09:02:31	00:02:11	70.535
17/08/2012 Friday	339	10:32:33	00:02:09	00:00:12	4	224	08:39:10	00:02:19	53.249
18/08/2012 Saturday	342	07:47:27	00:01:35	00:00:14	8	230	09:09:04	00:02:23	37.464
19/08/2012 Sunday	327	06:49:16	00:01:27	00:00:14	6	236	09:37:40	00:02:27	46.928
20/08/2012 Monday	340	08:49:00	00:01:45	00:00:13	3	268	09:44:34	00:02:11	54.750
21/08/2012 Tuesday	348	07:27:44	00:01:28	00:00:14	7	269	10:36:06	00:02:22	76.208
22/08/2012 Wednesday	333	09:43:11	00:01:59	00:00:15	6	233	09:34:24	00:02:28	59.414
23/08/2012 Thursday	355	07:25:04	00:01:26	00:00:14	6	250	08:52:38	00:02:08	49.964
24/08/2012 Friday	332	06:37:11	00:01:22	00:00:14	4	244	10:21:04	00:02:33	62.316
25/08/2012 Saturday	333	07:21:59	00:01:32	00:00:14	6	268	10:13:54	00:02:17	30.743
26/08/2012 Sunday	352	08:11:05	00:01:38	00:00:14	8	246	09:18:37	00:02:16	26.777

Back Close Save Print Fwd

The header of the report will display its title, any friendly name you assigned to it, the period of the report and any options you have selected in the report's selection criteria window.

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:

Column header	Description
Day	The date and day of week
Incoming Calls	
Column header	**Description**
Qty	The total volume of calls received
Total Durn	The total length of time spent on incoming calls
Avg Durn	The average call duration of inbound calls

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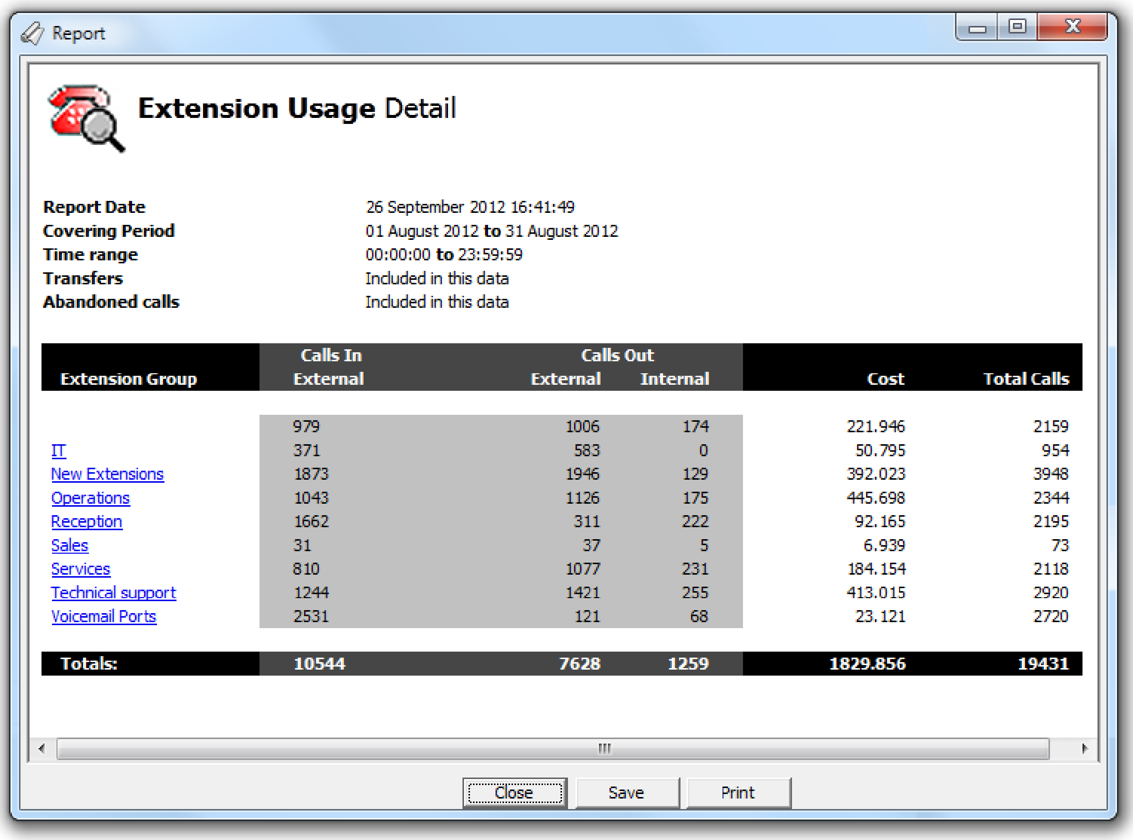
Avg Response	The average length of time taken to answer a call
Lost	The average length of time a caller waited before abandoning the call (in hours, minutes, seconds)
Outgoing Calls	
Column header	**Description**
Qty	The total volume of outbound calls
Total Durn	The total length of time spent on outbound calls
Avg Durn	The average duration of outbound calls
Cost	The total cost of all calls made, irrespective of each call's local currency

Extension Usage Detail

Extension Usage Detail

Introduction

The Extension Usage Detail report provides a comprehensive summary of internal and external call activity for both inbound and outbound calls for each extension group. It is also possible to drill down into each entity to obtain the same call information at a more detailed level.



Report

Extension Usage Detail

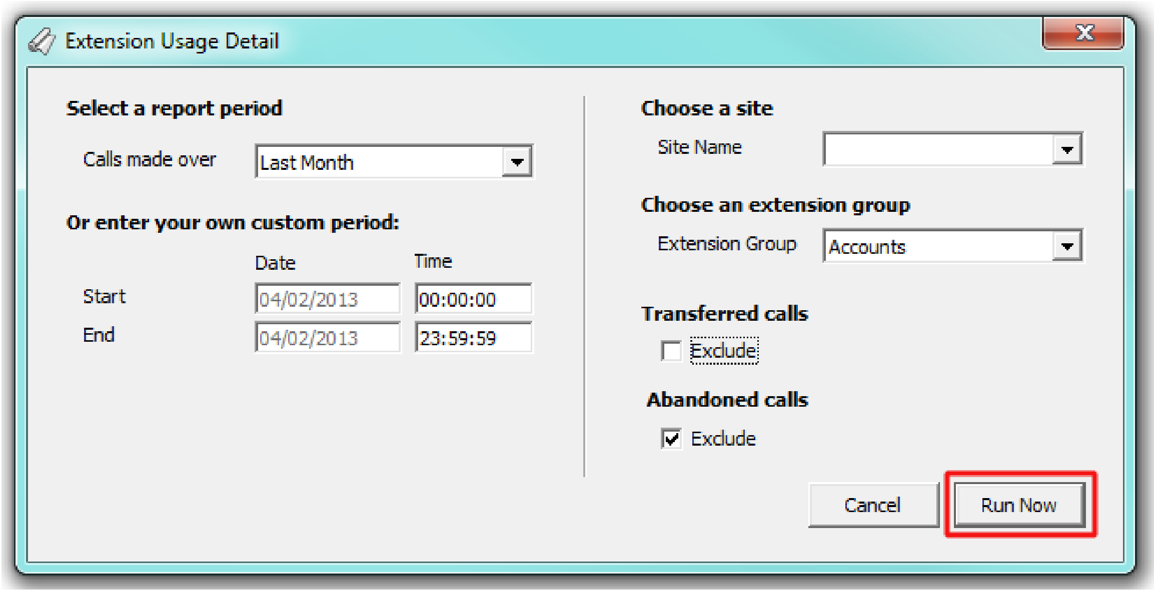
Report Date 26 September 2012 16:41:49
Covering Period 01 August 2012 **to** 31 August 2012
Time range 00:00:00 **to** 23:59:59
Transfers Included in this data
Abandoned calls Included in this data

Extension Group	Calls In External	Calls Out External	Calls Out Internal	Cost	Total Calls
	979	1006	174	221.946	2159
IT	371	583	0	50.795	954
New Extensions	1873	1946	129	392.023	3948
Operations	1043	1126	175	445.698	2344
Reception	1662	311	222	92.165	2195
Sales	31	37	5	6.939	73
Services	810	1077	231	184.154	2118
Technical support	1244	1421	255	413.015	2920
Voicemail Ports	2531	121	68	23.121	2720
Totals:	**10544**	**7628**	**1259**	**1829.856**	**19431**

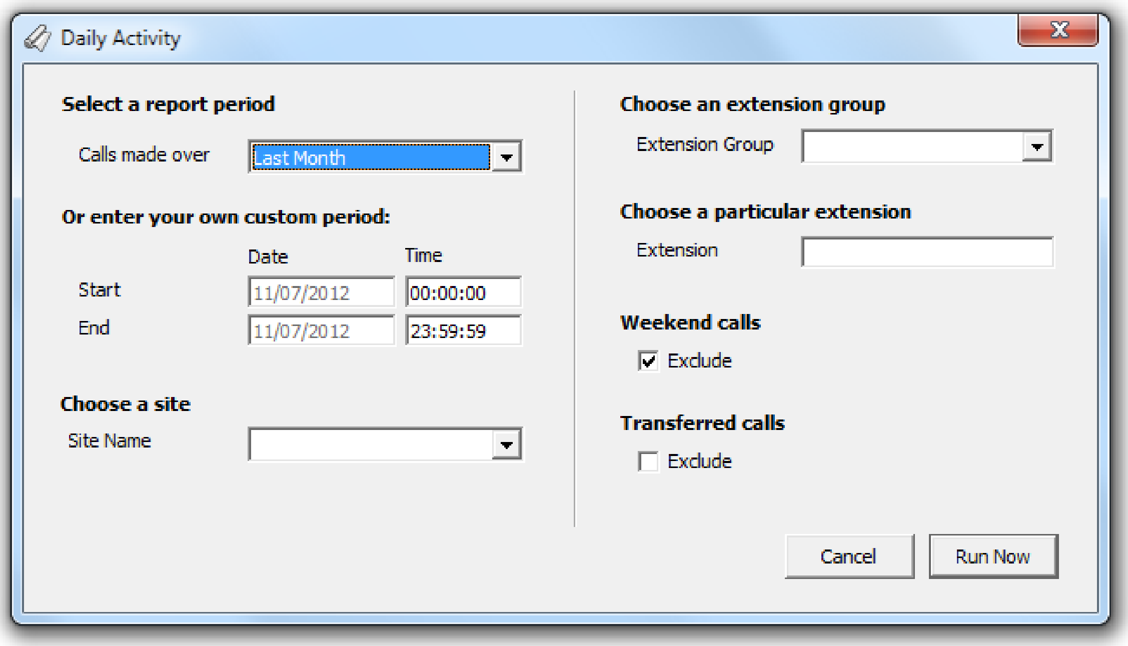
Close Save Print

Running the report

Access the **Reports** screen, select the **Extension Usage Detail** report from the list and click on the Run now button.

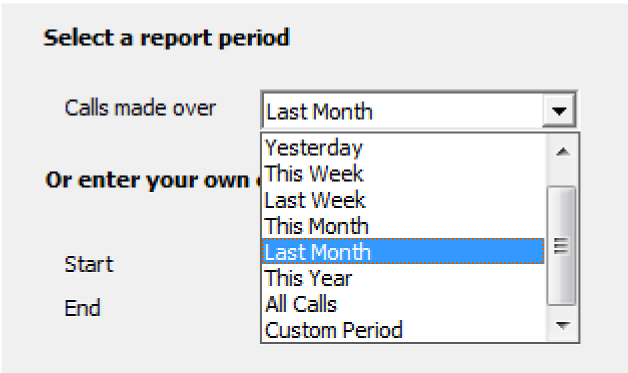


A new window will open, allowing you to configure the parameters of your report:



Select a report period

For each report, you must specify a time span that covers the calls you want the report to include.



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 `23:59:59`.
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.

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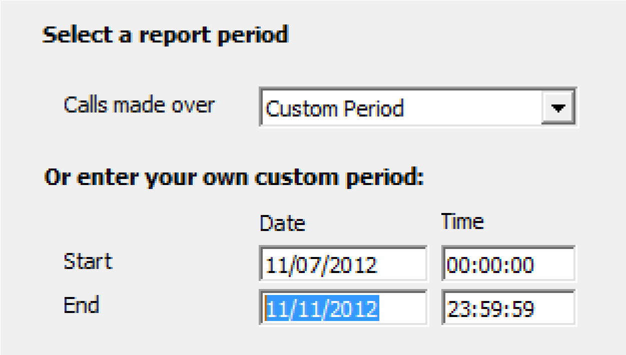
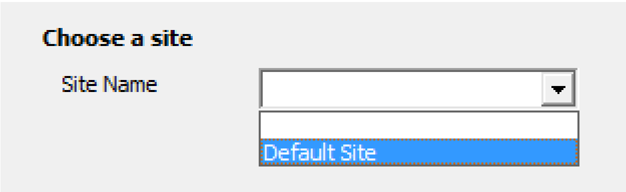
All calls	The start and end dates and times are set to the dates and times of the first and last call in the entire call database, respectively.

In addition to the presets described above, it is possible to specify a custom reporting period by choosing `Custom period` from the drop-down list and specifying your own `Start` and `End` dates, as shown below:



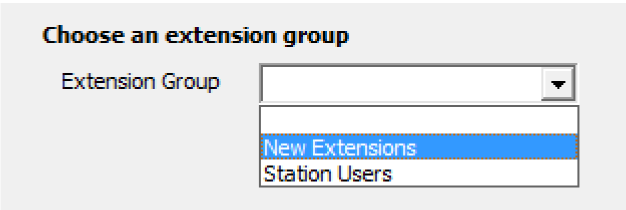
Choose a site

If your system is set up to log multiple sites, you can select a particular site from the drop-down list. To report on all sites, select the blank line.



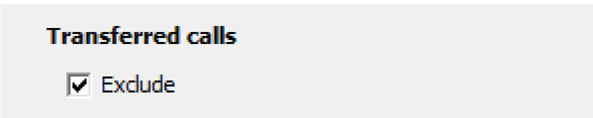
Choose an extension group

To monitor the call activity for a specific department, select an extension group from the drop-down list. To report on all extension groups, select the blank line.



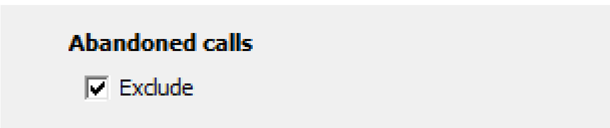
Transferred calls

If you want to report only on direct calls and exclude those transferred from another party, tick the `Exclude` box, as shown below:



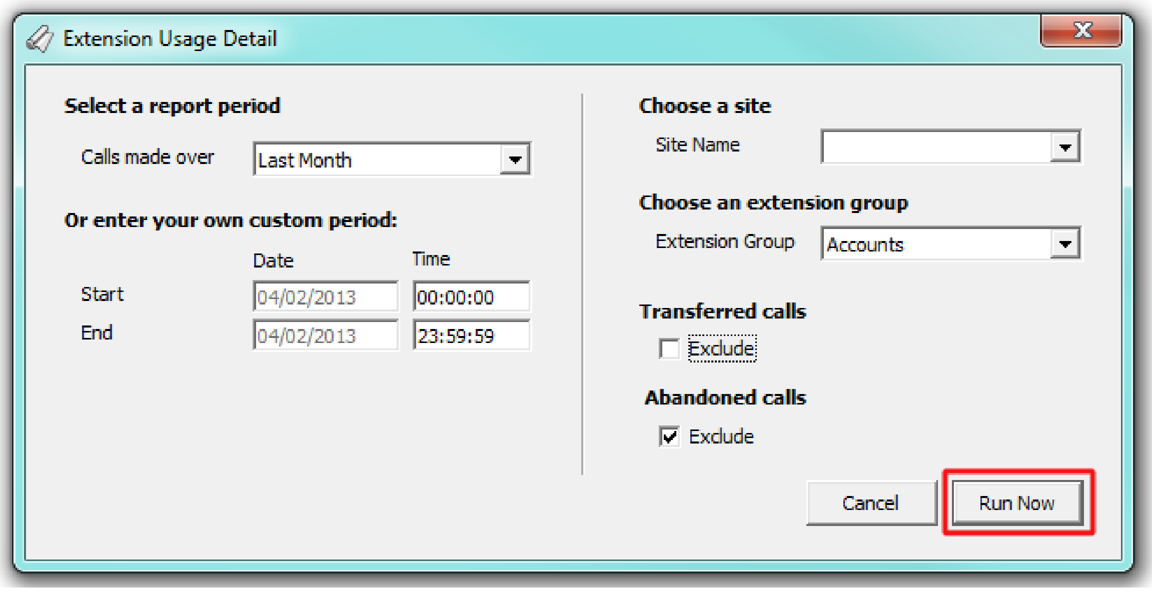
Abandoned calls

To exclude abandoned calls from your report's results, tick the `Exclude` box, as shown below:



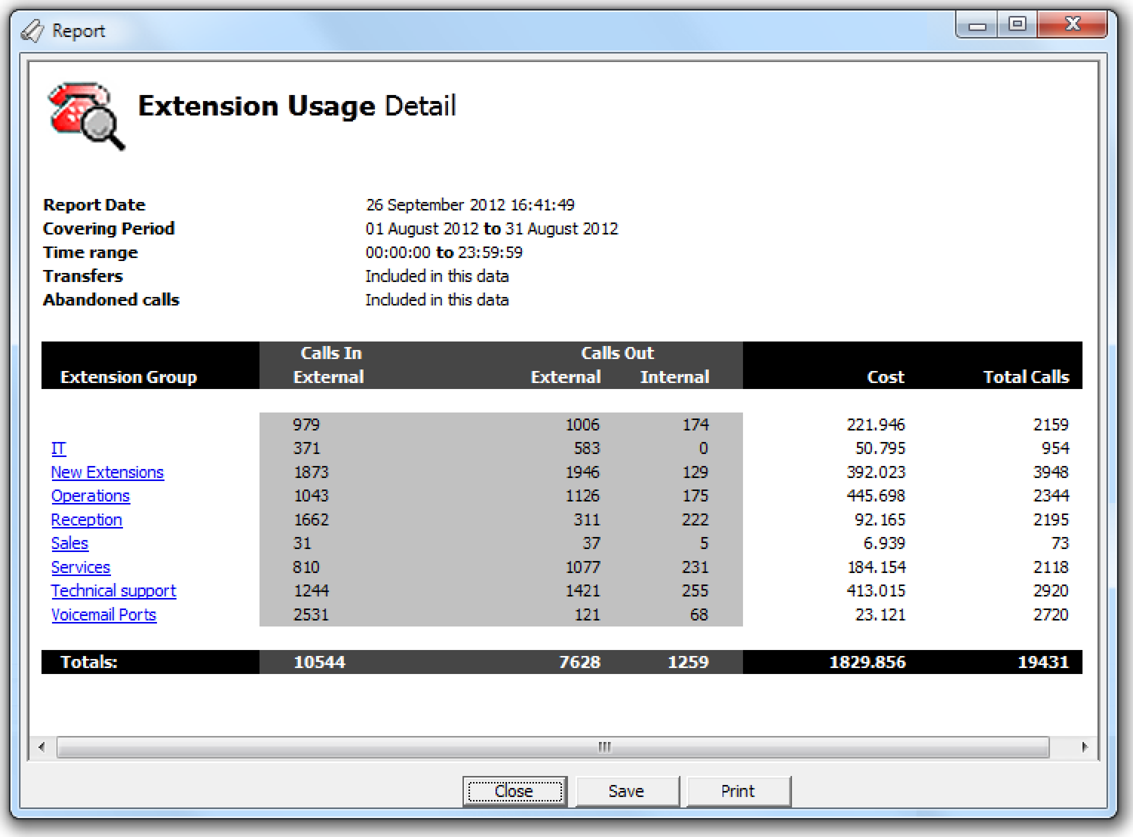
Creating the report

When you have selected a reporting period and have chosen the report's criteria, click on the Run now button, as shown below:



The report's results

The results of the report show comprehensive call summary information - organised by call type - for the report entity you selected.



The header of the report will display its title, any friendly name you assigned to it, the period of the report and any options you have selected in the report's selection criteria window.

The body of the report consists of a table showing a summary of both incoming and outgoing calls, broken down by extension group. By clicking on a hyperlink, you can drill down into each extension group to obtain the same call information at user level and further, an itemised list of calls for each user.

Each column header shown in the report, both at extension group and individual user level, is described below:

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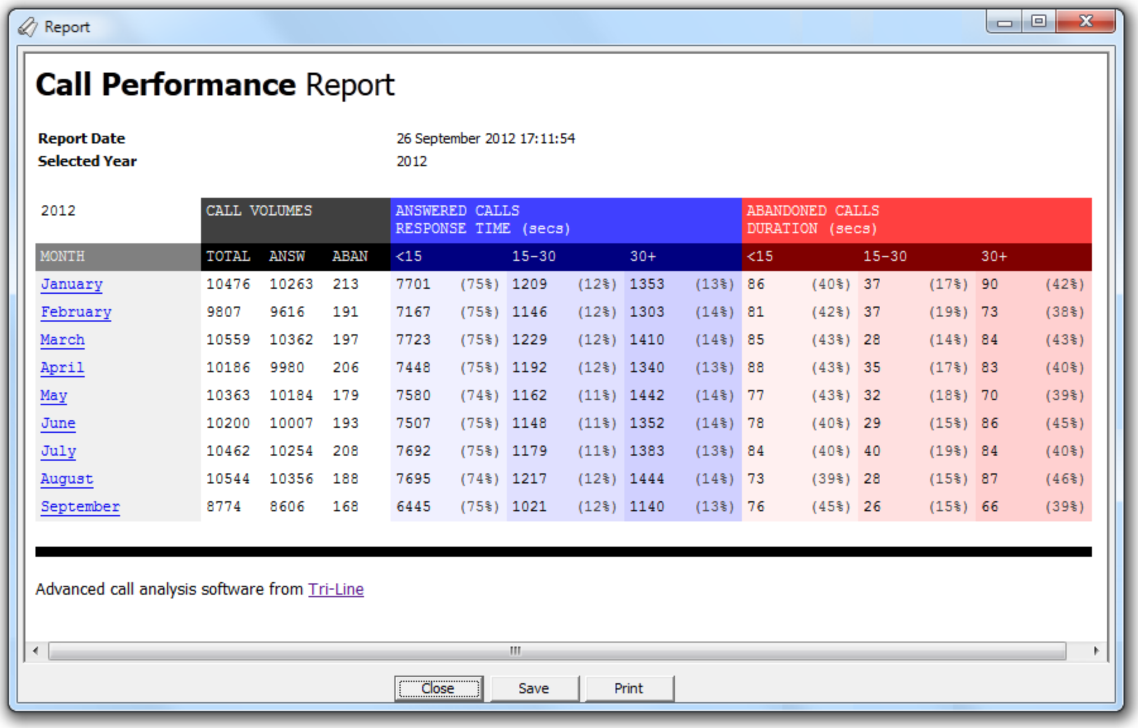
Column header	Description
Calls In	The number of incoming calls, divided in two separate columns for internal and external calls
Calls Out	The number of outbound calls, divided in two separate columns for internal and external calls
Cost	The cost of all outgoing calls
Total Calls	The total number of incoming and outgoing calls logged against the respective extension group or individual user for the time period the report was run

Inbound Call Performance

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. This report is ideal for organisations where seasonal fluctuations in call traffic occur.


Report

Call Performance Report

Report Date 26 September 2012 17:11:54
Selected Year 2012

2012	CALL VOLUMES			ANSWERED CALLS RESPONSE TIME (secs)						ABANDONED CALLS DURATION (secs)					
MONTH	TOTAL	ANSW	ABAN	<15		15-30		30+		<15		15-30		30+	
January	10476	10263	213	7701	(75%)	1209	(12%)	1353	(13%)	86	(40%)	37	(17%)	90	(42%)
February	9807	9616	191	7167	(75%)	1146	(12%)	1303	(14%)	81	(42%)	37	(19%)	73	(38%)
March	10559	10362	197	7723	(75%)	1229	(12%)	1410	(14%)	85	(43%)	28	(14%)	84	(43%)
April	10186	9980	206	7448	(75%)	1192	(12%)	1340	(13%)	88	(43%)	35	(17%)	83	(40%)
May	10363	10184	179	7580	(74%)	1162	(11%)	1442	(14%)	77	(43%)	32	(18%)	70	(39%)
June	10200	10007	193	7507	(75%)	1148	(11%)	1352	(14%)	78	(40%)	29	(15%)	86	(45%)
July	10462	10254	208	7692	(75%)	1179	(11%)	1383	(13%)	84	(40%)	40	(19%)	84	(40%)
August	10544	10356	188	7695	(74%)	1217	(12%)	1444	(14%)	73	(39%)	28	(15%)	87	(46%)
September	8774	8606	168	6445	(75%)	1021	(12%)	1140	(13%)	76	(45%)	26	(15%)	66	(39%)

Advanced call analysis software from Tri-Line

Close Save Print

Running the report

Access the `Reports` screen, select the `Inbound Call Performance` report from the list and click on the Run now button.

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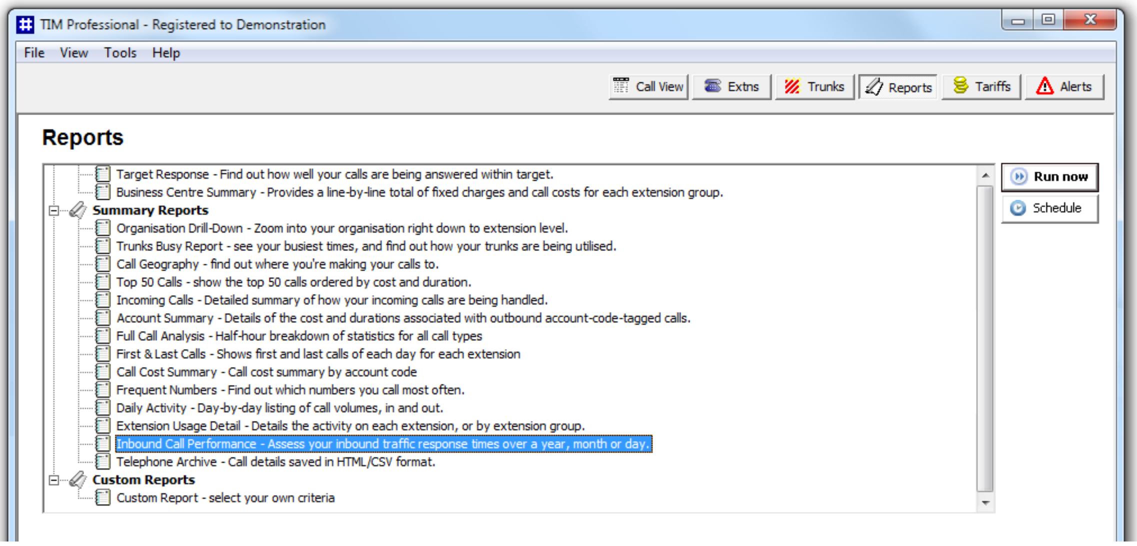
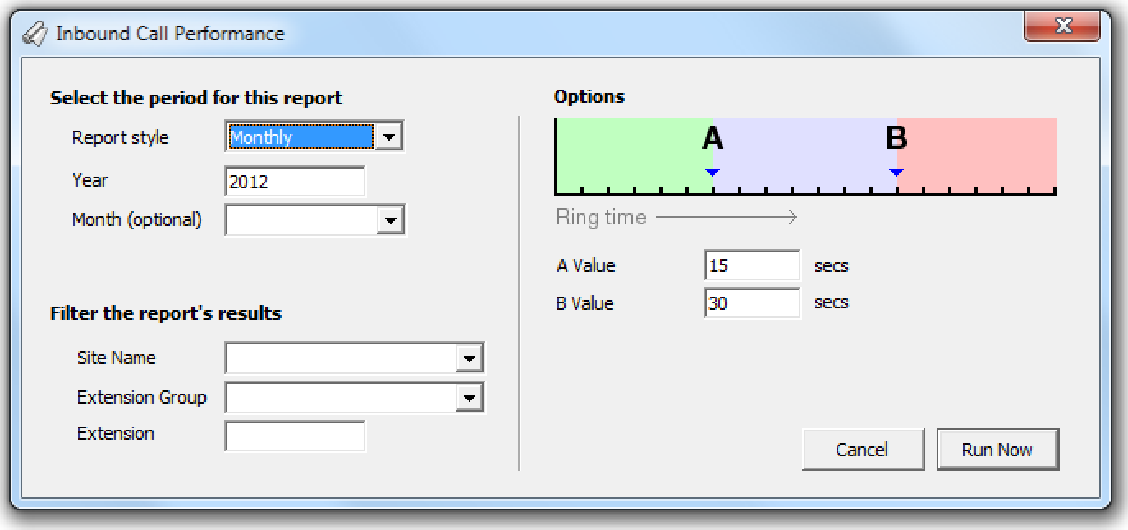
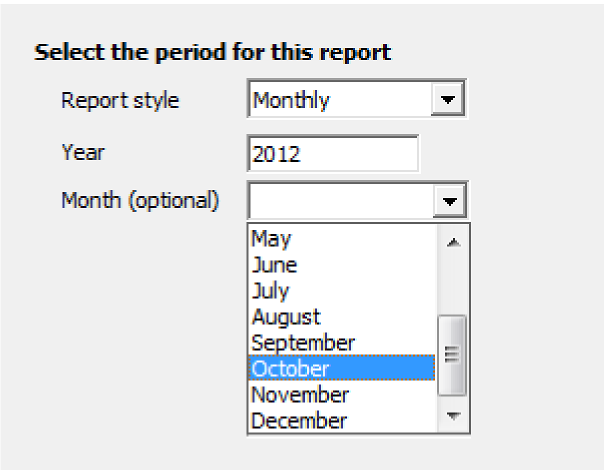


A new window will open, allowing you to configure the parameters of your report:



Select the period for this report

For each report, you must specify a time span that covers the calls you want the report to include. The default reporting period is set to every month of the current year. To specify a different time period, you can enter a different year or select a particular month from the drop-down menu, as shown below:



Filter the report's results

If your system is set up to log multiple sites, you can select a particular site from the drop-down list. To report on all sites, select the blank

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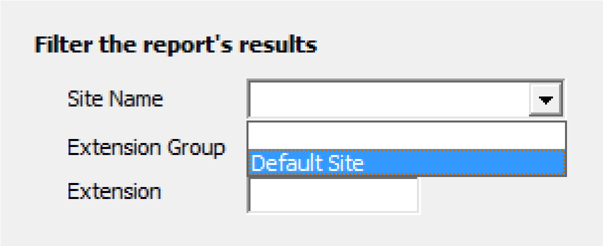
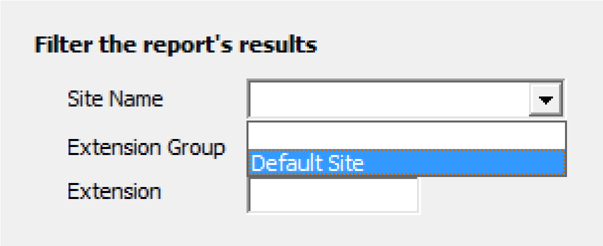
line.



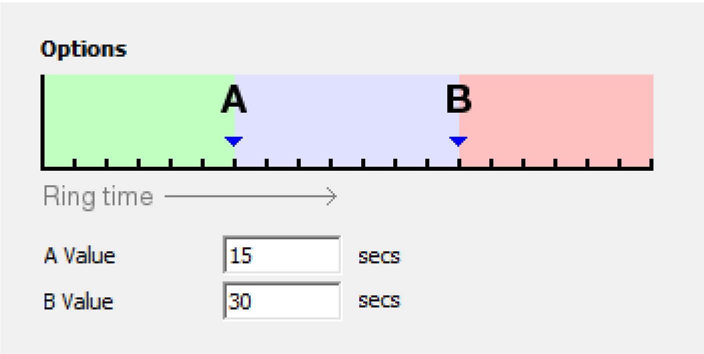
To monitor the call activity for a specific department, select an extension group from the drop-down list, or to report on a single extension, enter the details in the box provided, as shown below:



You can also choose to report on a single extension by tying in the extension number in the box provided. To report on all extensions, leave the box blank to include information from across your entire organisation.

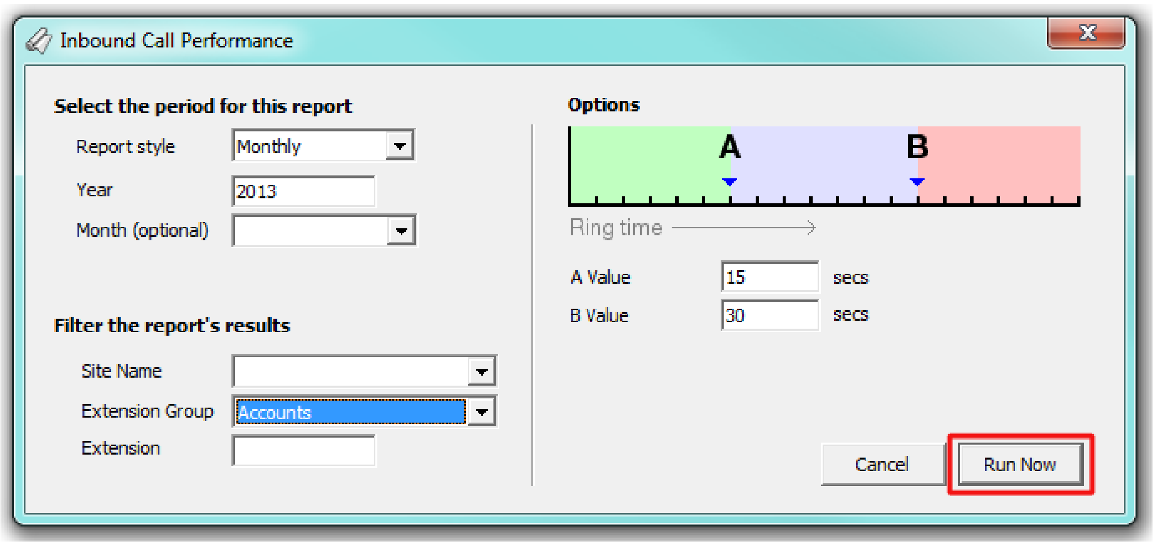
Options

To define your response target threshold(s) enter the values in the `A Value` and `B Value` fields. The example below shows response time targets for calls answered below 15 seconds, 15-30 seconds and above 30 seconds.



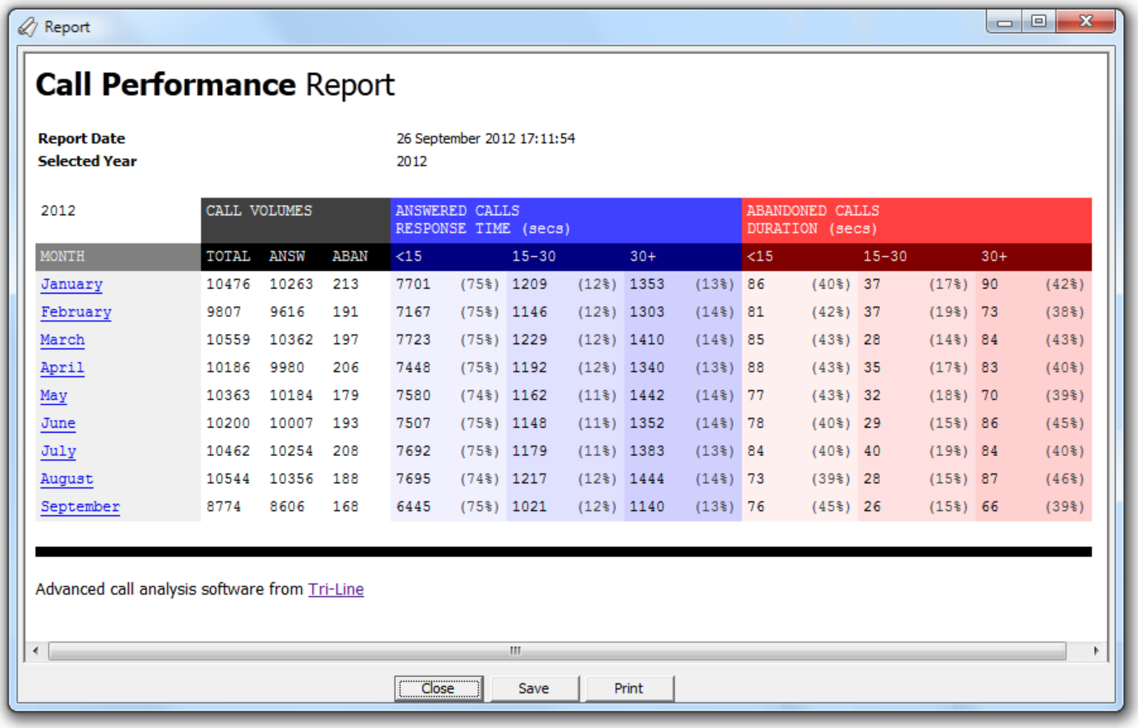
Creating the report

When you have selected a reporting period and have chosen the report's criteria, click on the Run now button, as shown below:



The report's results

Below is an example of this report's output:



Report

Call Performance Report

Report Date 26 September 2012 17:11:54
Selected Year 2012

2012	CALL VOLUMES			ANSWERED CALLS RESPONSE TIME (secs)						ABANDONED CALLS DURATION (secs)					
MONTH	TOTAL	ANSW	ABAN	<15		15-30		30+		<15		15-30		30+	
January	10476	10263	213	7701	(75%)	1209	(12%)	1353	(13%)	86	(40%)	37	(17%)	90	(42%)
February	9807	9616	191	7167	(75%)	1146	(12%)	1303	(14%)	81	(42%)	37	(19%)	73	(38%)
March	10559	10362	197	7723	(75%)	1229	(12%)	1410	(14%)	85	(43%)	28	(14%)	84	(43%)
April	10186	9980	206	7448	(75%)	1192	(12%)	1340	(13%)	88	(43%)	35	(17%)	83	(40%)
May	10363	10184	179	7580	(74%)	1162	(11%)	1442	(14%)	77	(43%)	32	(18%)	70	(39%)
June	10200	10007	193	7507	(75%)	1148	(11%)	1352	(14%)	78	(40%)	29	(15%)	86	(45%)
July	10462	10254	208	7692	(75%)	1179	(11%)	1383	(13%)	84	(40%)	40	(19%)	84	(40%)
August	10544	10356	188	7695	(74%)	1217	(12%)	1444	(14%)	73	(39%)	28	(15%)	87	(46%)
September	8774	8606	168	6445	(75%)	1021	(12%)	1140	(13%)	76	(45%)	26	(15%)	66	(39%)

Advanced call analysis software from Tri-Line

Close Save Print

The header of the report will display its title, any friendly name you assigned to it, the period of the report and any options you have selected in the report's selection criteria window.

The body of the report consists of a table showing a summary of call volumes, answered calls and abandoned calls, broken down by the target thresholds you have selected. Each period is shown as a hyperlink which, if clicked on, allows you to see the same summary information for a more granular period, or a fully itemised list of all calls on each day and for each half-hour time slot.

The summary information is displayed in a table containing the following information:

Column header	Description
Month/day/timeslot	The time period of the report
Call Volumes	
Column header	**Description**
Total	The total number of calls in each period
Answered	The number of answered calls in each period
Abandoned	The number of abandoned calls in each period
Answered Calls*	
Column header	**Description**
<15	The number and the percentage of calls answered in less than 15 seconds
15-30	The number and the percentage of calls answered within 15 and 30 seconds
30+	The number and the percentage of calls answered in more than 30 seconds
Abandoned Calls*	

Column header	Description
<15	The number and the percentage of abandoned calls that rang for less than 15 seconds
15-30	The number and the percentage of abandoned calls that rang between 15 and 30 seconds
30+	The number and the percentage of abandoned calls that rang for more than 30 seconds

The report will display the number and the percentage of calls according to the target threshold(s) set in the report's selection criteria window.

Telephone Archive

Introduction

The Telephone Archive report displays a list of all your incoming, outgoing and internal calls for any specified time period. The report can be viewed in a web browser window or outputted as an HTML or CSV file.

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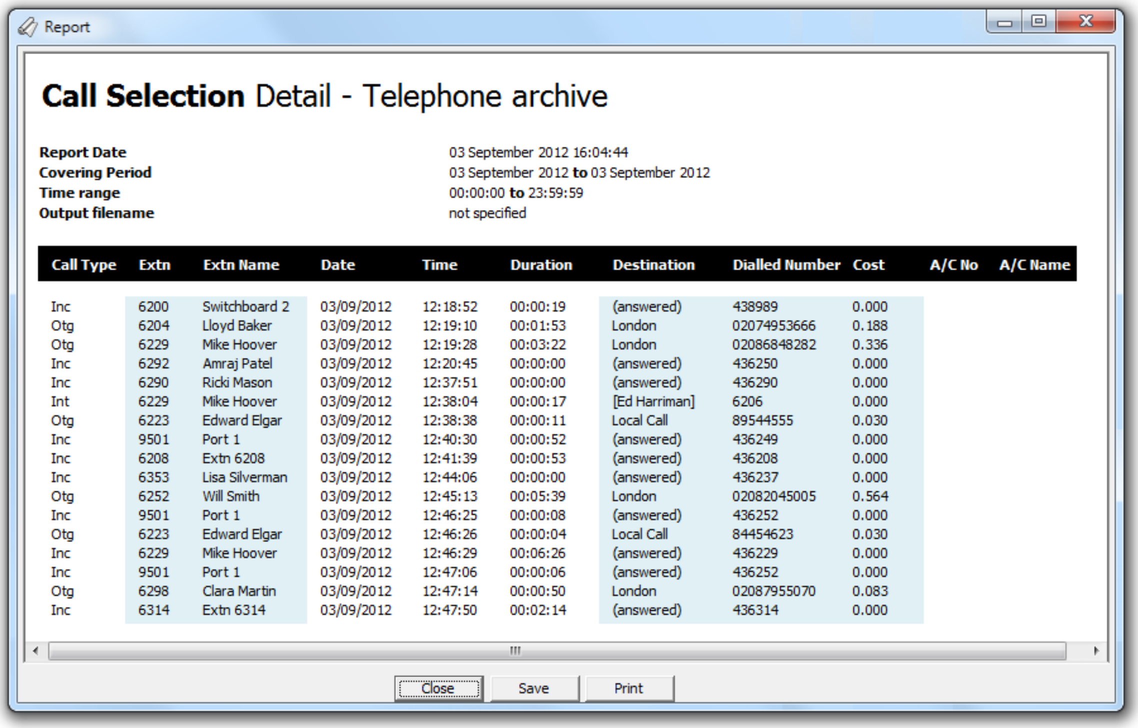
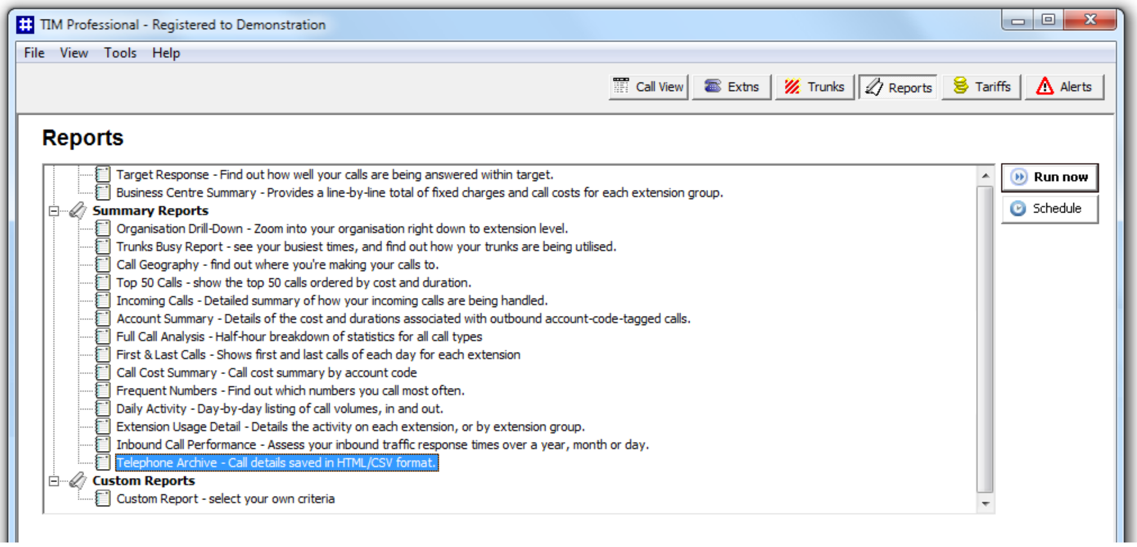


Report Date	03 September 2012 16:04:44
Covering Period	03 September 2012 **to** 03 September 2012
Time range	00:00:00 **to** 23:59:59
Output filename	not specified

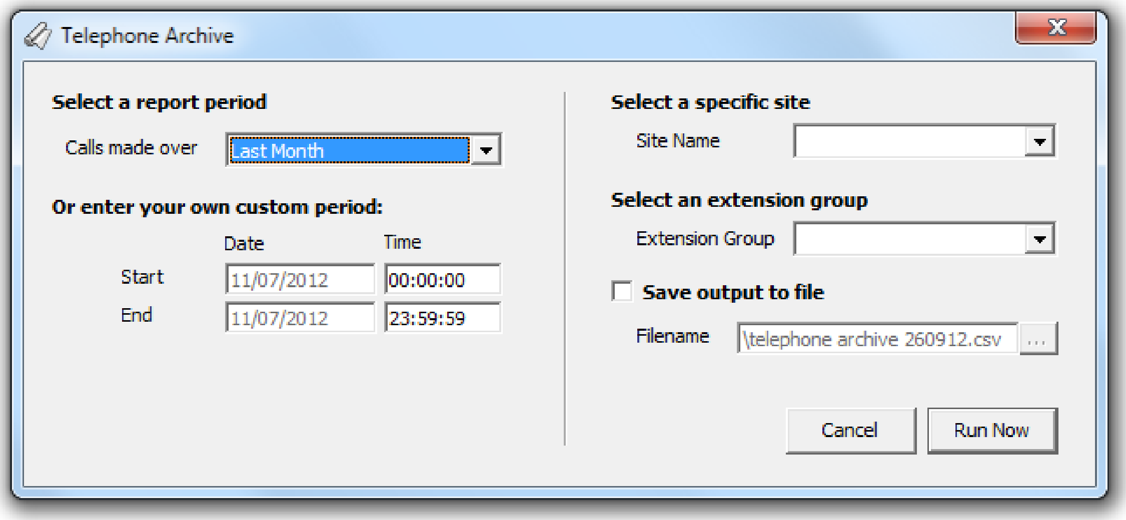
Call Type	Extn	Extn Name	Date	Time	Duration	Destination	Dialled Number	Cost	A/C No	A/C Name
Inc	6200	Switchboard 2	03/09/2012	12:18:52	00:00:19	(answered)	438989	0.000		
Otg	6204	Lloyd Baker	03/09/2012	12:19:10	00:01:53	London	02074953666	0.188		
Otg	6229	Mike Hoover	03/09/2012	12:19:28	00:03:22	London	02086848282	0.336		
Inc	6292	Amraj Patel	03/09/2012	12:20:45	00:00:00	(answered)	436250	0.000		
Inc	6290	Ricki Mason	03/09/2012	12:37:51	00:00:00	(answered)	436290	0.000		
Int	6229	Mike Hoover	03/09/2012	12:38:04	00:00:17	[Ed Harriman]	6206	0.000		
Otg	6223	Edward Elgar	03/09/2012	12:38:38	00:00:11	Local Call	89544555	0.030		
Inc	9501	Port 1	03/09/2012	12:40:30	00:00:52	(answered)	436249	0.000		
Inc	6208	Extn 6208	03/09/2012	12:41:39	00:00:53	(answered)	436208	0.000		
Inc	6353	Lisa Silverman	03/09/2012	12:44:06	00:00:00	(answered)	436237	0.000		
Otg	6252	Will Smith	03/09/2012	12:45:13	00:05:39	London	02082045005	0.564		
Inc	9501	Port 1	03/09/2012	12:46:25	00:00:08	(answered)	436252	0.000		
Otg	6223	Edward Elgar	03/09/2012	12:46:26	00:00:04	Local Call	84454623	0.030		
Inc	6229	Mike Hoover	03/09/2012	12:46:29	00:06:26	(answered)	436229	0.000		
Inc	9501	Port 1	03/09/2012	12:47:06	00:00:06	(answered)	436252	0.000		
Otg	6298	Clara Martin	03/09/2012	12:47:14	00:00:50	London	02087955070	0.083		
Inc	6314	Extn 6314	03/09/2012	12:47:50	00:02:14	(answered)	436314	0.000		

Running the report

Access the `Reports` screen, select the `Telephone Archive` report from the list and click on the Run now button.

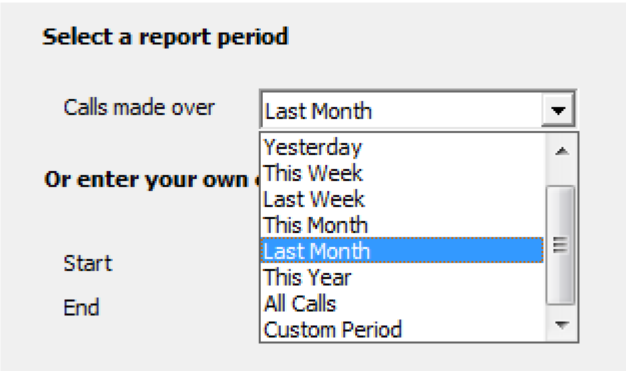


A new window will open, allowing you to configure the parameters of your report:



Select a report period

For each report, you must specify a time span that covers the calls you want the report to include.



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 `23:59:59`.
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

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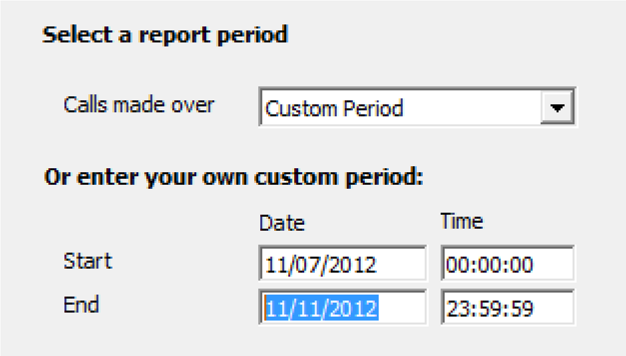
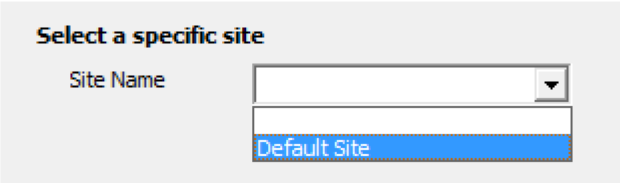
drop-down list and specifying your own **Start** and **End** dates, as shown below:



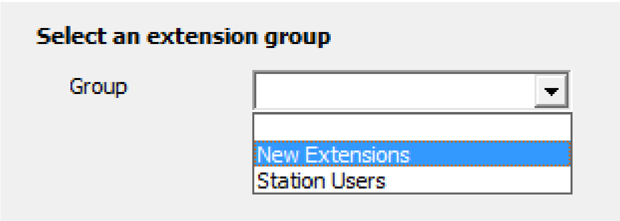
Select a specific site

If your system is set up to log multiple sites, you can select a particular site from the drop-down list. To report on all sites, select the blank line.



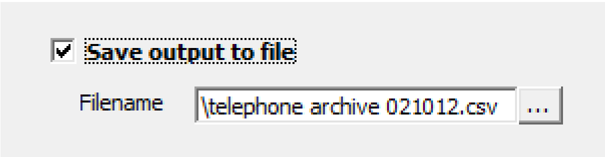
Select an extension group

To further limit your report's results, you can select a particular group to report on, or leave blank to report on all groups



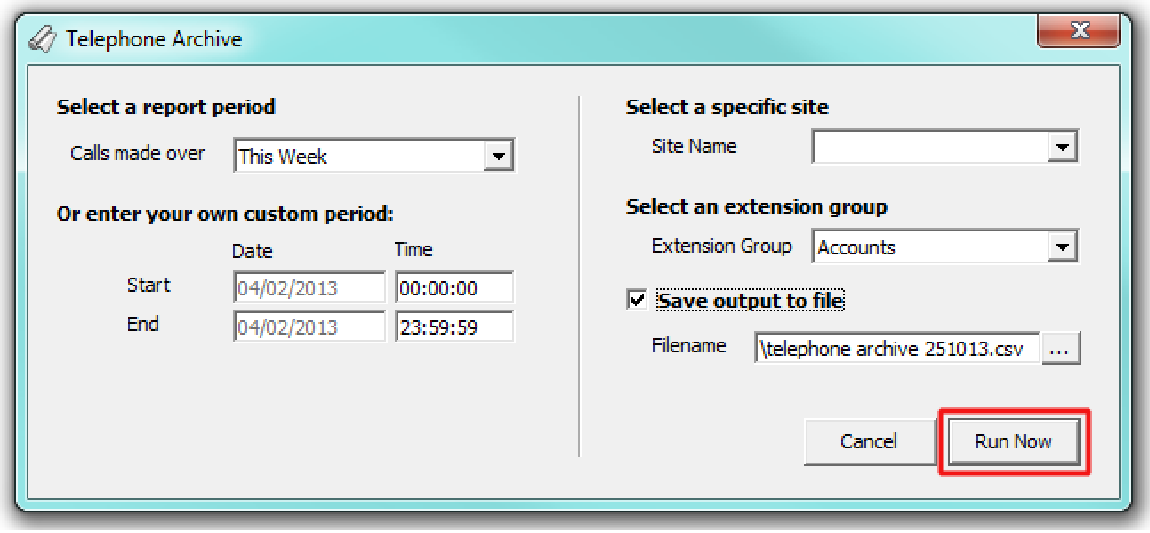
Save output to file

To save the report as an HTML or CSV file, enter the path and desired filename in the field provided.



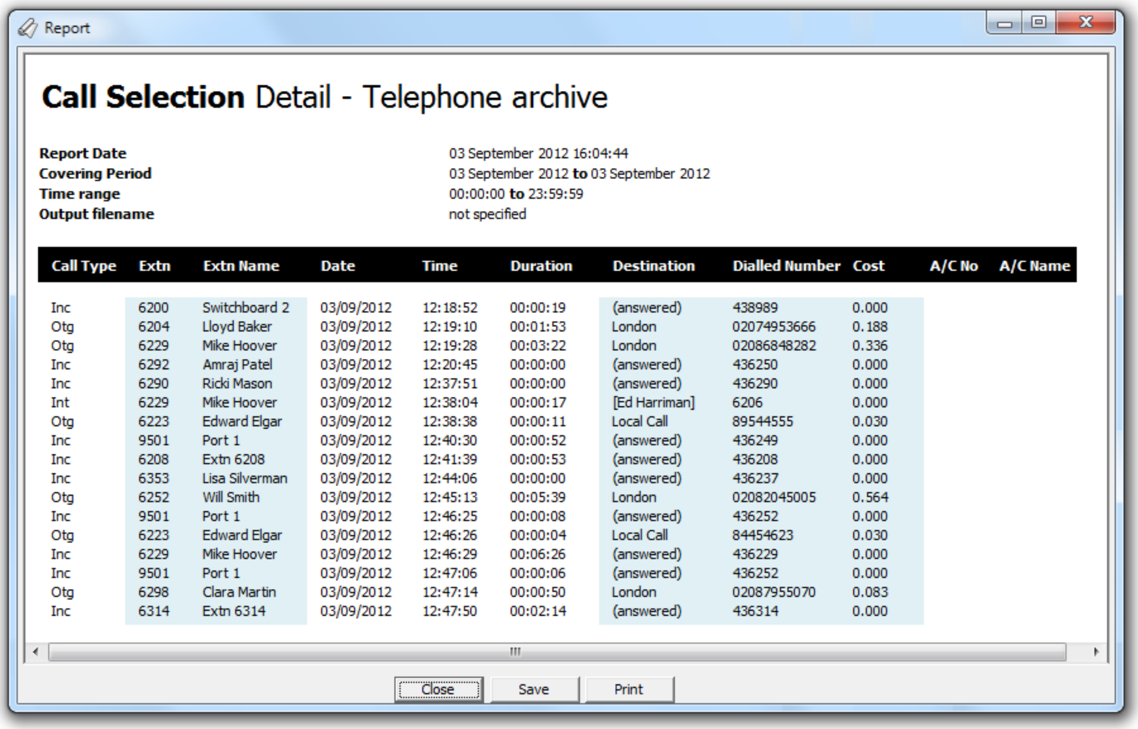
Creating the report

When you have selected a reporting period and have chosen the report's criteria, click on the Run now button, as shown below:



The report's results

Below is an example of this report's output:



Call Selection Detail - Telephone archive

Report Date	03 September 2012 16:04:44
Covering Period	03 September 2012 **to** 03 September 2012
Time range	00:00:00 **to** 23:59:59
Output filename	not specified

Call Type	Extn	Extn Name	Date	Time	Duration	Destination	Dialled Number	Cost	A/C No	A/C Name
Inc	6200	Switchboard 2	03/09/2012	12:18:52	00:00:19	(answered)	438989	0.000		
Otg	6204	Lloyd Baker	03/09/2012	12:19:10	00:01:53	London	02074953666	0.188		
Otg	6229	Mike Hoover	03/09/2012	12:19:28	00:03:22	London	02086848282	0.336		
Inc	6292	Amraj Patel	03/09/2012	12:20:45	00:00:00	(answered)	436250	0.000		
Inc	6290	Ricki Mason	03/09/2012	12:37:51	00:00:00	(answered)	436290	0.000		
Int	6229	Mike Hoover	03/09/2012	12:38:04	00:00:17	[Ed Harriman]	6206	0.000		
Otg	6223	Edward Elgar	03/09/2012	12:38:38	00:00:11	Local Call	89544555	0.030		
Inc	9501	Port 1	03/09/2012	12:40:30	00:00:52	(answered)	436249	0.000		
Inc	6208	Extn 6208	03/09/2012	12:41:39	00:00:53	(answered)	436208	0.000		
Inc	6353	Lisa Silverman	03/09/2012	12:44:06	00:00:00	(answered)	436237	0.000		
Otg	6252	Will Smith	03/09/2012	12:45:13	00:05:39	London	02082045005	0.564		
Inc	9501	Port 1	03/09/2012	12:46:25	00:00:08	(answered)	436252	0.000		
Otg	6223	Edward Elgar	03/09/2012	12:46:26	00:00:04	Local Call	84454623	0.030		
Inc	6229	Mike Hoover	03/09/2012	12:46:29	00:06:26	(answered)	436229	0.000		
Inc	9501	Port 1	03/09/2012	12:47:06	00:00:06	(answered)	436252	0.000		
Otg	6298	Clara Martin	03/09/2012	12:47:14	00:00:50	London	02087955070	0.083		
Inc	6314	Extn 6314	03/09/2012	12:47:50	00:02:14	(answered)	436314	0.000		

The header of the report will display its title, any friendly name you assigned to it, the period of the report and any options you have selected in the report's selection criteria window.

The body of the report consists of a table showing a list of all your incoming, outgoing and internal calls for the time period you have selected. Each column header of the table is described below:

Column header	Description
Call Type	The type of call e.g. incoming, outgoing etc.
Extn	The extension number that made or received the call
Extn Name	The name associated with the extension, if applicable
Date	The date the call was made

Time	The time the call started
Duration	The duration of the call (in hours, minutes and seconds)
Destination	The information displayed in this field is determined by the type of call: ▪ for outgoing calls, this shows the geographical location that was dialled, or an alias if defined in your contacts list ▪ for incoming calls, this shows the type of call, such as answered, abandoned etc ▪ for internal calls, this shows the extension that was dialled, enclosed in square brackets []
Dialled Number	The telephone number that was dialled
Cost	The cost of the call
A/C No	The account code number assigned to the call, if applicable
A/C Name	The name of the account code, if applicable

Custom Report

Introduction

The Custom report is the most flexible of all reports and allows a wide range of options and filtering criteria to be selected, enabling you to search for very specific phone calls.

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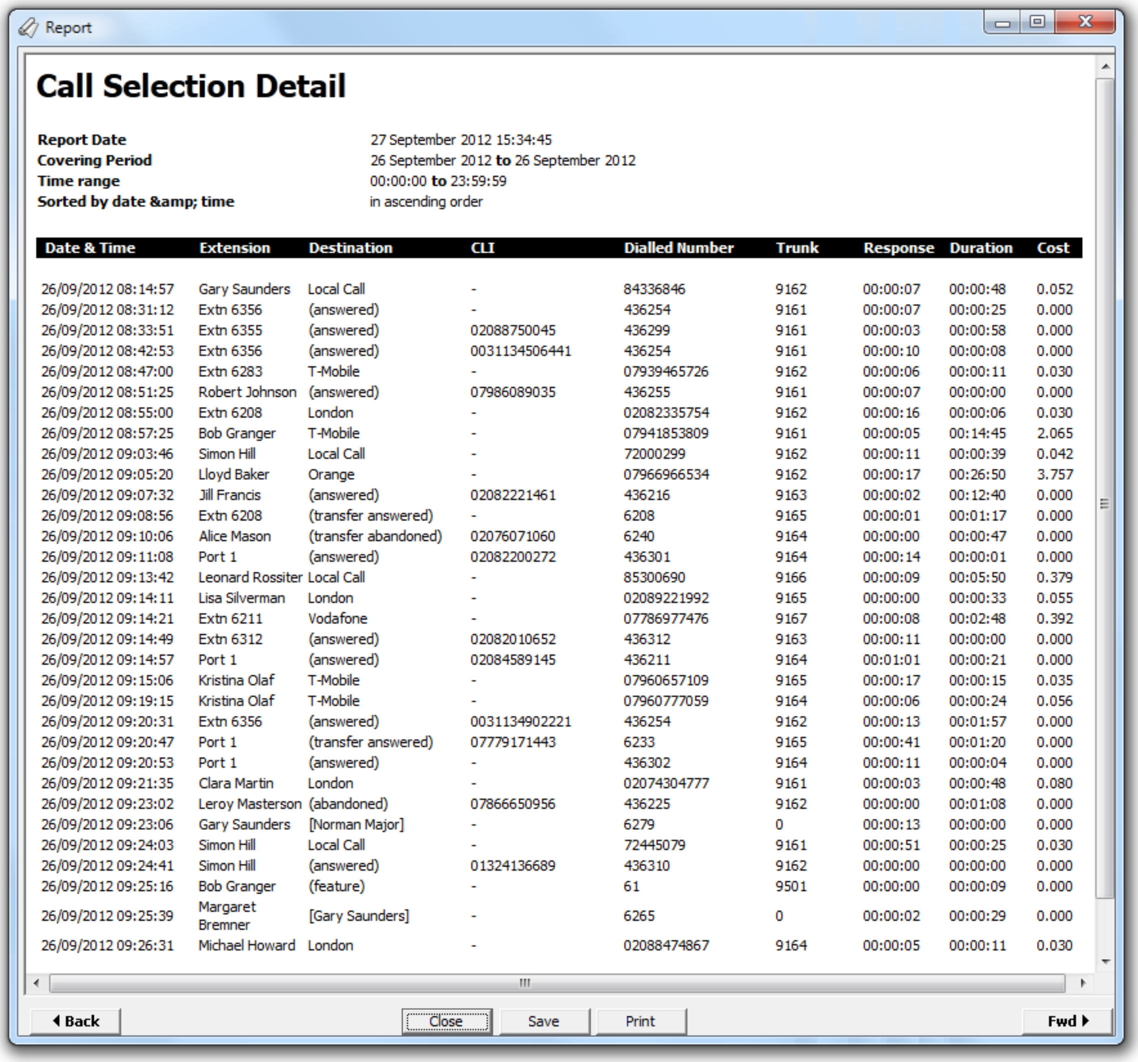


Report

Call Selection Detail

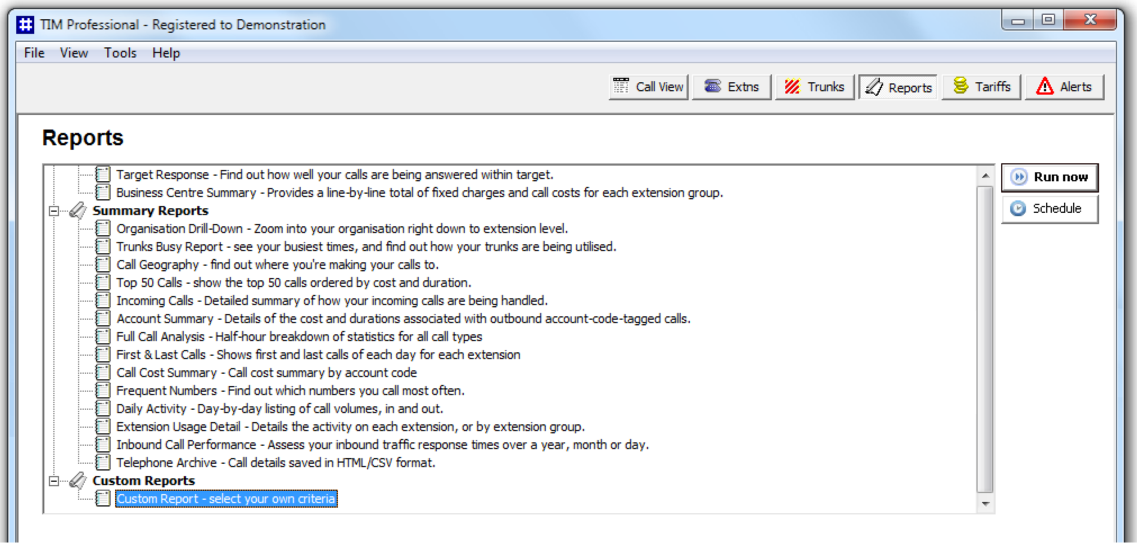
Report Date 27 September 2012 15:34:45
Covering Period 26 September 2012 **to** 26 September 2012
Time range 00:00:00 **to** 23:59:59
Sorted by date & time in ascending order

Date & Time	Extension	Destination	CLI	Dialled Number	Trunk	Response	Duration	Cost
26/09/2012 08:14:57	Gary Saunders	Local Call	-	84336846	9162	00:00:07	00:00:48	0.052
26/09/2012 08:31:12	Extn 6356	(answered)	-	436254	9161	00:00:07	00:00:25	0.000
26/09/2012 08:33:51	Extn 6355	(answered)	02088750045	436299	9161	00:00:03	00:00:58	0.000
26/09/2012 08:42:53	Extn 6356	(answered)	0031134506441	436254	9161	00:00:10	00:00:08	0.000
26/09/2012 08:47:00	Extn 6283	T-Mobile	-	07939465726	9162	00:00:06	00:00:11	0.030
26/09/2012 08:51:25	Robert Johnson	(answered)	07986089035	436255	9161	00:00:07	00:00:00	0.000
26/09/2012 08:55:00	Extn 6208	London	-	02082335754	9162	00:00:16	00:00:06	0.030
26/09/2012 08:57:25	Bob Granger	T-Mobile	-	07941853809	9161	00:00:05	00:14:45	2.065
26/09/2012 09:03:46	Simon Hill	Local Call	-	72000299	9162	00:00:11	00:00:39	0.042
26/09/2012 09:05:20	Lloyd Baker	Orange	-	07966966534	9162	00:00:17	00:26:50	3.757
26/09/2012 09:07:32	Jill Francis	(answered)	02082221461	436216	9163	00:00:02	00:12:40	0.000
26/09/2012 09:08:56	Extn 6208	(transfer answered)	-	6208	9165	00:00:01	00:01:17	0.000
26/09/2012 09:10:06	Alice Mason	(transfer abandoned)	02076071060	6240	9164	00:00:00	00:00:47	0.000
26/09/2012 09:11:08	Port 1	(answered)	02082200272	436301	9164	00:00:14	00:00:01	0.000
26/09/2012 09:13:42	Leonard Rossiter	Local Call	-	85300690	9166	00:00:09	00:05:50	0.379
26/09/2012 09:14:11	Lisa Silverman	London	-	02089221992	9165	00:00:00	00:00:33	0.055
26/09/2012 09:14:21	Extn 6211	Vodafone	-	07786977476	9167	00:00:08	00:02:48	0.392
26/09/2012 09:14:49	Extn 6312	(answered)	02082010652	436312	9163	00:00:11	00:00:00	0.000
26/09/2012 09:14:57	Port 1	(answered)	02084589145	436211	9164	00:01:01	00:00:21	0.000
26/09/2012 09:15:06	Kristina Olaf	T-Mobile	-	07960657109	9165	00:00:17	00:00:15	0.035
26/09/2012 09:19:15	Kristina Olaf	T-Mobile	-	07960777059	9164	00:00:06	00:00:24	0.056
26/09/2012 09:20:31	Extn 6356	(answered)	0031134902221	436254	9162	00:00:13	00:01:57	0.000
26/09/2012 09:20:47	Port 1	(transfer answered)	07779171443	6233	9165	00:00:41	00:01:20	0.000
26/09/2012 09:20:53	Port 1	(answered)	-	436302	9164	00:00:11	00:00:04	0.000
26/09/2012 09:21:35	Clara Martin	London	-	02074304777	9161	00:00:03	00:00:48	0.080
26/09/2012 09:23:02	Leroy Masterson	(abandoned)	07866650956	436225	9162	00:00:00	00:01:08	0.000
26/09/2012 09:23:06	Gary Saunders	[Norman Major]	-	6279	0	00:00:13	00:00:00	0.000
26/09/2012 09:24:03	Simon Hill	Local Call	-	72445079	9161	00:00:51	00:00:25	0.030
26/09/2012 09:24:41	Simon Hill	(answered)	01324136689	436310	9162	00:00:00	00:00:00	0.000
26/09/2012 09:25:16	Bob Granger	(feature)	-	61	9501	00:00:00	00:00:09	0.000
26/09/2012 09:25:39	Margaret Bremner	[Gary Saunders]	-	6265	0	00:00:02	00:00:29	0.000
26/09/2012 09:26:31	Michael Howard	London	-	02088474867	9164	00:00:05	00:00:11	0.030

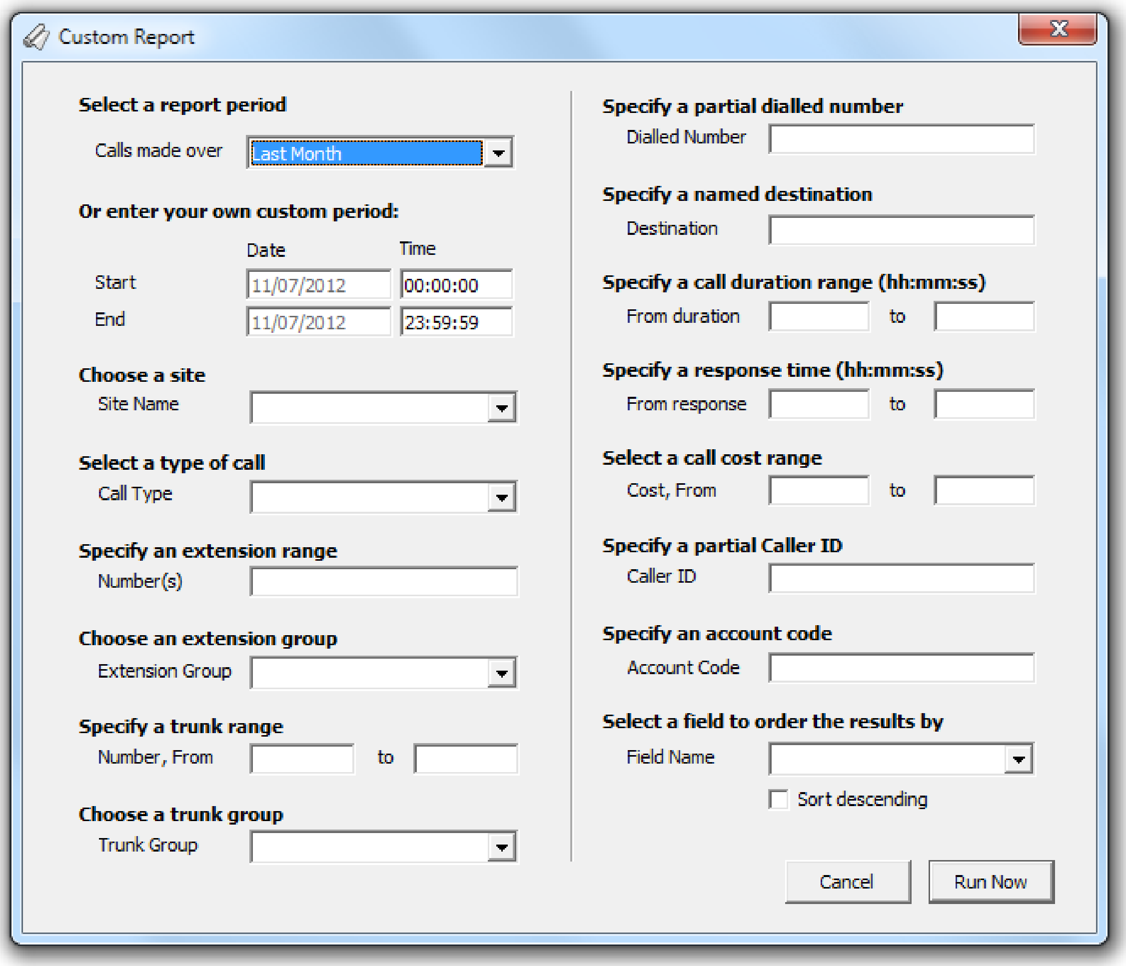
Back Close Save Print Fwd

Running the report

Access the **Reports** screen, select the **Custom Report** from the list and click on the Run now button.

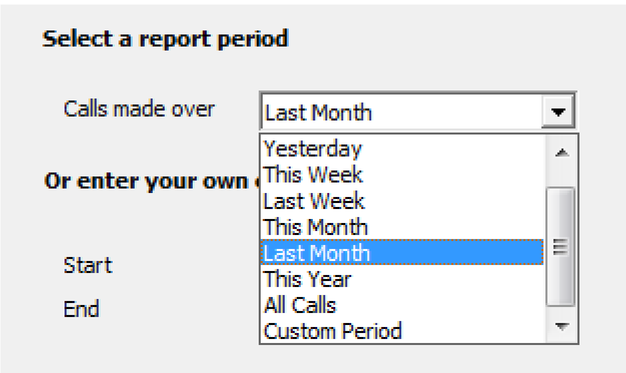


A new window will open, allowing you to configure the parameters of your report:



Select a report period

For each report, you must specify a time span that covers the calls you want the report to include.



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 `23:59:59`.
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`.

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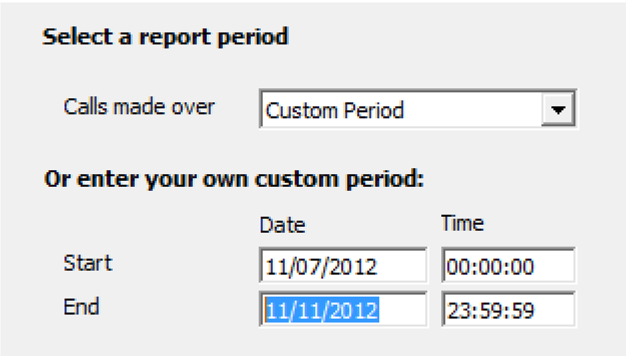
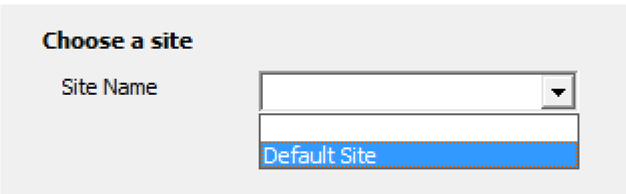
This month	The start date is set to the first day of the current month. The end date is set to the current day. The start time is set to `00:00:00` and the end time to the current time.
Last month	The start date for this period is set in three stages: The day is set to the first day of the month. The 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 drop-down list and specifying your own `Start` and `End` dates, as shown below:



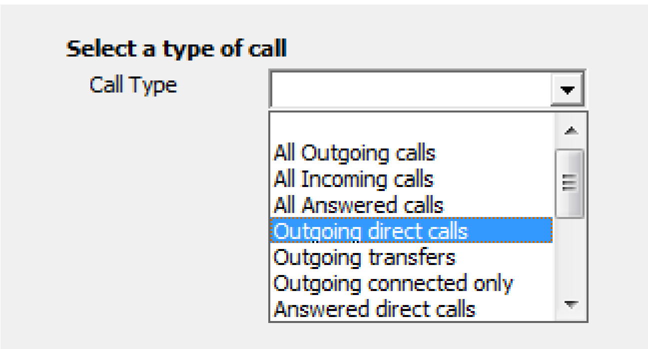
Choose a site

If your system is set up to log multiple sites, you can select a particular site from the drop-down list. To report on all sites, select the blank line.



Select a type of call

This option 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 a specific type of call, select it from the drop-down list:



Specify an extension range

You can choose to report on a single extension or a range of extensions, by entering the details in the box provided, as shown below:

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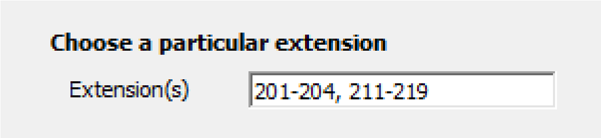
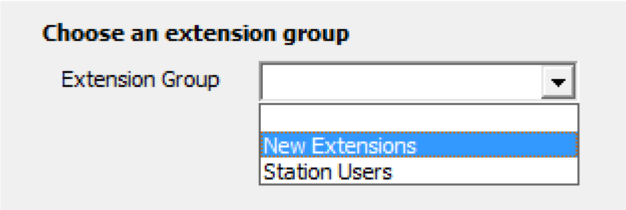


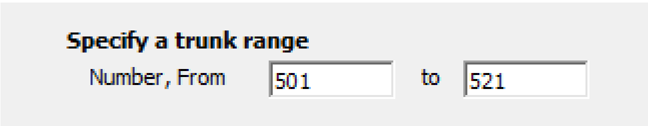
Choose an extension group

To monitor the call activity for a specific department, select the extension group you want to report on from the drop-down list. To report on all extension groups, select the blank line.



Specify a trunk range

To report on more than one trunk number, enter the trunk range in the `Number, From` field. To report on an individual trunk, enter the same trunk number in both fields.

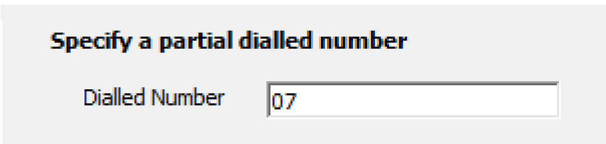


Choose a specific trunk group

To run the report on a specific trunk group, select it from the drop-down list. To report on all trunks, select the blank line.

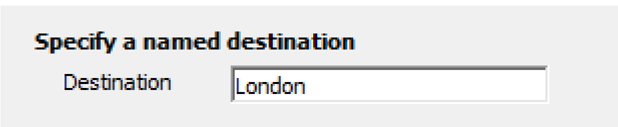
Specify a partial dialled number

To report on a specific dialled number, enter the partial or full number in the field provided. For example, to report on all mobile calls enter **07** in the `Dialled number` field, as shown below:



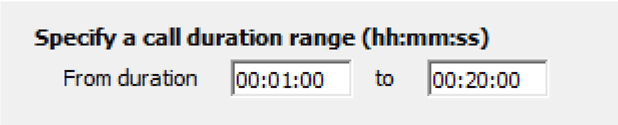
Specify a named destination

If you want to filter calls to a specific, known destination, type the full or partial name of the destination in the text box provided, e.g. enter **London** to report on all calls to London, regardless of the number that was dialled.



Specify a call duration range

To filter calls within a particular duration, enter the desired duration in the `From duration` field in **hh:mm:ss** format.

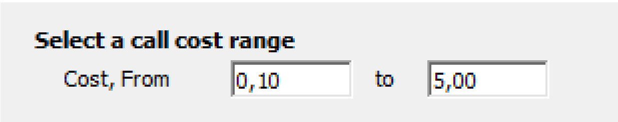


Specify a response time range

To monitor how quickly your incoming calls are answered, specify a response time range in the fields provided, in `hh:mm:ss` format.

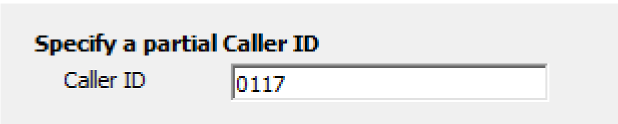
Select a call cost range

You can define a cost filter to include calls above or below specific values, by entering your criteria in the fields provided, as shown below:



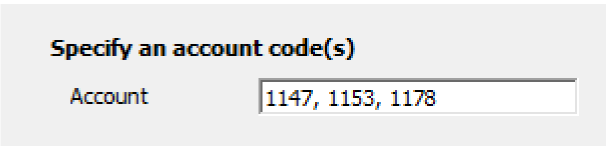
Specify a partial Caller ID

If the caller ID is outputted in the raw data, you can report on calls that originate from a specific phone number. For example, to report on all incoming calls from Tri-line, enter `02072652600`. You can also enter a partial phone number; for example, to report on all calls received from Bristol, enter `0117`, the dial code of this location.



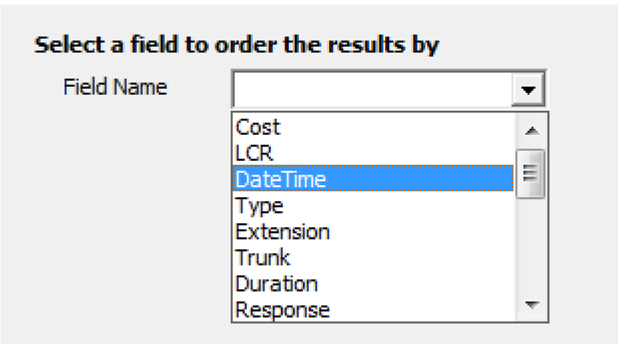
Specify an account code

To produce a report consisting only of calls that were made using a particular account code, enter it in the field provided. To report on more than one account code, separate each entry with a comma, as shown below:



Select a field to order the results by

By default, the report's results are ordered by cost. To sort the results by a different column, select it from the drop-down list.



Sort order

By default the report's results are displayed in ascending order. If you want to display the results in descending order, tick the appropriate option.

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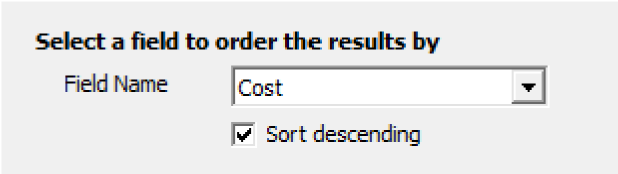
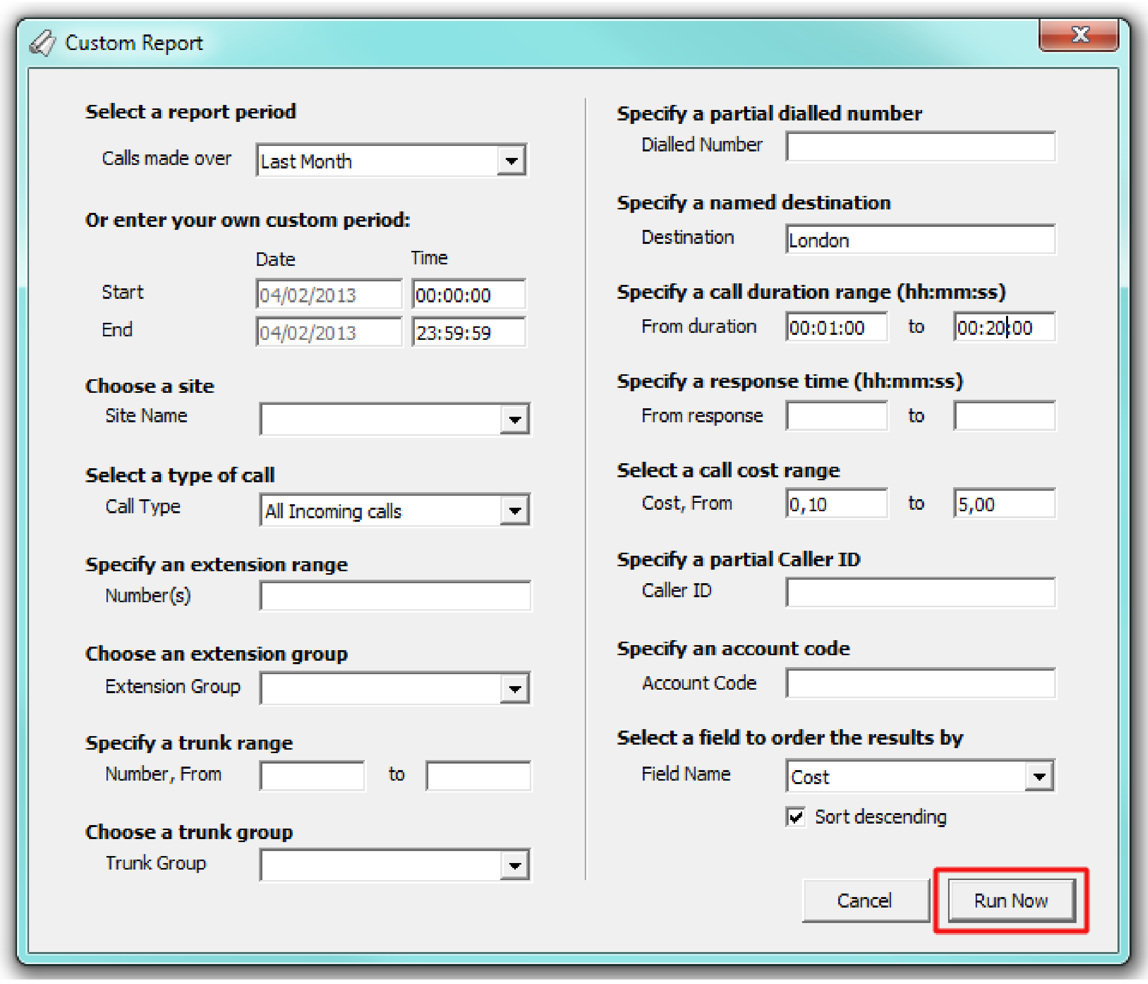


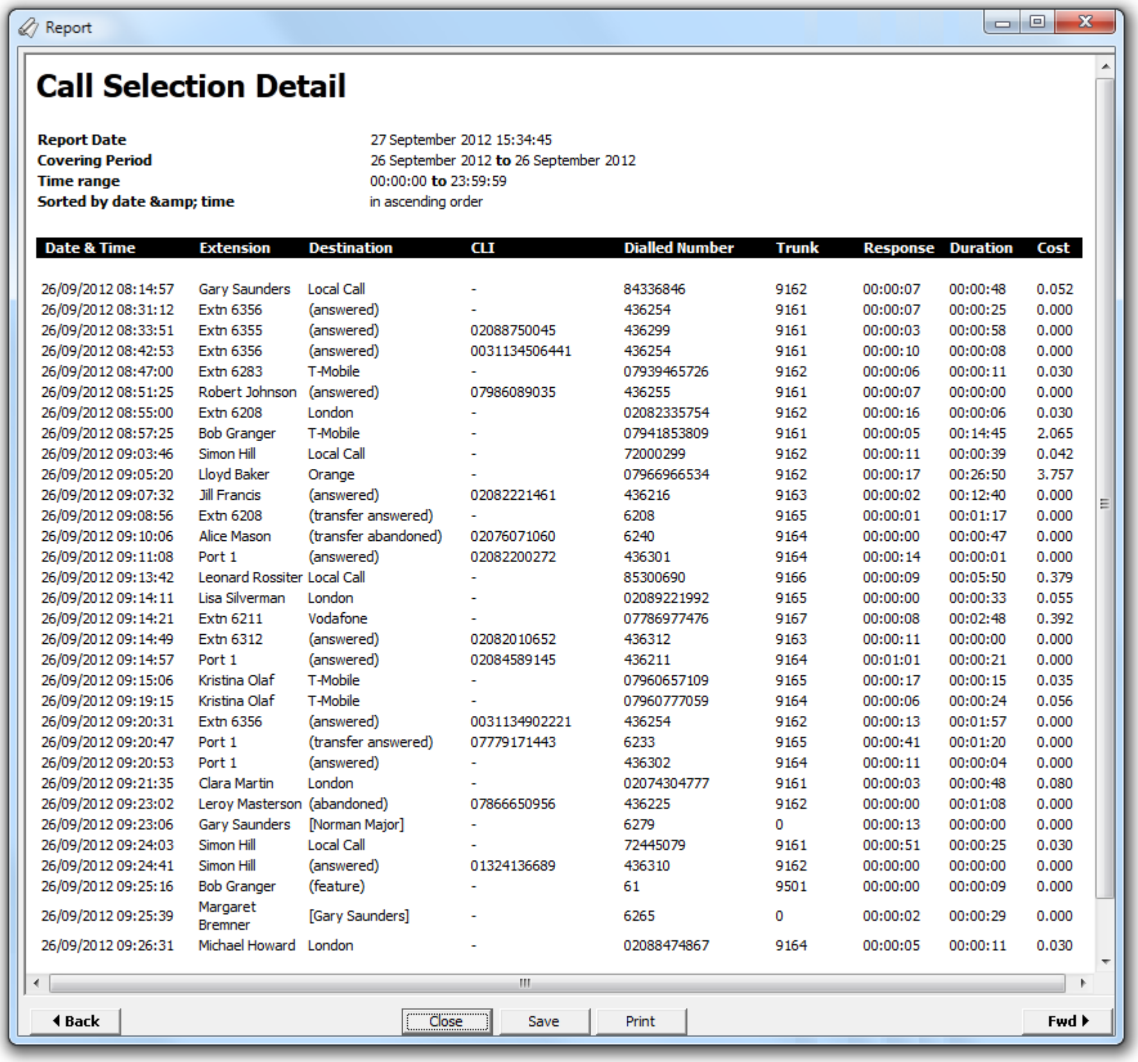
Creating the report

When you have selected a reporting period and have chosen the report's criteria, click on the Run now button, as shown below:



The report's results

Below is an example of this report's output, displayed as an itemised list.



Report

Call Selection Detail

Report Date	27 September 2012 15:34:45
Covering Period	26 September 2012 **to** 26 September 2012
Time range	00:00:00 **to** 23:59:59
Sorted by date & time	in ascending order

Date & Time	Extension	Destination	CLI	Dialled Number	Trunk	Response	Duration	Cost
26/09/2012 08:14:57	Gary Saunders	Local Call	-	84336846	9162	00:00:07	00:00:48	0.052
26/09/2012 08:31:12	Extn 6356	(answered)	-	436254	9161	00:00:07	00:00:25	0.000
26/09/2012 08:33:51	Extn 6355	(answered)	02088750045	436299	9161	00:00:03	00:00:58	0.000
26/09/2012 08:42:53	Extn 6356	(answered)	0031134506441	436254	9161	00:00:10	00:00:08	0.000
26/09/2012 08:47:00	Extn 6283	T-Mobile	-	07939465726	9162	00:00:06	00:00:11	0.030
26/09/2012 08:51:25	Robert Johnson	(answered)	07986089035	436255	9161	00:00:07	00:00:00	0.000
26/09/2012 08:55:00	Extn 6208	London	-	02082335754	9162	00:00:16	00:00:06	0.030
26/09/2012 08:57:25	Bob Granger	T-Mobile	-	07941853809	9161	00:00:05	00:14:45	2.065
26/09/2012 09:03:46	Simon Hill	Local Call	-	72000299	9162	00:00:11	00:00:39	0.042
26/09/2012 09:05:20	Lloyd Baker	Orange	-	07966966534	9162	00:00:17	00:26:50	3.757
26/09/2012 09:07:32	Jill Francis	(answered)	02082221461	436216	9163	00:00:02	00:12:40	0.000
26/09/2012 09:08:56	Extn 6208	(transfer answered)	-	6208	9165	00:00:01	00:01:17	0.000
26/09/2012 09:10:06	Alice Mason	(transfer abandoned)	02076071060	6240	9164	00:00:00	00:00:47	0.000
26/09/2012 09:11:08	Port 1	(answered)	02082200272	436301	9164	00:00:14	00:00:01	0.000
26/09/2012 09:13:42	Leonard Rossiter	Local Call	-	85300690	9166	00:00:09	00:05:50	0.379
26/09/2012 09:14:11	Lisa Silverman	London	-	02089221992	9165	00:00:00	00:00:33	0.055
26/09/2012 09:14:21	Extn 6211	Vodafone	-	07786977476	9167	00:00:08	00:02:48	0.392
26/09/2012 09:14:49	Extn 6312	(answered)	02082010652	436312	9163	00:00:11	00:00:00	0.000
26/09/2012 09:14:57	Port 1	(answered)	02084589145	436211	9164	00:01:01	00:00:21	0.000
26/09/2012 09:15:06	Kristina Olaf	T-Mobile	-	07960657109	9165	00:00:17	00:00:15	0.035
26/09/2012 09:19:15	Kristina Olaf	T-Mobile	-	07960777059	9164	00:00:06	00:00:24	0.056
26/09/2012 09:20:31	Extn 6356	(answered)	0031134902221	436254	9162	00:00:13	00:01:57	0.000
26/09/2012 09:20:47	Port 1	(transfer answered)	07779171443	6233	9165	00:00:41	00:01:20	0.000
26/09/2012 09:20:53	Port 1	(answered)	-	436302	9164	00:00:11	00:00:04	0.000
26/09/2012 09:21:35	Clara Martin	London	-	02074304777	9161	00:00:03	00:00:48	0.080
26/09/2012 09:23:02	Leroy Masterson	(abandoned)	07866650956	436225	9162	00:00:00	00:01:08	0.000
26/09/2012 09:23:06	Gary Saunders	[Norman Major]	-	6279	0	00:00:13	00:00:00	0.000
26/09/2012 09:24:03	Simon Hill	Local Call	-	72445079	9161	00:00:51	00:00:25	0.030
26/09/2012 09:24:41	Simon Hill	(answered)	01324136689	436310	9162	00:00:00	00:00:00	0.000
26/09/2012 09:25:16	Bob Granger	(feature)	-	61	9501	00:00:00	00:00:09	0.000
26/09/2012 09:25:39	Margaret Bremner	[Gary Saunders]	-	6265	0	00:00:02	00:00:29	0.000
26/09/2012 09:26:31	Michael Howard	London	-	02088474867	9164	00:00:05	00:00:11	0.030

Back | Close | Save | Print | Fwd

The header of the report will display its title, any friendly name you assigned to it, the period of the report and any options you have selected in the report's selection criteria window.

The body of the report consists of a single table housing all calls that matched your selection criteria. Each column header of the table is described below:

Column header	Description
Date & Time	The date and time the call started
Extension	The name or number of the extension that made or received the call
Destination	The name of the destination where the call terminated, or a brief description of the type of call, for incoming ones
CLI	The telephone number of the remote caller for inbound calls
Dialled Number	The telephone number dialled, in the case of an outbound call
Trunk	The number of the trunk carrying the call will be shown here
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, if applicable

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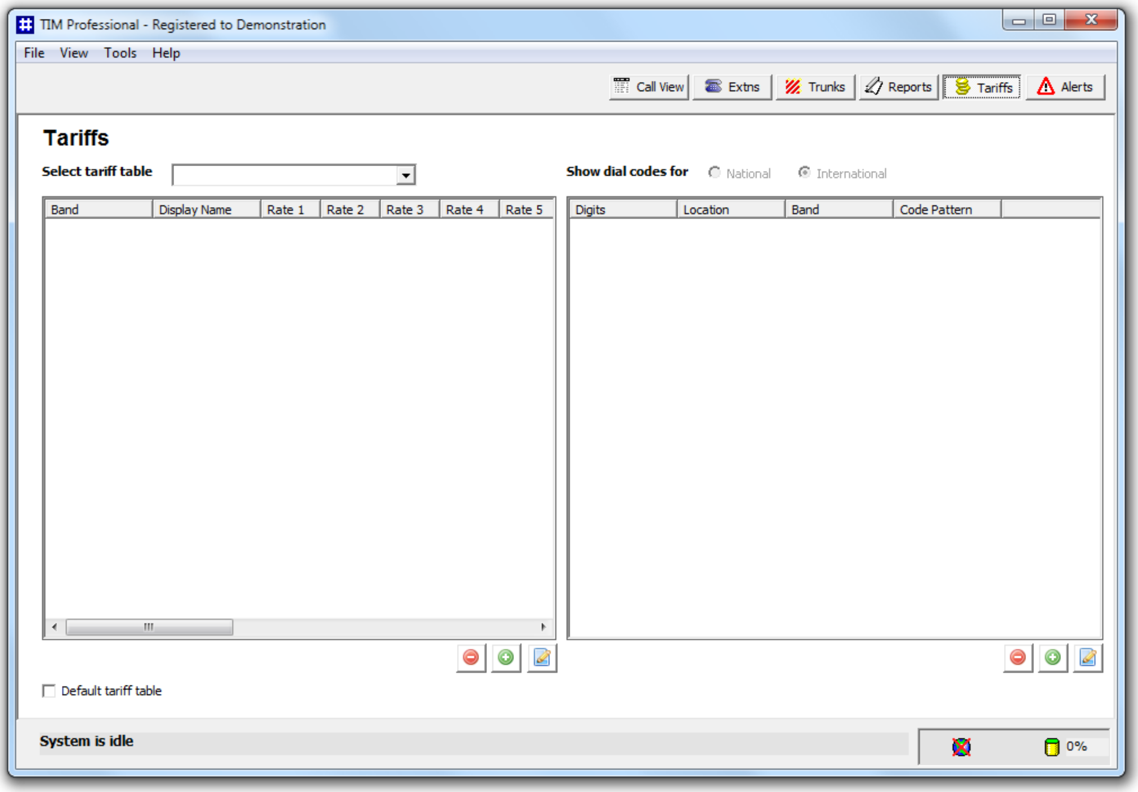
Tariff table

Tariffs overview

Collectively, the pricing and dial code information applied to calls form what is knows as a **Tariff table**. Each network carrier has its own rates and in some cases, a single network carrier may have more than one tariff table to cater for its wide-ranging pricing structures.

In TIM Professional, each tariff table can be edited separately, thus, allowing complete flexibility in how the system costs your calls. To access a tariff table, click on the Tariffs button from the main function bar.

The main **Tariffs** screen can be seen below:



Editing Tariffs

To edit a tariff table, select it from the **Select tariff table** drop-down list at the top-left of the screen. The table will be loaded into the main editing window displaying two panels, as shown below:

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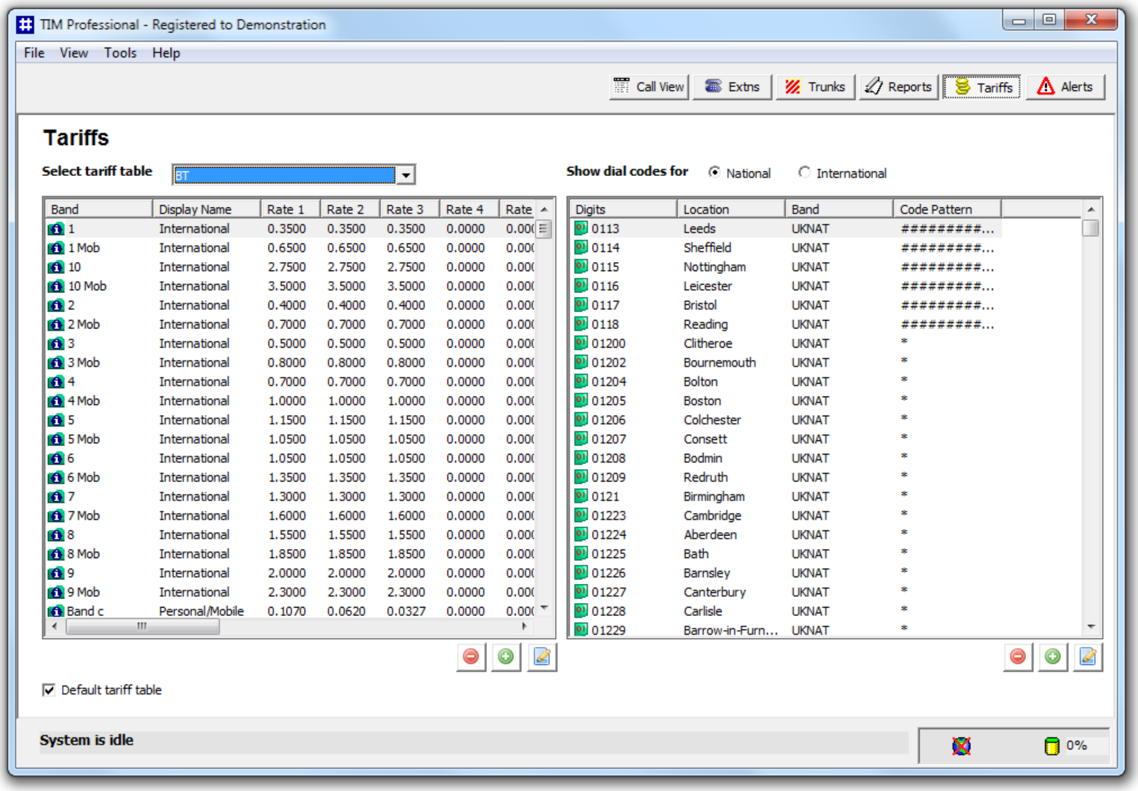
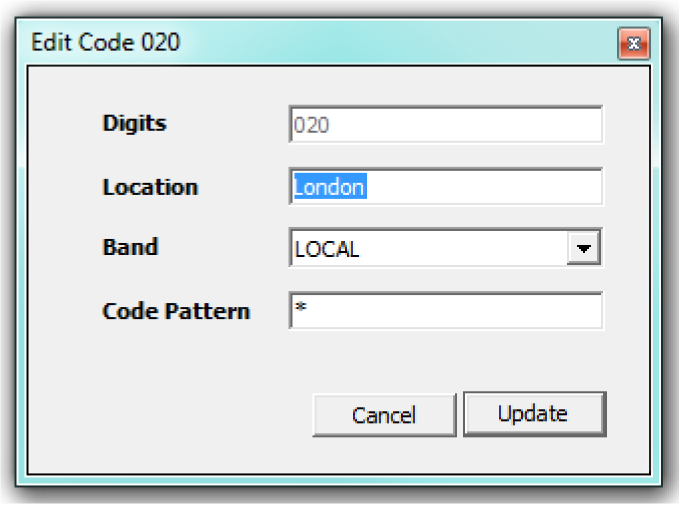


Dialling codes

The right-hand side panel contains a list with all dialling codes for both national and international calls. To switch between the national and international dialling codes view, select the relevant option. Mobile numbers and other non-geographic numbers appear in the `National` table. Each dialling code contains a partial prefix which allows the system to recognise the destination from the original dialled number; a location name, such as London, a band name, and a code pattern.

To view or edit the properties of a dial code, located it in the list and double-click on it to open the `Edit Code` window:



Dialling code property	Description
Digits	The digits necessary to associate a dialled number to a dialling code. When determining the destination and cost of a dialled number, the system takes the first six digits of the number and attempts to locate this in the table. If no match is found, the next five digits are being checked, and so on until the correct match is found.
Location	The geographical location associated with the dial code.
Band	The name of the charge band containing the properties of any call to this type of number, such as cost per minute.

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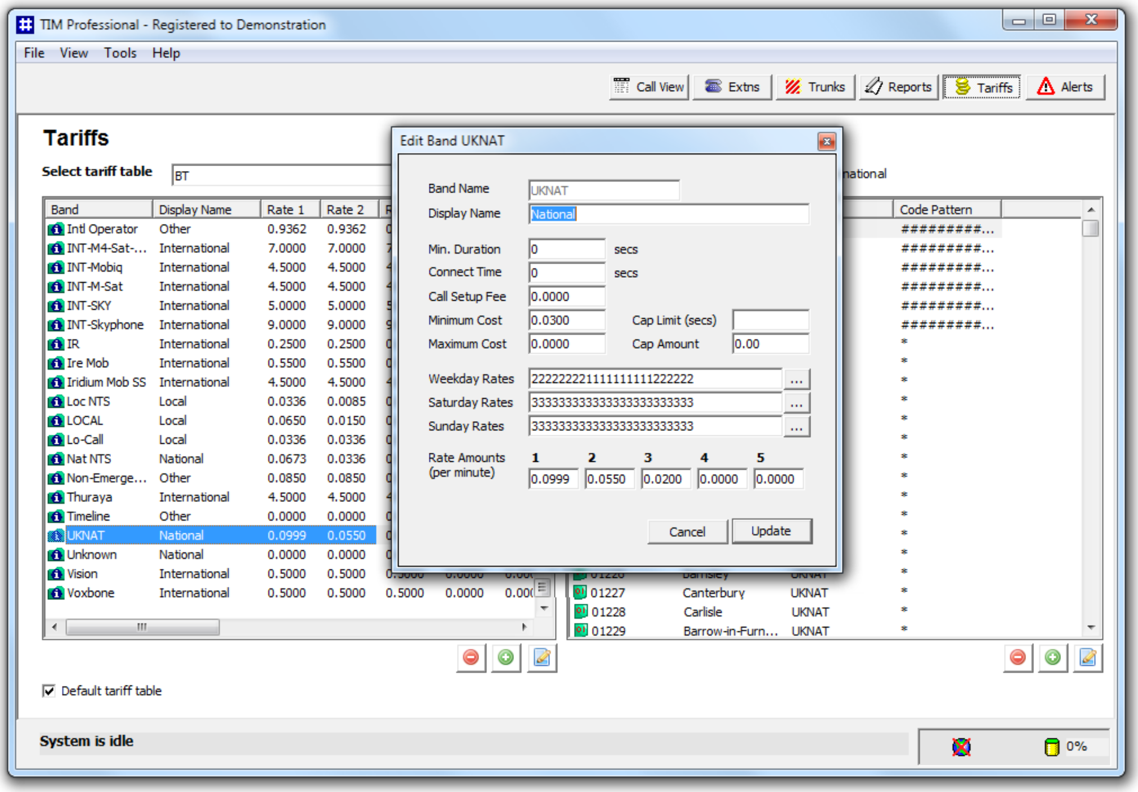
Code Pattern	A numeric mask used to validate a number of this type. For example, a London number requires a code-pattern of `020########*`, which indicates that the number must start with 020 and to be followed by at least eight digits in order to be valid. If this code pattern is not matched, the call is discarded.

Price bands

As described, each dialling code refers to a price band which contains all the information necessary to cost that call.

To view or edit the properties of a charge band, located it in the list and double-click on it to open the band's properties window:



Band Field	Description
Band name	The name of the band
Display name	The band name displayed in the call view or reports
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
Call Setup Fee	The starting cost of a call, regardless of its duration
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
Weekday rates	The call rates during weekdays
Saturday rates	The call rates during Saturdays
Sunday rates	The call rates during Sundays
Rate Amounts	The rates applied to the current price band
Cap limit	The maximum duration (in seconds) you want to restrict certain calls to

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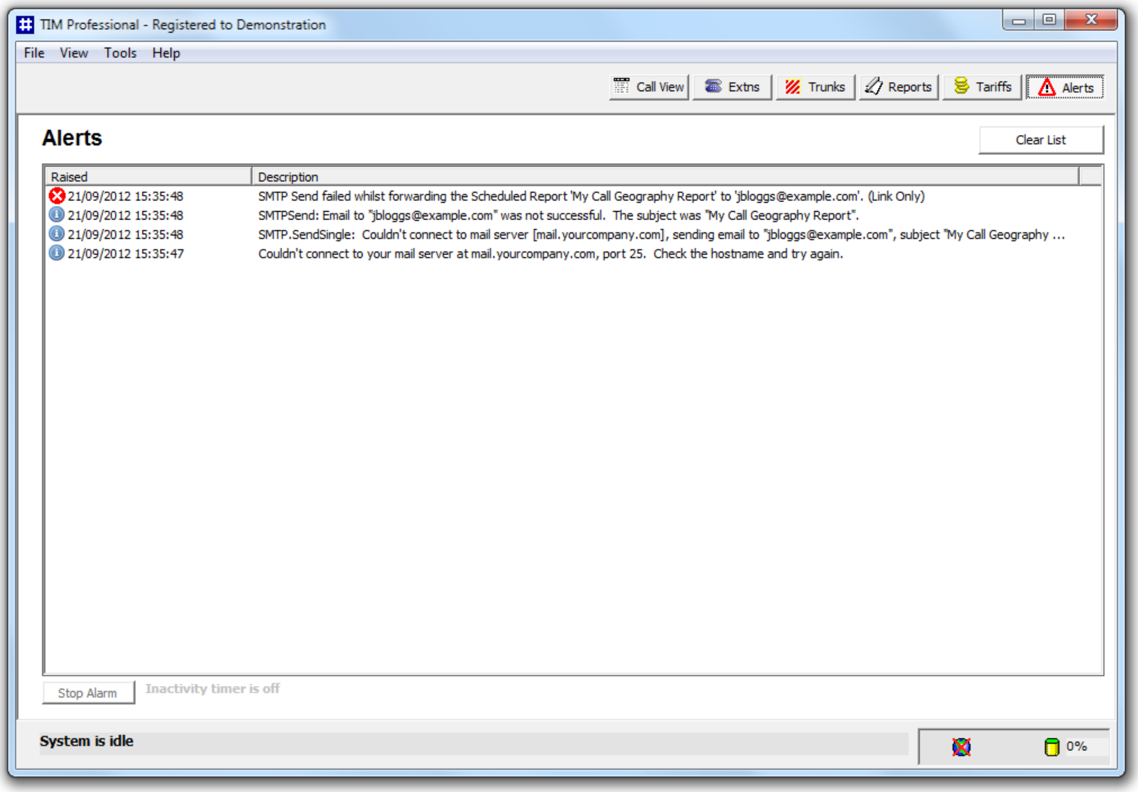
Cap amount	The maximum charge for a call to a particular number

Alerts

TIM Professional can be configured to raise an alert when particular events occur whilst the system is running.



The levels of alert are defined as **`Urgent/Critical`**, **`Warnings`**, and **`Information`**, and the events that could cause these alerts are described below:

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Urgent/ Critical alerts

- The system couldn't locate a particular configuration file.
- PBX data was received from an unknown source. This could indicate a malicious attempt to falsify data.
- Any error during the mathematical processing of call data.
- A voluntary system shut-down occurred because an important file could not be accessed due to another process having it already open.
- A PBX data template could not be located or is missing.
- Any error during file access in processing PBX data.
- Any error during the batch pre-process cycle.
- Any error accessing the call database.
- An invalid or missing tariff table.
- Some discarded call data could not be saved for future inspection.
- Any non-recoverable general reporting error but not including normal feedback from the reporting engine.
- Any error associated with sending an e-mail.
- Any error raised whilst administering scheduled reports.
- Unauthorised access on the TCP data or web server ports.
- Any other web server type error which could indicate a malicious attack using the HTTP protocol.
- Any error when generating on-the-fly images such as those used in creating charts for reports.
- Problems during the automatic archiving of historical call data.
- Any occasion where the complete contents of the call database were removed.
- Inactivity timer alerts

Warnings

- Problems decoding specific PBX data, where the format subscribes to a published protocol.

Information

- Web page accesses including the IP address of the client requesting the page.

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The alerts can be saved to a log file on disk or sent as an e-mail notification, as explained in the Setup section of this documentation.

Managing your call data

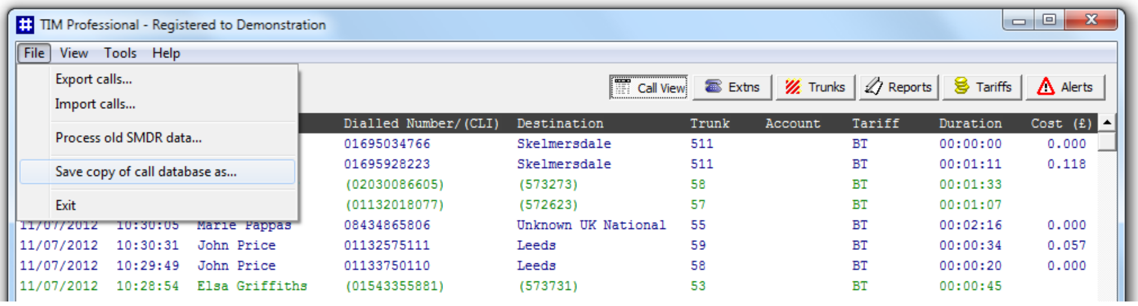
Backing up

TIM Professional stores its call logging data in a standard Microsoft Access database file, **`calls.mdb`**, located in the **`\calls`** subfolder of the main installation folder.

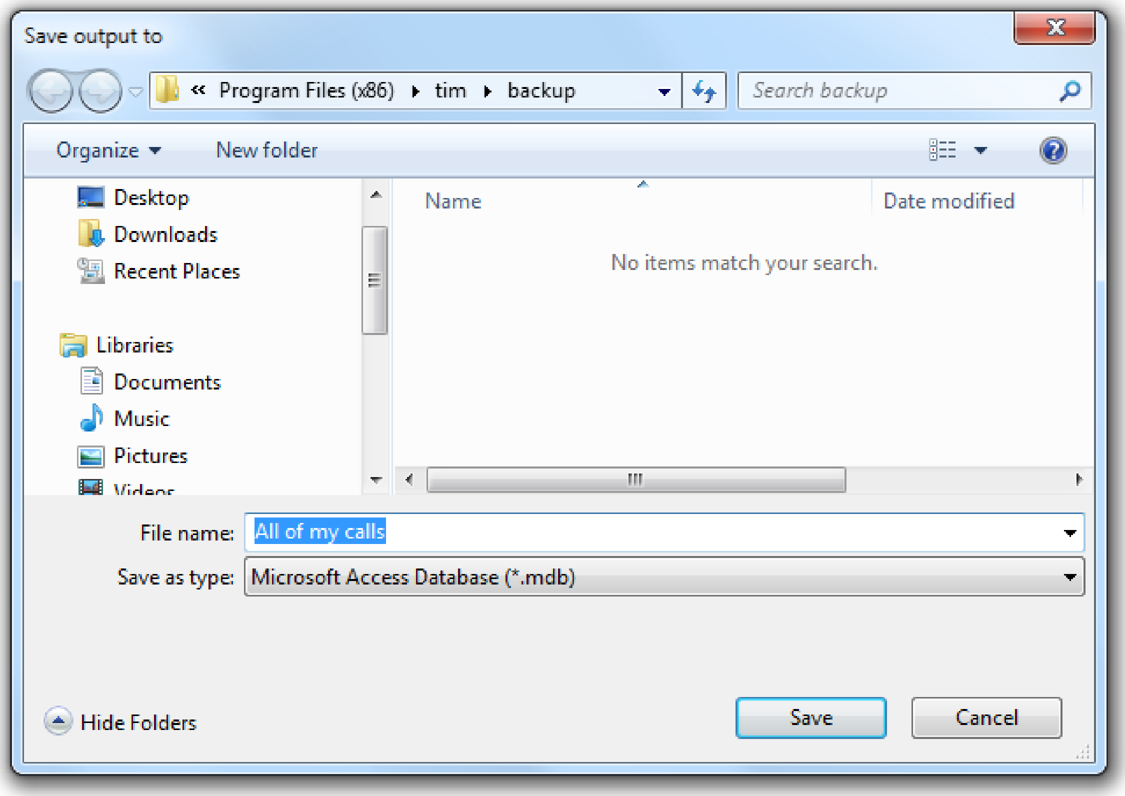
Backing Up - Block Copy

To back up your call data, without removing the calls from the database, it is sufficient to make a copy of the **`calls.mdb`** file. Alternatively, you can back up your calls from the application's interface.

Select **`File`** from the top-left menu bar and click on the **`Save copy of call database as`** option, as shown below:



A new window will appear, allowing you to decide on the name of the file and the output location:



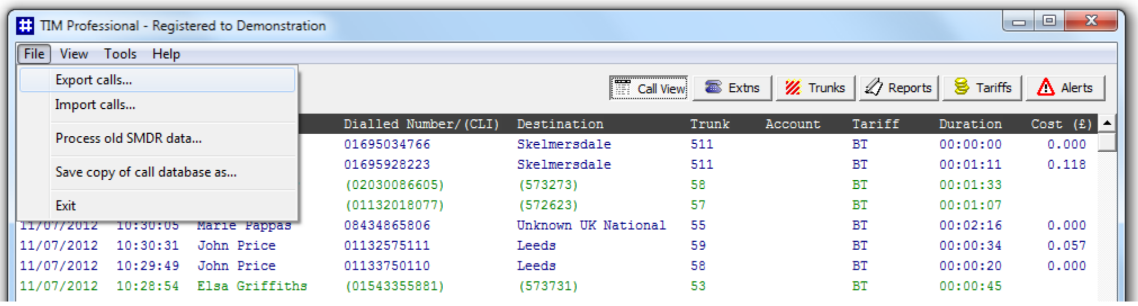
You will be asked whether you want to compress the database before saving the file. Compressing the database results in a slight speed degradation when the data is being imported back in the system; however, this is hardly noticeable with the specification of a modern PC.

Backing Up - Export

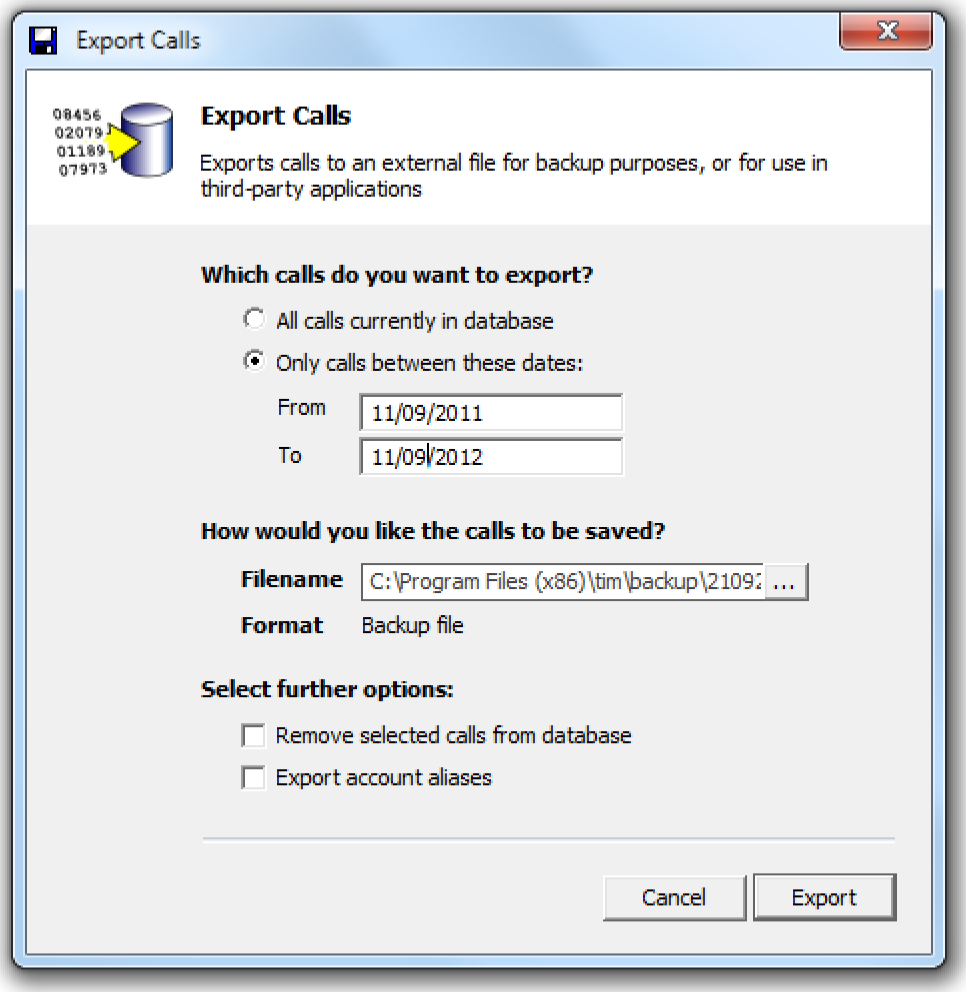
To back up your call data by removing the calls from the database, you can export any selected data to a file, which can be imported back in the system at a later stage, if required.

> This type of backup can be performed automatically as well, for a predetermined period, using the Automatic Archive functi on, described in the next section.

To export your data from the application's interface, select **File** from the top-left menu bar and click on the **Export Calls** option, as shown below:



The following window will appear, asking you to select the date range of the calls you want to export:



Enter the **start** and **end** dates in the respective boxes, then click on the Export button. If you want to export all calls from the database, select the `All calls currently in database` option.

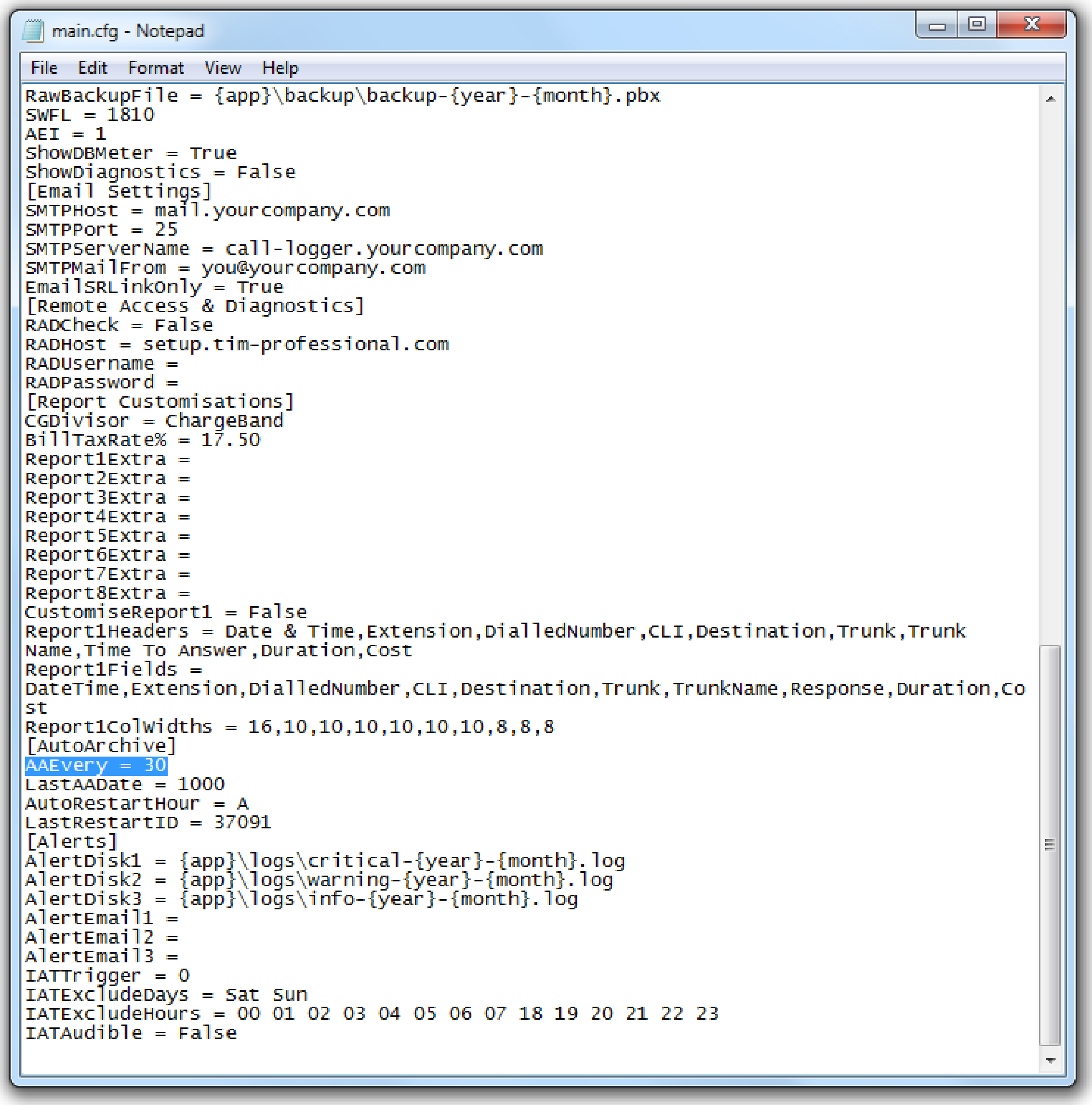
The calls made and received during the period you selected will be deleted from the database after being saved. The calls can be imported back in the system at a later stage, if required.

Automatic archiving

If your system is processing a large volume of information on a daily basis, in a long run you may notice a gradual degradation of the system's performance, due to the amount of call data stored in the database. In order to keep your system running smoothly, the **Automatic Archive** feature can automatically export your old call data (after a predetermined period) as part of its start-up routine. This automatic process ensures the optimal running of the system, whilst freeing the operator of any backup duties.

Setting up the automatic archive feature requires you to edit the `main.cfg` file, located in the `\config` subfolder within the main installation folder.

Open the `main.cfg` file and amend the `AAEvery` key to a value that reflects how old the calls should be before being archived. The system performs the automatic archive function only once in the same period. This ensures that the calls get archived in blocks, rather than being backed up daily over a certain number of days old.




```
RawBackupFile = {app}\backup\backup-{year}-{month}.pbx
SWFL = 1810
AEI = 1
ShowDBMeter = True
ShowDiagnostics = False
[Email Settings]
SMTPHost = mail.yourcompany.com
SMTPPort = 25
SMTPServerName = call-logger.yourcompany.com
SMTPMailFrom = you@yourcompany.com
EmailSRLinkOnly = True
[Remote Access & Diagnostics]
RADCheck = False
RADHost = setup.tim-professional.com
RADUsername =
RADPassword =
[Report Customisations]
CGDivisor = ChargeBand
BillTaxRate% = 17.50
Report1Extra =
Report2Extra =
Report3Extra =
Report4Extra =
Report5Extra =
Report6Extra =
Report7Extra =
Report8Extra =
CustomiseReport1 = False
Report1Headers = Date & Time,Extension,DialledNumber,CLI,Destination,Trunk,Trunk
Name,Time To Answer,Duration,Cost
Report1Fields =
DateTime,Extension,DialledNumber,CLI,Destination,Trunk,TrunkName,Response,Duration,Co
st
Report1ColWidths = 16,10,10,10,10,10,10,8,8,8
[AutoArchive]
AAEvery = 30
LastAADate = 1000
AutoRestartHour = A
LastRestartID = 37091
[Alerts]
AlertDisk1 = {app}\logs\critical-{year}-{month}.log
AlertDisk2 = {app}\logs\warning-{year}-{month}.log
AlertDisk3 = {app}\logs\info-{year}-{month}.log
AlertEmail1 =
AlertEmail2 =
AlertEmail3 =
IATTrigger = 0
IATExcludeDays = Sat Sun
IATExcludeHours = 00 01 02 03 04 05 06 07 18 19 20 21 22 23
IATAudible = False
```

For example, the line **`AAEvery = 30`** tells the system to, firstly, perform the auto-archive function every thirty days, and secondly, to archive any calls that were made or received over thirty days prior to that.

> Given that the **`Automatic Archive`** function is performed only during the start-up procedure, you will also need to enable the **`Automatic Restart`** function, as described in the Configuration file options section.

Refreshing calls

For more flexibility in handling your call data, TIM Professional allows you to "refresh" your calls, by updating specific properties, such as destination name, cost or routing information, whilst maintaining the original dates and times the calls have logged with.

A call refresh operation can be performed on an entire database of calls, or just a portion of them over a selected period.

To refresh your calls, select **`Tools`** -> **`Database`** from the top-left menu and click on the **`Refresh Calls`** option.

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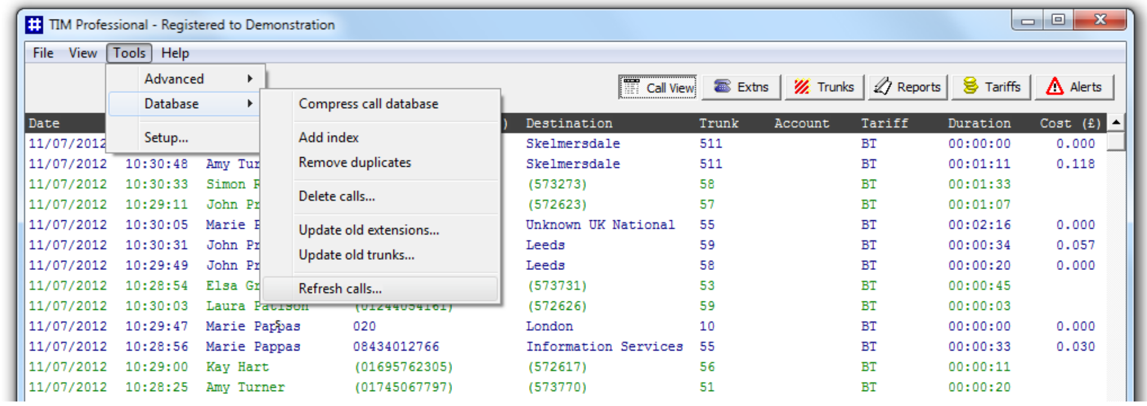
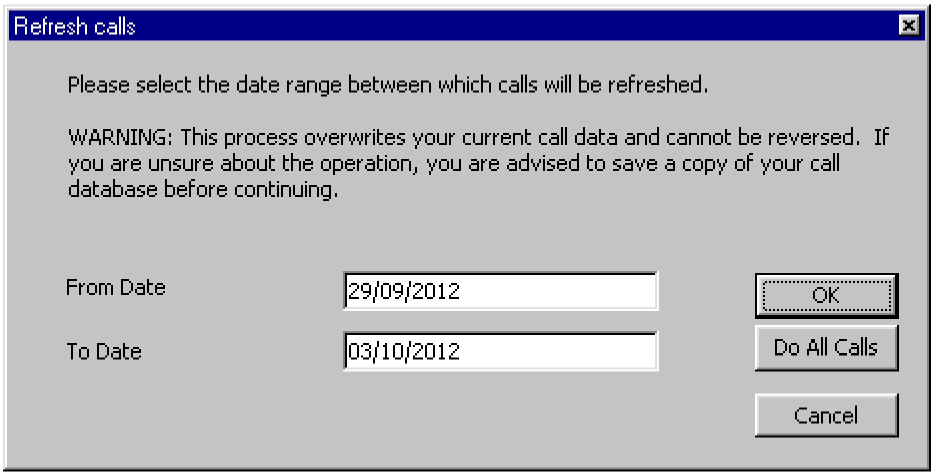


A new window will open, allowing you to select the period over which you want to perform the refresh function, or click on the Do All Calls button to refresh all calls stored in the database.



The status bar will indicate the progress of the operation and when this is complete, the status bar will settle to **`System is idle`**.

HTTP extensions

Integral web server

TIM has a secure HTTP-compliant built-in web server, which, like any other web server, can return HTML pages, text and graphics.

It is further enhanced to return telephone system-type information through its integral reporting extensions. This is done by way of a number of built-in scripts (or CGI programs) that, when supplied with various parameters, can return complete reports containing tables, graphs and charts, at the single click of an HTML Form button.

Customisation

Given the system is built around HTML using the HTTP protocol, the user is able to entirely customise the look and feel of all HTML pages and reports.

Each report produced by the system consists of a header, body (containing the information), and a footer. Whilst the body of the report is shaped by the parameters that are passed to it, the header and footer will remain constant and can be edited using any HTML editor.

Each report has an ID number assigned to it, as follows:

Report name	ID
Custom Report	1

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Billing Report	2
Organisation Drill-Down	3
Trunks Busy	4
Call Geography	5
Top Calls	6
Incoming Response Analysis	7
Frequent number	8
Target response	90
Extension Usage	91
Daily activity	92
Account summary	93
Full Call Analysis	94
First and Last Calls	95
Cost Summary	97
Inbound Call Performance	98
Business Centre Summary	100

Using these ID numbers, you can customise the header and footer of any report, by amending the corresponding **`customheader_x.html`** and **`customfooter_x.html`** files (where **`x`** is the ID number of the report), located in **`\data`** folder of the main installation folder.

For example, if you want to add the company name to the heading of each telephone bill you produce, you need to locate the **`customheader_2.html`** within the **`\data`** folder.

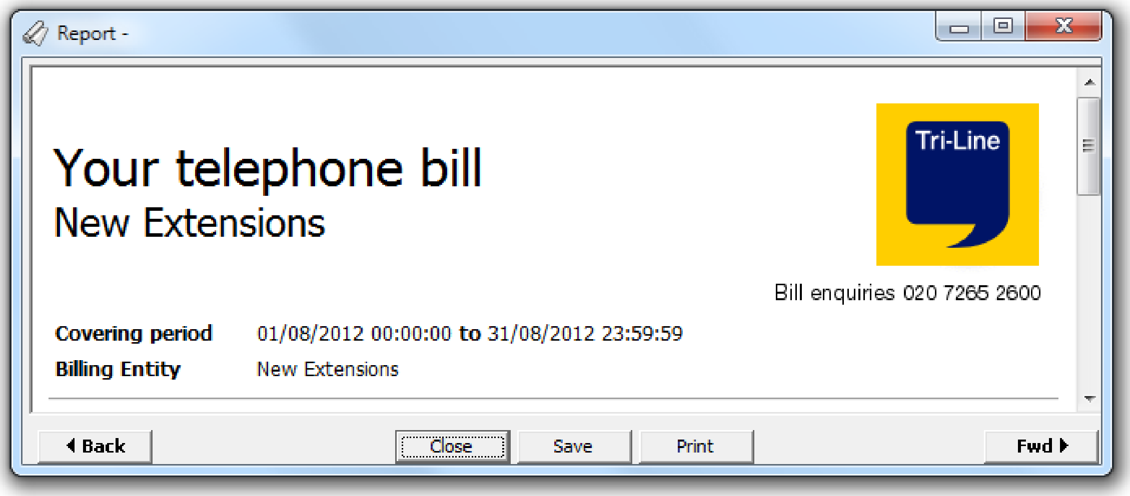
The raw HTML for such a file may look something like the following:

```
 <html>
    <body>
        <div align="left">
            <table border="0" cellpadding="3" cellspacing="0"
width="100%" style="font-family:Tahoma, Arial; font-size: 9pt">
                <tr>
                    <td width="66%" colspan="2">
                        <font size="6">Telephone Bill<br></font>
                        <font
size="5">for<#SSI_PARAM:extngroup><#SSI_PARAM:extension><#SSI_PARAM:acco
unt></font>
                    </td>
                    <td width="34%"><img src="img/company_logo.gif"
align="right" width="100" height="100"></td>
                </tr>
                <tr>
                    <td width="33%"></td>
                    <td width="33%"></td>
                    <td width="34%"><p align="right">Bill enquiries 020
7265 2600</td>
                </tr>
            </table>
        </div>

        <table border="0" width="100%" cellspacing="0" cellpadding="4"
style="font-family: Tahoma; font-size: 9pt">
            <tr>
                <td width="20%"><strong>Covering period</strong></td>
                <td
width="80%"><#SSI_PARAM:fromdate><#SSI_PARAM:fromtime> <strong>to</
strong> <#SSI_PARAM:todate> <#SSI_PARAM:totime></td>
            </tr>
            <tr>
                <td width="20%"><strong>Billing Entity</strong></td>
                <td
width="80%"><#SSI_PARAM:extngroup><#SSI_PARAM:extension><#SSI_PARAM:acco
unt></td>
            </tr>
        </table>
```

This example uses server-side includes (SSIs), explained later in the Dynamic reports section.

The example code would produce an output similar to the following:



The system constructs the final report from three different HTML files - header, body and footer. Whilst it is not essential for some browsers, you should comply to the HTTP specifications and include the HTML page in a pair of HTML tags. As the final report needs to be rendered in one single file, the open HTML tag must be placed in the header and the closed HTML tag in the footer of the report.

Dynamic reports - RHDL.EXE

The built-in web server has an integral reporting extension that allows you to produce a full report in HTML format and deliver it direct to a web browser. This reporting script is accessed using the standard CGI (Common Gateway Interface) protocol.

How it works

The idea is simple: you pass the parameters of the required report, including the ID number, the period (date and time), and any other required parameters, the report is being generated and then sent back to the web browser window.

The reporting script, is invoked by sending CGI variables to the `http://tim.yourcompany.com/rhdl.exe` object, where `tim.yourcompany.com` is the host name of the machine running the TIM web server.

The report parameters can be passed by the standard `GET` and `POST` methods. Using the `GET` method, the parameters can simply be passed to the `RHDL.EXE` object on the URL, as a hypertext link, or typed directly into the web browser's address bar. For example, `http://tim.yourcompany.com/rhdl.exe?reportid=5&period=lastmonth` would return a full Call Geography report based on the calls made in your organisation over the last month.

Using the `POST` method requires an HTML form to be produced. An example of the same Call Geography report is described below:

```
<html>
    <body>
        <form method="POST"
action="http://tim.yourcompany.com/rhdl.exe">
            <p>ID <input type="text" name="reportid" size="20"
value="5"><br>
            Period <input type="text" name="period" size="20"
value="lastmonth"></p>

            <p><input type="submit" value="Submit"></p>
        </form>
    </body>
</html>
```

In this example, the user is allowed to enter manually the ID and period of the report, for maximum flexibility.

Listed in the Server-side includes section, there is an array of SSI variables that can be used in your HTML code to automatically insert a drop-down list of valid report periods.

Further, there may be times when a drop-down list is needed in your HTML page that holds a list of all the extension groups that have been set up. Clearly, a static HTML page would not suffice here because the list of extension groups may change. In this case, you must use the server-side variable named **`#SSI_EXTNGROUP`** to do this for you.

The difference between actioning a report using the **`POST`** method instead of the **`GET`** method is that the parameters you send to the **`RHDL.EXE`** object are hidden from your web browser's address bar. This can sometimes be desirable from a security point of view.

Other goodies

Bar Graph

We have also provided a useful gadget for displaying a small bar graph image when passed a parameter between 0 and 100, which reflects a percentage. Try it using the following example:

`http://tim.yourcompany.com/bar.jpg?percent=75`

Restart Server

A script is also included which invokes a restart of the TIM server. Be aware that it is the whole application that is restarted - not just the web server. The script needs one parameter named **`sure`** to equal **`yes`**. Suggested use is as follows:

`http://tim.yourcompany.com/restart.exe?sure=yes`

Server-side includes

Server-side Includes (SSI) are intended for system administrators wishing to customise their web-based HTML content. This section details the type of information returned by the web server's internal server-side variables. Examples are given, along with a brief explanation of every variable that is available for use.

Implementing SSI variables

When a page is requested from the web server, it is served directly from the **`\data`** folder of the main installation program.

As with most modern web servers, the inclusion of certain keywords is possible and when included as part of a normal HTML file, this will be substituted for dynamic content. This simplifies the extraction of dynamic content from the web server, where no complicated scripts are required; however, certain CGI scripts are described in the next sections.

Example

To include an SSI variable you need to replace the type of data you want to display with the variable's name. The example below shows how

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to implement the inbuilt **#SSI_DATELONG** variable to display the current date every time a page is requested.

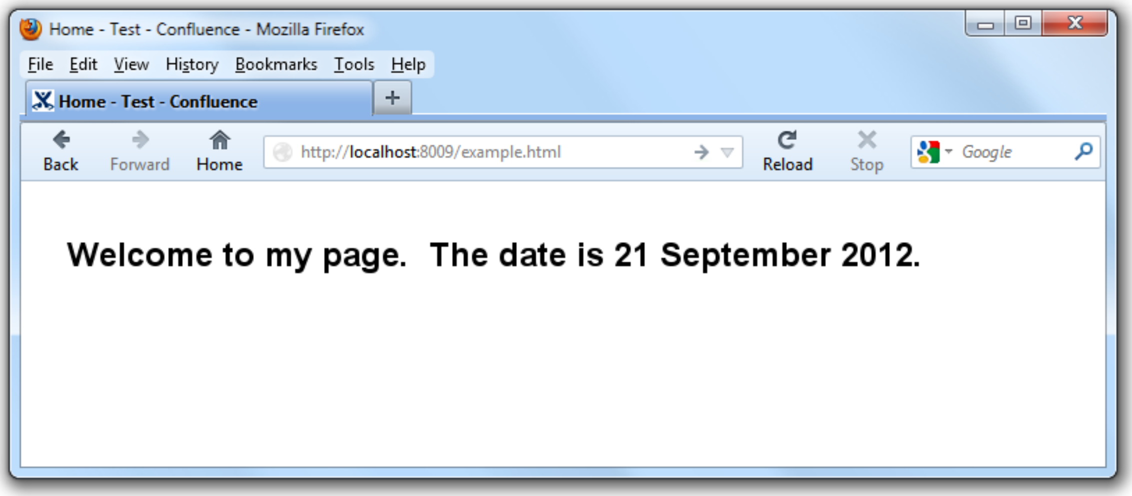
We start with a very basic HTML page:

```
<HTML>
    <BODY>
        <H2>Welcome to my page.  The date is 1 January 2012.</H2>
    </BODY>
</HTML>
```

For the data to change dynamically, substitute the data with SSI variable name, in our case **#SSI_DATELONG**.

```
<HTML>
    <BODY>
        <H2>Welcome to my page.  The date is #SSI_DATELONG.</H2>
    </BODY>
</HTML>
```

When the page is requested, it will display as below:



Variable list

A complete list of all SSI variables is described below. Most SSI variables do not need to be housed in '<>' HTML tags; however, variable-length ones do, and these are detailed at the bottom of the list.

SSI variable	Description
#SSI_DATELONG	Displays the current system date in long **dd mmmm yyyy** format, e.g. 04 January 2001
#SSI_DATESHORT	Displays the current system date in short **dd/mm/yyyy format**, e.g. 04/01/2001
#SSI_TIME	Displays the current system time in **HH:MM:SS** format, e.g. 23:02:41
#SSI_CALLTYPES	Produces a drop-down list in the context of an HTML form displaying all call types

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#SSI_PERIODS	Produces a list of valid periods used to replace the `fromdate` and `todate` parameters in reports
#SSI_EXTNGROUP	Produces a list of available extension groups, including the internal `New Extensions` group containing the newly-discovered extension numbers
#SSI_TRUNKGROUP	Produces a list of available trunk groups, including the internal `New Trunks` group which containing the newly-discovered trunk numbers
#SSI_SITELIST	Produces a list of valid sites as found in the **SITES.CFG** file
#SSI_REGNAME	Displays the name of the company the software is registered to
#SSI_REMOTEIP	Displays the IP address of the client, e.g. the entity connected to the web server
#SSI_REMOTEHOST	Displays the resolved host name of the client
#SSI_REMOTEPORT	Displays the request port of the client
#SSI_LCV	Returns an HTML table containing a copy of the information currently displayed in the live call view list. The table includes the column headers and any highlighted calls
#SSI_FIELDS	Produces a drop-down list with the database fields, in the context of an HTML form. Its primary use is to specify by which field the data should be sorted
#SSI_STATS:ID	Returns the unique identifier of the set of statistics currently being collected. This could be a numeric form of the current date on which live statistics are being collected
#SSI_STATS:GROUP	Returns the extension group (if any) that statistics are currently being collected for
#SSI_STATS:NUMABANDON	Returns the total number of abandoned calls
#SSI_STATS:NUMANSWERED	Returns the total number of answered calls
#SSI_STATS:NUMOUTBOUND	Returns the total number of outbound calls
#SSI_STATS:MAXOUTDURATION	Shows the duration of the longest outbound call (in **hh:mm:ss** format)
#SSI_STATS:MAXOUTBY	Shows the name (if any) of the extension responsible for the longest outbound call
#SSI_STATS:MAXRESPONSEBY	Shows the name (if any) of the extension responsible for the **#SSI_STATS:MAXRESPONSE** value above
#SSI_STATS:MAXWAIT	Shows the maximum length of time a caller waited before abandoning (in **hh:mm:ss** format)
#SSI_STATS:MAXWAITBY	Shows the name (if any) of the extension responsible for the **#SSI_STATS:MAXWAIT** value abo ve
#SSI_STATS:AVGOUT	Shows the average duration of all outgoing calls in the current statistics set (in **hh:mm:ss** format)
#SSI_STATS:AVGRESPONSE	Shows the average response time for all incoming answered calls in the current statistics set (in **hh:mm:ss** format)
#SSI_STATS:AVGWAIT	Shows the average length of time callers wait before abandoning a call (in **hh:mm:ss** format)
#SSI_STATS:TOTALOUTDURATION	Shows the total duration of all outgoing calls in the current statistics set (in **hh:mm:ss** format)
#SSI_STATS:SMAXRESPONSE	Returns the maximum response time (seconds only)
#SSI_STATS:SMAXWAIT	Returns the maximum wait time (seconds only)
#SSI_STATS:SAVGRESPONSE	Returns the average response time (seconds only)
#SSI_STATS:SAVGWAIT	Returns the average wait time (seconds only)

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Report parameter SSI variables

The following tags are available to be used for report headers and footers; they allow the HTML writer to access the report's parameters exactly as they were requested, once they are modified. If a parameter is blank, nothing will be displayed instead of the tag. Note that the <> tags are mandatory as they contain variable-length data and are therefore necessary.

```
<#SSI_VAR:[parameter]>
```

The `[parameter]` must be replaced by any one of the report's parameters. For example, `<#SSI_VAR:extngroup>` will display an extension group, whilst `<#SSI_VAR:fromdate>` will display the start date of the report, in the format that was supplied.

Report parameters

Each report has its own set of parameters, specific to each report type, although some parameters are common to all reports.

COMMON PARAMETERS

Parameter	Description	Default value
period *	Report period	`<no default>`
fromdate *	From date	`<no default>`
todate *	To date	`<no default>`
fromtime	From time	`<no default>`
totime	To time	`<no default>`
name	Report title	
width	Width of results table (% is provided)	`100`
site	Site to report on	Blank implies all sites

CUSTOM REPORT (1)

Parameter	Description	Default value
type	Specifies call type from: 'outgoing' or 'all outgoing calls' 'outgoingx' or 'outgoing transfers' 'incoming' or 'all incoming calls' 'answered' or 'answered calls' 'answeredx' or 'answered transfers' 'abandoned' or 'abandoned calls' 'abandonedx' or 'abandoned transfers' 'internal' or 'internal calls' 'feature' or 'pbx feature calls'	Blank implies all call types
fromdurn	Duration range start	`<no default>`

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todurn	Duration range end	`<no default>`
fromresponse	Response time range start	`<no default>`
toresponse	Response time range end	`<no default>`
extension	Extension number	`<no default>`
fromextn	Extension number range start	`<no default>`
toextn	Extension number range end	`<no default>`
extname	Extension name	`<no default>`
extngroup	Extension group	`<no default>`
trunk	Trunk number	`<no default>`
fromtrunk	Trunk number range start	`<no default>`
totrunk	Trunk number range end	`<no default>`
trunkname	Trunk name	`<no default>`
trunkgroup	Trunk group	`<no default>`
**account ** **	Account code match	`<no default>`
**cli ** **	Caller ID match	`<no default>`
accesscode	Specifies a trunk access code	`<no default>`
lcr	Specifies a Least Cost Route sequence	`<no default>`
**diallednumber ** **	Dialled number match	`<no default>`
**destination ** **	Location name match	`<no default>`
**tariff ** **	Tariff name match	`<no default>`
fromcost	Cost range start	`<no default>`
tocost	Cost range end	`<no default>`
orderby	Specifies the field to order result by, from: 'site', 'datetime', 'date', 'time', 'type', 'duration', 'response', 'dayminute', 'dayhalfhour', 'extension', 'extensionname', 'extensiongroup', 'trunk', 'trunkname', 'trunkgroup', 'account', 'cli', 'accesscode', 'lcr', 'diallednumber', 'destination', 'tariff', or 'cost'	`<no default>`
sort	Specifies direction of sort 'up' or 'down' where 'up' specifies ascending, etc	**up**

BILLING REPORT(2)

Parameter	Description	Default value
extngroup *	Extension group name	`<no default>`
extension *	Extension number	`<no default>`
accountcode *	Account code	`<no default>`
markup	Markup per call (% is provided)	`0`

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surcharge	Surcharge per call (no currency symbol)	`0`

ORGANISATION DRILL-DOWN (3)

Parameter	Description	Default value
extngroup	Extension group name	<no default>
live	True or False - enables/disables hyperlinks	`false`

TRUNK BUSY(4)

Parameter	Description	Default value
trunkgroup	Trunk group	<no default>
trunk	Trunk number	<no default>
diallednumber **	Dialled number	`0`
destination **	Destination name	<no default>

CALL GEOGRAPHY ANALYSIS (5)

Parameter	Description	Default value
extension	Extension number	<no default>
extngroup	Extension group	<no default>
trunk	Trunk number	<no default>
trunkgroup	Trunk group	<no default>

TOP CALLS REPORT (6)

Parameter	Description	Default value
incomingonly	True or False - specifies incoming calls only	<no default>
outgoingonly	True or False - specifies outgoing calls only	<no default>
extension	Extension number	<no default>
extngroup	Extension group	<no default>
order	'duration' or 'cost'	`cost`
topx	Topmost number of calls from selection	`50`
live	True or False - enables/disables hyperlinks	`false`

INCOMING CALL ANALYSIS (7)

Parameter	Description	Default value
extension	Extension number	<no default>
extngroup	Extension group	<no default>
trunk	Trunk number	<no default>
trunkgroup	Trunk group	<no default>
noxfers	True or False - includes or excludes transferred calls	<no default>
rowheight	Specifies height of each row in table	`18`
daystart	Specifies starting half-hour of working day	`15`
dayend	Specifies ending half-hour of working day	`37`
coldaylight	Colour RRGGBB of daytime's light shade	`FFFFEC`
coldaydark	Colour RRGGBB of daytime's dark shade	`FFD7C4`
colnightlight	Colour RRGGBB of night-time's light shade	`F0F0FF`
colnightdark	Colour RRGGBB of night-time's dark shade	`E0E0FF`
reversehours	True or False; True specifies 00:00 at top of report, to 23:59 at bottom	`false`
viewstart	Starting half-hour of view (ignores earlier)	`1`
viewend	Ending half-hour of view (ignores later)	`48`

FREQUENT NUMBERS (8)

Parameter	Description	Default value
diallednumber **	Specifies dialled digits	<no default>
extngroup	Extension group	<no default>
minfrequency	Specifies minimum frequency of a dialled number to feature in the results	`2`
orderby	Specifies order of results, either 'number of calls', 'duration', 'cost'	`cost`

***** Indicates a mandatory field.

****** It is provided.

Example usage

`http://192.168.0.1:8080/rhdl.exe?reportid=1&period=thisyear&extension=7095&sortby=cost`

Template files

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Format

A template file is a set of instructions telling the system how to extract the necessary information from the data sent from your telephone system. A sample template is shown here to demonstrate its use.

```
'IPBX Demo Template
'Created 13 May 2001
'at 20:14 by JOHNSMITH

Type = TEXT

[Options]

HeaderLike = " DATE ##-???-##*"
HeaderTake = "      xxxxxxxxx"

[CallTypes]

'Outgoing Direct
##-???-## ##:##:##      ???#:##   ###
aa bbb cc  dd ee ff     hhhh ii   jjj
1
```

The file consists of a `[Type]` and `[Options]` section required to pre-process the data before it is usable, and a `[CallTypes]` section which holds the information necessary to extract the call record components from the raw data.

[Type] Section

This describes how the information is presented to the software. Possible options are described below:

Type	Description
TEXT	Denotes that the data consists of plain text subscribing to the ASCII standard.
BCD2.4	Binary-coded decimal values, such as the proprietary format used in the Siemens Realitis PBX.
EXTERNAL	Informs the system that the data needs to be passed to another separate application before the processing is possible. This setting also requires the path to the external application to be supplied in the `[Options]` section under the key name `ExtPPFilename`.

[Options] Section

This section contains the settings necessary to determine what data pre-processing is required - if any- before the individual call record elements can be extracted. Possible options are described below:

Option	Description	Default value
EndTime	Informs the call processor that the call time specified is actually the time that the call ended. This ensures that the duration of the call is subtracted from the given call time to achieve the effect of the start time. All call data stored in the database assumes that the call time is the time that the call started, not ended.	`true` or `false`
SubtractAnswerTime	Notifies the call processor to subtract the answer (response) time from the call duration. Use this option if the duration of a call includes the response time.	`true` or `false`

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AddAnswerTime	Notifies the call processor to add the answer (or response) time to the call duration, if the PBX doesn't include it already.	`true` or `false`
StartEndDuration	This option is used when a PBX outputs the call's start and end time separately, but no duration time is being outputted. Because the system requires a call duration, the end time appears as though it were the duration, in which case this option will instruct the system to subtract the value specified for call time (elements d, e and f) from the value specified for duration (elements g, h and i), in order to achieve the correct duration.	`true` or `false`
Lines	Informs the system how many lines make up a call record. Requires the `Line1` option in order to know how to recognise the first line of a call record. The pre-processor will then amalgamate all lines of a call record into a single line.	
Line1	Shows the system how to identify the first line of a call record. The system then knows how many further lines are necessary before the amalgamation occurs (see `Lines` option, above).	

[CallTypes] Section

This section contains information about how the system identifies each line of call logging data, in terms of its call type, e.g. outgoing, incoming, etc, and how to extract the call record elements from the each line. Each call type is being assigned a code, which is then used to identify each line of data with a particular type of call.

Each type of call consists of three lines of data, as shown below:

```
'Outgoing Direct Dial
##-???-##  ##:##:##            ???#:##   ###   ###
####??????????????????????????????????##*
aa bbb cc  dd ee ff            hhhh ii   jjj   mmm   kllllllllllllll
1
```

First line

Symbol	Description
`##-???-## ##:##:##`	The match line, which informs the system how to match this particular call type
`#`	Indicates any digit between 0 and 9
`?`	Indicates any character including letters and numbers
`*`	Indicates that any character or number of characters further on that line are ignored

Second line

Symbol	Description
`aa bbb cc dd ee ff`	Informs the system how to extract each call record element from the line of data
`aa`	Spans the first two characters of the data line meaning that the call date's day should be taken from here;
`bbb`	Spans three characters starting at column 4 showing where the month is taken from, and so on.

Third line

The third line contains the code associated with the type of call. These call type numbers are internally used to identify the call type, as follows:

Call Type #	Type of Call

1	Outgoing direct dialled
2	Outgoing failed to connect
7	Mobile call
8	Mobile SMS
50	Outgoing transferred
100	Answered direct dialled
101	Answered transferred
150	Abandoned direct dialled
151	Abandoned transferred
200	Internal call
300	Feature call (dialled number should contain the feature number)
400	Tandem Call
500	Event types sent to CTI server

Call record components

When the system processes each line of data, it extracts the components of the call record, such as extension number, date, duration etc., using a lookup in the associated template file.

The template file identifies each call type by marking the position on each line of call data, where each element should be extracted from.

In a TDT (template) file, the following element keys are used to define each field of a call record:

Character	Cell record element
a	Date: DAY
b	Date: MONTH
c	Date: YEAR
d	Time: HOUR
e	Time: MINUTE
f	Time: SECOND
g	Duration: HOURS
h	Duration: MINUTES
i	Duration: SECONDS
j	Extension Number
k	Trunk Access Code

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l	Dialled Number / Dialled Digits
m	Trunk/Line Number
n	Response Time: MINUTES
o	Response Time: SECONDS
p	Account Code
q	Calling Line Identification (CLI)
r	History: Value (historic)
s	History: Pointer (historic)

Securing your system

Introduction

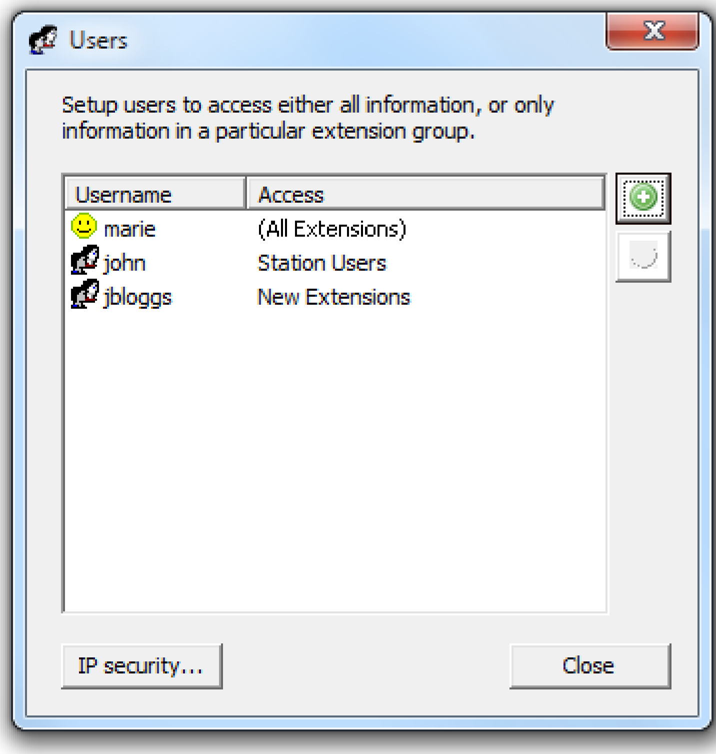
TIM Professional offers two methods of securing your system:

- console based - to protect the actual application
- network based - to allow only particular information to reach certain clients

Both methods require the main administrator to set up the users and passwords using the entry screen.

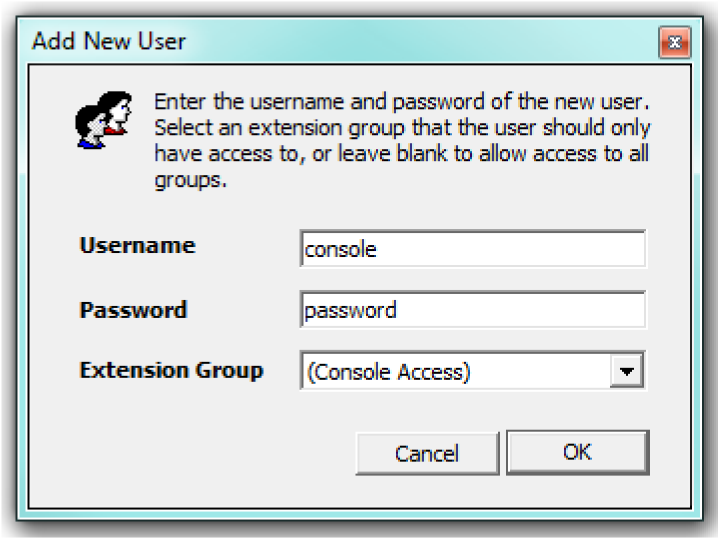
Console Locking

Access the top-left menu and select `View` -> `Users and passwords`. In the new window that appears, click on the  button to add a new user.



Within the new screen that pops up, set up a user with the username **console** (all characters in lower case), enter a password, then select **(Console Access)** from the **Extension Group** drop-down list. Click on the OK button to add the console user to the list.

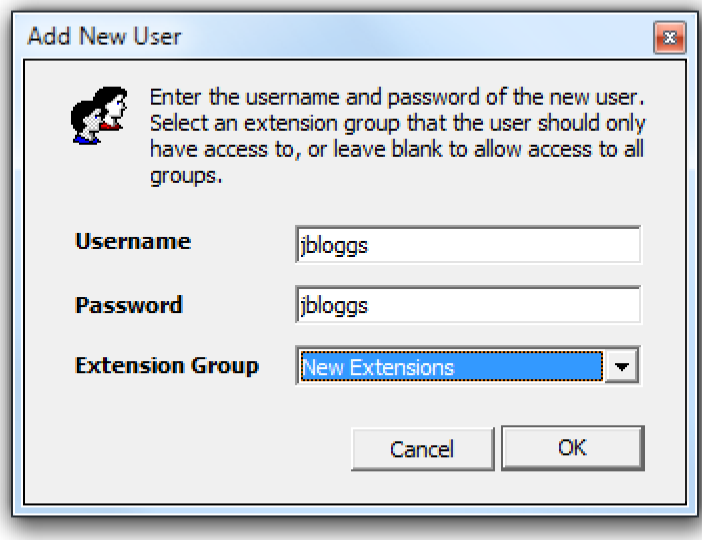
Only one user named **console** can be setup for Console Access.



Web Username restrictions

TIM Professional allows you to set up users whose access to the system is restricted to a specific group.

To configure this, access the top-left menu and select **View** -> **Users and passwords**. In the **Add New User** window that appears, enter a username and password for your new user and select the group you want to grant them access, from the **Extension Group** drop-down list.



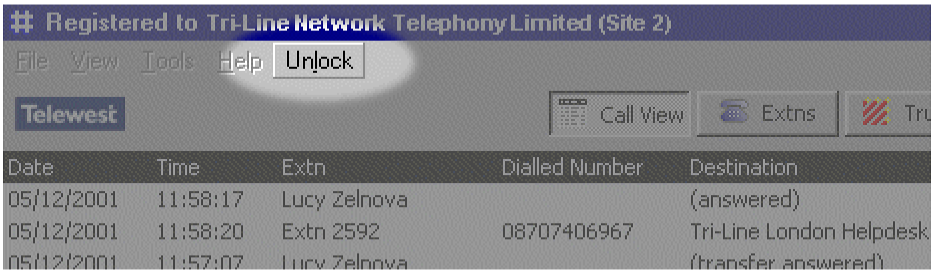
To add a user who may access all extensions, leave the **Extension Group** drop-down list empty (the default), or select the blank item at the top of the list.

A user who has access to all extension information will be shown in the **User List** with a  icon, as opposed to a restricted user, a  symbol.

Console

In certain instances, such as POS (point of sale), it is desirable to protect the call logger against unauthorised access. When a console user has been set up, users cannot access the system without providing the credentials for the console account.

To unlock the system, click on the Unlock button at the top-left of the screen, as shown below:



Once the correct password has been provided, the system becomes accessible and the Unlock button will change to Lock .

IP restrictions

Web access can be restricted to specific client machines, by providing a list of authorised IP client addresses or ranges, and optionally, a list of denied/excluded IP addresses or ranges.

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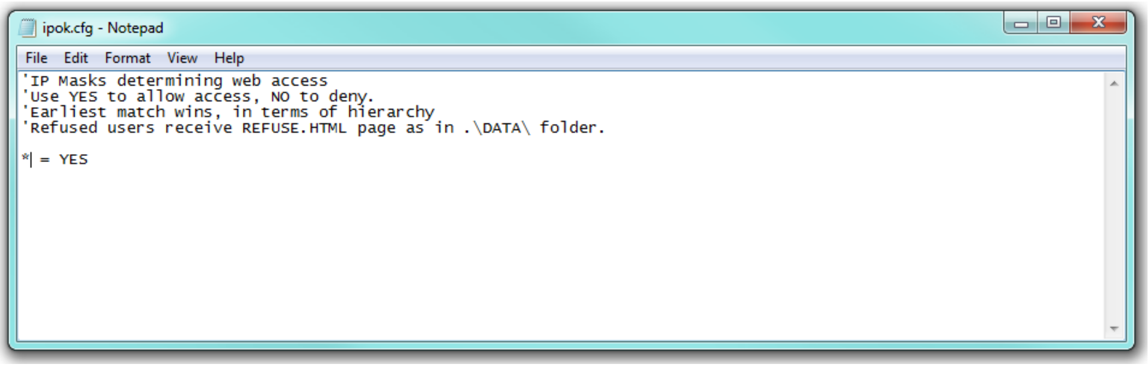

Configuration file options

The table below describe the main configuration settings of the software available in the `main.cfg` file, which is accessible from the main installation folder.

> If you need to modify any of these settings, we strongly recommend to contact our Technical Support team.

REGISTRATION

Configuration option	Description	Default value
RegName	The name of the person or organisation the software is licensed to	e.g. `Tri-line`
RegNum	The license number	e.g. `419-258-252-800`
Features	A number associated with your registration code enabling certain system functions	▪ `255`: full ▪ `511`: enable voice recording ▪ `0`: demo mode
Expiry	The software expiry date in `dd/mm/yyyy` format.	`0` = never expires

BRANDING

Configuration option	Description	Default value
VendorAppTitle	The text that appears on the left-hand side of the application	`TIM Professional`
VendorScreenTitle	The text that appears on the left-hand side of the title bar, before the 'Registered to' text	`TIM Professional`
WebRealmTitle	Sets the realm name for anyone accessing the system via its web interface. Only effective when an HTTP authentication pair (username and password) is set.	`TIM Professiona Web extensions`

TechInfo0	1st line of of text in the `Vendor information` box within the `Help|About` section	`Telephone ++44 2072652626`
TechInfo1	2nd line of of text in the `Vendor information` box within the `Help|About` section	`or visit our website at`
TechInfo2	3rd line of text in the `Vendor information` box within the `Help|About` section	http://www.tri-line.com/
TechInfo3	4th line of of text in the `Vendor information` box within the `Help|About` section	`Always quote your customer number`

HTTP EXTENSIONS

Configuration option	Description	Default value
WebEnabled	Determines whether users on the network are able to access system functions via a web browser.	`True`
MultiUser	If set to `False`, the system does not ask for passwords during web and report access. If set to `True`, the system will be using the information contained in the `access.cfg` configurati on file.	`False`
WWWKeepTempReports	Sets whether or not the system immediately discards any temporary files that are created to produce reports	`True`
WWWServerIP	Integrated web server IP address. Used when generating reports and for the web interface. This is used for creating cyclical links (in emails and live reports) back to the internal web server.	`127.0.0.1`
WWWServerPort	Integrated web server port number. If default port is used, this does not need to be specified when entering web server IP.	`80`
WWWBind	Setting this option to `True` causes the above IP address and port to become bound and is typically used with a computer that has 2 or more active network cards (multiple IP addresses)	`False`

IP Connectivity

Configuration option	Description	Default value
IPPBXEnabled	If set to `True`, enables IP-PBX Connection Parameters	`False`
IPPBXIP	PBX IP address used by IP-PBX Connection Parameters	`192.168.0.1`
IPPBXPort	IPPBX port number used by IP-PBX Connection Parameters	`4001`

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IPPBXUsername	IPPBX username for logging into the PBX	
IPPBXPassword	IPPBX password for logging into the PBX	
IPScript	IPPBX script used for logging into the PBX	`maximiser.ips`
TCPIPScout	If set to `True`, enables Telnet server and allows the system to responds to data packets sent over the TCP/IP network.	`False`
TCPDataPort	Telnet server port number used by the Telnet server; it is effective only when `TCPIPScout` option is set to `True`.	`23`
TCPServerIP	Sets the IP address or host name of the TCP/IP remote PBX data socket.	`127.0.0.1`
TCPBind	Determines whether the TCP/IP remote PBX data socket is bound to the IP address/name and port as specified in the `TCPServerIP` and `TCPDataPort` settings. In some installations, where a computer has multiple IP addresses, it may be desirable to bind the socket to a specific one.	`False`

Display Options

Configuration option	Description	Default value
LCVGridLines	If set to `True`, enables grid lines in call view	`False`
BarColour	Change colour of bar graph generator.	`000080`
BarBackColour	Change colour of bar graph generator.	`ffffff`
HighlightColour	Specifies the colour for highlighting qualifying calls.	`ffb0b0`

Options

Configuration option	Description	Default value
MultiTask	Determines whether a user can access other system functions whilst data is being processed, or whether they must wait until it has finished.	`True`
CurrencySymbol	Sets the currency symbol used throughout the system, including web reports.	`£`

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PBXTemplate	The default PBX template used by the application within the **Setup|PBX** tab	`internal.tdt`
DefaultTariffTable	The default tariff table used by the system when routing doesn't specify another one to be used.	`BT`
MinimumDialledDigits	Minimum dialled digits defined in **Setup|PBX** tab	`3`
DCSearchDigits	Dial code search complexity in **Setup|PBX** tab Specifies the number of digits (starting from the leftmost) from which to start matching any dialled number in all tariff tables; e.g. 01614199999 would start searching with 016141 using the default settings.	
DiscardedPath	The name and location of the call data discard file	`\bad.pbx`
FileScout	If set to `False`, the call logger stops spooling call data and puts a start button on the bottom left of the main window. File scout can be stopped by moving the mouse over the status text whilst pressing the **SHIFT** key on the keyboard. When successfully stopped, the **Start** button will appear at the bottom-left of the main screen. This feature will only be invoked if the system is not currently engaged with another operation, e.g. processing calls. **FileScout** can also be deactivated by holding down the **SHIFT** key whilst starting application, when the user will be presented with the **Controlled Startup** dialog window dispalying the following two options: ▪ Select another template file ▪ Do nothing extra	`True`
SerialScout	Sets whether the system responds to data packets received via the local serial port of the PC.	`False`
DirectWMScout	Turns on TIM's ability to receive call data via Windows Handle Messaging, which allows applications to send data to eachother without the need to employ networking or shared disk writing/reading. NetPBX is the only other application allowed to send data to TIM in this way.	`False`
ShowExtensionNamesInLiveView	If set to `True`, it will show the extension name in **Call view** screen rather than the extension number and can be configured from the **Setup|PBX** tab.	`True`

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SaveUnknownItems	Sets whether or not the system saves newly-discovered items (extension and trunk numbers) into the `New Extensions` or `New Trunks`folders. If set to `False`, the system prompts the user to choose whether they would like to do this when entering the Extension or Trunk set-up screens.	`True`
LogChanges	Stores any significant system changes. If this is missing, it defaults to `confighistory.log`. This information is useful in determining the sequence of events that lead to an error, for example. The file containing this information is always stored within the `\config` folder and so should not include a path. Significant system changes include: ▪ Tariff band and dialcode changes, additions, and deletions ▪ Extension and trunk configuration changes, including additions, renames and deletions ▪ Database clearouts ▪ Database extension name and trunk name updates ▪ Temporary file deletions (manual requests only) ▪ Configuration file opens and saves	`history.log`
OverflowFile	Sets the path to the file that will store overflowed data received via the other methods of data delivery. This is not normally used, but is provided in case of emergency.	`\timoverflow.pbx`
OverflowTimeout	Sets the length of time (seconds) that the system will wait when trying to process any data arriving in its `spool` folder. Some applications providing the data may not release the file handle very quickly causing a sharing violation.	`10`
LiveStats	Enables or disables the built-in live statistics as used in call centre applications and which are accessible via the web interface in the form of SSI variables. Can also be set on the `Setup|System` tab.	`True`
AlwaysPromptUpdate	Sets whether or not the system prompts the user to update their previous call records when a change has been applied to the extensions or trunks configuration.	`True`
AlwaysPromptNewItems	Sets whether or not the system prompts the user to save newly-discovered items, such as extensions or trunks, before making changes to the configuration of their extensions or trunks.	`True`

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TempFileExpiry	Sets the life of a temporary file. The units are days and may be expressed in fractions of days, e.g. (1/24 = 0.041 is approximate to 1 hour). Setting this option to 0 instructs the software to remove temporary files immediately after use.	`14`
ShowHighlights	Enables highlighting of call records in call view that meet a specific criteria.	`True`
HighlightDuration	When `ShowHighlights = True`, any call record greater than a specified duration (seconds) will be highlighted in the `Call view` screen.	`1800`
HighlightCost	When `ShowHighlights = True`, any call record greater than a specified cost will be highlighted in the `Call view` screen.	`5.00`
HighlightNumber	Specifies the (partial) dialled number of a call which, if matched, it will be highlighted - assuming call highlighting is enabled. If the option is enabled and it is left blank, it will cause all non-outgoing calls to be highlighted, since no number has been dialled. Allows multiple values to be comma-separated, based on a dialled number.	`09*`
UseLocationTable	Instructs the system to change the destination of custom dialled numbers as defined in the `locations.cfg` file. This option enables the use of the `Locations` tab within `Tools|Setup` Currently does not work with CLI numbers.	`True`
InternationalPrefix	Allows the international dialling prefix to be customised, from the default value.	`00`

ShowOnlyExtnNames	If set to `True`, all reports will display only the associated name of an extension, without the extension number. This was requested as a security feature, so that users could not easily determine a DDI number, in order to circumvent non-geographic numbers (NGNs).	`True`
ShowOnlyAccNames	When enabled, shows only account names instead of account numbers, if account numbers are specified.	`False`

GlobalHighlights	The `globally, use these criteria:` option within the `Tools|System` tab highlights any call record in the `Call view` screen that meets any one of the following criteria:
	
	`HighlightDuration =`
	
	`HighlightCost =`
	
	`HighlightNumber =`
		`True`

TrunkNumberModifier	Allows the user to amend both the extension number and/or trunk number, as taken from the raw call data. By specifying a value for either of these CFOs, the amount specified will be added to the number as received in the data from the telephone system. For example, if `TrunkNumberModifier` is set to `1000000`, a trunk number originally given as `12` from the PBX, would become `1000012`. These options can help when you need to move extension or trunk numbers out of a certain range. The modified trunk and extension values will be stored in the database with the modified trunk number, however, the `backup.pbx` or local backup files will preserve the original trunk number values as outputted from the telephone system, thus allowing the user to amend the entire trunk range in the future.	`0`
ExtnNumberModifier	See `TrunkNumberModifier` for an explanation. This option is not included by default in the `main.cfg` file.	
AEI		`0`
SaveRawBackup		`False`
SWFL		`e.g. 1719`

ShowDiagnostics	Indicates whether or not the main screen shows socket diagnostic information at the top-left corner. It is set on/off by ticking `Diagnostics` menu in the `View` menu.	`False`
IncrementalSpool	When set to `True`, this option does not delete files in the `\spool` and appends new call records to the end of the file. This option is used by AvayaIPOffice and VoiSpeed telephone systems.	`True`
SpoolFolder	When this option is present, the system looks for the `spool` files in the specified location, rather than the default location `\tim\spool` If the `SpoolFolder` option is set to blank, the default path becomes the standard path, rather than the root folder, as a security precaution. This option is used by all VoiSpeed setups and some AvayaIPOffice setups, such as when the Delta Server is running on a different computer than TIM Professional. Typically a folder containing the SMDR file is shared as a drive letter visible to the call logger.	`\Program Files\Avaya\IP Office\SMDR\SMDR_Output\`
SpoolFiles	When this option is present, the system processes only the named file as a `spool` file. Wild cards can be used.	`SMDR.CSV`
prependCLIZero	If set to `True` , the system will automatically prepend a '0' (zero) to the CLI on incoming calls. To disable this features, set the option to `False`. TDT Options must appear in the `[Options]` section of a TDT file.	

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LastIncrementalCDR	This option is used in conjunction with `IncrementalSpool = True` and contains a copy of the last call record that the system processed in the `\spool` folder. This prevents the call logger from reprocessing the entire spool file each time it checks the for new call data.	`""`

EMAIL SETTINGS

Configuration option	Description	Default value
SMTPHost	Sets the SMTP host name or IP address as defined within the `Setup|Network` tab.	`mail.yourcompany.com`
SMTPPort	SMTP port number that the email server is listening on, as defined in `Setup|Network` tab.	`25`
SMTPServerName	Sets the server name under which the system masquerades when negotiating a connection with the SMTP mail server. Some SMTP hosts will communicate only with designated named servers. This option can also be set within the `Setup|Network` tab as server greeting name.	`Call-logger.yourcompany.com`
SMTPMailFrom	`Reply-To` address when sending emails as defined within the `Setup|Network` tab.	`you@yourcompany.com`
EmailSRLinkOnly	Instructs the system to send only a link back to a pre-manufactured file holding the information for a report. It is sent in place of the actual report data where some e-mail systems cannot correctly handle embedded images and other data.	`True`

REMOTE ACCESS & DIAGNOSTICS

Configuration option	Description	Default value
RADCheck	For future use to allow auto-updating of TIM software	`False`
RADHost	For future use to allow auto-updating of TIM software	`setup.tim-professional.com`
RADUsername	For future use to allow auto-updating of TIM software	
RADPassword	For future use to allow auto-updating of TIM software	

Report Customisations

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Configuration option	Description	Defaul
CGDivisor	Used by the Call Geography Report, when ChargeBands do not exist, can be used to classify calls.	`Charg`
BillTaxRate%	Sets the sales tax (without the % mark) that is applied to billing reports only.	`17.5`
Report#Extra	A string to be prepended to the URL of a report before it is submitted to the report engine. It is used to override certain report settings or apply settings that are commonly used and the user does not want to repeatedly select. A setting is provided for each Report ID (# can be replaced with the report's ID). Two new parameters are added to the Billing Report so that a Call Geography summary is shown on the bill, and a further one to remove call itemisation. The parameters are: `showcallprofile` = true or false `hidedetails` = true or false The parameters can be appended to the `Report2Extra` option in the `main.cfg` file, as shown below: `Report2Extra=&showcallprofile=true&hidedetails=true`	
CustomiseReport1	Enables or disables the use of `Report1Headers`, `Report1Fields` and `Report1ColWidths`	`False`
Report1Headers	Specifies the column headers if `All Extension Groups` option is selected.	`Date &` `Answe`
Report1Fields	Specifies the column headers if a particular extension is selected after drilling down to this level.	`5Date` `t0`
Report1ColWidths	Specifies the widths of the columns above.	`16,1`

AutoArchive

Configuration option	Description	Default value
AAEvery	Sets the number of days between each `Automatic Archive`, where calls over this period are automatically removed from the database and saved into the `\backup` folder under a unique name. If this is set to `0` the function is disabled.	`0`
LastAADate		`1000`
AutoRestartHour	Sets the hour of the day (0-23) the system will automatically restart itself, giving time to purge temporary files and compact the calls database, if enabled. Default value of `A` means that the system will never auto restart	`A`

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LastRestartID		e.g. 37 091

Alerts

Configuration option	Description	Default value
AlertDisk1	Urgent/Critical Alerts log file name and path as defined in `Setup|System` tab.	`\alert1.log`
AlertDisk2	Warning Alerts log file name and path as defined in `Setup|System` tab.	`\alert2.log`
AlertDisk3	Information Alerts log file name and path as defined in `Setup|System` tab.	`\alert3.log`
AlertEmail1	Email address(es) to send Urgent/Critical Alerts notification to.	
AlertEmail2	Email address(es) to send warning Alerts notification to.	
AlertEmail3	Email address(es) to send information Alerts notification to.	
IATTrigger	Specifies the time (in minutes) after which, if no activity has been logged, an alarm is produced as part of the Inactivity Timer feature.	`0`
IATExcludeDays	Specifies the days (in the abbreviated form of `ddd`) which do not qualify for the Inactivity Timer, separated by spaces. For example, an organisation whose telephone system may reasonably be inactive over weekends, may specify `Sat Sun` in order to exclude Saturdays and Sundays.	`Sat Sun`
IATExcludeHours	Specifies the hours, separated by spaces, during which the Inactivity Timer will not be activated if no data is logged. For example, an organisation whose telephone system is usually inactive outside the hours of 8am and 6pm might include `00 01 02 03 04 05 06 07 19 20 21 22 23` here in order to exclude these hours.	`00 01 02 03 04 05 06 07 18 19 20 21 22 23`
IATAudible	Specifies that in the event of an alert (as part of the Inactivity Timer feature), in addition to notifying the system administration by e-mail or logging to a file, the PC's internal bell is also sounded every second. This could be used to ensure that an administrator who is nearby the PC is notified of the inactivity as soon as it occurs.	`False`
DefaultSTDCode	Default local area code as defined in `Setup|Tariffs`.	`020`

Optional Options

Configuration option	Description	Default value

AARemoveCalls	It is used to determine whether or not calls are deleted from the database when backed up, using the Automatic Archive feature; it can take a True or False value.	
ComplicateCallReference	Prefixes the call reference element `v`, identifying similar legs of calls with the `ddmmy yyy` from the call record. This ensures that the complexity of each call reference is made more unique, since when call references reset, it is unlikely they do so on the same day.	`True`
ConciseGraphs	It specifies the Y-axis in the Trunk Busy report scales, according to the total number of trunks configured in the software or the total number of trunks in the set of data being reported on.	`True`
EXEName	Specifies the executable file, mainly used in conjunction with the auto restart function (check the `AutoRestartHour` option), if the `.exe` file is different from the standard `tim.exe`.	`tim.exee`
FileScoutInterval	Sets the interval at which the system scans for call data files in its `\spool` folder. Fractions can be expressed as well, e.g. 1.5 seconds.	`1`
ForceUserFolders	Allows separate HTML content to be forced upon a particular web user. It determines whether or not the web server draws its content from the current user's home folder, which is defined as the username within the `\data` folder ,e.g. `\data \jbloggs` Normal rules about the default document being INDEX.HTML appl.	`False`
HighlightExtn	It specifies a particular (partial) extension number to be highlighted when a call from or to that extension(s) is made.	
HighlightExtnGroup	Specifies a particular (partial) extension group to highlight, if a call is made from or to an extension within that group.	
KeepLiveViewData	Determines whether or not the information displayed in the `Call View` screen persists between application sessions. If this is set to `False`, any restart of the system will clear the Call View.	`Trues`
LookupUserNamesFirst	This option instructs the system to look at an extension's label in order to determine its extension number, contrary to the default setting, which is to lookup up a number to determine the label/name. This CFO is immediately configurable in the `Update Old Extensions` dialog box, by using the tick box `Lookup usernames first`. Once set this value persists across all sessions, until disabled.	
LoopTCP		`False`
MAPIPassword	Sets the password for the MAPI profile being used, when sending e-mail using the MAPI transport method.	
MAPIProfile	Sets the profile name to be used when the system sends e-mail using MAPI transport, instead of SMTP.	

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MaxDBSize	Changes the default database size from 2000000000. Commas can be used to separate the zeros, but will be ignored. Used in conjunction with `ShowDBMeter`	`[2000000000]`
NDSHost	Implemented Nettel integration into TIM where each call that is processed is sent to Nettel whereupon a decision is made by that server as to whether or not to update its own extension status. This is in addition to TIM's own extension status facility. By having this option enabled, call processing is drastically slowed down, because for each call that is processed, a connection is made to a remote server.	
NDSPort	The facility is enabled simply by specifying a non-zero value for NDSHost - along with NDSPort - both specifying the TCP/IP connectivity values to the Nettel Data Server (i.e. not the telephony engine).	`8`
NewStationUsersGroup	Defines the name of the extension group to which any *phantom* extensions are added in case station usernames are used instead of extension numbers.	`Station Users`
OverrideMarkup	Used to override any mark-up that is selected when producing a Billing Report. Even if the user sets their own mark-up, this setting will take precedence. Specify as a percentage without entering the `%` symbol, as it is not required. The value used is `100 + markup value`. For example, if the mark-up required is 32%, the command used would be: `OverrideMarkup = 132` Using values less than 100 will result in a mark-down of call charges.	
OverrideSurcharge	Used to override any surcharge that is selected when producing a Billing Report. Even if the user sets their own surcharge amount, this setting will take precedence. The currency symbol id not required to be included. For example, if a surcharge of 65p is required the command would be: `OverrideSurcharge = 0.65`	
PieColour	Specifies the colour to paint each segment in any pie charts. The value should be specified in the HTML-HexRGB style, e.g. ff00ff. For the Call Geography report, the # specifies the slice of the pie chart corresponding to its associated dialled number. For example, `PieColour7 = ffffff` would colour the slice corresponding to mobile numbers to white.	
RawBackupFile	See `SaveRawBackup` above.	`\RAWBACKUP.PBX`
RestartDelay	Specifies the length of time (seconds) the system has to wait, following a request, before it restarts. Increasing this setting allows more time for tasks such as closing the database.	`5`

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RPCSecurity	Used in conjunction with the Nortel CDRServer connection object, in order to connect to Nortel BCM PBXs. The installation package includes `CDRServer.exe` a nd attempts to register it. If the initial registration fails, TIM will automatically try to initialise the component itself before using it. `RPCSecurity = 1` is used in order to implement COM security, which is necessary for proper functioning on most systems. Further, connection to the BCM is achieved by the IPScript, using the command: `oleconnect CDRServer.CDRObj,xxx`, where `xxx` is the IP address or LAN hostname of the BCM unit. Alternatively, `%ip` can be used to substitute the IP address of LAN hostname supplied in the application's network set-up screen. The port, username and password fields are not required for connection to the BCM - it requires that the currently logged on user has sufficient privileges to access it via the LAN.	`1`
SaveRawBackup	It allows you to store an exact copy of the data sent from the PBX.	`False`
ShowDBMeter	When enabled, displays a database size meter on the main screen with the percentage full in numbers to the right of the icon, in the status bar. The icon will fill with red, as a percentage of the max database size. Default database size is 2Gb. When disabled, shows a database icon with a green tick on top. See also the `MaxDBSize` option.	`False`
ShowExtnNamesOnly		
StartStationUserExtn	Sets the beginning of the range at which the system starts to find a spare extension against which to allocate a Station User.	`9000`
StatsFor	Sets a particular extension group to monitor for the Live Statistics function, if enabled. Partial entries are acceptable, e.g. `Admini*` would keep statistics for all groups whose name begins with Admini. The default value indicates that statistics should be collated for all extensions.	`*`
StripDigits	Strip initial *n* digits from the dialled number.	`0`
TCPTimeout	Specifies in seconds, how long the system waits for inactivity on the TCP socket when a remote site sends data to the host; the value cannot exceed 60.	`5`
TimeStampData	When enabled, a timestamp is added to each CDR that is received over an IP-PBX connection. This happens before the local backup is performed, so that old data preserves their dates and times. The default behaviour for this feature is disabled, in order to maintain backward compatibility.	`False`
TrackHeaderXXX	If the `MultipleHeaders` within a TDT file is set to `True`, this will store the headers in the `main.cfg` file as `TrackHeaderXXX`, where `XXX` is the filename extension associated with the site sending the data. This is to overcome the previous restriction that only one PBX - in a multiple site configuration - could have used the `TrackHeader` feature in its TDT. This way, each header for any PBX that requires it, is stored separately.	
HTTPAuthPair	A base64-encoded string containing the username and password needed to access the system's web functions. This is no longer used; it was superseded by the `Users & Passwords` function in R157.	

<table>
<tr><td>ControlPattern</td><td>Allows lower strength license checking. Possible values are <code>1</code>, <code>2</code> or <code>3</code> and relate to the bit-wise settings, as follows:
<table><tr><th>Bit Number</th><th>Description</th></tr><tr><td>1</td><td>Use volume serial number. The user is able to select on which drive the copy protection is applied, e.g.   note the backslash, since this is a volume entry</td></tr><tr><td>2</td><td>Use physical hard disk serial number. For physical hard disk-only copy protection, avoiding volume changes caused by Terminal Services clients, for example</td></tr></table>
It is important to only use these features in case of copy protection issues, such as when the user remotely logs on to the machine running the application, through a Terminal Services-type session, which alters volume information.</td><td><code>3</code></td></tr>
<tr><td>ControlDrive</td><td></td><td><code>C:\</code></td></tr>
<tr><td>DefaultLocalBand</td><td>User can localise a particular tariff table to a specific band;</td><td><code>Local</code></td></tr>
<tr><td>RoundNextMinute</td><td>Indicates whether a call's duration is rounded up the next full minute, for outgoing calls - for carriers such as OneTel.</td><td><code>False</code></td></tr>
</table>

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