User Guide

SWAN
S O L U T I O N S

Call*view*® Wizard

*including Call*view *Netlink*

v3

Document Number: SSLCVWIZ003

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Introduction

Call*view*® Wizard is used to run historical reports on call and agent activity. Call and agent activity information is stored within a database on the CTI Server. Reports can be run to display call and agent activity, as well as summary information. Reports can also be restricted to use only certain call or agent information based on various criteria, such as telephone number, extension, time, call cost, etc. Additionally, Call*view* Wizard also features the Call*view* Wizard RT and Call*view* Netlink modules. Wizard RT provides real-time call and agent information on your desktop, to compliment the historical reports that Wizard provides. Netlink enables you to publish your reports to the Internet, as well as provided scheduled and batched reporting.

- Support Services
  If you have a question about Call*view* Wizard, first look in the user guide or online help. Should you wish to contact someone for support, please contact the designated on-site System Manager, and if this does not resolve the difficulty, contact your Supplier.

- Using Help
  Call*view* Wizard Help is a complete online reference tool that you can use at any time. Help is especially useful should you require information quickly or when the manual is not available. When the Call*view* Wizard application is the active application on your desktop, you can view the Help window by pressing F1. Alternatively, you can use the Help button on various windows.

Tip: To learn how to use help, consult your Windows user manual.

Overview Of Callview Wizard

Call*view* Wizard is an historical reporting tool, enabling you to run reports on call and agent activity that is stored within a database on the CTI Server. Reports can be created to display summary information about your call centre, and then drill down to see individual calls made or received by call centre staff. Reports can be restricted to show only certain information using advanced criteria, such as telephone number, extension, ring time, call cost, etc.

Call*view* Wizard also installs Call*view* Wizard RT and Call*view* Netlink. Wizard RT provides real-time monitoring of call and agent activity, while Netlink allows you to publish reports to the Internet as well as providing scheduled and batched reporting.

Call*view* Wizard has three different license variations, controlled by the CTI Server. The functionality of Call*view* Wizard changes based on the license you acquire.

- Wizard Standard
  Provides basic call reporting.
  Reports can be run that show a list of calls that match a specified criteria. Summaries can be created for these reports, as well as summarising calls by telephone number or by call cost group (e.g. local calls, national calls, mobile calls, etc).

- Wizard MIS
  Provides enhanced reporting capability.
  In addition to standard reporting, the MIS license can summarise reports by extension, group, time of day, ring time, DDI, as well as several other call properties.
  Real time call reporting is also provided using Callview Wizard RT.

- Wizard ACD
  Provides historical and real time ACD reporting capabilities.
  As well as all MIS features, the ACD license can report on call performance and agent activity in an ACD environment. Call*view* Wizard RT can be used to provide real time call and agent reporting.

Additionally, you can purchase Call*view* Netlink, which is enabled on the Call*view* Gateway. With Netlink enabled on your site, all copies of your Call*view* Wizard software connecting to the Netlink-enabled Gateway, will be able to schedule reports at periodic intervals, as well as publish reports to the Internet.

License Variants

The table below indicates the types of report that can be created by the different licenses of Call*view* Wizard.

Report	Standard	MIS	ACD
Call List	✓	✓	✓
ACD Status	✗	✗	✓
Configuration Lists	✓	✓	✓
Telephone Import	✓	✓	✓
Statistic Reports	✓	✓	✓
By Device	✗	✓	✓
By Agent	✗	✗	✓
By Hunt Group	✗	✓	✓
By Start Time	✗	✓	✓
By DDI	✗	✓	✓
By Telephone	✓	✓	✓
By Account Code	✗	✓	✓
By Device First Rang	✗	✓	✓
By Agent First Rang	✗	✗	✓
By Cost Group	✓	✓	✓
By Cost Area	✗	✓	✓
By Trunk	✗	✓	✓
By Talk Time	✗	✗	✓
By Ring Time	✗	✓	✓
By Call Time	✗	✗	✓
By Call Cost	✗	✓	✓
By Field 2	✗	✓	✓
By DDI DNIS	✗	✓	✓
By Trunk DNIS	✗	✓	✓

New Features

Call*view* Wizard has changed significantly in version 3.0. Below is a summary of the new features that have been added to version 2.x. The last column shows which additional features you can gain by purchasing a Call*view* Netlink license with your Wizard installation.

Feature	Version 2.x	Version 3.x	Version 3.x with Netlink
Call List reports Reports displaying lists of calls	✔	✔	✔
Statistics reports Reports summarising calls by particular values with several statistics	✔	✔	✔
Configuration reports Reports detailing Server configuration.	✔	✔	✔
Filtering Display only certain calls based on user-defined criteria	✔	✔	✔
Report Field Customisation Choose which fields you want in the report, and the order that they are displayed in.	✘	✔	✔
Report Grouping Customisation Choose which field you want to group by when calculating statistics.	✘	✔	✔
Report Field Sorting Customisation Choose which fields your report will be sorted on. Sort on more than one field at a time.	✘	✔	✔
Faster Reporting Many reports are now faster so you can see your results quicker.	✘	✔	✔
Report Queuing Reports are queued for processing - while one report is being processed you can carry on working, adding more reports to the queue.	✘	✔	✔
Easier Report Management Much easier to run, create, edit, copy, and delete reports.	✘	✔	✔
Multiple Report Views Have several reports open at the same time, and switch between them quickly.	✘	✔	✔
Dynamic Print Preview Changes Changes to a report are shown immediately in print preview mode.	✘	✔	✔
Subtotals on Reports Subtotals for a report now appear at the bottom of the report.	✘	✔	✔
Erlang B/C Calculations Statistics providing Erlang B/C support, including *trunks required*, and *agents required*.	✘	✔	✔
Inbound Call Costing Calculate call costs for inbound calls.	✘	✔	✔
Multiple Tariff Support Configure several tariffs for calculating call costs, and choose which tariff is used by a report.	✘	✔	✔
Filter Compatibility RT filters can be imported into Wizard, and Wizard filters used in RT.	✘	✔	✔
Scheduled Reporting Configure your reports to print, display, export, e-mail, or publish at frequent intervals or at given times. Have your reports on your desk as soon as you arrive for work!	✘	✘	✔
Batched Reporting Group together several reports to be processed at the same time.	✘	✘	✔
Export to Word, Excel, CSV Export reports manually to common application formats.	✘	✔	✔
Export to HTML, WML Export reports manually or automatically to HTML or WML for viewing in web browsers or on WAP enabled devices.	✘	✘	✔
E-mail Reports E-mail your reports straight to your colleagues.	✘	✘	✔
Publish Reports Publish reports to the Internet for viewing in a web browser, or on a WAP enabled device.	✘	✘	✔

Note: Features available may vary depending on license purchased.

Demonstration Mode

New for version 3 is the ability to put Call*view* Wizard into demonstration mode, where it does not attempt to connect to a CTI Server, and allows you to choose the license that you wish to demonstrate with.

You can choose to put Call*view* Wizard into demonstration mode during installation, or at any time from the *License* page of the *Options* dialog.

When you enter demonstration mode, you are prompted to choose the level of license that you require.

Moving the mouse over an option will display more information on that license level. Choose the license level you want, as well as whether you want to demonstrate Call*view* Netlink, and then click the **OK** button.

If you wish to leave demonstration mode to connect to a CTI Server, use the *License* page in the *Options* dialog.

Disclaimer:
The demonstration call and agent status data shipped with Call*view* Wizard for use with the "Demonstration Mode" has been artificially created. Company names and telephone numbers that are contained within these files and which are shown in Call*view* Wizard reports are fictional, and similarity to any company or person, whether trading/living or otherwise, is purely coincidental.

Data Description:
The demonstration data consists of 3 months worth of call and agent status activity, covering every day between the 1st June 2001 to 31st August 2001. Each specific day in a month has the same call and agent activity across all three months (e.g. the call and agent status activity is the same as for the 4th June, as it is for the both the 4th July and 4th August).

The demonstration data represents a fictitious insurance company, with the following attributes:

- 11 ACD agents.
- 20 DDI numbers.
- 69 Extensions, including Voice Mail applications.
- 12 hunt groups.
- 12 analogue trunk lines, and 42 digital trunk lines.
- 24 hours per day working site (receive and make calls outside of working hours).
- 7 days per week working site (receive and make calls at the weekend).
- Approximately 2200 calls per day.
- Approximately 1100 existing customers, which are appropriately depicted within the Call*view* Gateway's telephone number list.
- Approximately 10% of inbound/outbound calls have Account Codes ("111", "222", ... ,,, "999") entered in against them.
- Approximately 33% of all external calls are inbound.
- Approximately 95% of inbound calls are being received with CLI.
- Approximately 85% of inbound calls are identified within the Call*view* Gateway's telephone number list.
- Approximately 90% of outbound calls are identified within the Call*view* Gateway's telephone number list.

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- Approximately 65% of inbound calls are abandoned by the caller.
- Most inbound calls come via DDI number 8000, which routes the call to an Automated Attendant. The caller then chooses an option from the Automated Attendant menu, so that they are transferred to the appropriate internal department (e.g. Operator, Claims, Quotations, etc.)

Additionally, the fact that the demonstration has been artificially created means that some anomalies may exist within reports that are run across the demonstration data. For example, the forecasting statistics may not give meaningful values since they rely on call center traffic appropriate for Erlang B and Erlang C calculations. Reports may show calls being transferred between two devices that doesn't necassarily make sense (i.e. a call being transferred from the "Quotation" call routing announcement to the "Claims" hunt group), or two different company names could be shown as having the same telephone number (or visa versa).

When running reports using Call*view* Wizard's "Demonstration Mode" there are a few considerations to take into account:

- What Is Today ?
  Call*view* Wizard assumes that the "current date" (e.g. today's date) is the current day-of-month, while calculating the report as if it were the month of August 2001. For example, if the real date was the 15th December 2002, then when run in "Demo Mode", Call*view* Wizard would run reports for the 15th August 2001. The dates and times would still display as the 15th December 2002, however.

- Data Range
  Since Call*view* Wizard only has 3 months of data (June to August 2001), you can only report on 3 months worth of data. However, Call*view* Wizard will run all your reports as if they had been run during the demonstration data's report period, as long as you only run reports within the last 3 months of the current month. For example, in December 2002, you can report on dates between October and December 2002; in March 2003, you can report on dates between January and March 2003. Additionally, if you run a report for today at midday, you will get statistics for the entire day!

Setup Guide

Setup Overview

This section covers the installation and configuration of Call*view* Wizard. Such configuration does require a reasonable level of knowledge in network and the Windows operating system. If you also need to configure Call*view* Netlink, you will need some knowledge in Internet protocols. It is recommended that the system administrator, network supervisor, and/or Webmaster be available during the installation.

Note:	You should have successfully installed and configured Callview Gateway before attempting the installation of Callview Wizard. The Wizard needs the Gateway to be able to function, and if the Gateway is not working, it will be harder to resolve any issues found during the Wizard installation.

System Requirements

To be able to successfully run Call*view* Wizard you will require the following:

- <u>Minimum computer specification</u>
  Pentium II 266 or greater;
  64Mb memory;
  230Mb of free hard disk space;
  Ethernet or Token Ring network card;
  800 x 600 screen resolution with 256 colours;
  A CD-ROM or DVD drive;

- <u>Operating system</u>
  A fully installed operating system, with all device drivers functioning. Supported operating systems are:
  Windows 95;
  Windows 98;
  Windows ME;
  Windows NT 4 Service Pack 6a;
  Windows 2000 Professional

- <u>Local Area Network</u>
  A local area network (LAN) using one of the following supported protocols:
  TCP/IP with either WINS or LMHOSTS configured;
  NetBEUI;
  IPX/SPX compatible transport with NetBIOS.

- <u>Network configuration consisting of</u>
  Client for Microsoft Networks;
  Client for Netware Networks (required on a Novell Netware LAN);
  One or more Call*view* supported protocols (see above)

- <u>Call*view* Gateway</u>
  You must have successfully completed an installation of Call*view* Gateway, connected to a supported telephone system, unless you are using the product in "Demonstration Mode".

- <u>Call*view* Wizard Product CD</u>

Network Configuration

For Call*view* Wizard to be able to function correctly, it must be able to communicate with the Call*view* Gateway computer. This section explains how the network should be configured.
By default, Call*view* Wizard will search for the Gateway using a series of expected names, starting from **CTISERVER-01** to **CTISERVER-10**. To be able to successfully connect to the Gateway, the Wizard PC must be able to resolve these names.

Checking Name Resolution

The quickest way to check if a name can be resolved is to click the **Start Menu**, select Run, and then enter the name you wish to resolve, e.g. to check for **CTISERVER-01** we would enter **\\CTISERVER-01**. If an Explorer window appears listing a **CVGW** folder, then the name can be resolved.

> **Note:** If you are using NetBIOS rather than native TCP/IP, then you will also need to check names of the form CTISERVER1. There is no easy way of doing this, other than running Wizard.

Shared Folders

Once you have determined that the computer name is resolvable, we need to check that the Call*view* Gateway's shared folder can be accessed. During the Gateway installation, the appropriate folder is shared automatically with the name "CVGW". To check access to this folder, click the **Start Menu**, select Run, and then enter the folder name - if the Gateway is running on **CTISERVER-01**, you would type **\\CTISERVER-01\CVGW**. This should open the Gateway folder in Explorer.

If you can pass both of these tests, then your network configuration should be correct for Wizard to connect to Gateway. If you failed to pass the tests, further information is required to help remedy the problem.

Enabling Name Resolution

If you could not resolve the name of the Call*view* Gateway, then you need to address name resolution issues. How this is achieved will depend on your current network configuration:

Using Native TCP/IP

Microsoft TCP/IP can resolve names using one of several methods, depending on your network configuration. Typically, the name resolution order is:

- HOSTS File.
- DNS.
- WINS Server.
- Broadcast.
- LMHOSTS File.

Your network administrator should know which of the above resolution mechanisms you are using on your network.

If name resolution is failing, yet the computer can see other computers on the network, then the first consideration is that the Gateway is running on a different LAN segment, in which case using WINS, DNS or a HOSTS file to specify the address of the computer will resolve the issue.

Failing this, it could be that the computer can see the Gateway, but not recognise the name. If the Gateway's IP address can be pinged successfully (with the command line **PING <ip address>)** then it is purely a name resolution issue, and updating WINS, DNS or the HOSTS file should resolve the issue. Your network administrator should know how to update these settings.

If the computer cannot be pinged successfully, then the error is more severe, and will need investigation by your network administrator.

<u>**Using NetBIOS**</u>

NetBIOS resolves names in the following order by default:

- NetBIOS name cache.
- WINS Server.
- Broadcast.
- LMHOSTS File.

Your network administrator should know which of the above resolution mechanisms you are using on your network.

If name resolution is failing, yet the computer can see other computers on the network, then the first consideration is that the Gateway is running on a different LAN segment, in which case using WINS, or an LMHOSTS file to specify the address of the computer will resolve the issue.

Note:	NetBEUI (a NetBIOS protocol) can only function across one LAN segment. If you are using NetBEUI as your protocol of choice, but have more than one LAN segment, then you are very likely to have problems!

If the Gateway is on the same LAN segment, but the computer still cannot be seen over the network, you should check network settings of both computers. Ensure that they are using the same network protocols, and that they are bound to adapters that are connected to the same part of the LAN.

After this, the error is more severe, and will need investigation by your network administrator.

Checking The Shared Folder

Call*view* Wizard needs to be able to access the Gateway share on the Gateway computer. This enables the Wizard to access database files containing the call and agent data. If this shared folder is not available, then Wizard cannot function correctly.

Gateway configures the share when it is installed, and will display error messages if the share cannot be made. For this reason, it is unlikely that the share would not exist without the installer knowing. To ensure that the share is valid, perform the following steps:

- On Windows 95, 98, and ME, ensure that Client for Microsoft Networks is listed in the **Network** control panel applet.

- On Windows 95, 98, and ME, ensure that File and Print Sharing is enabled in the **Network** control panel applet.
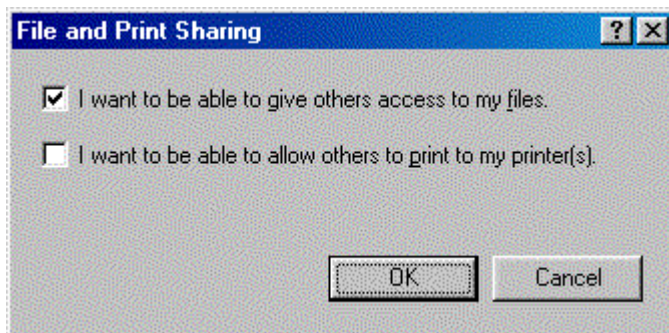
- Ensure that the folder where Call*view* Gateway is installed, is shared as CVGW with full access to the necessary users.
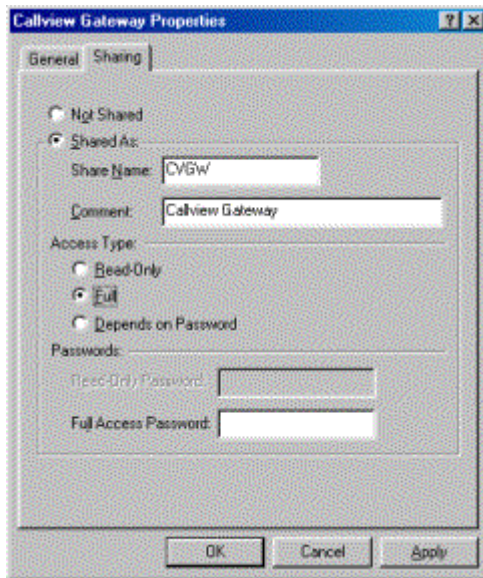
If the shared folder is still not available over the network, ensure that both Wizard and Gateway computers are logging on to the network. You should also check to see if they can see other computers on the network.
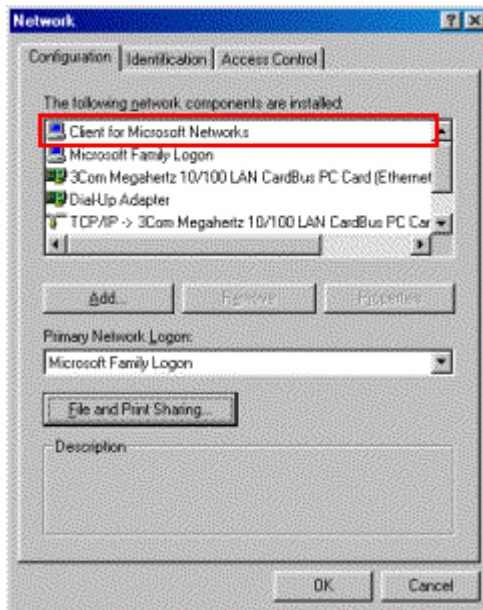
After this, the error is more severe, and will need investigation by your network administrator.

Installing Callview Wizard

To install Call*view* Wizard:

- Start your computer and log in to the network.
- Insert the Call*view* CD-ROM into your CD-ROM or DVD drive.
- After the main installation page has been displayed, click the *Explore* icon in the bottom right corner of the window, followed by the *Install Callview Products* icon in the top right corner of the window.
- Enter the license key that is included with your Call*view* installation pack.
- Click on *Install Single product* on the top right of the window.
- Click on *Callview Wizard* in the middle of the screen.
- The Call*view* Wizard Setup Wizard will now begin to lead you through the installation.

You will need to complete the Setup Wizard to successfully install Call*view* Wizard.
First, you must confirm your license key. Having verified the license key, click Next to continue.
You are now provided with several options for your language. This will effect the language that is displayed in Call*view* Wizard, as well as some of it's settings. Click Next.

You must now accept the license agreement. If you do not accept the license agreement, you will not be able to install the software.
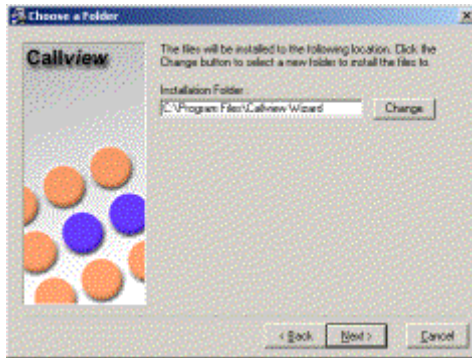
Now specify the folder where you would like Call*view* Wizard installed. By default, your reports and report cache are also written to this drive, so ensure that the drive which you install to, has at least 150Mb of free space.
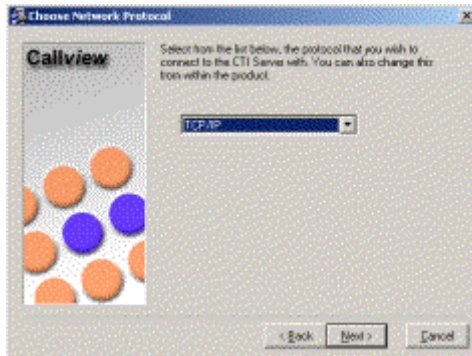
You must now choose the network protocol that you wish to communicate with the Call*view* Gateway. If you get this selection incorrect, you may not be able to connect to the Gateway. Check with your system administrator if you are unsure. New installations default to TCP/IP, while upgrade installations may still be using NetBIOS.
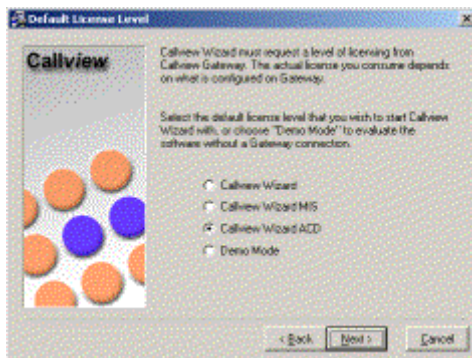
You should now choose the default license that you wish to connect to the Gateway. If you request an incorrect license, you may not get some of the functionality that you require. Alternatively, you can choose *Demo Mode* to not connect to a Call*view* Gateway, but still use the product with demo data. It is recommended that you read "Demonstration Mode" before attempting to use demonstration mode.
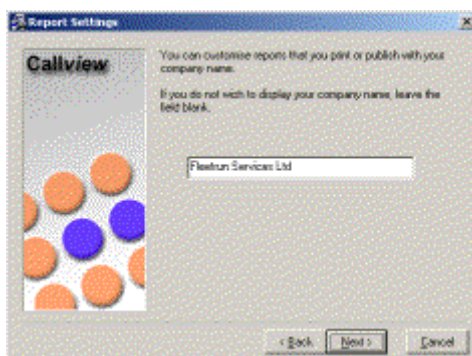
Next you must enter the name of your company. This will be displayed on reports that you print within Call*view* Wizard, as well as used on reports published to the Internet.
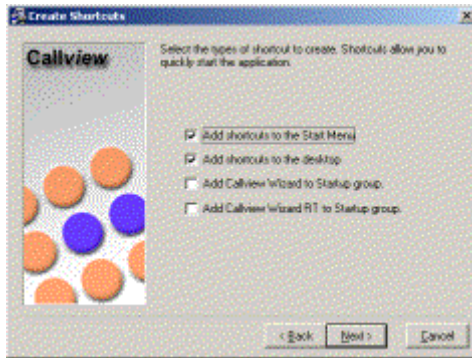
Now choose the shortcuts you wish to create to launch the application. By default, shortcuts are added to the *Program Menu* and to the desktop, but you can also configure Wizard to launch on startup.

Finally, you are ready to install Wizard - click the *Install* button for installation to begin. Installation should take about a minute, after which time you will be able to use Call*view* Wizard.

Note:	On some systems you may need to restart your computer before Wizard can be used. You will be notified of this before the computer is restarted. To avoid having to restart your computer, shut down all applications before you begin the Wizard installation.

Configuring Callview Wizard

The first time that you run Call*view* Wizard, you will be prompted for configuration information, to enable Wizard to operate correctly.
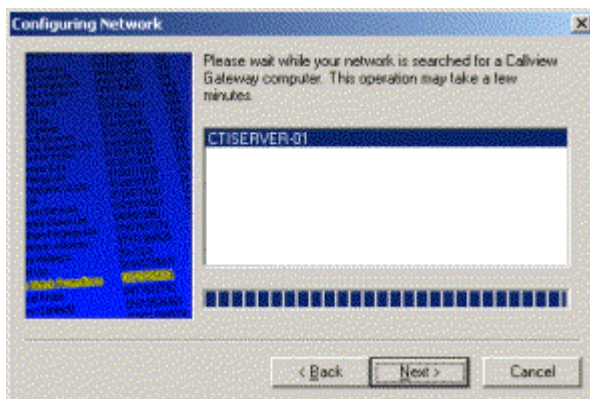
First, Wizard will search your network for available Call*view* Gateway computers. This can take from one minute to several minutes. Once the search is completed, a list of CTI Servers will be displayed. You should pick one, and then click Next. If no servers are found, you may very well have a network problem which should be looked into before continuing.
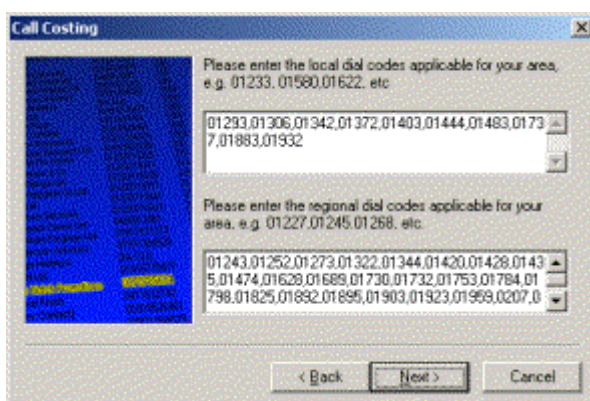
You will then need to enter your local and regional dial codes. These can be left blank, but it is recommended that you complete these fields, to provide the most accurate call cost information possible. Your local and regional dial codes can be found in the front of your telephone directory (UK installs only).

Note	Currently, regional dial codes do not apply in the United Kingdom since regional call costs have been brought in line with national call costs.

Note	The call costing functionality provided by Callview Wizard is based on limited information provided by network carriers. Additionally, carriers can update their tariffs at any time. For this reason, changes in tariffs, or network carrier discounts cannot always be reflected.
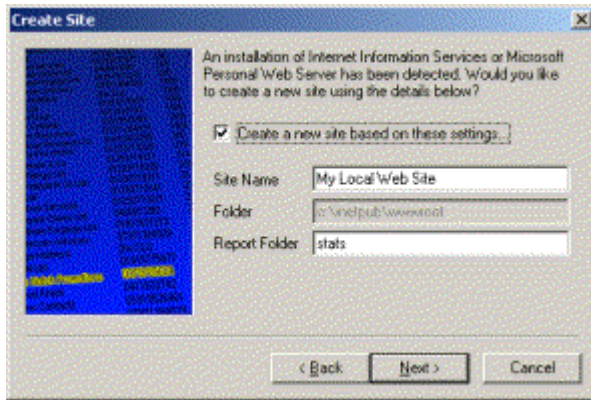
Finally, if you are going to be using Call*view* Netlink, and you have Internet Information Server or Personal Web Server installed on your computer, you can choose to create a Netlink site using default settings. This page will not appear if no local web server could be detected.

When you click the Finish button, you will connect to your chosen Call*view* Gateway.

Command Line Options

Call*view* Wizard supports several command line options that you can pass to it in the Windows shortcut used to launch the application.

Note:	Setting the command line options incorrectly could render your installation unusable. If you are unsure of what you are doing, don't do it - contact your system administrator or supervisor to assist you.

Available command line options are as follows:

<u>LOAD</u>

The *LOAD* command line option allows you to specify a report file for the application to load, instead of the default report file, *reports.cvd*. The parameter for this option is the filename of the reports to load. If this name contains any spaces, it should be surrounded by quotes.

Example:
```
LOAD="my reports.cvd"
LOAD=D:\wizdata\reports.cvd
```

<u>FILTERS</u>

The *FILTERS* command line option allows you to specify a set of report filters for the application to load, instead of the default filter file, *wizard.flt*. The parameter for this option is the filename of the filters to load. If this name contains any spaces, it should be surrounded by quotes.

Example:
```
FILTERS="my filters.flt"
FILTERS=D:\wizdata\filters.flt
```

<u>TARIFF</u>

The *TARIFF* command line option allows you to specify the call charge (tariff) file for the application to load, instead of the default call charge file, *callcost.cvd*. The parameter for this option is the filename of the tariffs to load. If this name contains any spaces, it should be surrounded by quotes.

Example:
```
TARIFF="my call costs.cvd"
TARIFF=D:\wizdata\charges.cvd
```

SCHEDULES

The *SCHEDULES* command line option allows you to specify the Netlink Schedules file for the application to load, instead of the default schedules file, *wizlink.cvd*. The parameter for this option is the filename of the schedules to load. If this name contains any spaces, it should be surrounded by quotes.

Example:
```
SCHEDULES="my schedules.cvd"
SCHEDULES=D:\wizdata\schedules.cvd
```

SERVER

The *SERVER* command line option allows you to override the CTI Server that the Wizard connects to on start-up. The parameter that you specify is the name of the server, as you would enter it in *Network Settings*.

Example:
```
SERVER=CTISERVER-01
SERVER=192.168.128.2
```

NOSAVEONCLOSE

This command line option allows you to provide full access to all features of Call*view* Wizard (limited only by license), but any changes made are not saved to disk. To activate this setting, use

```
NOSAVEONCLOSE=1
```

Any other parameters for this option will be ignored, and will not activate the setting.

READONLY

This command line option places Wizard into a read only mode, where no changes can be made to reports, filters or tariffs. System administrators may find this mode useful for users who are not very computer literate. To activate this setting, simply add the command line option to the command line, as a word on it's own.

Backing Up Your Data

It is a good idea to make regular backups of your data, especially if you have gone to a lot of effort to create the data in the first place! Your Call*view* Wizard data is no exception, and although it is not life threatening if your Wizard configuration data is lost, it will save you time if you have backed up the data, should you ever lose it.

The files that you should back up are:

```
reports.cvd     Callview Wizard reports file
wizard.flt      Callview Wizard filter file
callcost.cvd    Callview Wizard call charge file
wizlink.cvd     Callview Wizard Netlink schedules
cvwizrt.cvd     Callview Wizard RT tiles file
cvwizrt.flt     Callview Wizard RT filter file
rtlink.cvd      Callview Wizard Netlink schedules
```

You may also want to backup any files with an XDT or EVT extension in the Wizard folder. XDT files store your saved export settings, and EVT files store the events that occurred during recent exports.

Note:	The default location to find these files is the Callview Wizard installation folder. However this can be overridden - always check that you are backing up the correct files, as well as trying a test file restoration to ensure that if anything went wrong, you could retrieve your data.

User Guide

Starting Callview Wizard

There are several different methods you can use to start Call*view* Wizard, depending on how you have installed it.

From The Start Menu

To start Call*view* Wizard from the Start Menu, click *Start*, followed by *Programs*, and then click the *Callview Wizard* shortcut in the *Callview Wizard* group.

From The Desktop

If you chose to install a shortcut to Callview Wizard on the desktop, then you can double click the Callview Wizard shortcut on the desktop to launch Callview Wizard.

From Callview Wizard RT

When running Call*view* Wizard RT you can quickly start Call*view* Wizard by clicking the *Wizard* button on RT's toolbar. If Wizard is already running, then it will be activated rather than reloaded.

On Startup

You can launch Call*view* Wizard automatically when you log on to your computer. This option is selected when installing Call*view* Wizard.

Getting Started

This section gives an overview of some of the concepts used in Call*view* Wizard, as well as some simple tutorials to help get you started. You can access these tutorials from the *Getting Started* window of Call*view* Wizard, which you get to from the main menu.

Report Basics

Call*view* Wizard consists of three configurable elements; reports, filters, and tariffs.

Reports

A report is a collection of data taken from the Call*view* Gateway data files. It consists of several fields of information relating to this data, e.g. time of call, answering extension. In certain reports, fields can be statistics calculated from the original data, e.g. calls lost, total talk time, average wrap-up time, etc.

You can create reports to display the information you require, over the time period that you require. You can then perform actions on these reports by printing, exporting, or even publish them on the Internet.
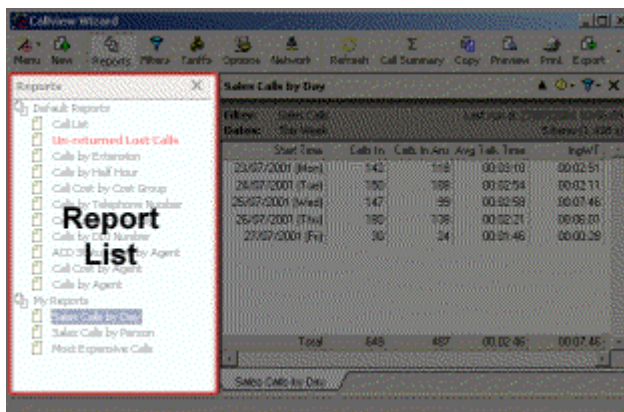
The report list is where you will interact with your reports - here you can create, view, edit, print, and export any of your reports, including several default reports that are created for you when you first start Call*view* Wizard.

Filters

The power of Call*view* Wizard comes from its filtering capabilities. Having created a report, you can apply a filter to the report so that it only considers certain pieces of information. For example, you could create a filter to only consider a range of devices, or only consider calls that were not answered. You could create one filter for every report you run, but you will find that it's easier to create some generic filters that can be applied to any of your reports, e.g. one filter to consider calls to the Sales Line, one filter to consider calls made by your Telesales team, etc.

Tariffs

One feature of Call*view* Wizard is the ability for reports to calculate call costs for both your inbound and outbound calls. To do this, the report needs to be told which tariff to use. The tariff defines how much you are charged by the network provider for calling different destinations. In the UK, a default tariff for British Telecommunications is installed automatically. You can create your own tariffs particular to your network provider and any discounts that you may have.

Note:	The call costing feature of Callview Wizard is provided as an indication of call cost only, and should not be used as a completely accurate cost of telephone calls provided by the network provider.

Running Reports

Call*view* Wizard creates some default reports for you when it is first installed. The first tutorial will cover running some of these reports, and making some minor report changes.

First, ensure you can see this tutorial page and the Call*view* Wizard main window.

On the left of the main window is the **report list**. This is where you can perform most of the necessary actions that you will need with Call*view* Wizard.
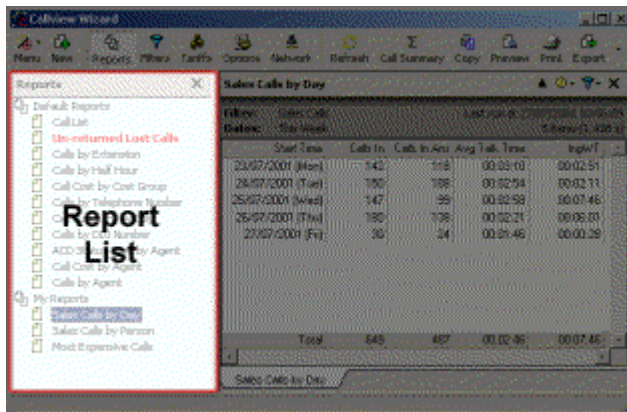
Move the mouse cursor over the **Call List** default report, and then double click with the left mouse button. The report will then open in the **report window**.

Alternatively, you can right click the cursor over the **Call List** default report, and choose the **Run** option from the menu.
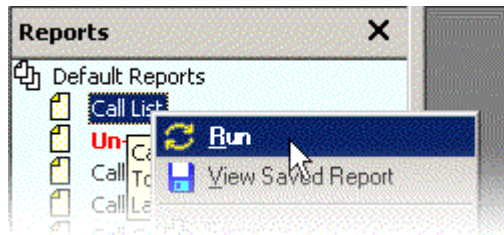
The report will open and a progress bar will indicate that the report is running. After the report has been processed, the report contents will be displayed in **list mode**.
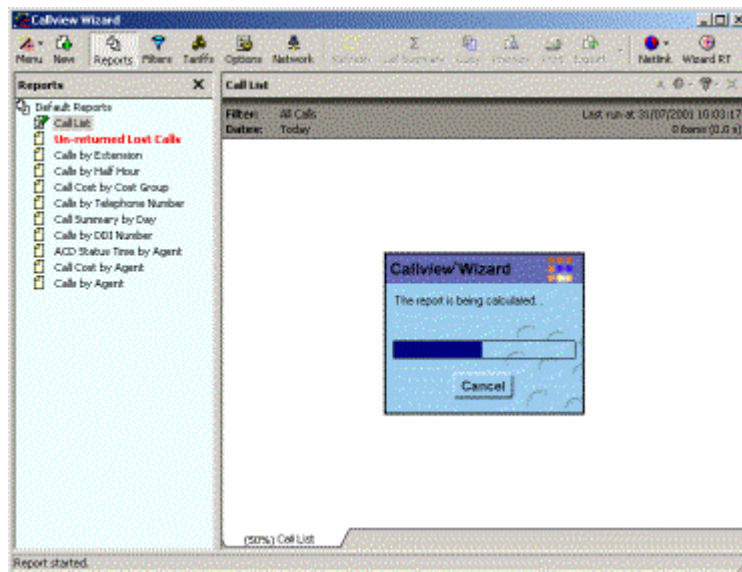
The report is now open in the report window. You can use the scrollbars to move around the report. You can also drag the column headers to resize the columns, and click on the column headers to change the sort order of the report.
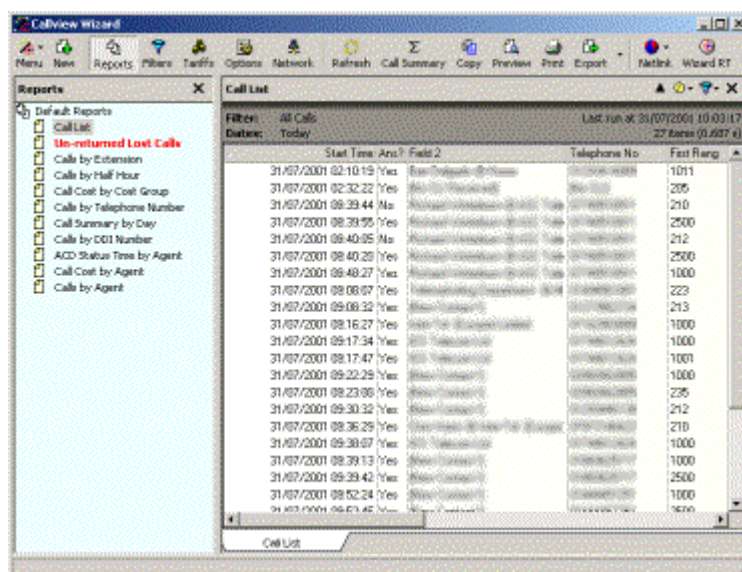
Move the cursor over the **date range** button and click it with the left mouse button. A menu of common date ranges will appear. Choose **yesterday**. The report will be recalculated for yesterday's calls. You can use this to quickly apply different date ranges to a report, without having to create several copies of the same report.
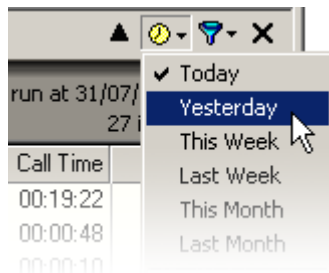
Close the report by clicking the report **close** button.

The **Call List** report that we just closed has been run with yesterday's data. This means that we can reload the report without having to get the data from the CTI Server again.

Notice that the Call List report now has a small disk icon next to its report name. This means that the report has saved data that we can load by default. Instead, move the mouse cursor over the report in the report list, and press the right mouse button. Choose the **View Saved Report** option from the menu.
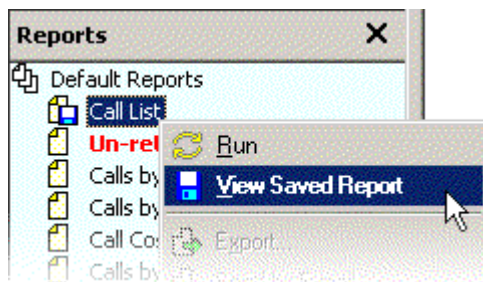
Again, the report will open, but the contents will appear a lot quicker because the report is loaded from your computer, rather than recalculated.

All reports are saved automatically, and Wizard will decide if it can load the report or needs to recalculate it. However, by using the right click menu you can force Wizard to either recalculate or load the report.

Creating Reports

This tutorial covers how to create some simple reports and make changes to those reports. There are several ways to create a new report that are described in detail elsewhere in the documentation. We shall cover one way here.

First, click the **New Report** button on the Wizard toolbar.

This will display the **Add Report** dialog. The first page displays several report templates. Moving the mouse cursor over a report template will give a brief description of that template. Select the **Call Cost by Telephone Number** report template - it's about 10 items down from the top of the list.
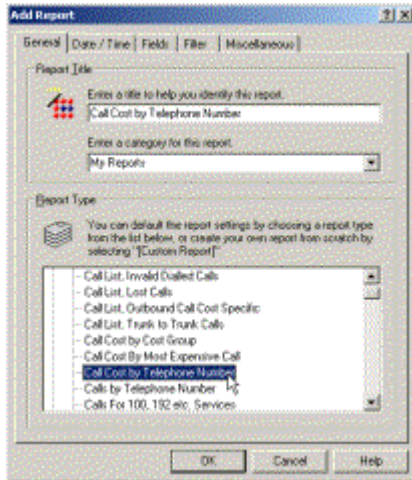
Selecting the report template defaults all the settings for the report. We can click **OK** now and run our report, since all the settings have been defaulted. Notice that the report is added to the report list under the **My Reports** category.

Now that the report has completed, we'll edit it to display some new fields, as well as changing the date range.

With the report open, move the mouse over the report window and right click. Choose the **Properties** option from the menu.
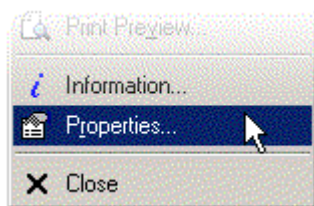
We're now editing the report. The dialog should look familiar because it's the same as the **Add Report** dialog that we used to create the report. Select the **Date / Time** tab. This is where we can change the date range settings for the report. Currently the report is calculated for **Today**. Select **This Week** from the list, so that we consider calls for everyday this week.
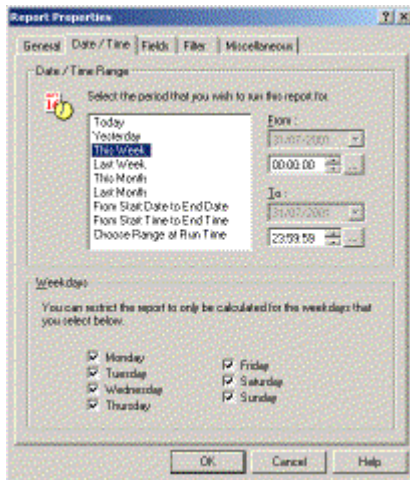
Now untick the **Saturday** and **Sunday** checkboxes in the **Weekdays** area - we don't want to consider calls at the weekend in our report.
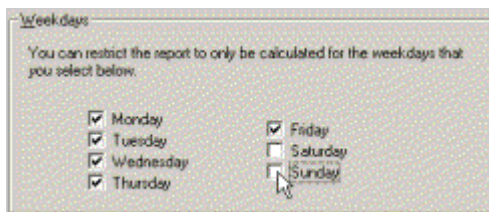
Having changed the date range, let's change the fields that are displayed. Select the **Fields** tab. In the list of fields, notice that the **Telephone No** field is in blue to indicate that we're grouping by this field. It also has a **(1)** after it to show that we're sorting by this field, and the button next to the field shows that we're sorting in ascending order.

Click the **Add** button. This displays a list of fields that we can add to this report. Choose the **% of Call Totals** menu, followed by the **% Calls Out Ans**. This will show the percentage of calls answered for a given telephone number in the report.
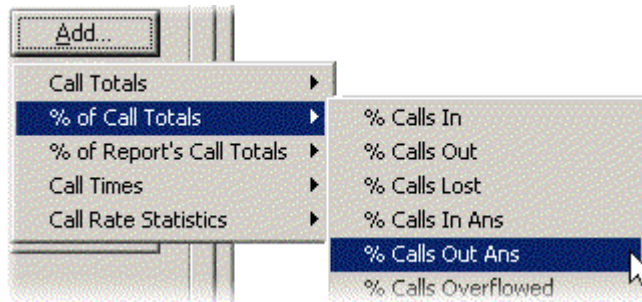
The statistic is added to the bottom of the list. Use the **Move Up** button to position the statistic just below the **Calls Out Ans** statistic. Then add **Avg Talk Time**, positioning it just below **Total Talk Time**.

If you don't want a field in the list, you can remove it. Select the **Maximum Cost** field from the list and click **Remove**. The field is immediately removed.

You should now have a display that looks like the following. When you click **OK**, the report will be recalculated if it is still open.

Filtering Reports

This tutorial covers how to create and edit a simple filter.

You can create filters from either the **Filter Manager** or from within a report. For now, we'll concentrate on the Filter Manager.

Click the **Filters** button on the toolbar to display the Filter Manager dialog.
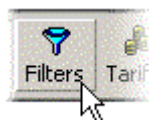
Click the **Add** button to create a new filter. The **Add Filter** dialog will appear.
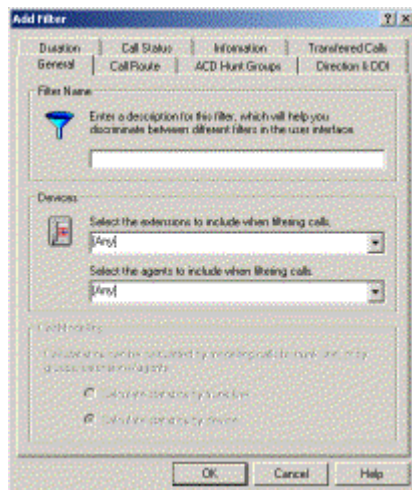
Every filter must have a unique name to identify it. Give the filter a name of "**Test Filter**". The next field is a list of extensions that we want to include in our reports. Click the drop down arrow next to the field, and select your extension from the list displayed. (If you cannot see your extension in the list you can type it in to the field instead).
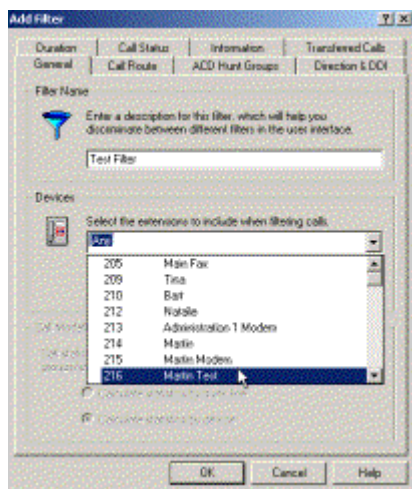
Click **OK**. You've just created your first simple filter. You will see the filter appear in the Filter Manager. We must now apply the filter to a report.

Before we can apply the filter to a report, we need to open a report. Double click the **Call List** report in the **Default Reports** category so that it is displayed in the **Report Window**.

Once the report has completed, click the **Filter** button on the report's toolbar, and choose the **Test Filter** menu item from the list. Notice that we could have chosen **Add Filter...** from this menu to allow us to create and apply the filter in one step.
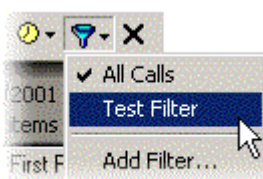
Having selected the filter, it is applied to the report, and the report is recalculated. Before you applied the filter the report showed all calls into or out of your telephone system. Now you have applied a filter

so that only calls which rang or were answered at your extension are displayed in the report. Change between the **All Calls** filter and the **Test Filter** to check that this is true. (If you haven't made any calls today, then the filtered report may not show any data).

Now you will edit your filter to include some other extensions. Return to the **Filter Manager** by clicking the **Filters** button on the toolbar. Select the **Test Filter** and click the **Edit** button to edit it.
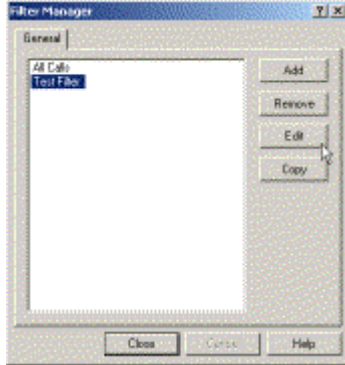
Click the drop down list where your extension is entered, and choose more extensions. Notice that as you choose extensions, ticks appear next to the names in the list. Also, the field displays a comma-separated list of extensions. Choose two extensions that are numerically adjacent, e.g. 200 and 201. Notice that they are added to the list as a range.
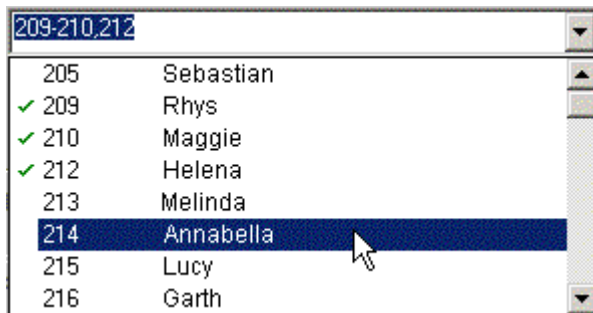
Click **OK** when you have finished editing the filter. If your **Call List** report is still using the filter, a warning will be displayed to say that the filter is in use by a report, and that the report will need to be refreshed. Click OK on the error message, and return to your report. Press the **F5** key to refresh the report, and notice how the changes to the filter affect your report's data.

You can achieve a lot more with filters than just filtering by extensions, such as filtering by talk time, call cost, telephone number, etc.

Import Reports

When upgrading from previous versions, you may want to import your existing reports from the previous version of software.

Click the **Menu** button on the toolbar, and select the **Import...** option from the menu.
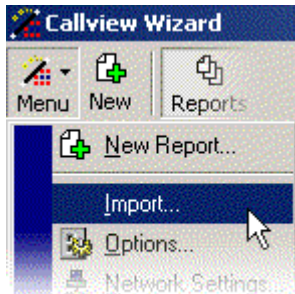
When the **Import Wizard** displays, choose **Version 2.5 Reports** from the list of options, then click **Next**.
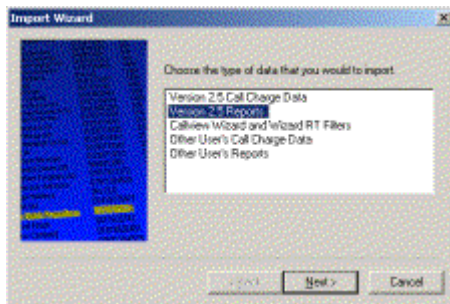
Enter the filename that you wish to import from. Call*view* Wizard will attempt to default this file for you. Click **Next**.
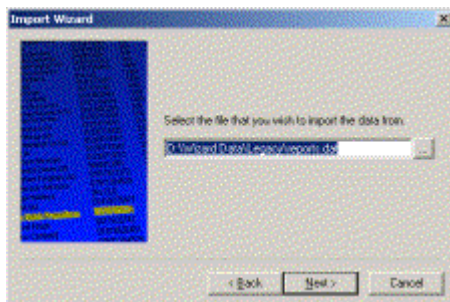
The list of reports will be read in from the file. Place a tick next to the reports that you want to import. If you tick a report and later decide to not import it, simply tick the report again to clear the tick. You can click the **Select All** button if you want to import all reports. If you already have some reports configured, you may wish to check **Do not import entries which already exist** to not import reports that already exist. When you click **Next** the reports are imported.
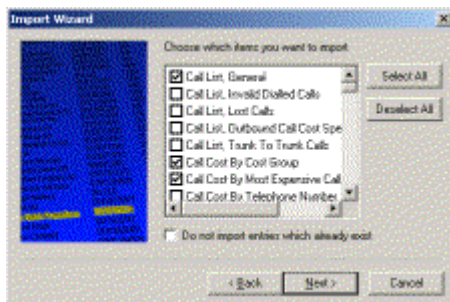
After the reports have been imported, a list will appear detailing the outcome of the import.
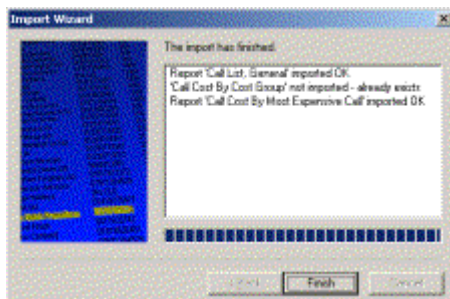
Imported reports are created under a **Legacy Reports** category. For each report that is imported, a filter is created for that report. For this reason you may find it more convenient to create reports from scratch.

Import Tariffs

When upgrading from previous versions, you may want to import your existing call charge information from the previous version of software.
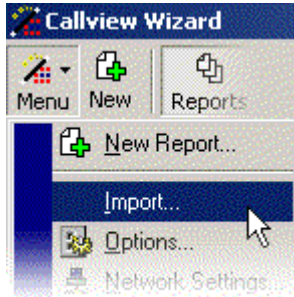
Click the **Menu** button on the toolbar, and select the **Import...** option from the menu.
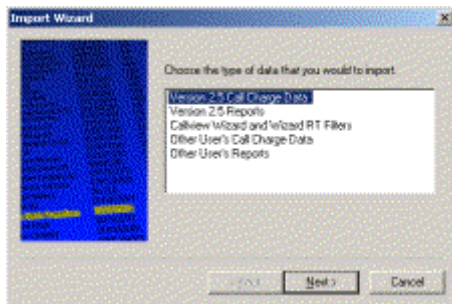
When the **Import Wizard** displays, choose **Version 2.5. Call Charge Data** from the list of options, then click **Next**.
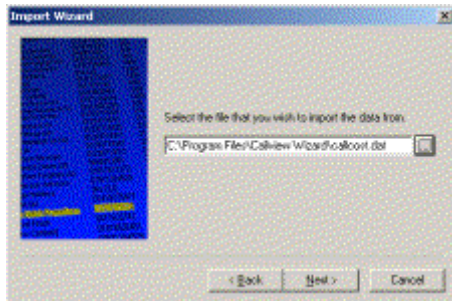
Enter the filename that you wish to import from. Call*view* Wizard will attempt to default this file for you. Click **Next**.
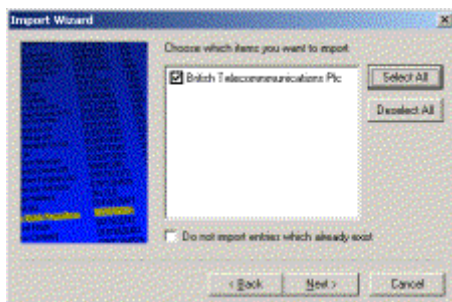
The list of tariffs will be read in from the file. The previous version of Wizard could only support one tariff. Place a tick next to the tariff and click **Next** if you want to import the tariff, or click **Cancel** if this is not the tariff you expected.
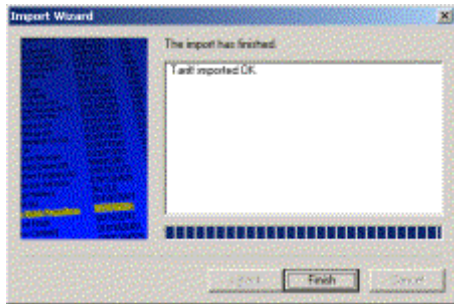
Once the tariff has been imported, a list will appear detailing the outcome of the import.

Note: When you import a tariff it is not automatically made the default tariff

Callview Wizard Window

The Main Window

Call*view* Wizard has one main window where you can perform all your reporting tasks.
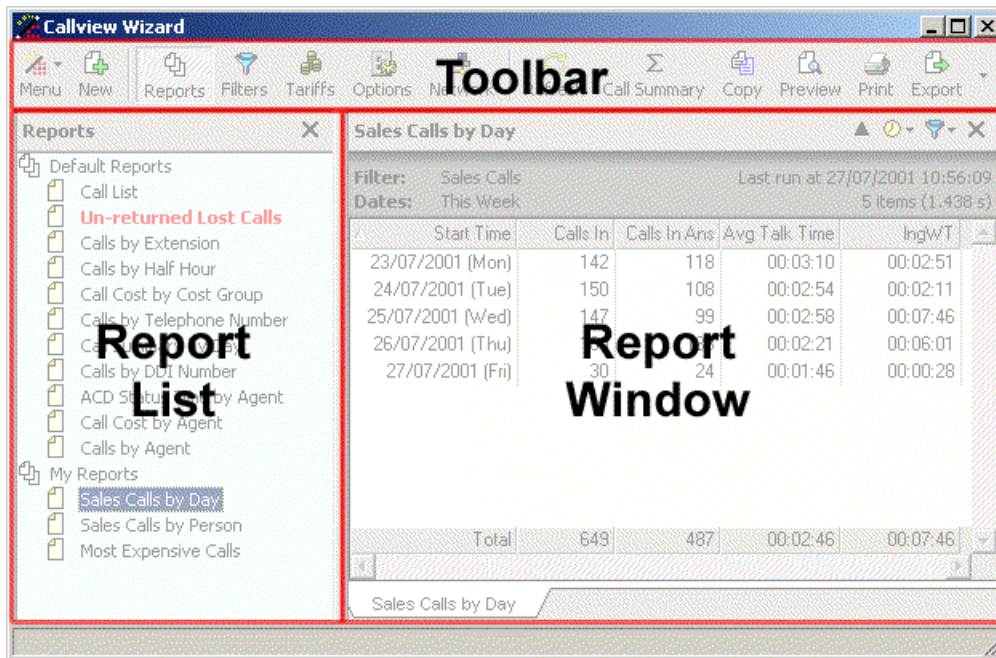
The Toolbar

The toolbar allows you to perform application wide actions. Additionally, if you have a completed report displayed in the report window, the toolbar allows you to perform actions on this report.
The available toolbar buttons are as follows:

Menu
This button displays the Call*view* Wizard main menu.

New Report
This button displays the Add/Edit Report Dialog, to allow you to create a new report.

Report List
This button toggles the report list on and off. It appears "pushed in" when the report list is visible, and flat when the report list is not visible.

Filter Manager
This button displays the Filter Manager, for creating and editing filters.

Tariff Manager
This button displays the Tariff Manager, for creating and editing tariffs.

Options
This button displays the Options dialog, to change options and license levels.

Network Settings
This button displays the Network Settings dialog, allowing you to connect to a different CTI Server. The button also displays the current network connection status.

Refresh Report
When a report is open, this button will refresh the report's data.

Call Summary
When viewing a call list report, this button will calculate a summary of the displayed calls, which will be shown as a separate report.

Copy
When a report is open, this button will copy the report's data to the clipboard.

Print Preview Mode
When a report is open, this button will toggle the report from being displayed in list mode to preview mode and vice versa.

Print
When a report is open, this button will print the report to the default printer without prompting the user for further options.

Export / E-mail / Publish
When a report is open, this button will open the Export Wizard to enable you to export your report. You can also click the arrow next to the button to display a menu of other wizards, including e-mail and publish wizards. The button changes to the last wizard that you used so that you can quickly access it again.

Netlink
This button displays the Call*view* Netlink menu, allowing you to configure your Netlink schedules.

Wizard RT
This button launches Call*view* Wizard RT. If RT is already open, it will be activated instead.

The Report List
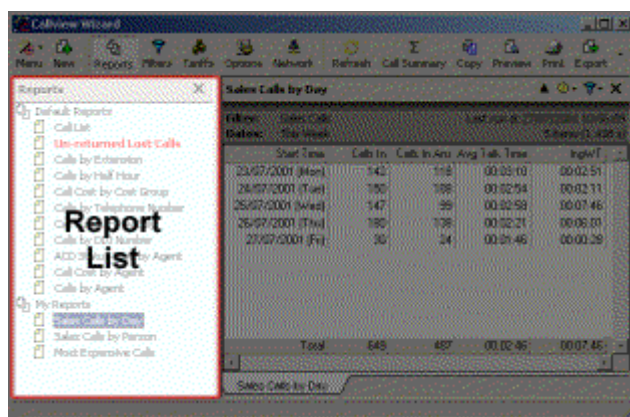
The report list is used to manage the reports that you have created in Call*view* Wizard. All your reports are displayed in different categories such as *Default Reports*, *My Reports,* etc.

You can double click a report to run that report; if the report's data hasn't changed then the report will be loaded from the report cache instead.

Right clicking a report will display the Report List Menu allowing you to manage the report, and perform various actions upon it.

The report list uses various icons to denote the current status of each report, as follows:

Report Ready
This icon is used when a report has been completed, cancelled, or has not been run yet.

Report Saved
This icon is used when a report has been run at some point in the past, and the historic report data will be used to display the report, rather than run the report again.

Report Running
This icon is used when a report is currently being processed.

Report Pending
This icon is used when a report is queued for processing. Only one report can be processed at a time, with subsequent reports being queued.

Report Not Licensed
This icon is used when the current license that Call*view* Wizard is using, is insufficient to run the specific report.

Tip:	Double clicking the Report List caption will toggle the Report List on and off

Report List Menu

Right clicking the report list will display a menu containing the following items:

🔃 **Run**
Runs the report, or refreshes it, if it is already open.

💾 **View Saved Report**
Loads the saved report from the report cache.

📤 **Export**
Exports the report to different file formats[1].

📧 **E-mail**
E-mails the report as an attachment[2].

🌐 **Publish**
Publishes the report to the Internet[2].

🖨 **Print**
Prints the report.

🔍 **Print Preview**
Toggles the report between list mode and preview mode.

Duplicate
Creates a duplicate of this report.

✗ **Delete**
Deletes this report.

i **Information**
Displays the Report Information dialog.

📋 **Properties**
Displays the report's properties.

📄 **New report**
Creates a new report.

The Report Window
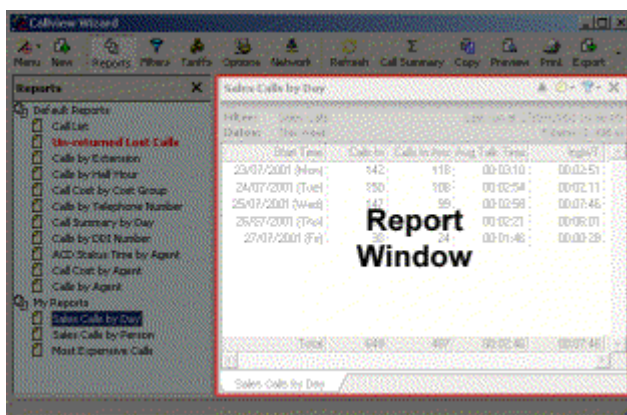
The report window displays all reports that you have currently opened. One report is visible at a time, but you can switch between open reports using the tabs at the bottom of the report window.

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[1] Some export formats require a Call*view* Netlink license.
[2] E-mail and Publish features require a Call*view* Netlink license.

Each report in the report window has a toolbar at the right of the report caption, containing the following buttons:

▼ **Expand / Collapse**
Toggles the *report information* between expanded and collapsed mode. When collapsed you only see the report name, and when expanded you see the extra report information detailed below.

◔ **Apply Date**
This button displays a menu of common date ranges that you can quickly apply to the current report.

▼ **Apply Filter**
This button displays a menu of available filters that you can quickly apply to the current report.

✕ **Close**
This button closes the current report.

When the report information is expanded you will also see the filter applied to the report, the date range that the report was run over, the time the report was run, as well as the number of records, and the time it took to run the report.

The main area of the report window is taken up with displaying the current report. Each report has two view *modes – list mode* and *preview mode*. How the window appears is affected by which mode you are in.

List Mode
This is the default mode for a report once it is run. In list mode the report is displayed as several items. You can select items with the mouse, and use the scroll bars to scroll across the entire range of the report.

Preview Mode
In preview mode, the report is displayed as it would appear if it were printed. You cannot select items, and the scroll bars scroll around the current page.

In either mode, you can right click the report to display the report window menu, or use the main toolbar buttons to perform further actions on the report.

Tip:	You can activate the report window with the F12 key, or use Ctrl F12 to activate the report window as well as switching off the report list.
	Double clicking the report caption will also toggle the report list between on and off

Report Window Menu

Right clicking the report window will display a menu containing the following items:

Show details
Displays the call detail report for the selected call

Copy
Copies this report's data to the clipboard for pasting into other applications.

Refresh
Refreshes this report.

Show summary
Displays the call summary report for this report.

E-mail
E-mails the report as an attachment.

Publish
Publishes the report to the Internet.

Print
Prints the report.

Print Preview
Toggles the report between list mode and preview mode.

Information
Displays information on this report.

Properties
Displays the Report Information dialog.

Close
Closes this report.

Reports

Overview Of Reports

A report is the key element within Call*view* Wizard. There are several report types that effect what sort of data the report can display:

Call List Report

A call list report is designed to show a list of calls over a given period of time. They display no statistics, instead displaying properties of the given call, e.g. call start time, telephone number, answering device, etc.

Unreturned Lost Call List Report

This is a special type of call list report which only considers calls that called in but weren't answered, and have not subsequently called back in and been answered, or been called back successfully.

Statistic Report

A statistic report displays various statistics calculated from the calls retrieved for the report. A statistic report is grouped by a particular call property such as telephone number or time of day. This enables the statistic report to collate similar information together, with which to calculate the statistics. A statistic report can also be used to calculate agent statistics.

Examples include Calls by Extension, Calls by Half Hour, etc.

<u>**ACD Status Report**</u>

This is a special report used to display the ACD agent status changes in a similar fashion to a call list report.

<u>**Configuration Report**</u>

This is a report designed to display configuration information for the CTI Server, e.g. extension lists, or telephone number import lists.

When creating a report, Wizard decides which type of report you are creating based on either the report template that you choose, or the fields that you add to your report.

Reports can be filtered such that they only consider certain calls, e.g. inbound calls that rang for longer than 30 seconds. Reports can also be assigned a tariff to use when calculating call costs.

When you first start Call*view* Wizard several default reports are created for you. You will be able to achieve a lot just by altering these default reports, but you can achieve much more when you start to create your own reports.

Running A Report

You can run a report in one of several ways from the report list.

Double click the report with the left mouse button. If the report needs running, it will be processed from the CTI Server database, otherwise it will be displayed from the report cache.

Press the Enter key when the chosen report has the focus. If the report needs running, it will be processed from the CTI Server database, otherwise it will be displayed from the report cache.

Right click the report. From the Report List menu you can then choose **Run** to run the report with current data, or choose **View Saved Report** to load the report from the report cache, without having to rerun the report.

Does A Report Need Running?

When you run a report it is automatically saved to the report cache stored on your local computer. When you next choose to run the report, Wizard decides if the report data needs to be processed again, or whether it can be read from the report cache.

For example, if you have a call list report configured to display today's data, the report will always need to be run using the latest data, since *today* is always changing.

If the report were configured to display yesterday's data and you ran the report at 9am, it would be processed using the latest data. However, any subsequent attempts to run the data could load the report from the report cache. At midnight the date changes and so the report would be refreshed the next time it ran, since the date range for *yesterday* has changed.

Viewing Saved Reports

When a report is processed, it is automatically saved to the report cache. When you double click the report in the *report list* to run it again, Wizard will decide if the report needs to be processed again, or whether the data in the cache can be used.

However, you can also choose to view the report straight from the report cache, rather than reprocessing the report. To do this, right click the report in the *report list* and choose *View Saved Report* from the menu. If your report is not available in the report cache, then this option will not be available.

Tip:	Refreshing a report will always reprocess the report, updating the data in the report cache.

Sorting A Report

You can sort a report in real-time when the report is open in *list mode*. This is achieved by clicking on the field names on the report header.

Sorted fields have an upward pointing arrow to indicate an ascending sort order, and a downward pointing arrow to indicated a descending sort order.

Click the left mouse button once on a field to sort the field ascending. Click again to sort the field descending. Click a different field to sort by that field ascending. If you hold down the Ctrl key at the same time, then the first sort will be descending.

Click the left mouse button while holding down the Shift key, to add the selected field to the current sort order. With Shift still held down, you can continue to click the same field to toggle between ascending and descending sort order. You can also hold down the Ctrl key when clicking a field to make the first sort descending.

| Note: | You can also change the sort order from the report properties. |

Applying A Date Range

There are two ways of applying a date range to a report:

Via Report Properties

From the Date / Time page of the report properties, you can specify several date-related criteria to apply to your report. You should use this option if you have a complex date criteria to apply, e.g. working hours for March, weekdays only.

Date Range Button

Clicking the Date Range button on the toolbar of a report in the report window will display a short list of common date ranges (including today, yesterday, this week, this month) that you can quickly apply to your report. Alternatively, you can choose *Custom* which will display the *Date / Time* page of the report properties to allow you to enter complex date criteria.

   Pressing Alt D will quickly display the *Date Range Button menu* for the active report.

| Tip: | If you have certain reports that you are regularly choosing different date ranges for, edit the report's properties so that the date range is Choose range at run time. With this option selected, you are prompted for the date range to run the report for, every time that you run the report. |

Applying A Filter

There are two ways of applying a filter to a report:

Via Report Properties

From the *Filter* page of the report properties, you can choose a filter to apply to your report. Additionally, you can create a filter and automatically apply it to the report.

Filter Button

Clicking the *Filter* button on the toolbar of a report in the report window will display a list of all filters currently configured in Call*view* Wizard. Choosing a filter from the menu will immediately apply that filter to your report. Additionally, you can choose *Add Filter* to create a filter and automatically apply it to the report.

 Pressing Alt F will quickly display the *Filter Button menu* for the active report.

Creating A New Report

You can create a new report in one of several ways.

 Press Alt N on the keyboard.

 Click the New Report button on the toolbar.
Or you can choose the New Report… option from the Main Menu.

When you choose one of these options, the Add Report dialog will appear, allowing you to configure the settings for your report. When you have successfully created the report, it will immediately be processed, and appear in the Report Window.

Note:	Reports must have a unique name.

Editing A Report

Editing a report is done in the same way as creating a new report. You can either right click the report to edit in the Report List, or right click the report in the Report Window (if the report is open), and choose *Properties*. This will display the Report Properties dialog.

Note:	To make it easier, the Add Report dialog and the Report Properties dialog are the same, so that the methods you learn to create a report, can be re-used when editing a report.

When you have finished editing the report, it will automatically be refreshed if the report was already open in the Report Window.

Add/Edit Report Dialog

This dialog is used when creating and editing reports. It consists of several *tabs* of information - you don't necessarily have to configure items on each page to create your report. This dialog is also used when you select a report's properties.

General Tab

From the General tab you can configure the report name and category, as well choosing a template to base your report on. A report template is a quick way to configure a report without having to know a lot about report configuration.
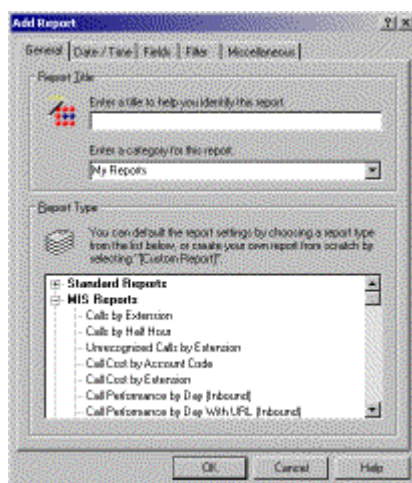
Report Title

Each report must have a unique name, which you specify in this field. The title can be anything that you want, although it should be helpful in letting you understand the functionality of the report. In previous versions of Call*view* Wizard the title would normally indicate the report's date range, and how the report was filtered. This is no longer necessary in version 3.0, since it is so easy to change the report date range and filter.

Report Category

By default, all new reports are created in the "My Reports" category, although you can specify any category name, even ones that don't exist. Grouping reports by category can help you find the report you need in the report list.

Report Type

When you first choose to create a report you must inform Call*view* Wizard the type of report, so that Wizard knows what databases you need to query, and the type of report that you will be creating. The report type list takes this one step further by defaulting several items in the report, based on a report template that you choose. Having chosen a report template, you can customise the report as much as you like, or you can just click **OK** on the Report Properties dialog to immediately see the results.

You can also choose the "[Custom Report]" report type. This is not recommended for many users, as the existing report templates should provide you basic building blocks for any report you want to create. The [Custom Report] option allows you to create your own report should a report template not exist for a report you wish to create. It is then up to you to ensure you choose the appropriate fields and settings for your report. How you choose fields on the **Fields** tab will effect what type of report you create.

A description of each of the report templates can be found at the end of this document

Date / Time Tab

From the Date / Time tab you can configure the range of dates over which the report will be run. You can also change the date range of a report from the Date Range button on the report caption.
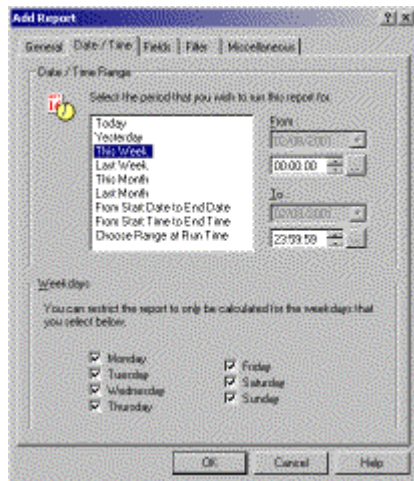
Date / Time Range

At the top of the dialog is a list of common date ranges that you can choose. These are as follows:

- Today
  Runs the report for the current day.

- Yesterday
  Runs the report for yesterday.

- This Week
  Runs the report for this week. The first day of the week is taken from the regional settings in Windows.

- Last Week
  Runs the report for the previous week. The first day of the week is taken from the regional settings in Windows.

- This Month
  Runs the report for the current month.

- Last Month
  Runs the report for the previous month.

- From Start Date to End Date
  Runs the report between the two dates specified on the right, starting from the **From** Date/Time, ending at the **To** Date/Time, including all seconds in between. For example, specifying a From time of 8am, and a To time of 5pm, will include all calls starting from day 1 at 8am until the last day at 5pm.
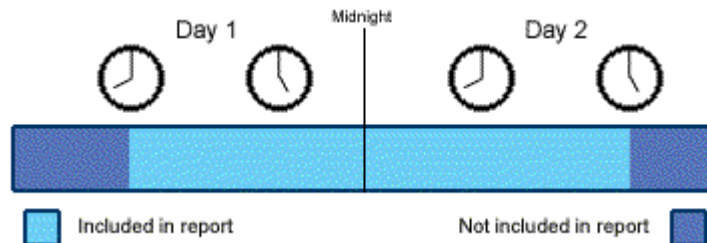
- From Start Time to End Time
  Runs the report between the two dates specified on the right, but for each day between the two dates, only considers times between the **From** and **To** times. For example, specifying a From time of 8am, and a To time of 5pm, will ignore any calls before 8am, and after 5pm, for every day that the report runs.
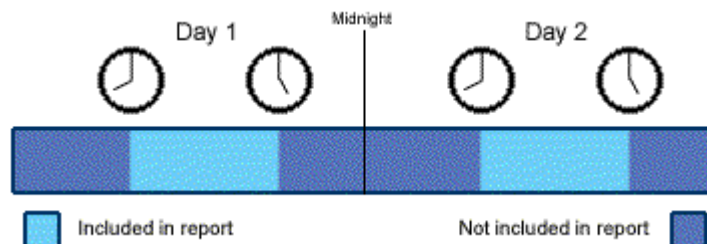
- Choose Range at Run Time
  If this option is chosen, then this dialog displays every time that you run the report, so that you can customise the date range for every execution.

Date / Time Selectors
Depending on which date range you choose, the date / time selectors will enable appropriately on the right of the dialog. Note that when you choose **From Start Date To End Date** the start time only effects the start date, and the end time only effects the end date. For all other date ranges, the start and end times are used to calculate the period of each day that will be taken into account. See the diagrams above for clarification.

Tip:	Use the … buttons next to each time selector to allow you to easily default the time to a particular value.

Weekdays
You can restrict a report to only consider calls that start on a given day. Placing a tick against one of the days in this section will include that day in the report. Removing a tick will not include that day in the report. For example, removing the ticks against Saturday and Sunday will produce a report which only displays data for weekdays.

Fields Tab

This tab allows you to choose the fields that will appear in your report. You can add and remove fields, as well as move them around, and change the sort order. You can also create a Statistic report by applying a group field to the report data. This allows you to then choose statistics for the report, summarised by the group field.
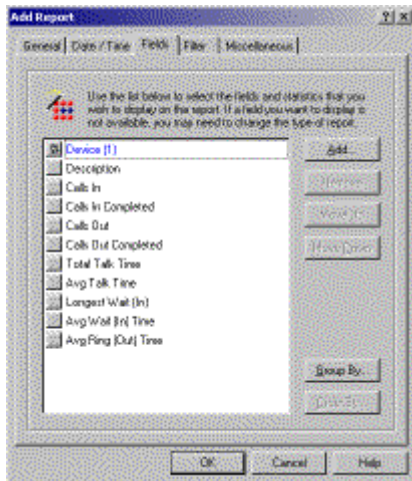
Field List
On the left of the tab is the current list of fields that you have chosen to display in the report. If you change the report template on the General tab, then these fields will also be changed. You can click the small button to the left of the field name to set the sort order for that field. Any sorted fields in the list will display a number after the field name - this number is the order in which the fields are sorted.

Note:	If you are creating a Statistic report, then the group field will be highlighted in blue. The group field must always be the first field in the report.

Add Button
Click the Add button to add additional fields to the field list. When you click the button, a menu will appear displaying all of the statistics that you can currently add to this report. Some statistics may not be available, depending on the type of report that you have chosen to create, or because you are using a particular group field. For example, most agent statistics will only appear if you have chosen a group field of Device, Agent, or Start Time.

Remove Button
Having highlighted one or more fields in the field list, you can click the Remove button to remove the fields from the list. You can always add a removed field again using the Add button.

Move Up / Down Buttons
Having highlighted one or more fields in the field list, you can click the Move Up or Move Down buttons to move the fields either up or down in the list. You cannot move the group field.

Group By Button

This button allows you to choose the group field for the report. By choosing a group field, you automatically create a statistic report, and so any fields that you have currently selected which could not be calculated in the statistic report, will be removed.

When you click the button, a menu will appear displaying all possible group fields. A tick is placed against the current group field that the report is using. Select the field that you wish to use. Certain group fields, such as Start Time, need extra options, so the Group Report By dialog will appear if necessary. You can edit the extra options for such group fields, by choosing the **Edit Current Settings** menu option, which will be disabled if it is not currently appropriate.

Order By Button

This button allows you to choose the sort order for the currently selected field. Depending on the current sort order, different menu options will appear, allowing you to either add this field as new field to sort on, or to replace one of the existing fields that are being sorted. For every sort order, there is an ascending and descending menu option. You can choose "Don't sort" if you do not wish to sort on this field.

| Tip | You can also change the sort order from the report itself by clicking on the report field names. |

Group Report By Dialog
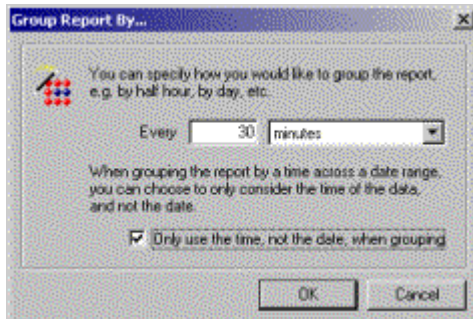
When you choose to group a statistic report by particular fields, you will need to configure some extra options to specify how to group by that field. For example, when grouping by a time based field, you need to specify what interval of time to group by, e.g. every 5 minutes, every hour, every 5 days, etc.

Interval
At the top of the dialog you specify the interval. This is split into two fields. The first field allows you to enter the interval, and the second field allows you to choose the units of the interval. For example, if you wanted to specify an interval of every hour, you could enter "1" in the first field, and select "hours" in the second field. Alternatively you could enter "60" in the first field, and "minutes" in the second field, since 60 minutes = 1 hour.

Only use the time, not the date, when grouping
If you are grouping by Start Time, then your groups could potentially include dates as well as times. With this option checked, Call*view* Wizard will remove the date part of the Start Time before calculating the group. For example, a call that occurred at 8:47 on 3rd September would be considered as a call at 8:47, and if the selected interval was every 30 minutes, this call would be placed in an interval from 8:30 to 9:00.

If the option is unchecked, both the date and the time will be used when deciding how to group the field. In the above example with this option unchecked, the call would be placed in an interval for 3rd September for 8:30 to 9:00. Another call at 8:32 on 5th September, would be placed in an interval for 5th September for 8:30 to 9:00.

Filter Tab
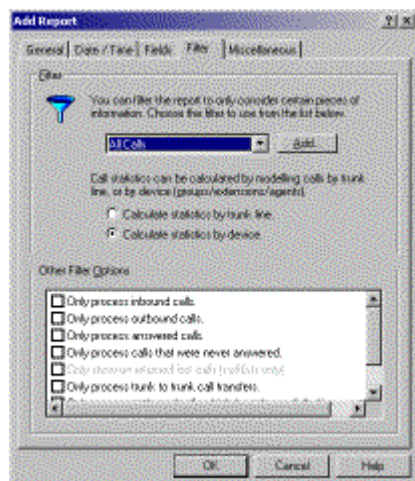
The filter tab allows you to limit the report to only consider certain data, for example calls to the Sales Group, or calls to mobile phones that cost more than a certain amount. The filter tab also allows you to configure how statistics are calculated, depending on the type of report you are trying to create.

Filter
At the top of the dialog is a drop down list of filters that have been created in the Filter Manager. Choosing one of the filters will apply it to the report when the report is next run.

Tip	You can also change the filter without having to edit the report, using the Filter button on the report's caption.

Add Button
If the filter you want to apply to this report does not exist, you can click the Add button to display the Add Filter dialog. Once you have created the new filter, it is automatically selected in the Filter drop down list.

Calculate Statistics by Trunk Line
When this option is checked, statistic calculations will only consider the first call segment, and not consider calls that are transferred between different devices. For example, a call that is answered at reception, and then transferred to the Sales Group is considered as one call.
You would normally select this option when considering calls into or out of the telephone system, for example when grouping a report by telephone number or DDI digits.

Calculate Statistics by Device
When this option is checked, statistic calculations will consider all call segments, including those where calls are transferred between different devices. For example, a call that is answered at reception, and then transferred to the Sales Group is considered as two calls, one to reception, and one to Sales.
You would normally select this option when considering calls to groups or devices, for example when grouping a report by device or agent.

Note	Calculating statistics by device needs Call Segmentation to be enabled on the Callview Gateway. You can still choose this option if Call Segmentation isn't switched on, but it will have no effect.

Other Filter Options
This section of the dialog provides some miscellaneous filtering options which are often used by the report templates to provide appropriate filtering options without having to apply a filter.

- Only process inbound calls.
  With this option ticked, the report will only consider inbound call segments. If you apply a filter which filters outbound calls only, you will effectively filter out all calls.

- Only process outbound calls.
  With this option ticked, the report will only consider outbound call segments. If you apply a filter which filters inbound calls only, you will effectively filter out all calls.

- Only process answered calls.
  With this option ticked, the report will only consider answered call segments. If you apply a filter which filters unanswered calls only, you will effectively filter out all calls.

- Only process calls that were never answered.
  With this option ticked, the report will only consider the last call segment where the call was not answered (abandoned calls). If you apply a filter which filters answered calls only, you will effectively filter out all calls.

- Only show un-returned lost calls (call lists only)
  With this option ticked you convert a normal call list report into an un-returned lost call list report. This will only display abandoned calls which have not subsequently called again and been answered, and have been not been called back and answered.

- Only process trunk to trunk call transfers.
  With this option ticked, the report will only consider call segments that were transferred to or from an external number. For example, if a customer calls reception, and is transferred to their account manager's mobile phone; both the call from the customer and the call to the account manager will show up as trunk to trunk call transfer segments.

- Only process outbound calls which have been dialled incorrectly.
  With this option ticked, the report will only consider outbound calls which have not been dialled correctly. If you also choose a filter which only considers inbound calls or answered calls, you will effectively filter out all calls.

- Only process outbound calls to 100, 192, etc, services.
  With this option ticked, the report will only consider outbound calls to services, e.g. the operator, directory enquiries, etc. If you also choose a filter which only considers inbound calls, you will effectively filter out all calls.

Miscellaneous Tab

This tab allows you to configure several other report settings, such as how the report appears on screen, and which tariff is used when calculating call costs.
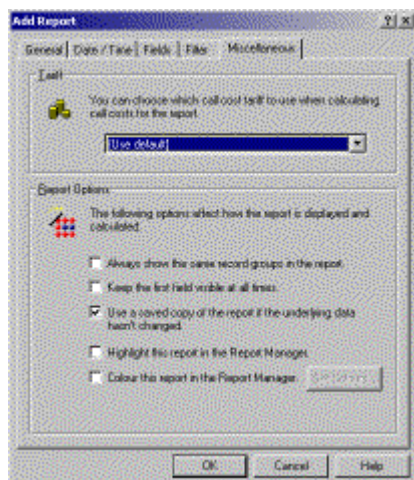
Tariff

At the top of the dialog is a drop down list of available tariffs that this report can use to calculate call costs. A report can only use one tariff at a time when calculating call costs. You can choose a particular tariff for this report to use, or select the "[Use default]" option. When the default option is selected, the report will use whichever tariff is currently configured as the default tariff. Additionally, where you have selected particular trunk lines to use a given tariff, calls on these specific trunk lines will use the overriding tariff.

Note	If you override the tariff for a report, by choosing a particular tariff from this list, then that tariff will be used for all call costs processed by the report, ignoring any overriding tariffs on a per trunk basis.

Note	You can use this feature to compare tariffs by duplicating a report, and applying a different tariff to the duplicate. You then have two copies of the same report with different tariffs for each, allowing you to compare the cost of your calls.

Report Options

The remainder of the dialog consists of several miscellaneous report options as follows:

- Always show the same record groups in the report.
  When displaying a statistic report, the report will only display a row of data if it has calculated a statistic for that row or group. For example, if extensions 200 and 202 have made or received calls today, they will both appear in the report, but extension 201 which has had no calls, will not appear.

  If you tick this option, the report will display all rows of data, regardless of whether there are any statistics to display. When grouping by device, the report will use the applied filter to decide which devices to display. When grouping by time, the report will include all time periods in the given range. This can lead to a very large report if you apply this option when summarising statistics for every half hour over 3 months, since it will create 48 records a day across 90 days!

- Keep the first field visible at all times.
  With this option ticked, the first field of the report "locks" itself to the left edge of the report window. As you scroll around your report, the first field will always be visible.

- Use a saved copy of the report if the underlying data hasn't changed.
  By default, all reports are saved to the report cache, and when you choose to open the report again, Call*view* Wizard decides if the report needs to be recalculated or can be read from the cache. If you uncheck this option, the report will always be recalculated, and never read from the cache. It is not recommended to change this setting.

- Highlight this report in the Report Manager.
  With this option ticked, the report will be displayed with bolder text in the report list for easier identification.

- Colour this report in the Report Manager.
  With this option ticked, you can customise the colours that the report list will use to display this report. Having selected this option, use the Set Colours button to display the Report Colour dialog, where you can customise the colours to use.
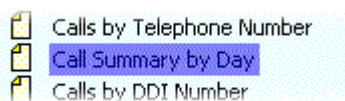
Report Colour Dialog
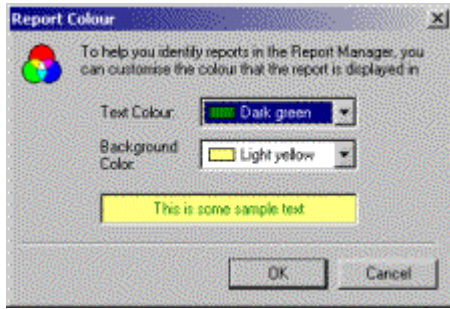
This dialog is used to customise the colours that the report list uses to display a report.

Text Colour
Use the drop down list to choose the colour to draw the text with. You can choose "Use default" for the default list colour to be used.

Background Colour
Use the drop down list to choose the colour to draw the background with. You can choose "Use default" for the default list colour to be used.

Tip	A sample of your choices are displayed in the dialog. Try and choose colours that don't clash.

Note	When an item is selected in the report list, it will invert the selected colours to indicate selection.

Display The Call Summary

Having opened a call list or statistic report, you can choose to display a call summary report. For call lists, a call summary report is several statistics to summarise the calls in the call list. For a statistic report, a call summary provides the report totals which are normally displayed at the bottom of the report in *list mode*.

To display the call summary report, switch to the report that you wish to display the call summary for, and then click the Call Summary button.

Having displayed a call summary report, you can use it just like any other report by printing it, exporting it, or switching to print preview mode. If the report changes that the call summary is based on, the call summary report will automatically update to reflect those changes.
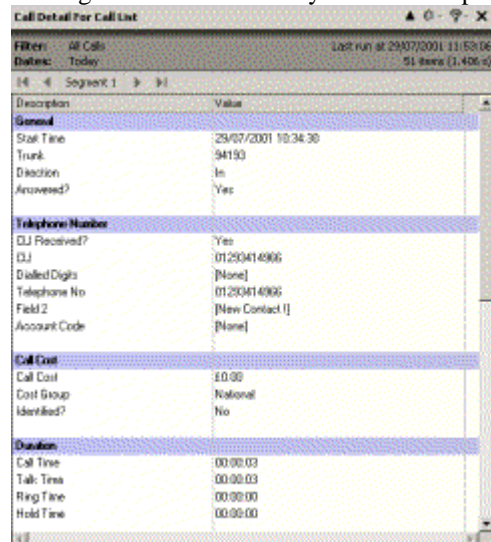
Displaying Call Details

Having opened a call list report, you can view call details about a particular call in the report. This will display all the information about the particular call, as well as allowing you to navigate between the call segments. This enables you to see the path that the call took from first alerting to when it ended.

To display the call detail window, you can either double click the call in the report window, or right click the call and select *Show Details*.

Having displayed a call detail report, you can use it just like any other report by printing it, exporting it, or switching to print preview mode. If the report changes that the call summary is based on, the call detail report will automatically update to reflect those changes.

The top of the call detail report has an additional toolbar:

The toolbar buttons have the following actions:

◄	Jumps to the first call segment for this call, i.e. when the call started.
◄	Jumps to the previous call segment for this call.
►	Jumps to the next call segment for this call.
►|	Jumps to the last call segment for this call, i.e. when the call ended.

Copying A Report's Data

Having run a report, you can copy the report's contents to the clipboard for pasting into other applications. Simply click the *Copy* button on the toolbar with the report active, and the report is copied to the clipboard.

The report is copied in tab delimited format, which can be interpreted by most word processor and spreadsheet applications. If you wish to access the report data in a particular format, then you should *Export* the data instead.

Duplicating A Report

You can duplicate any report in the *report list* to enable you to take an existing report and make changes to it, without affecting the original.

To duplicate a report, right click the report in the *report list* and select the *Duplicate...* menu item. The duplicate report will be given a slightly different name to ensure that the report name remains unique.

Tip	If you duplicate a report, and the apply a different tariff to the duplicate, you can easily compare the different call costs between two tariffs.

Deleting A Report

You can delete any report in the *report list* should you decide that the report is no longer of use to you. To delete a report, right click the report in the *report list* and selected the *Delete...* menu item. You will be given the option of not deleting the report, before the report is actually deleted.

Note:	Deleting a report cannot be undone. Once a report is deleted it is gone forever.

Information On Reports

To find out information on a report, such as when it was last viewed, or last edited, you need to display the **Report Information** dialog.
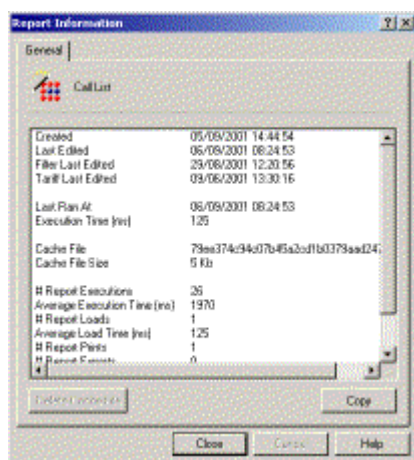
To display this dialog, right click the report in the report window or report list and choose **Information** from the menu.

The dialog displays the following information:

Created	The date / time when the report was first created.
Last Edited	The date / time when the report was last edited. This also includes changing the date range or filter using the appropriate buttons at the top of the report.
Filter Last Edited	The date / time when the current filter assigned to the report was last edited. This will display as "[Unknown]" if the "All Calls" filter is applied, since that filter cannot be edited.
Tariff Last Edited	The date / time when the current tariff assigned to the report was last edited.
Last Ran At	The date / time when the report was last executed or viewed.

Execution Time (ms)	If the report is currently open, this is the time in milliseconds that the report took to execute.
Cache File	This is the name of the file that the report is currently cached to.
Cache File Size	This is the current size of the cache file in kilobytes. If the cache file does not exist, this value will display "[File missing]".
# Report Executions	The number of times that this report has been executed.
Average Execution Time (ms)	The average time taken to execute this report.
# Report Loads	The number of times that this report has been loaded from the cache rather than executed.
Average Load Time (ms)	The average time taken to load this report from the cache.
# Report Prints	The number of times that this report has been printed.
# Report Exports	The number of times that this report has been exported, e-mailed or published.
# Report Edits	The number of times that this report has been edited, including change the date range or filter using the appropriate buttons at the top of the report.

Additionally, there are two buttons below the information list, as follows:

Delete Cache File
This button can be used to delete the report's cache file from the report cache. This may be necessary if a particularly large report is using up space on your hard disk. You cannot delete a report's cache file if the report is open, or if the cache file is missing.

Copy
This button copies the information to the clipboard for pasting into other applications.

Filters

Overview Of Filters

Filters are one of the most powerful features of Call*view* Wizard. You can create filters to only consider calls to certain extensions or groups, or that rang for a certain time. You can also filter calls based on their cost, direction, or the DDI number dialled by the calling party, etc.

In previous versions of Call*view* Wizard, the filter was part of the report. In this version of Call*view* Wizard, filters have been separated from reports. You can now apply the same filter to several reports, enabling you to have one or two filters that provide all your filtering needs, and apply the filters to all your reports.

The Filter Manager

The Filter Manager displays a list of all filters that you have created or imported. You can use the Filter Manager to create new filters, edit existing filters, as well as copying and removing filters.

Press Ctrl F to quickly open the Filter Manager.
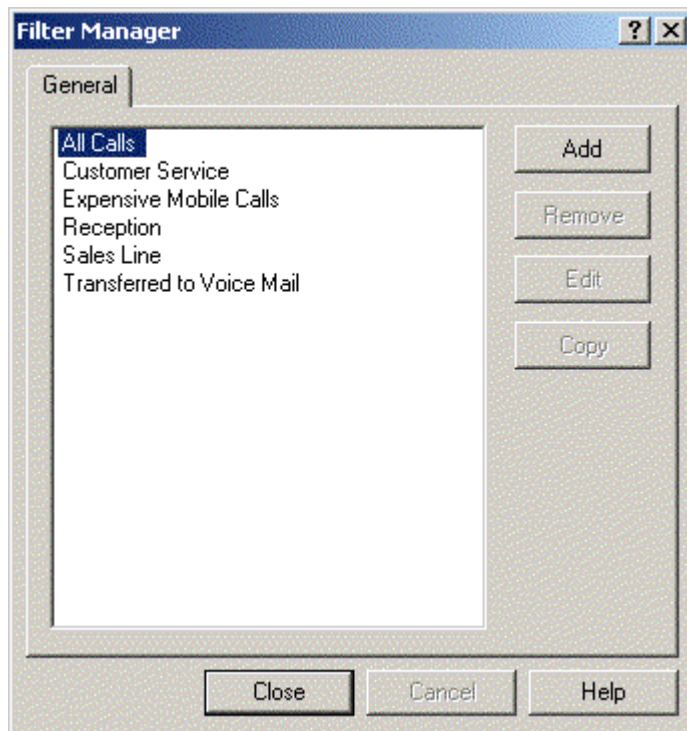
Add Button
Click the Add button to create a new filter. Once the filter is created, it will be added to the list of filters.

Remove Button
Having selected a filter from the list, click the Remove button to delete the filter.

Edit Button
Having selected a filter from the list, click the Edit button to edit the filter.

Copy Button
Having selected a filter from the list, click the Copy button to create a copy of the filter.

Note   You cannot remove, edit, or copy the "All Calls" filter

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Create A New Filter

There are several ways to create a new filter. To create a filter and apply it to an open report at the same time, click the 🝖 button on the report toolbar, and select *Add Filter*.

Alternatively, you can click the *Add* button on the *Filter Manager* if you wish to create a filter without applying it to a report immediately.

The Add Filter dialog will appear to allow you to specify the filter criteria.

Edit A Filter

To edit a filter, select the filter in the *Filter Manager* and then click the *Edit* button. If the filter is applied to a report, the report will not be automatically refreshed to reflect the changes to the filter. You must manually refresh the report using the Refresh button on the toolbar.

The Edit Filter dialog will appear to allow you to change the filter criteria.

Add/Edit Filter Dialog

This dialog is used when creating and editing filters. It consists of several *tabs* of information - you don't necessarily have to configure items on each page to create a filter. This dialog is also used when editing a filter.

General Tab

This tab is used to specify the filter name, as well as a list of devices that should be included in the filter.
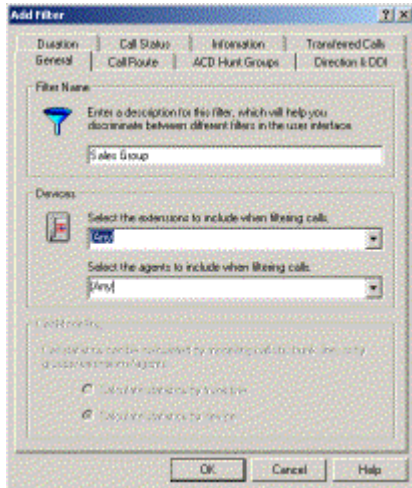
Filter Name
Enter a name to describe your filter in this field. A filter must have a unique name, and ideally should give you an idea of what the filter does.

Devices
In this drop down list you can specify a list of extensions to include in your filter. Any call which rings, is answered, or finishes at any of these devices will be included.

You can choose devices by clicking the drop down arrow, and then picking devices from the list. Alternatively, you can enter devices directly into the field.

When entering devices, individual devices should be separated by commas. You can also specify a range of devices using a hyphen. For example, if you specify "200,202,204-207" you will include devices 200, 202, 204, 205, 206, 207 in the filter.

Agents
In this drop down list you can specify a list of agents to include in your filter. Any call which rings, is answered, or finishes at any of these agents will be included.

You can choose agents by clicking the drop down arrow, and then picking agents from the list. Alternatively, you can enter agents directly into the field.
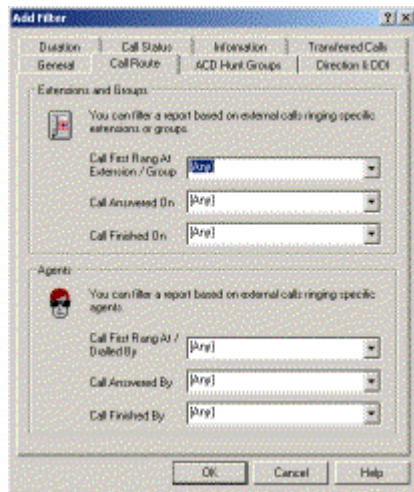
When entering agents, individual agents should be separated by commas. You can also specify a range of agents using a hyphen. For example, if you specify "200,202,204-207" you will include agent 200, 202, 204, 205, 206, 207 in the filter.

Call Modelling
The filter dialog is designed to be the same as the filter dialog in Call*view* Wizard RT and Desktop Wallboard. In these products, it is necessary to specify how statistics are calculated in the filter. However, in Call*view* Wizard this functionality is performed in the report on the report properties' Filter Tab. For this reason, the Call Modelling section of this tab is always disabled.

Call Route Tab

This tab is used to specify the route that the call took between devices, i.e. where it first rang, was answered, and where it finished.

Call First Rang At Extension / Group
In this field you can specify the list of extensions or groups to include in the filter where the call first alerted an entry in the list. For example, entering "1000" for this field would only include call segments which first alerted device 1000.

Call Answered On
In this field you can specify the list of extensions to include in the filter where the call was answered by an entry in the list. For example, entering "200" for this field would only include call segments which were answered by device 200.

Call Finished On
In this field you can specify the list of extensions to include in the filter where the call was completed by an entry in the list. For example, entering "201" for this field would only include call segments which were completed by device 201.

Call First Rang At / Dialled By
In this field you can specify the list of agents to include in the filter where the call first alerted an entry in the list. For example, entering "4000" for this field, would only include call segments which first alerted agent 4000. If a call first alerted a non-agent device, it would not be included in the filter.

Call Answered By
In this field, you can specify the list of agents to include in the filter where the call was answered by an entry in the list. For example, entering "4000" for this field, would only include call segments which were answered by agent 4000. If a call was answered by a non-agent device, it would not be included in the filter.

Call Finished By
In this field, you can specify the list of agents to include in the filter where the call was completed by an agent in the list. For example, entering "4000" for this field, would only include call segments which were completed by agent 4000. If a call was completed by a non-agent device, it would not be included in the filter.

Tip	You can choose items from the lists by clicking the drop down arrow, and then picking devices from the list. Alternatively, you can enter devices directly into the field.
	When entering devices, individual devices should be separated by commas. You can also specify a range of devices using a hyphen. For example, if you specify "200,202,204-207" you will include devices 200, 202, 204, 205, 206, 207 in the filter.

ACD Hunt Groups Tab

This tab is used to specify the hunt group that a particular agent or extension was logged in to or out of. This type of filter predominantly effects agent statistics, but it can also be used to filter calls. It is recommended that users only use this tab to create a filter if they need to filter both agent statistics and calls within the one filter.
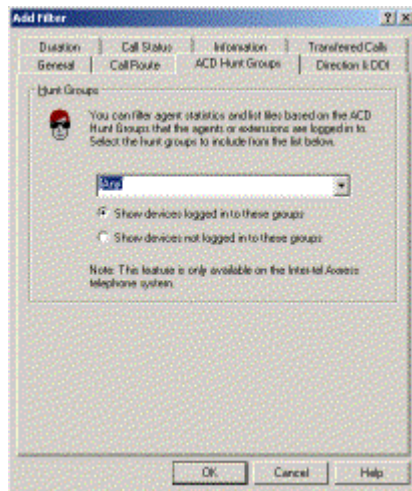
Hunt Group
In this field you specify the list of hunt groups to include in the filter. When calculating agent statistics, any extensions or agents logged in (or logged out, depending on which option is selected) to the groups mentioned, will be included. When calculating call statistics, groups entered in this field will act as if they had been entered in the Call First Rang At field on the Call Route Tab.

You can choose items from the lists by clicking the drop down arrow, and then picking groups from the list. Alternatively, you can enter groups directly into the field. When entering groups, individual groups should be separated by commas. You can also specify a range of groups using a hyphen. For example, if you specify "1000-1002,1004" you will include groups 1000, 1001, 1002, 1004 in the filter.

Show devices logged in to these groups
Check this option if you only want to consider devices or agents that are logged in to the specified hunt groups.

Show devices not logged in to these groups
Check this option if you only want to consider devices or agents that are not logged in to the specified hunt groups.

Note   The ability to filter by Hunt Group is only available on the Inter-Tel AXXESS telephone system.

Direction & DDI Tab

This tab can be used to filter calls based on their direction, as well as several other direction related criteria.
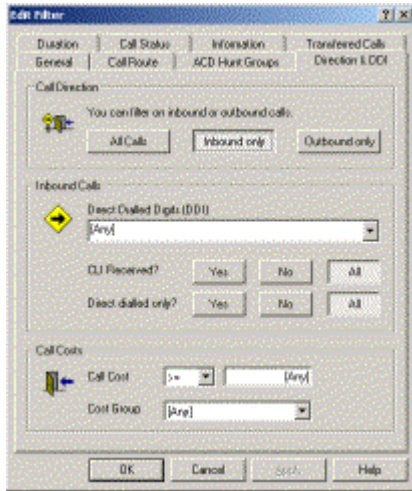
All Calls
Choose this option to include both inbound and outbound calls in your report.

Inbound only
Choose this option to only include inbound calls in your report.

Outbound only
Choose this option to only include outbound calls in your report.

Direct Dialled Digits (DDI)
When filtering inbound calls only, you can choose to only include calls which rang on a particular DDI line. You can choose DDI numbers from the lists by clicking the drop down arrow, and then picking the numbers from the list. Alternatively, you can enter DDI numbers directly into the field. When entering these numbers, individual numbers should be separated by commas. You can also specify a range of numbers using a hyphen.

When the Call*view* Gateway is connected to an Inter-Tel AXXESS telephone system, this column may depict the entire DDI telephone number, e.g. "01234560213". On the Siemens Hicom Office Pro/COM, the DDI Digits you enter represent the associated Call Number, which is specified within the telephone system programming. On other telephone system, only the significant DDI digits sent by the network provider should be used.

CLI Received?
You can filter calls based on whether they were received with CLI (Caller ID) or not. Choose the **Yes** button to only include calls received with CLI; choose the **No** button to only include calls that weren't received with CLI, and choose the **All** button to include all calls irrespective of whether they were received with CLI or not.

Direct Dialled Only?
You can filter calls based on whether they were direct dialled or not. Choose the **Yes** button to only include direct dialled calls; choose the **No** button to include non-direct dialled calls, and choose the **All** button to include all calls irrespective of whether they were direct dialled or not.

Call Cost
You can filter calls based on the cost of the call. First choose how to compare the call cost, by choosing a comparison type from the drop down list, e.g. >, >=, =, <, <=. Then enter a call cost in the adjacent field. The call cost is always entered in the main currency unit, e.g. £ in the UK, $ in the US. To enter a fractional part of a currency unit, e.g. 50 pence in the UK, enter 0.50.

Note	Using the "=" comparison for call cost is not advisable. Due to the way that computers store numbers you can have situations where the computer stores 0.50 as 0.499999999, and the equivalence operator will therefore fail. Try and use >=, <= where appropriate instead.

Note	Call Costing calculations are based on limited data input and therefore may differ from the actual call charges made by the Network Carrier(s)

Cost Group

When calculating call costs, Call*view* Wizard also decides what type of call was made, e.g. local, regional, mobile, etc. You can choose to only display particular types of call, by choosing the call type from this cost group.

Duration Tab

This tab allows you to filter calls based on the call duration, for example only display calls that rang for longer than a given time, or where the talk time was below a certain value.
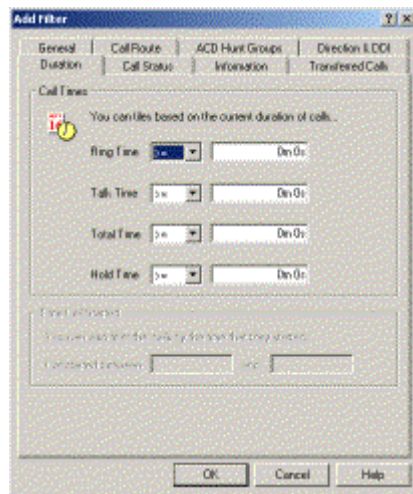
Ring Time

Use this option to filter calls based on the time that they spent alerting. First choose whether you wish to include calls that rang for longer than a given time (>=) or less than a given time (<=). Then specify the duration to compare against. Durations can be entered as "*hh*:*mm*:*ss*" or as "*a*h *b*m *c*s". For example, "00:00:30" is the same as "30s".

Talk Time

Use this option to filter calls based on the time that they spent in the answered state. This includes any time spent on hold as well. First choose whether you wish to include calls that were answered for longer than a given time (>=) or less than a given time (<=). Then specify the duration to compare against. Durations can be entered as "*hh*:*mm*:*ss*" or as "*a*h *b*m *c*s". For example, "00:10:00" is the same as "10m", or "10m 0s".

Total Time

Use this option to filter calls based on the time that they were active, i.e. from the time they started alerting to when the call ended. First choose whether you wish to include calls that were active for longer than a given time (>=) or less than a given time (<=). Then specify the duration to compare against. Durations can be entered as "*hh*:*mm*:*ss*" or as "*a*h *b*m *c*s". For example, "01:00:00" is the same as "1h", or "1h 0m 0s".

Hold Time

Use this option to filter calls based on the time that they spent on hold. First choose whether you wish to include calls that were on hold for longer than a given time (>=) or less than a given time (<=). Then specify the duration to compare against. Durations can be entered as "*hh*:*mm*:*ss*" or as "*a*h *b*m *c*s". For example, "00:01:30" is the same as "1m 30s" or "90s".

Time Call Started

The filter dialog is designed to be the same as the filter dialog in Call*view* Wizard RT and Desktop Wallboard. In these products, it is possible to use the filter to limit calls based on their start time. However, in Call*view* Wizard the time range that a report is run over is defined by the date range of the report. This can be configured from the Date / Time Tab of a report's properties.

Call Status Tab

This tab is used to filter calls based on their state, trunk line and account code.
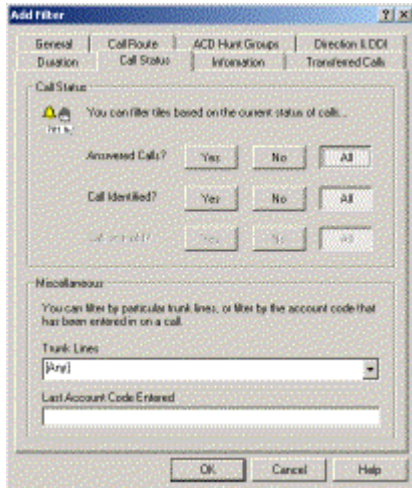
Answered Calls?

You can filter calls based on whether they are answered or not. Choose the **Yes** button to only include answered call segments; choose the **No** button to only include unanswered call segments, or choose the **All** button to include calls irrespective of whether they are answered or not.

Calls Identified?

You can filter calls based on whether they have been found in the Call*view* Gateway Telephone Number Import database. Choose the **Yes** button to only include calls that have been identified with the telephone number import; choose the **No** button to only include calls that have not been identified, or choose the **All** button to include calls irrespective of whether they are answered or not.

An identified call can be considered a call from an existing customer or contact, while an unidentified call can be considered as a call from a new customer, or non-business related call.

Call On Hold?

The filter dialog is designed to be the same as the filter dialog in Call*view* Wizard RT and Desktop Wallboard. In these products, it is possible to use the filter to limit calls based on whether they are currently on hold or not. However, in Call*view* Wizard all reporting is performed on historic calls, and so this filter would not apply. For this reason, this option is disabled in Call*view* Wizard.

Trunk Lines

You can filter your report based on the trunk line that the call was presented on. You can choose trunk lines from the lists by clicking the drop down arrow, and then picking the trunks from the list. Alternatively, you can enter trunks directly into the field. When entering these numbers, individual trunk lines should be separated by commas. You can also specify a range of trunks using a hyphen. For example, if you entered "700,702-703", you will be filtering trunk lines 700, 702, and 703.

Last Account Code Entered

You can filter on the last account code that was entered against a call. Enter your chosen account codes directly into the field. When entering the account codes, individual codes should be separated by commas. You can also specify a range of account codes using a hyphen. Additionally, you can use wildcards for individual codes. Individual codes can also be prefixed with a "!" to only include all account codes *except* this one.

For example, if you entered "1000,5*,900-903", you would be filtering on account codes, 1000, 900, 901, 902, 903, and any account code that started with a "5". Alternatively, if you entered "!5*", you would only filter on account codes that didn't start with a "5".

Call*view* Client (available separately) can be used to enter alphanumeric account codes (e.g. "SALES CALL" instead of "1234"). You can also filter on these alphanumeric account codes by entering the text to filter.

Information Tab

This tab is used to filter information based on the telephone number or associated data in the Call*view* Gateway telephone number import database. Several of the fields on this dialog are disabled in Call*view* Wizard. This is because such information is not known historically, but is known in real-time. The filter dialog has been designed to look similar between Call*view* Wizard RT and Call*view* Wizard, and so these unavailable fields are disabled.
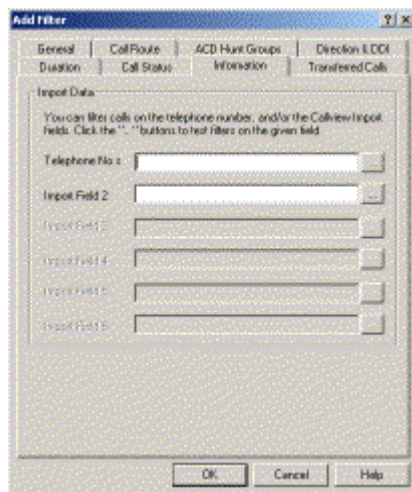
Telephone No.s
You can enter a comma separated list of telephone numbers to include in the filter. You can also use wildcards to specify similar telephone numbers, as well as prefixing a telephone number with "!" to mean any number except this telephone number.

For example, entering "01243987654,01243987657" would include both telephone numbers in the filter. Alternatively, entering "01243*,01253*" would include all numbers beginning with 01243 or 1253. Entering "!07*" would exclude all numbers that started with "07".

Import Field 2
The Call*view* Gateway looks up telephone numbers against the telephone number import database, so that it can it display identifying information against a call. *Import Field 2* from the telephone number import database is usually defined as the company or contact name for the identified number. Using this field in the filter, you can filter calls based on their company or contact name. Individual names should be separated by commas. Additionally you can use wildcards to specify similar names, as well as prefixing a name with "!" to mean any name except this name.

For example, entering "Fleetrun Services,Gavel Finish" would filter only calls made to or from these identified company names. Entering "A*" would filter all calls where the contact information started with an A, and specifying "!*Home" would filter all calls that didn't end with the word "Home".

Note	You can use the … buttons to display the Gateway Database Query dialog. This allows you to quickly test your chosen settings against the current Telephone Number Import database.

Gateway Database Query Dialog

This dialog is used to help you test your filter when filtering items on the Information Tab of the filter dialog.
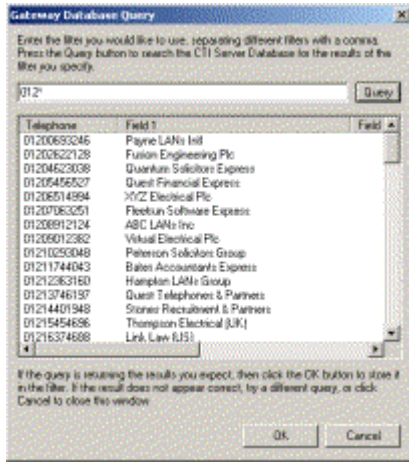
Filter

At the top of the dialog is the current filter you have specified for the field that you wish to test. You can enter your chosen filter criteria for this field, using the appropriate formatting for the field that you are testing.

Query

When you are ready to test your filter, click this button to query the Call*view* Gateway Telephone Number Import database using your specified criteria.

When the query is complete, your filter results are displayed in the list in the centre of the dialog. You should check that the contents appear correct.

OK / Cancel

When you are happy with your chosen filter, click the **OK** button to accept it, or click the **Cancel** button to abandon your changes.

Transferred Calls Tab

This tab is used to filter calls based on where they transferred from or transferred to. For this type of filter to function correctly, you must have enabled call segmentation on the Call*view* Gateway.
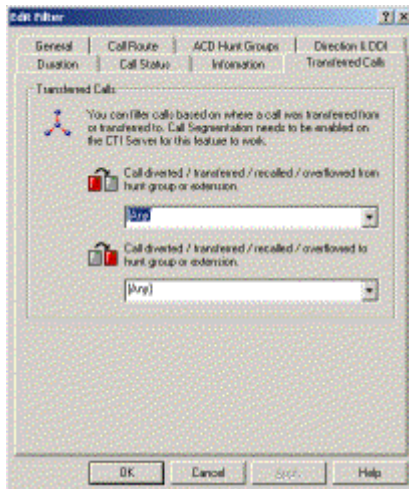
Transferred From

You can filter calls based on where the call diverted, transferred, recalled, or overflowed from. You can click the drop down arrow and pick devices from the list, or you can enter in a comma separated list of devices. You can also enter a range of devices by using a hyphen. For example, entering "1000,1002-1003" would filter calls that were transferred from 1000, 1002, or 1003.

Transferred To

You can filter calls based on where the call was diverted, transferred, recalled or overflowed to. You can click the drop down arrow and pick devices from the list, or you can enter in a comma separated list of devices. You can also enter a range of devices by using a hyphen. For example, entering "2500,2502-2503" would filter calls that were transferred to 2500, 2502, or 2503.

Other Filter Options

As well as applying filters to a report, you can apply *filter options* within a report's properties. These allow you to perform some simple filtering on the report, without having to alter the current filter, or create a filter.

To change the *filter options*, edit your report as normal, and then change the *filter options* on the Filter Tab as you see fit.

Note	If you choose filter options which conflict with your current filter, you can effectively filter out all calls. For example, if you choose the "Only process inbound calls" filter option and then apply a filter which filters outbound calls, you will filter out every call, and see nothing in the report!

Copying A Filter

You can copy a filter from the *Filter Manager* by selecting a filter and then clicking the *Copy* button. When the filter is copied it is given a new name so you can differentiate between the two filters. Having copied the filter, you can then edit and delete the filter like any other.

Deleting A Filter

You can delete a filter from the *Filter Manager* by selecting the filter, and then clicking the *Remove* button. A warning message will appear to check that you really want to delete the filter - you must accept the warning for the filter to be deleted.

Note:	Deleting a filter is irreversible - once deleted you cannot get the filter back without recreating it. If you delete a filter that is currently assigned to a report, the report will revert to using the default filter, and will need to be refreshed for the changes to take effect.

Printing

Printing Reports

You can print reports from Call*view* Wizard in one of several ways:

- Click the *Print* button on the toolbar. This will print to the default printer using default printer settings.

- Right click the report in the *report window* or the *report list* and choose *Print...* from the menu. You will be allowed to choose the printer to print to, as well as customising the print settings.

- Press Ctrl P on the keyboard. This will print to the default printer using default printer settings.

You can also print the report by choosing *Print* from the *main menu*.

Note:	To be able to print, you must have installed a printer driver first. You can do this from the Start Menu by choosing *Settings*, *Printers*, *Add Printer*.
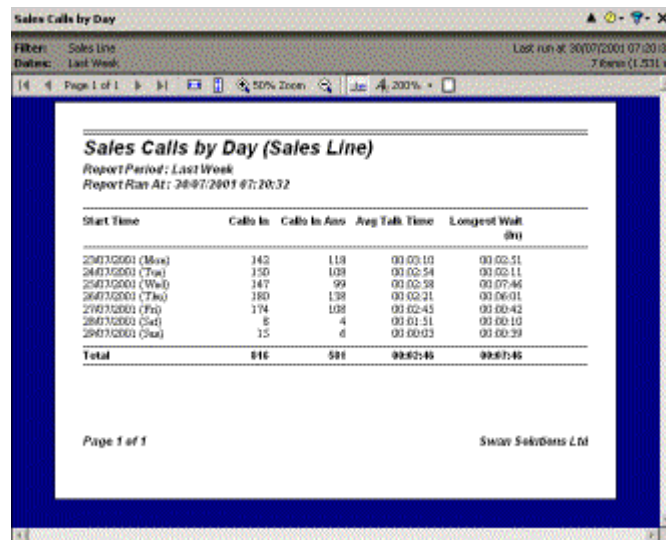
Previewing Reports

Before you print a report, you may wish to see what the report would look like when printed. To do this, you need to put the report into *preview mode* rather than *list mode*. This can be done in several ways:

🖱 Click the *Preview* button on the toolbar when the report is open. This will toggle the report between *preview* and *list* modes.

🖱 Right click the report in the *report window* or *report list* and choose *Print Preview* to toggle the report between *preview* and *list* modes.

⊞ Press Alt V on the keyboard to toggle the active report between *preview* and *list* modes.

The Print Preview Window

When in *preview mode*, the current report in the *report window* will appear similar to:
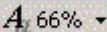
This view indicates what your report would look like when printed.

At the top of the view is the print preview toolbar, containing the following buttons:

⏮	Jump to the first page of the report.
◀	Jump to the previous page in the report.
▶	Jump to the next page in the report.
▶�I	Jump to the last page in the report.
↔	Zooms the page so that the page's width is fully visible in the preview window.
↕	Zooms the page so that the page's height is fully visible in the preview window.
🔍 100% Zoom	Zooms in to the page, so that it can be examined in more detail.
🔍	Zooms out of the page, so that you can see more of the page on screen.
⊐≡	Toggles the preview between fitting all the report's columns onto one page (button pressed down), or letting column's spill onto adjacent pages if necessary (button pressed up).
A 66% ▾	Displays a menu to scale the font by on the page. Choosing a smaller scale will allow you to fit more text on each page, while a bigger scale will display less text on each page.
▢	Displays the page setup dialog, to allow you to configure the page settings.

Tip: Unlike other applications, being in preview mode doesn't stop you from using the report just as if you were in list mode. You can still edit the report's properties, change filters and the date range, as well as exporting the report, without having to switch back to list mode.

Navigating A Print Preview

Preview mode offers several methods of navigation:

🖱 Use the toolbar buttons to move between the different pages of the report, as well as zooming in and out of the page.

You can also drag the page with the left mouse button down to move it around the screen, if the page doesn't fit your screen dimensions. This is often quicker than using the scroll bars.

⌗ Use Page Up to go up one page in the report.
Use Page Down to go down one page in the report.
Use the + key on the numeric keypad to zoom in.
Use the – key on the numeric keypad to zoom out.

Options In Print Preview

The toolbar for the preview mode provides you with several options for customising your report.

Autosize Columns

This button toggles the report between autosizing columns and using chosen column widths. When the button is pressed down (the default), Call*view* Wizard will resize the columns of the report such that they all fit across the width of the page.
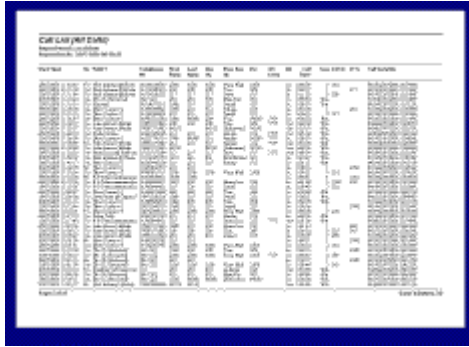
When the button is not pressed, Call*view* Wizard will use the column sizes that you have selected in *list mode* to size the columns on the printed page. If there is not enough space on one page to fit all the fields, then further pages will be used.
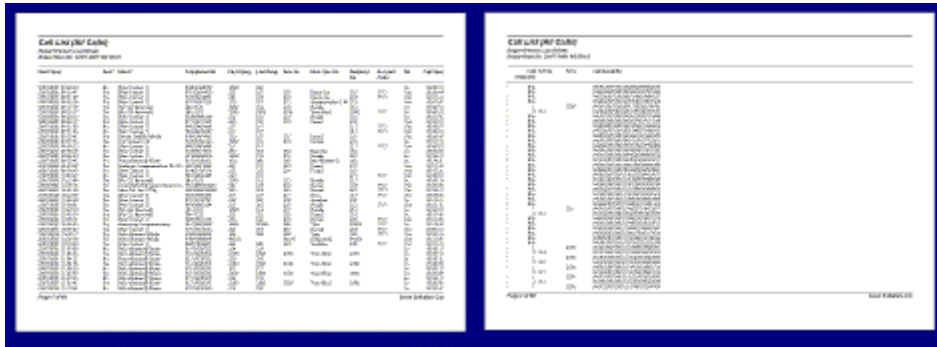
Font Size

You can choose to scale the default font size such that more text can be fitted on one page. Unlike zooming, scaling the font size will change the number of pages that the report uses - zooming scales the size of the page when in preview mode, and will have no effect on the final printout, or the number of pages that the report uses.

Exporting, E-mailing, and Publishing

Exporting Reports

Having processed a report, you can then export the report to one of several formats. To export a report:

Click the *Export* button on the toolbar. If the export option is not visible, click the drop down arrow on the button, and choose the *Export* menu item.

Right click the report in the *report window* and choose *Export...* from the menu.
Alternatively, right click the report in the *report list* and choose *Export...* from the menu.

Press Alt X on the keyboard.

The *Export Wizard* will be displayed to lead you through the report export process.

Export Wizard

When you choose to export a report, the Export Wizard will display. This will walk you through the process of exporting your report to your chosen format.

Using Stored Settings

The first page of the Export Wizard allows you to initialise the Wizard with saved settings from a previous export. If you have never exported before, you won't have any saved settings! This is a quick way of initialising the wizard with common settings that you want to use several times.
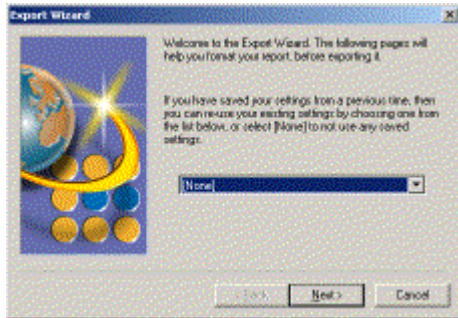
The drop down list displays all the settings that have been saved on this computer. Choose the setting that you require, and click **Next**.

Note	The setting names are chosen by the user when they get to the end of the Wizard. If you choose bad names, then it will be harder to identify which settings to load on this page.

Choosing The Export Format

This page of the Export Wizard allows you to choose the type of file that you wish to export to.
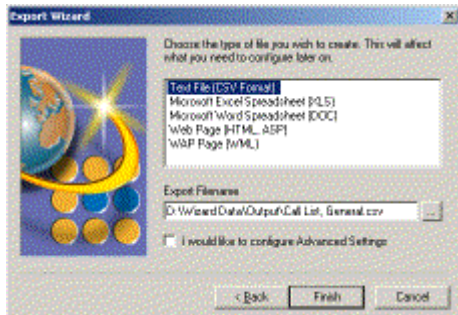
In the top of the wizard you should choose the type of file that you wish to export to. Available options are:

- Text File (CSV Format)
  Outputs the report to a CSV (Comma Separated Value) file. Such files can be read by Notepad, Microsoft Excel, amongst others.

- Microsoft Excel Spreadsheet (XLS)
  Outputs the report to an Excel 97/2000 spreadsheet. Microsoft Excel 97 or above must be installed on the computer for this feature to function successfully.

- Microsoft Word Document (DOC)
  Outputs the report to a Word 97/2000 document. Microsoft Word 97 or above must be installed on the computer for this feature to function successfully.

- Web Page (HTML, ASP)
  Outputs the report as an HTML file for viewing in a web browser. When exporting to HTML, the default web template is used unless you configure advanced settings.

Exporting to a web page is only supported if a Call*view* Netlink license has been purchased.

- WAP Page (WML)
  Outputs the report as a WML file for viewing on a mobile phone. When exporting to WML, the default WML template is used, unless you configure advanced settings.
  Exporting to a WML page is only supported if a Call*view* Netlink license has been purchased.

The wizard automatically choose a default filename for you, based on the name of the report, and the format you have chosen. You can override the filename, or use the **...** button to display an Open File dialog to allow you to browse for a filename of your choice.

At this stage you can accept the remaining settings and click **Finish** to export the file immediately. However, if you want to customise some of the export settings, or save these settings for re-use later, then you should tick the **"I would like to configure Advanced Settings"**, and then hit the **Next** button.

If you choose to configure advanced settings, the next page that displays will depend on the file format you have chosen.

Advanced Settings : CSV

This page of the Export Wizard is displayed when exporting to CSV and you choose to configure advanced options. The default settings for a CSV export will work with most CSV capable applications. Occasionally however, some applications will require the data in a particular format, in which case you will need to configure the advanced settings.
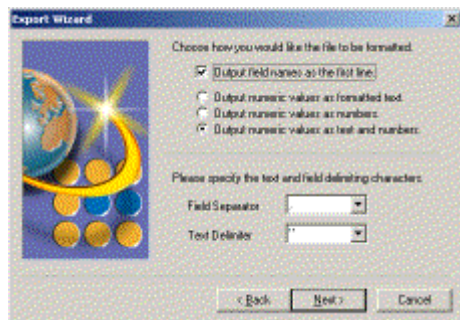
Output field names as the first line
With this option checked, the very list line of the CSV export will consist of the field names being exported. If this option is not checked, the first line of the CSV export will be the first exported record of data. It is usually a good idea to leave this option switched on, unless the application that is going to use the CSV file specifically does not want field names on the first line.

Output numeric values as formatted text
With this option checked, numeric values in the report will be outputted as text, formatted as it would appear in the report window. This is useful if you want the CSV file for text processing. However, if you want to perform calculations on the data, this option is not recommended, since you cannot perform numeric calculations on text. For example, if you exported a record containing a call duration of 5 minutes 30 seconds, this option would output the value as "00:05:30".

Output numeric values as numbers
With this option checked, numeric values in the report will be outputted as numbers. This is useful if you want to perform calculations on the data, but can make viewing the data a little harder. For example, if you exported a record containing a call duration of 5 minutes 30 seconds, this option would output the value as 330 (the equivalent time in seconds; 5 minutes x 60 seconds = 300 seconds + 30 seconds = 330 seconds).

Output numeric values as text and numbers
With this option checked, numeric values in the report are outputted first as formatted text, and then in another column as the actual number. This means that every numeric field in your report is outputted as

two columns, which will make your CSV export contain more columns than your original report. The benefit of this option is that you can still view the CSV export easily because the formatted text is exported, and still perform calculations on the export because the numeric values are exported.

Field Separator
CSV files get their name because the values are separated by commas (**C**omma **S**eparated **V**alues). Some applications require a separating value other than a comma. You can choose the character to separate fields by choosing an item from this list. You can also type the character that you wish to use into the list. If your character cannot be typed, then you can enter the ASCII character value surrounded by square brackets, e.g. "[24]" for ASCII value 24, which is the same as Ctrl X.

Text Delimiter
Text fields in your CSV file are denoted by characters surrounding the text. Usually, double quotes are used to denote text fields in a CSV file, but you can change this to be any character, including no text delimiters. Choose the delimiter you require from the list. You can also type the character that you wish to use into the list. If your character cannot be types, then you can enter the ASCII character value surrounded by square brackets, e.g. "[24]" for ASCII value 24, which is the same as Ctrl X.

Note	The use of ASCII values as separators or delimiters in your CSV files is not recommended. It is provided as an advanced feature for those experienced users who may require it. During everyday use, there is very little reason to change the separators and delimiters from those already available in the list.

Advanced Settings : Excel

This page of the Export Wizard is displayed when exporting to Excel, and you choose to configure advanced options.
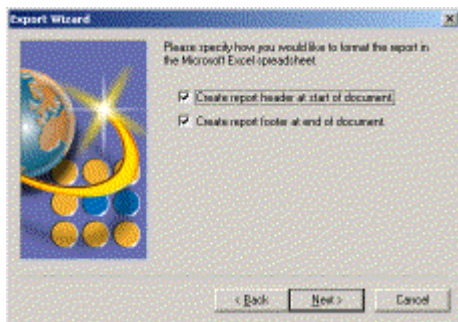
Create report header at start of document
With this option checked, the report title and date range is displayed at the top of the exported spreadsheet.

Create report footer at end of document
With this option checked, the creation date, filter, and tariff are displayed at the bottom of the exported spreadsheet.

Advanced Settings : Word

This page of the Export Wizard is displayed when exporting to Word, and you choose to configure advanced options.
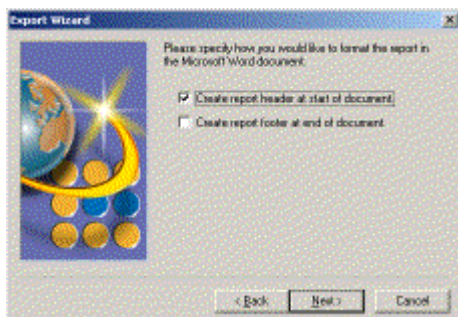
Create report header at start of document
With this option checked, the report title and date range is displayed at the top of the exported document.

Create report footer at end of document
No footer information is currently available. This option is greyed out.

Advanced Settings : HTML

This page of the Export Wizard is displayed when exporting to a web page (HTML), and you choose to configure advanced options. Exporting to HTML should be used if you want to view your reports in a web browser.
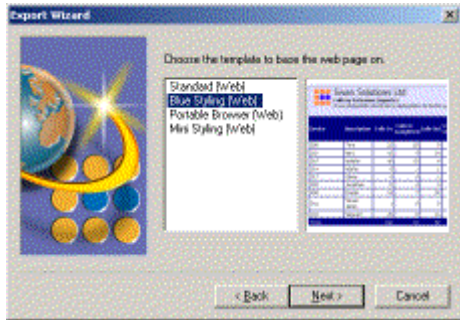
The list on the left displays a list of web templates that are installed on your computer. Only templates suitable for a web browser are displayed. The window on the right displays a small preview of how reports will appear when exported with this template.

Choose the template that you wish to use, and click **Next** to continue.

Note	Exporting to HTML requires a Call*view* Netlink license.

Advanced Settings : WML

This page of the Export Wizard is displayed when exporting to a WML page, and you choose to configure advanced options. Exporting to WML should be used if you want to view your reports on the Internet on a mobile phone or PDA.
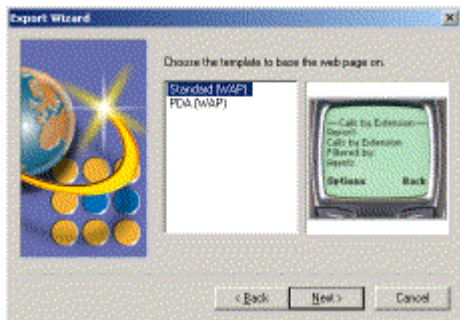
The list on the left displays a list of WML templates that are installed on your computer. Only templates suitable for a WAP micro browser are displayed. The window on the right displays a small preview of how reports will appear when exported with this template.

Choose the template that you wish to use, and click **Next** to continue.

Note	Exporting to WML requires a Callview Netlink license.

Completing The Export

If you have chosen to configure advanced settings for the export, you will reach this page, where you can choose to launch the exported file upon completion, and save the settings for later use.
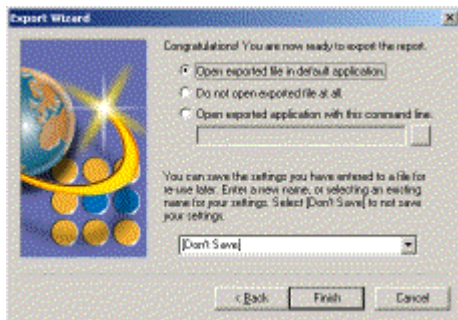
Open exported file in default application
With this option checked, the exported file will be opened using the default application for the file type, if a default exists. Such associations are configured from within **Windows Explorer**. You should consult your Windows manual or online help for further information on file associations and how to configure them.

Do not open exported file at all
With this option checked, the exported file will not be opened once the export has completed.

Open exported application with this command line
With this option checked, the command line that you specify will be executed upon export completion. Clicking the **...** button will display several common options that will help you construct the command line. The menu options are as follows:

- Browse For Filename
  Choosing this option will allow you to browse for a file to set as the command line. You will probably want to add command line options to whichever file you choose, but this is a quick way of getting started, rather than typing the command line in.

- Insert | Output Filename
  Rather than typing the actual filename of the exported file, you should choose this option which will insert the **[Filename]** placeholder into the command line. This placeholder is expanded at export time to be the full path of the file you have chosen to export. This allows you to save your command line settings, and reuse them for different exports.

- Insert | Output Filename (No Extension)
  This option is similar to **Output Filename** except that it inserts the **[FilenameNoExt]** placeholder, which expands at export time to be the full path of the file you have chosen to export, without an extension. For example, if your export file was called "C:\My Export.csv" this setting would return "C:\My Export". This is useful when you are passing the exported file to an application that will convert the file into some other format.

- Insert | Report Name
  This option will insert the name of the report that is being exported. It works in a similar fashion to **Output Filename** in that it inserts the **[ReportName]** placeholder, which expands at export time to be the name of the report.

- Installed Applications
  The rest of the menu is taken up with applications that the installation program detected on your computer. You can choose one of these options to default the command line to start the given application correctly. See Opening An Export With An Installed Applications for further information.

Saved Settings

You can choose to save your export settings for use later, by entering a name for the settings in the drop down list at the bottom of the dialog. Alternatively, you can overwrite existing saved settings by picking a setting name from the drop down list. The next time that you come to export a report you can choose a set of saved settings to default the Export Wizard, making it easier to export your reports to your commonly used settings.

Finish

When you are happy with your settings, click the **Finish** button to export the report using your chosen settings.

Opening An Export With Installed Applications

If you configure the advanced settings of an export in the Export Wizard, you can choose to open the export file with a given command line. During installation, Call*view* Wizard searches for installed applications on your computer, and can provide some default settings for these command lines. The default applications that Call*view* Wizard searches for include:

- Notepad
  Most of the export formats can be opened in Notepad, which is installed with Windows. It is not recommended to open Excel or Word documents with Notepad.

- Excel 2000
  All of the default export formats except for Microsoft Word, can be opened with Excel 2000.

- Excel 97
  Excel 97 can be used to open CSV files and Excel spreadsheets.

- Word 2000 / 97
  Word can be used to open to all of the default export formats except for Excel spreadsheets.

- HanDBase for PalmOS
  This option should be used when exporting to CSV. It will launch the HanDBase Desktop application to convert the CSV file to HanDBase format, and then prepare the database so that it will be synchronised with your Palm handheld the next time that you Hotsync®.
  HanDBase is available from www.ddhsoftware.com.

E-mailing Reports

If you have a Call*view* Netlink license, then having processed a report, you can e-mail the report to a colleague

To e-mail a report:

Click the *E-mail* button on the toolbar. If the e-mail option is not visible, click the drop down arrow on the button, and choose the *E-mail* menu item.

Right click the report in the *report window* and choose *Send by E-mail...* from the menu. Alternatively, right click the report in the *report list* and choose *Send by E-mail...* from the menu.

Press Alt E on the keyboard.

The *Email Wizard* will be displayed to lead you through the report e-mail process.

Note:	You must have a MAPI compliant messaging system installed and correctly configured on your computer for this option to work successfully. Such systems include Microsoft Outlook, and Microsoft Outlook Express.

E-mail Wizard

When you choose to e-mail a report, the E-mail Wizard will display. This will walk you through the process of e-mailing your report in your chosen format.

The E-mail Wizard looks similar to the Export Wizard, except that it does not give you the option to open the file after the Wizard has completed, and instead opens an e-mail message in your default MAPI compliant messaging system, for you to send your message.
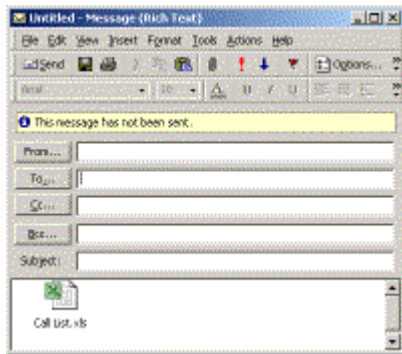
Publishing Reports

 If you have a Call*view* Netlink license, then having processed a report, you can publish the report to the Internet, for viewing in web browsers or on WAP-enabled devices, such as mobile phones, or PDAs.

To publish a report:

- Click the *Publish* button on the toolbar. If the publish option is not visible, click the drop down arrow on the button, and choose the *Publish* menu item.

- Right click the report in the *report window* and choose *Send to Internet* from the menu. Alternatively, right click the report in the *report list* and choose *Send to Internet* from the menu.

- Press Alt P on the keyboard.

The *Publish Wizard* will be displayed to lead you through the report publishing process.

Note:	You will need to create a site to publish the report to, or have previously created a site. Site creation can require extensive IT experience, so it is recommended that you create a site and test it before publishing.

Publish Wizard

When you choose to e-mail a report, the Publish Wizard will display. This will walk you through the process of publishing your report in your chosen format.

Using Stored Settings

The first page of the Export Wizard allows you to initialise the Wizard with saved settings from a previous export. If you have never exported before, you won't have any saved settings! This is a quick way of initialising the wizard with common settings that you want to use several times.
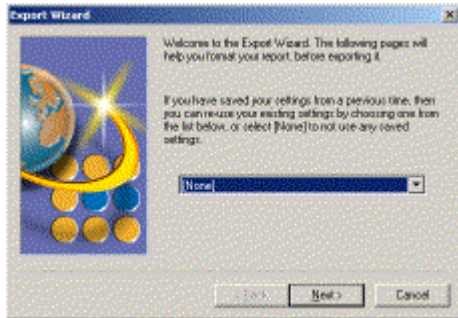
The drop down list displays all the settings that have been saved on this computer. Choose the setting that you require, and click **Next**.

Note	The setting names are chosen by the user when they get to the end of the Wizard. If you choose bad names, then it will be harder to identify which settings to load on this page.

Choosing The Site

When publishing a report, you must choose the site that you wish to publish the file to.
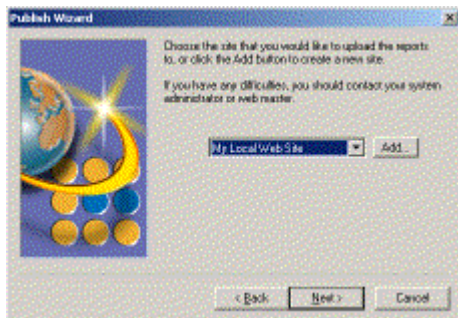
You can choose an existing site from the drop down list, or create a new site by clicking the **Add** button.

The site that you choose will effect where your data is published, and also which template is used to convert your report to HTML or WML.

Having chosen your site, click **Next** to continue.

Specify A Filename

Having chosen a site, you must now enter a filename to publish your report to.
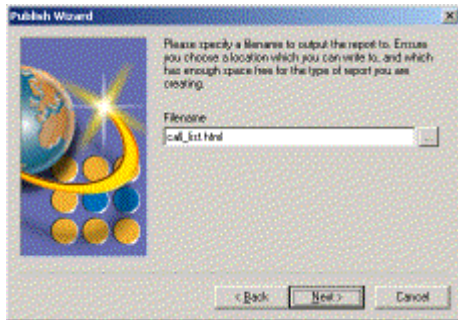
Type in a filename (without a path) into the field, or use the **...** button to display a File Open dialog. Many web servers do not support certain characters in filenames. The Wizard will ensure that the filename you specify will work on most web servers by converting capital letters to lowercase, converting spaces to underscores, and remove certain non-alphanumeric characters which aren't supported.

Note	Some of the templates provided with Callview Wizard will create several files when you publish a report. This is often used when publishing to WML (WAP) files, since most mobile devices have very little memory, and so cannot display large pages. To get round this, such templates export several files, with each file containing a small number of records. This leads to more files being published than you might expect. This is one reason why it is a good idea for each site to be published to its own folder, even when published to the same server.

Ready To Publish

Finally you're ready to publish!
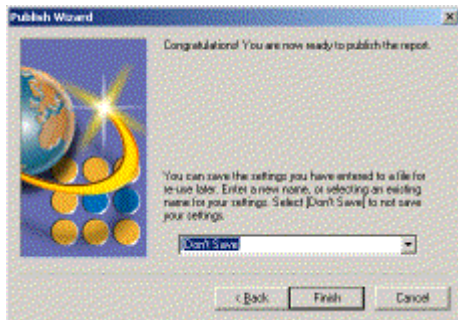
You can choose to save your publish settings for use later, by entering a name for the settings in the drop down list at the bottom of the dialog. Alternatively, you can overwrite existing saved settings by picking a setting name from the drop down list. The next time that you come to publish a report you can choose a set of saved settings to default the Publish Wizard, making it easier to publish your reports to your commonly used settings.

When you're ready click the **Finish** button, and your reports will be converted to HTML or WML, and then published to your web site. If you have an external web site, you will need to ensure that you can connect to the Internet via your local area network, or that your modem is configured for automatically dialling the Internet with your appropriate configuration.

Tariffs

Overview Of Tariffs

A tariff provides Call*view* Wizard with call charge information for a particular network carrier. Unlike previous versions of Call*view* Wizard, the latest version has support for multiple tariffs. You can choose which tariff is associated with a report, so that different reports can use different tariffs. Additionally, you can create a tariff to process inbound call costs, for example to deal with premium rate numbers or freephone numbers. This enables you to judge the amount of revenue you will earn from your premium rate lines, or the amount that your freephone numbers will cost you.

Note	The call costing functionality provided by Call*view* Wizard is based on limited information provided by network carriers. Additionally, carriers can update their tariffs at any time. For this reason, changes in tariffs, or network carrier discounts cannot always be reflected.

The Tariff Manager

The Tariff Manager displays a list of all tariffs that you have created or imported. You can use the Tariff Manager to create new tariffs, edit existing tariffs, as well as copying and deleting tariffs.

The Tariff Manager has the concept of a default tariff, which is used by all reports unless you specify differently. The default tariff may differ depending on your installation, but the default UK tariff is "British Telecommunications Ltd".

Press Ctrl T to quickly open the Tariff Manager.
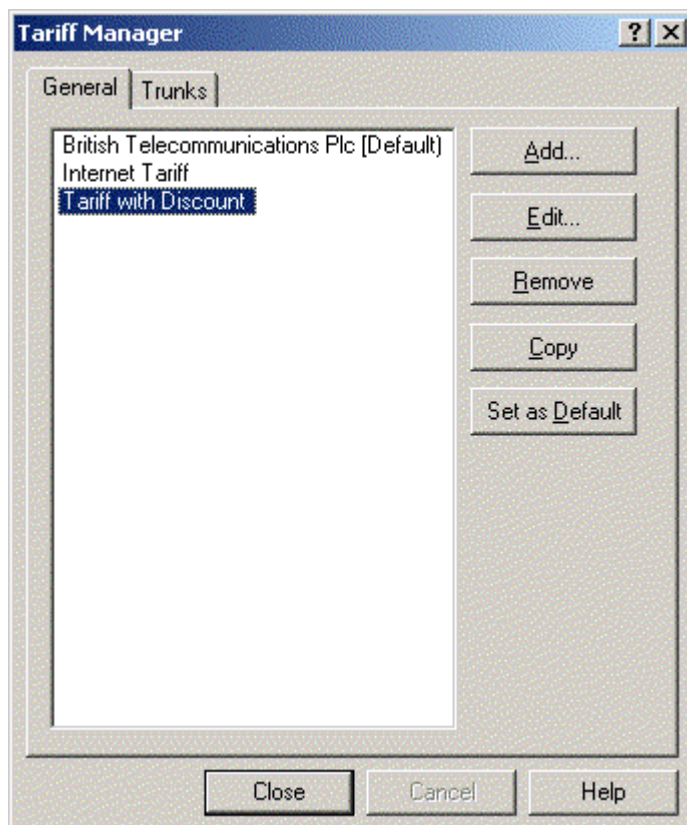
Create A New Tariff

To create a new tariff, open the Tariff Manager and click the *Add* button. The *Add Tariff* dialog will be displayed, to enable you to enter your custom tariff.

Tip:	If you need to create a tariff which is quite similar to an existing tariff, it is often quicker to copy the existing tariff and edit it, rather than create a new tariff from scratch.

Edit A Tariff

To edit an existing tariff, open the Tariff Manager, select the tariff that you wish to edit, and click the *Edit* button. The *Edit Tariff* dialog will be displayed, to enable you to edit your tariff.

Tip:	If you intend to make several changes to the tariff, it is a good idea to *copy* the tariff first. That way, if you make an incorrect change you can always revert to the original tariff if necessary.
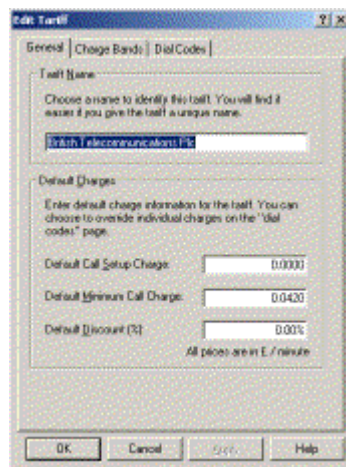
Add/Edit Tariff Dialog

This dialog is used when creating and editing tariffs. It consists of several *tabs* of information.. This dialog is also used when editing a tariff.

To create a tariff, it is recommended that you complete the General tab first, then the Charge Bands tab, and finally the Dial Codes tab.

General Tab

This tab allows you to specify tariff-wide options about the tariff that you are creating or editing.

Tariff Name
In this field you specify a name for the tariff. The tariff name must be unique. It will be used elsewhere in Call*view* Wizard to enable you to select tariffs, and so should be something meaningful to identify this tariff.

Default Call Setup Charge
This is the default charge applied to a call, regardless of how long the call lasted for. The default charge is only applied if the particular call destination does not have its own call setup charge. Many network providers only apply setup charges for certain call types (e.g. service based calls), and so this value will normally be 0. The value is measured in your default currency unit, e.g. £ in the UK, $ in the US.

Default Minimum Call Charge
This is the default minimum charge that will be applied to a call. Any call cost below this value, will be charged this value instead. The default charge is only applied if the particular call destination does not have its own minimum call charge. This value is measured in your default currency unit, e.g. £ in the UK, $ in the US.

Default Discount (%)
This is the default discount that will be applied to a call. The default discount is only applied if the particular call destination does not have its own discount level. Discounts are applied to the call cost at the end of the call cost calculation.

Charge Bands Tab

This tab allows you to specify the different charge bands used by this tariff. You must specify an entire week's worth of charge bands, without any gaps.
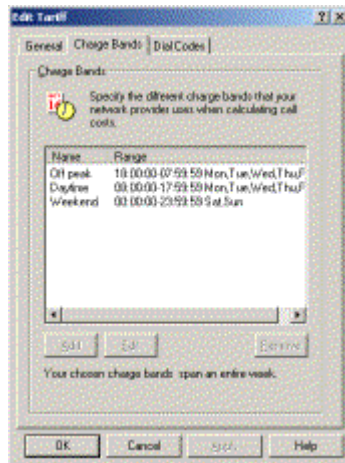
Charge Band List
At the top of the dialog is the current list of charge bands, detailing the charge band name, and the range that the charge band applies to. When displaying the time range, the times displayed are inclusive.

Add Button
Click this button to add another charge band to the list. This button will be disabled if you already have enough charge bands to span one week. Clicking this button will display the Charge Bands Dialog.

Edit Button
Select a charge band in the list, and then click this button to edit the charge band. Clicking this button will display the Charge Bands dialog for the selected charge band.

Remove Button
Select a charge band from the list, and then click this button to remove the charge band. The charge band is removed immediately. If you removed a charge band in error, and intend to add it again, you will need to reconfigure all destinations on the Dial Codes tab with prices for the charge band.

Charge Bands Dialog

This dialog is used to add or edit a charge band within the Charge Bands Tab. A charge band is a period of time within a one week period, where calls are charged at a particular rate, e.g. peak rate, off-peak rate, etc.
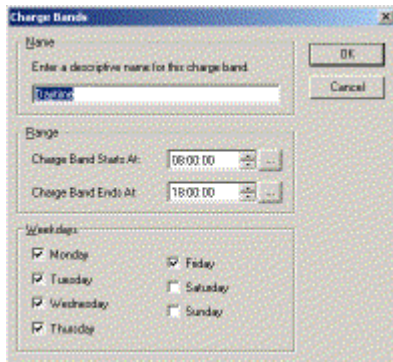
Name
A charge band must have a name to describe it, e.g. Off-peak, etc.

Range
You must specify the time that the charge band starts, and ends. If a charge band starts in the evening, and ends in the morning, then you should still enter the times in that order. You can use the **...** buttons to display a menu of common times for you to quickly default the time periods to.

Note	The times are not inclusive. I.e., specifying 08:00:00 (8am) to 18:00:00 (6pm) will consider all seconds between 08:00:00 (8am) to 17:59:59. This is to make it easier to specify times.

Weekdays
You must specify which days the charge band applies to. The weekdays take precedence over the time period. I.e. if you enter a time period of 18:00:00 (6pm) to 08:00:00 (8am), to be apply Monday to Friday, the time between 00:00:00 and 08:00:00 will not be included for Saturday. Place checks against the days that you wish to include in the charge band. Remove checks against days that you do not want to include.

Dial Codes Tab

This tab allows you to configure the charges used by different dial codes. Dial codes that use the same charging information can be grouped together, rather than entered several times.
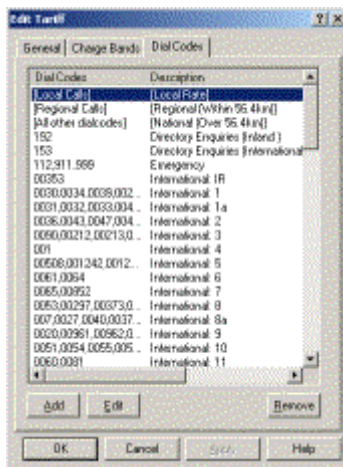
At the top of the dialog is a list of all currently configured dial codes, their associated description, and the per minute charges for each charge band for the dial code. There is always one default dial code ("[All other dialcodes]"), which handles all calls where an appropriate dial code could not be found.

Add Button

Click the Add button to add a new dial code to the list. This will display the Call Charge Data dialog for entering the call charges.

Edit Button

Select a dial code from the list, and click the Edit button to edit the selected dial code using the Call Charge Data dialog.

Remove Button

Select a dial code from the list, and click the Remove button to remove the selected dial code from the list. You cannot remove the default dial code ("[All other dialcodes]").

Call Charge Data Dialog

This dialog is used to specify the call charges to a particular set of dial codes.

Dial Codes

Enter a comma separated list of dial codes that this charge information will apply to, e.g. "07970,07971,07972". You cannot have duplicate dial codes in one tariff. If a particular tariff already uses the specified dial code, an error will be displayed similar to:
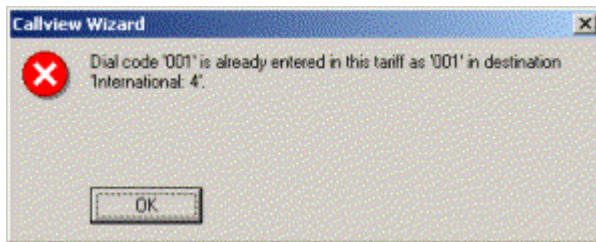
Note	You can specify your local and regional dial codes in the **Call Costing** tab of the **Options dialog**. These dial codes are then used when you create default local and default regional cost groups. You cannot enter dial codes in this dialog that would clash with the default local and regional dial codes specified in the Options dialog.

Description

Enter a descriptive piece of text to describe this set of dial codes, e.g. "USA", or "Selfone Network"

Cost Group

This is the cost group that this set of dial codes belong to, e.g. local, national, mobile, etc. If you choose the wrong value for this field, it will have an effect when filtering by cost group, or when creating a statistic report that groups by cost group.

You can create one cost group for each of the default cost groups "[Local Calls]", "[Regional Calls]", and "[All other calls]". These use the dial codes specified on the Call Costing tab of the Options dialog.

You can create as many cost groups as required for the non-default cost groups, where you then must specify the dial codes that relate to that particular cost group and charging structure.

Default Call Setup Charge
This is the charge that will be applied for connecting the call. If you want to use the call charge associated with the tariff (specified on the General Tab), then you can leave this field as blank or as "[Use default]". If you enter a value in this field, the tariff's default call setup charge will not be used.

Default Minimum Call Charge
This is the minimum cost that a call to this destination can be. If the cost of the call is less than this value, the cost of the call is increased to equal this value. If you want to use the minimum call charge associated with the tariff (specified on the General Tab), then you can leave this field blank or as "[Use default]". If you enter a value in this field, the tariff's default minimum call charge will not be used.

Default Discount (%)
This is the discount that will be applied to calls for this dial code. The discount is applied after all other charges have been taken into account. If you want to use the discount associated with the tariff (specified on the General Tab), then you can leave this field blank or as "[Use default]". If you enter a value in this, the tariff's default discount will not be used.

Charge List
At the bottom of the dialog is a list of the current charges for the different charge bands. To set a charge band's cost, select the charge band, and then enter the updated price in the **New value** field. Click **Update** for your change to take effect.

Note	All prices are measured in the default currency unit, e.g. £ for the UK, $ for the US. Use decimal places to specify fractions of the default currency unit. All prices are a charge per minute.

Setting The Default Tariff

By default, all new reports use the default tariff to calculate their call costs. If you want to change the tariff that reports use as the default, then you need to set the default tariff in the Tariff Manager.

To set the default tariff, open the Tariff Manager, choose the tariff that you wish to make the default, and click the *Set Default* button. The default tariff is displayed in the tariff manager with the text "(Default)" appended to the name.

Note:	Changing the default tariff will not automatically refresh any open reports. You should refresh the reports manually.

Copy A Tariff

To copy an existing tariff, open the Tariff Manager, select the tariff that you wish to copy, and click the *Copy* button. The tariff will be copied, but the name will be changed slightly to ensure that the name remains unique.

Note:	Copying the default tariff will make the copy the default. The existing default tariff will remain the default.

Delete A Tariff

To delete an existing tariff, open the Tariff Manager, select the tariff that you wish to delete, and click the *Remove* button. You will be warned before the tariff is deleted, since removing a tariff cannot be undone.

Note:	You cannot remove the default tariff. Additionally, any reports that were using the particular tariff will revert to the default tariff when this tariff is deleted.

Assigning Tariffs To Trunk Lines

For any report that uses the default tariff, you can force Call*view* Wizard to use a particular tariff if the call that the cost is being calculated for, was on a particular trunk line. Any trunks that you do not assert a tariff for will use the default tariff. In this way you can configure your reports such that by default they use tariff A, but if a call is presented on trunk line 20, it should use tariff B.

To assign particular tariffs to trunk lines, open the Tariff Manager, and switch to the *Trunks* tab. Select the trunk line that you wish to change from the list available, then click the *Change To...* button and select the tariff to assign to the trunk line. If you wish to revert the trunk line to using the default tariff, select *[Use Default]* instead.

Tip:	If you want to assign several trunk lines to the same tariff, then you can select several trunk lines at the same time, either by dragging around the trunk lines to include, or by holding down the Ctrl key while you make your selection.

How Call Cost Is Calculated

When Call*view* Wizard calculates the cost for a particular call, it first takes the telephone number and attempts to match this to a dial code within the list of dial codes for the tariff associated with the current report. If the current report is using the default tariff, Wizard will check if the trunk line that the call was presented on is listed as an assigned trunk line (see Assigning Tariffs To Trunk Lines) and if so will use the assigned tariff rather than the default.

If the dial code cannot be found in the tariff, then the "[All other codes]" charges are used.

Immediately, the cost of the call is set to the dial code's call setup charge, if defined, otherwise the tariff's default call setup charge is used instead. The default setup charge is only ever applied to the first call segment. Call*view* Wizard then breaks down the answered duration of the call into the different charge bands, and applies the per.minute charge for this dial code to each charge band.

If the call occurs across multiple segments, then only the segment talk time is used to calculate the segment cost for the segment where the call is answered, and all subsequent segments use the segment call time. For single segment calls, only the segment talk time is used to calculate the segment cost.

Finally, the cost of the call is compared against the dial code's minimum call charge, if defined, otherwise the tariff's default minimum call charge. If the call cost is below the minimum it is set to the minimum.

The dial code's discount, if defined, otherwise the tariff's default discount, is then applied to the call cost.

When calculating inbound call costs where no Caller ID (CLI) was received, the "[All other codes]" charge is used automatically.

Callview Netlink

Overview Of Callview Netlink

Call*view* Netlink provides several additional features to Call*view* Wizard, as follows:

Scheduled Reporting
> With Netlink you can schedule reports to be run at intervals ranging from every 15 minutes, to once a month. Reports can be automatically displayed, printed, exported, publish to the Internet, or e-mailed.

Batch Reporting
> Netlink provides you with the ability to batch several reports together, and perform the same action on all reports at once. For example, print your monthly reports all at the same time, or publish key reports to the Internet every day.

Report Publishing
> With Netlink you can manually or automatically publish your reports to the Internet for viewing in a web browser, or even on a WAP enabled device. Your reports can be viewable no matter where you are.

E-mailing Reports
> You can now e-mail exported reports to your colleagues either automatically, or at the touch of a button.

Note	In addition to the on-line help, the CD-ROM contains a **Netlink Configuration** document which explains different methods of configuring Callview Netlink. This should be read by anyone wanting to use Netlink to publish reports.

Accessing Netlink

Netlink is configured from it's own window.

You can access the Netlink configuration windows by clicking the Netlink button on the main toolbar, and choosing the option you require:
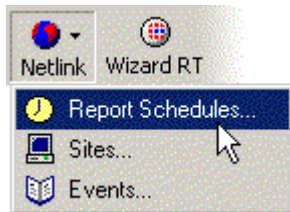
- Report Schedules
  Displays the Netlink main window, where you can configure report schedules.
- Sites
  Displays the Sites dialog, where you can add and edit sites.
- Events
  Displays the Events dialog, where you can see the results of recent scheduled reports.

> You can also access the Netlink main window by pressing the F8 key.

Note	You can perform all Netlink related tasks from the Netlink main window, including accessing the Sites and Events dialogs.

Netlink Main Window

The Netlink Main Window is where you can configure your report schedules.
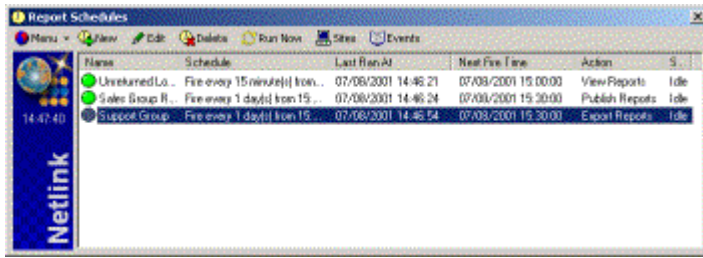
The list displays the current schedules that you have created, with the following fields:

- Name
  The name of this schedule.

- Schedule
  The frequency that this schedule fires at , e.g. "Fire every 15 minutes from 09:00"

- Last Ran At
  The date/time that this schedule last ran, either because of a schedule, or because it was manually executed.

- Next Fire Time
  The next time that this report is schedule to execute.

- Action
  The action that this schedule will perform on the associated reports.

- Status
  The current status of this schedule. This will explain which report is currently being run, as well as how far through an export or publish action the schedule is.

Each item in the list has a small icon next to it, to indicate the current schedule state, as follows:

Schedule Ready
The schedule is enabled, and will fire at the next scheduled time.

Schedule Pending
The schedule is enabled, and will fire within the next 60 seconds.

Schedule Running
The schedule is running right now.

Schedule Disabled
The schedule has been disabled by the user. It will not fire until it is re-enabled.

Schedule Error
An error has occurred when firing the schedule. The schedule will not fire again until you edit the schedule's properties to fix the error. It is recommended that you check the Event list for errors.

You can right click an item in the schedule to display a list of options appropriate for that schedule.

Note   You only need to use the Netlink main window to configure schedules. Once you have closed the Netlink window, schedules will continue to fire accordingly. However, if you close Call*view* Wizard the schedules will no longer be able to fire.

Netlink Toolbar

At the top of the Netlink main window is the Netlink toolbar.

The buttons are as follows:

Menu
Displays the Netlink main menu.

New
Creates a new report schedule, displaying the Add Report Schedule dialog.

Edit
Edits the highlighted schedule in the Edit Report Schedule dialog.

Delete
Deletes the highlighted schedule.

Run Now
Runs the schedule immediately. The schedule will still fire at its next scheduled time.

Sites
Displays the Sites dialog, where you can manage your sites.

Events
Displays the Events dialog, where you can view recent events.

If you right click a schedule in the list, these options will also be available, as well as:

Enable Schedule
Enables a disabled schedule. If it's next fire time has elapsed, the schedule will run immediately.

Disable Schedule
Disables an enabled schedule. The schedule will not fire until it is enabled again.

Netlink Main Menu

From the Netlink toolbar you can display the Netlink main menu, containing the following options:

New Schedule
Creates a new report schedule, displaying the Add Report Schedule dialog.

Sites
Displays the Sites dialog, where you can manage your sites.

Events
Displays the Events dialog, where you can view recent events.

Help Topics
Displays help on using Netlink.

About
Displays information about the current version of Netlink.

Close
Closes the Netlink main window.

Creating A New Schedule

You can create a new schedule in one of several ways.

🖱   Click the **New** button on the toolbar.
          Or click the **Menu** button on the toolbar and select **New Schedule**
🖱   Right click the schedule list and select **New Schedule** from the menu.

When you choose one of these options, the Add Report Schedule dialog will be displayed, allowing you to configure your schedule.

Editing A Schedule

You can edit a schedule in one of several ways.

🖱   Select the schedule to edit in the list, and then click the **Edit** button on the toolbar.

🖱   Right click the schedule to edit in the list, and then select the **Edit Schedule** option from the menu.

When you choose to edit the schedule, the Edit Report Schedule dialog will be displayed for you to edit the schedule's settings. The schedule will be inactive while you edit it, and will not fire.

Add/Edit Scheduled Report Dialog

This dialog is used to create and edit schedules. It consists of several tabs of information, all of which need to be completed for the schedule to work.

General Tab

This tab allows you to name the schedule, as well as defining how frequently the schedule will fire.
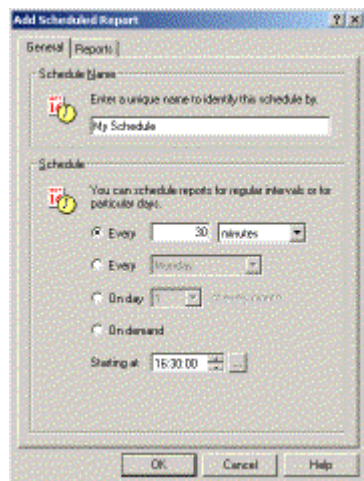
Schedule Name
This is a name with which to identify the schedule. The schedule name must be unique.

Every X Schedule
The first schedule option creates a schedule that will fire on an interval basis. In the first field you choose the interval required, and in the second field you choose the units for the interval from the drop down list. For example, to create a schedule that fires every hour, you would enter "1" in the first field, and choose "hours" from the second field. Alternatively, you could enter "60" in the first field, and choose " minutes" in the second field.

You should also choose the time of day when the schedule should first fire.

The minimum interval period for a Call*view* Wizard schedule is 15 minutes. You cannot create a schedule that will fire more frequently than every 15 minutes.

Every Day Of Week Schedule
The second schedule option creates a schedule that will fire on a particular day of the week. You should choose which day of the week you wish the schedule to fire, by choosing from the drop down list. You can also choose "weekdays" which will fire the schedule once a day for each weekday, and "weekends" which will fire the schedule once a day during the weekend.

You should also choose the time of day when the schedule should first fire.

Every Day Of Month
The third schedule option creates a schedule that will fire on a particular day of the month. You should choose which day of the month you wish the schedule to fire, by choosing from the drop down list. You should also choose the time of day when the schedule should first fire.

On Demand
The fourth schedule option creates an on demand schedule. This schedule will only fire when you select the schedule in the schedule list and choose **Run Now**.

Starting At
For the first three schedule types, you must specify the time of day when the schedule should start. Enter the time of day in the time selector, or use the **…** button to quickly pick from a list of common times.

When scheduling a report to run at most once a day, the start time denotes the time each day when the report will run. When scheduling a report to run more frequently than once a day, the start time denotes the time of first firing. Generally speaking, for a frequently firing schedule, the start time is almost irrelevant.

Reports Tab

This tab allows you to configure the reports that the schedule will fire, and what action will be taken on the reports.
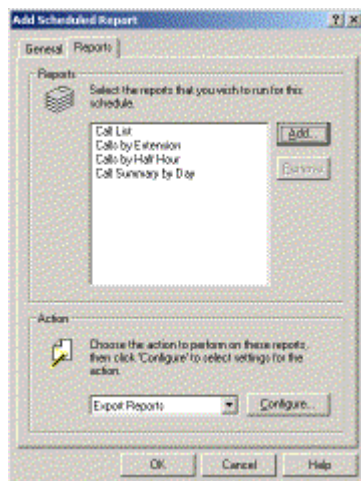
Report List
The list at the top of the dialog displays the reports that will be executed when this schedule fires. By allowing the user to schedule several reports at a time to perform a similar action, Netlink enables the user to *batch* reports together.

Click the **Add** button to display a menu of reports which can be added to the report list. You can only add one instance of each report to the report list. Once a report is added to the list, it cannot be added again.

To remove a report from the list when it is no longer needed to be scheduled, select the report and click the **Remove** button.

Action
Having specified the reports to be scheduled, you should choose the action that will be performed on these reports. The actions include:

- View reports
  This will launch the reports in the main report window, as if they had been started by the user. If any of the reports are already on display they will be refreshed rather than re-opened.

- Print reports
  This will print the reports to the printer, based on each report's current print settings. It is recommended that you manually print each report that you intend to schedule first, to ensure that your chosen print settings are correct. Once you are content with the print settings for each report, add the reports to a print schedule.

- Export reports
  This will export the reports to the filenames that you choose when you configure the action. On a scheduled export, you cannot launch the exported files either with the default application, or with a specific command line.

  Having chosen an export report action, you must ensure that you click the **Configure** button to choose options for the export before you can accept the schedule.

- Publish reports
  This will publish the reports to the site that you choose when you configure the action. Having chosen a publish report action, you must ensure that you click the **Configure** button to choose options for the publishing, before you can accept the schedule.

- E-mail reports
  This will e-mail the reports to the addresses that you choose when you configure the action. Having chosen an e-mail report action, you must ensure that you click the **Configure** button to choose options for e-mailing, before you can accept the schedule.

Scheduled Export Wizard

When scheduling an export, you will need to configure the options for the export. This is done using a similar Wizard to the manual Export Wizard.

Choosing The Export Format

When exporting or e-mailing, you must first choose the format of the files that you will be creating or sending.

At the top of the wizard you should choose the type of file that you wish to export to. When e-mailing, this file will be attached to your e-mail message. Available options are:

- Text File (CSV Format)
  Outputs the report to a CSV (Comma Separated Value) file. Such files can be read by Notepad, Microsoft Excel, amongst others.

- Microsoft Excel Spreadsheet (XLS)
  Outputs the report to an Excel 97/2000 spreadsheet. Microsoft Excel 97 or above must be installed on the computer for this feature to function successfully.

- Microsoft Word Document (DOC)
  Outputs the report to a Word 97/2000 document. Microsoft Word 97 or above must be installed on the computer for this feature to function successfully.

- Web Page (HTML, ASP)
  Outputs the report as an HTML file for viewing in a web browser. When exporting to HTML, the default web template is used unless you configure advanced settings.

- WAP Page (WML)
  Outputs the report as a WML file for viewing on a mobile phone. When exporting to WML, the default WML template is used, unless you configure advanced settings.

You can choose to configure advanced settings for the export options by clicking the **I want to configure Advanced Settings**. If you choose this option, you will proceed to the appropriate advanced settings page for your export format. These are identical to the pages used in the manual wizards.

Choose Filenames

You must always choose filenames for your scheduled report files, since all reports must be exported to a file format, regardless of whether they are being exported, e-mailed, or published.

The list at the top of the dialog displays the current filenames for the reports that you have chosen to schedule. Default filenames are always applied for you.

If you wish to change any of the filenames, simply select the report you wish to change, and click the **Browse** button to search for a more suitable filename.

If you want to reset the filenames back to the default choices, click **Set Default Names**.

If you are exporting or publishing your reports, this is all you need to configure, and can click **Finish**. If you are e-mailing your reports, you will need to click **Next**.

Scheduled E-mail Wizard

When scheduling an e-mail, you will need to configure the options for the e-mail. This is done using a similar Wizard to the manual E-mail Wizard.

Choosing The Export Format

When exporting or e-mailing, you must first choose the format of the files that you will be creating or sending.

At the top of the wizard you should choose the type of file that you wish to export to. When e-mailing, this file will be attached to your e-mail message. Available options are:

- Text File (CSV Format)
  Outputs the report to a CSV (Comma Separated Value) file. Such files can be read by Notepad, Microsoft Excel, amongst others.

- Microsoft Excel Spreadsheet (XLS)
  Outputs the report to an Excel 97/2000 spreadsheet. Microsoft Excel 97 or above must be installed on the computer for this feature to function successfully.

- Microsoft Word Document (DOC)
  Outputs the report to a Word 97/2000 document. Microsoft Word 97 or above must be installed on the computer for this feature to function successfully.

- Web Page (HTML, ASP)
  Outputs the report as an HTML file for viewing in a web browser. When exporting to HTML, the default web template is used unless you configure advanced settings.

- WAP Page (WML)
  Outputs the report as a WML file for viewing on a mobile phone. When exporting to WML, the default WML template is used, unless you configure advanced settings.

You can choose to configure advanced settings for the export options by clicking the **I want to configure Advanced Settings**. If you choose this option, you will proceed to the appropriate advanced settings page for your export format. These are identical to the pages used in the manual wizards.

Choose Filenames

You must always choose filenames for your scheduled report files, since all reports must be exported to a file format, regardless of whether they are being exported, e-mailed, or published.

The list at the top of the dialog displays the current filenames for the reports that you have chosen to schedule. Default filenames are always applied for you.

If you wish to change any of the filenames, simply select the report you wish to change, and click the **Browse** button to search for a more suitable filename.

If you want to reset the filenames back to the default choices, click **Set Default Names**.

If you are exporting or publishing your reports, this is all you need to configure, and can click **Finish**. If you are e-mailing your reports, you will need to click **Next**.

Which Messaging System?

When e-mailing reports in a schedule, you will need to tell the schedule which e-mail profile to use.
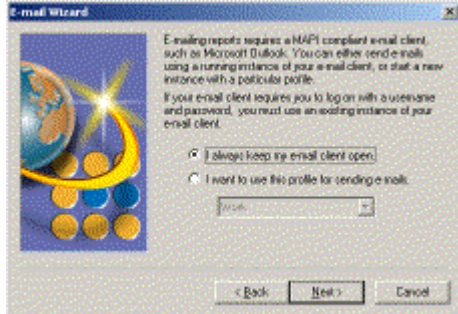
If you always have your e-mail application open, select **I always keep my e-mail client open**. With this option selected, Call*view* Netlink will use any currently logged on profiles when it comes to sending an e-mail. This is the easiest option, since your e-mail application will already be logged on and functioning.

If you do not always keep your e-mail application open, select **I want to use this profile for sending e-mails**. You should also choose this option if you want Netlink to use a different profile for sending e-mails to the one you use for your own e-mail.

If you choose to use a particular profile, you must select the e-mail profile that you wish to use. Netlink will try and locate any configured profiles on your computer. If you cannot find your profile, type its name rather than choosing it from the drop down list.

Note	You must choose a profile that does not require any user interaction. Netlink may need to e-mail reports when you are not at your desk, and if the profile needs extra information (such as username and password), it will fail to initialise the profile, and your scheduled e-mails will not be sent. Most e-mail applications do not require you to logon.

Click **Next** when your choices are satisfactory.

E-mail Options

When e-mailing reports in a schedule, you must specify who to send the e-mail to, and what the contents of the message will be. Netlink will include the exported reported files as attachments in your message.
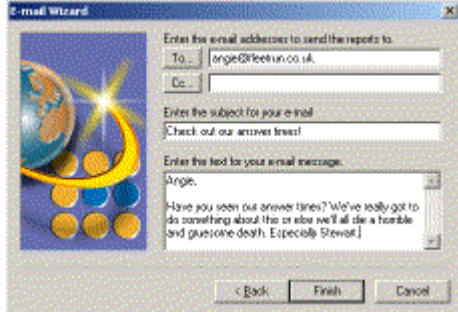
To
In the To field, enter a semi-colon separated list of e-mail addresses to send the message to. Alternatively, click the **To** button to display your standard address book, so that you can pick names to add.

CC
In the CC field, enter a semi-colon separated list of e-mail addresses to cc the message to. Alternatively, click the **CC** button to display your standard address book, so that you can pick names to add.

Subject
Enter a suitable subject to use for the message.

Message
Enter your message text to include in the message body when sending the e-mail.

Finish
When you're content, click **Finish** to accept your changes. Remember! This is a scheduled e-mail, so no message will be sent until the schedule fires.

Scheduled Publish Wizard

When scheduling published reports, you will need to configure the publishing options. This is done using a similar Wizard to the manual Publish Wizard.

Choosing The Site

When you create a publish schedule, you will need to choose the site that your reports will be uploaded to. Your choice of site will effect where your reports are published, the template used to export the reports (which affects how they will look), and what types of application can access them - whether they can be viewed in a web browser, or on a mobile phone.
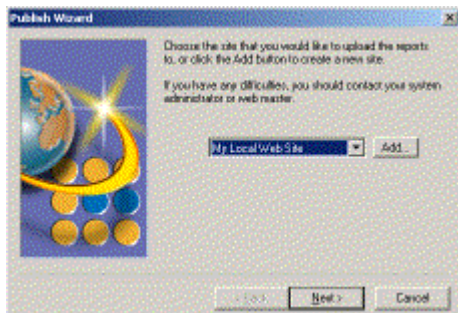
You can choose an existing site from the drop down list, or create a new site by clicking the **Add** button.

Having chosen your site, click **Next** to continue.

Choose Filenames

You must always choose filenames for your scheduled report files, since all reports must be exported to a file format, regardless of whether they are being exported, e-mailed, or published.

The list at the top of the dialog displays the current filenames for the reports that you have chosen to schedule. Default filenames are always applied for you.

If you wish to change any of the filenames, simply select the report you wish to change, and click the **Browse** button to search for a more suitable filename.

If you want to reset the filenames back to the default choices, click **Set Default Names**.

If you are exporting or publishing your reports, this is all you need to configure, and can click **Finish**. If you are e-mailing your reports, you will need to click **Next**.

Enabling And Disabling Schedules

When you create a schedule it is initially enabled, and will fire at the subsequent scheduled fire times. There may be occasions where you do not want the schedule to fire for a period. To achieve this you need to disable the schedule.

🖱 Right click the schedule to disable, and select the **Disable Schedule** option from the menu.

When a schedule is disabled, it's status icon will change to ⚪.

To enable a schedule again, repeat the procedure above, but select the **Enable Schedule** option from the menu. When a schedule is enabled, it's status icon will change to 🟢.

| Note | If the schedule is already disabled, the Disable Schedule option will not be available, and similarly if a schedule is already enabled, the Enable Schedule option will not be available. |

Deleting A Schedule

If you decide that you no longer need a schedule, you can delete it using one of several methods.

🖱 Select the schedule to delete from the list, and then click the **Delete** button on the toolbar.

🖱 Right click the schedule to delete in the list, and then choose the **Delete Schedule** option from the shortcut menu.

Running Schedules On Demand

Sometimes you may want to run schedules before their next scheduled time, or you may wish to fire an *on demand* schedule. You can do this in one of several ways.

🖱   Select the schedule to run now, and then click the **Run Now** button on the toolbar.

🖱   Right click the schedule that you want to run now, and then select the **Run Now** option from the shortcut menu.

Netlink Templates

When you use Netlink to publish reports, you choose a site to publish the report to. When you configure a site, you choose a template that is used to define how the report will look when formatted for the Internet.

Several templates are provided as standard with Call*view* Wizard, and a brief synopsis of each is provided below.

Standard (Web)

This is basic web page designed for viewing in any web browser on a desktop PC. When used for publishing, it will maintain an index of published reports. When exporting a long call list report, it will split the report so that there are no more than 25 records per page.

Standard (WAP)

This is a basic template designed for WAP browsers on mobile phones. An index is maintained of the reports, and each report is written as one record per page with a menu for easier navigation. It is not a good idea to publish large reports using this template. This is the default template when publishing to WML.

Blue Styling (Web)

This is a nicely formatted web page designed for viewing on a desktop PC. It will require a recent web browser such as Microsoft Internet Explorer 5 or Netscape Navigator 6. It is predominantly blue. This is the default template when publishing to the web (HTML).

PDA (WAP)
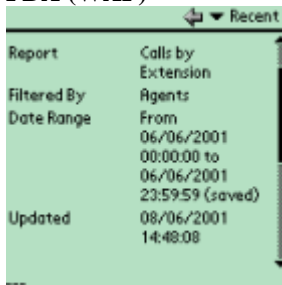
This is a basic template designed for WAP browsers on Personal Digital Assistants, such as the Palm III, Palm V, and Pocket PCs. An index is maintained of the reports, and each report is written as one record per. page with a menu for easier navigation. This template displays more information on the screen than the standard WAP template.

Portable Browser (Web)

This is a web page designed for viewing on portable web browsers, such as Pocket Internet Explorer. An index is maintained of the reports, and each report is written as one record per page with a menu for easier navigation. It is not a good idea to publish large reports using this template.

Mini Styling (Web)

This is a colour web page designed for viewing in normal web browsers, or colour portable web browsers. It uses a similar style to the **Portable Browser (Web)** style, but using more colour. An index is maintained of the reports, and each report is written as one record per page with a menu for easier navigation. It is not a good idea to publish large reports using this template.

Sites

Overview Of Sites

When publishing reports to the Internet, you must select the site to publish to. You can create several sites which are shared between Netlink functionality in Call*view* Wizard and Call*view* Wizard RT.

Each site defines the following settings:

- How to upload
  Netlink can upload reports to sites using either FTP (File Transfer Protocol) or by copying files across your local area network. You will need to use FTP to publish sites, if your web server is hosted remotely. If your site is hosted locally, you can copy files to a network share if your system administrator allows, or use FTP instead.

- Where to upload
  Netlink also needs to know where the site is hosted. For FTP this includes the site's host name, and a username and password to access the site. For the local area network, it includes the path to the shared folder.

- What format to use
  When Netlink converts a report for viewing on the Internet, or on a mobile phone, it uses a template to define how the report will look. Each site has a template associated with it, so that reports on the same site look consistent.

Note	Configuring a site needs a reasonable level of IT experience. In particular some of the information required may not be freely available within your organisation. You may need to liase with members of your IT department to successfully configure a site.

Sites Dialog

You manage your Netlink sites in the Sites dialog.

You can access this dialog by clicking the **Sites** button from the Netlink main window, or by clicking the **Netlink** button on the Wizard main window, and choosing the **Sites** option.
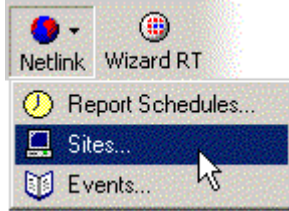
The dialog displays a list of sites that have been configured in either Call*view* Wizard or Wizard RT, detailing the site name, host name or folder, and the number of reports currently contained on the site.
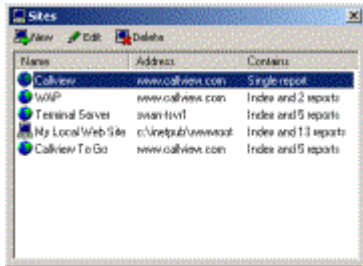
Creating A Site

You can create a site from the Sites dialog in one of several ways.

- Click the **New** button on the toolbar.
- Right click the list area of the Sites dialog, and choose **New Site** from the menu.

You can also create a new site wherever you are given the opportunity to choose a site.

Editing A Site

You can edit a site from the Sites dialog in one of several ways.

- Select the site to edit from the list, and then click the **Edit** button.
- Right click the site that you wish to edit, and then choose the **Edit Site** option from the menu.

Add/Edit Site Dialog

When you choose to create or edit a site, the Add Site Dialog or Edit Site Dialog appears. Both dialogs are the same and provide the same functionality, to make it easier for you to create and edit sites.

Note	Site creation and editing can require a reasonable knowledge of IT and Internet technologies. If you are uncertain of any settings when creating a site, you should ask a member of your IT staff for clarification.

Site Tab

The site tab allows you to name your site site so that you can identify it within the user interface, as well as choose the template it will use.

Site Name
This is where you enter a name to describe your site. The name should be unique, as well as adequately describing the site, e.g. where it is, or what its purpose is.

Template
The list on the left displays the currently installed Netlink templates. Choose a template and a preview of the template will appear in the window on the right.

The template that you choose will not only effect how your reports will look when published, but will effect what devices your report can be viewed with. Templates that end with **(WAP)** are designed for viewing on mobile devices such as mobile phones or personal digital assistants (PDAs).

Index File
Several of the templates will maintain an index of published reports for the site. In this way you can use your browser or mobile internet device to navigate to a single page, where you will find links to all your reports.

The index file can be given any name, although it is recommended that the name be one of the default page names configured on the web server where the reports will be uploaded. For example, most UNIX based web servers have a default page name of *index.htm* or *index.html* while Microsoft web servers have a default page name of *default.htm*.

If you specify an index file which matches the default page name for your web server, you will be able to open your reports in your browser by typing something similar to:

       www.mysite.com/stats/

as opposed to:

       www.mysite.com/stats/my_index_page.html

Web Server Tab

This tab allows you to configure how you will upload to your site, as well as the settings that Netlink will use to upload to the site.
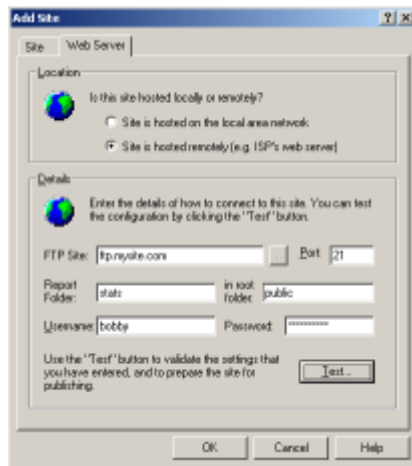
Site is hosted on the local area network
Choose this option if you have a web server hosted on your local network, and you wish to upload files using a network share. This includes web servers hosted on your own PC using Personal Web Server or Internet Information Services.

SysAdmin	This option should be selected if you want to upload files to a UNC path on your LAN.

Site is hosted remotely (e.g. ISP's web server)
Choose this option if you have a web server that is hosted off-site, e.g. a remote host accessed via FTP. You may also need to choose this option if your system administrator will only let you have FTP access to the locally hosted web server for publishing reports. You will not need to choose this option if you are using a web server that is hosted on your local PC.

SysAdmin	This option should be selected if you want to FTP files to your web server.

The remaining options on this tab will depend on which of the above options you select.

Local Area Network Options

When you choose to upload your reports to a site on your local area network, the Web Server tab requires the following configuration:
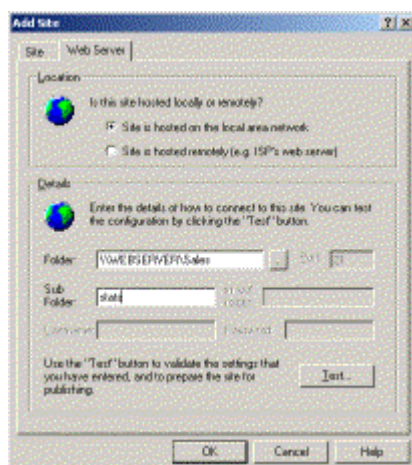
Folder

This is the full path name to the location where you web server resides. Ideally, it should point to the web server root or a path from the root. On an installation of Internet Information Services, this is typically `C:\Inetput\wwwroot`.

SysAdmin	This value is the UNC path to the shared folder where the user will be publishing reports. The user will need read and write access to this folder, as well as the ability to create directories. If the user is "uploading" files to their local PC, this is just the full path to the folder.

Subfolder

It is a good idea to keep each individual site's files in separate folders, especially when they are stored on the same web server. For this reason, it is recommended that **Folder** points to the web server root, and that you enter a value for **Subfolder**, e.g. "stats", or "sales_stats". When you test the configuration, the sub folder will automatically be created for you to ensure that publishing is feasible.

Test

You should test the values that you have entered before you accept the changes. Click the **Test** button to try and access the folder you have entered, and create the sub folder you choose. If the test fails, an **Events** window will appear to display the things that went wrong.

Common Things To Check

If your test fails, you should check:

- Spelling
  Ensure that you have entered the **folder** correctly.
- Shared Folder
  Ensure that the folder is shared correctly, with read and write access, and has the share name that you expect.
- Authentication
  Ensure that you are authenticating successfully with the remote computer. E.g. have you logged on to the network? Does the remote computer have you registered as a valid user?
- Network
  Ensure that you can see the remote computer across the network, by trying to find the computer with Windows Explorer. Check that your network cable is plugged in, and your computer switched on.

Remote Web Server Options

The Web Server tab will require the following configuration, when you choose to upload your reports to a site on a remote network, or where the system administrator has provided you with FTP access to the local web server.
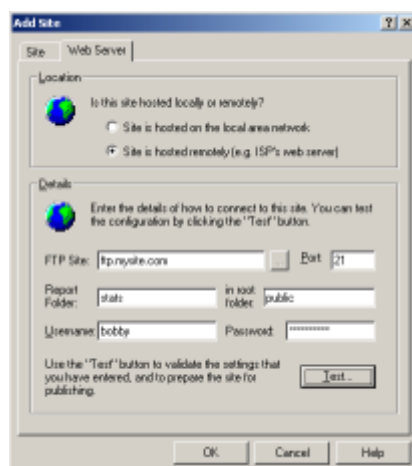
FTP Site

This is the host name of the FTP Server where the files will be uploaded to.

If you are uploading via FTP to a local server, this name is most likely the name of the computer, e.g. SERVER1, FLEETRUN-27, etc.

If you are uploading via FTP to a remotely hosted server, this should be the fully qualified domain name. The actual name of the host will depend on your provider. Assuming your website is www.mysite.com, your FTP host name could be one of the following:

- www.mysite.com.
- ftp.mysite.com.
- mysite.com.

If in doubt, you should check with your system administrator or ISP. The list above is non-exhaustive; some ISPs use settings which are not even related to the domain name, e.g. homepages.myisp.net.

Port

This is the port that the FTP Server is listening for incoming connections. The standard port number is "21", so this is configured as the default. You should not have a reason to change this unless instructed by your ISP.

Report Folder

It is a good idea to keep each individual site's files in separate folders, especially when they are stored on the same web server. For this reason, it is recommended that you provide a unique folder name on your web server where this site's files will be stored. You should only include the name of the report folder in this field, and no other folder hierarchy that you may need to navigate to reach this folder, since that is specified in **In Root Folder**.

In Root Folder

It can be quite common that a domain's FTP root does not match the website's root. I.e., when you FTP to your site to upload your files, you are not immediately in the correct folder to match the location where the files for www.mysite.com are stored. Web Servers are often configured like this so that files that visitors can see are stored within the website root, and other files required by the web server, which visitors shouldn't see, are stored higher up in the directory structure.

This field should contain the relative path from the FTP root to where the **Report Folder** should be placed.

For example; when you FTP to your website to upload files you see 3 folders, "*public*", "*passwd*", and "*logs*". To upload files to be seen on your website, you must upload to the "*public*" folder - the "*passwd*" and "*logs*" folders are not seen by visitors to your website. Visitors to the site do not know of the "*public*" folder, but that is where files they request are retrieved from. In this instance, the **In Root Folder** would be set to **public**.

Additionally, if you provided a **Report Folder** called *stats*, your reports would be uploaded to an FTP directory of **public/stats** and visitors would open the reports in their browser by entering **www.mysite.com/stats/**

Username

To connect to an FTP server you should provide a username and password. Although most FTP sites provide anonymous access where you provide your e-mail address as the password, such sites do not allow you to upload files in such a scenario. Your username will normally have been configured by your ISP or system administrator.

Password

In addition to your username, you must provide your password to authenticate yourself as a user who can upload files to the web server. Your password will be hidden from view while it is typed, and stored encrypted so that other users cannot discover your password.

Test

Having configured your FTP settings you should click the **Test** button to ensure that your settings work. If the test fails, an **Events** window will appear to show you any errors.

Common Things To Check

If your test fails, you should check:

- Spelling
  Ensure that you are entering the host name, folders, username and password correctly.

- Network connection
  Ensure that your computer is connecting to the Internet correctly, and that the remote host is accessible by **PING**ing the **FTP Site** you have chosen. If you do not get a response, or receive error messages, then your network connection or your web server may be having problems. Consult with your system administrator or ISP.

- Authentication
  You may not have access to the web server to upload files. Check your username and password. Additionally, you may wish to try manually FTPing to the server. For information on using FTP, consult **Q240727** ("How To Use The FTP Utility") from the Microsoft Support website.

Deleting A Site

You can delete a site from the Sites dialog in one of several ways.

🖱️   Select the site to edit from the list, and then click the **Delete** button.

🖱️   Right click the site that you wish to delete, and then choose the **Delete Site** option from the menu.

Note	Deleting a site cannot be undone. Once a site is deleted it is gone forever, and would need to be recreated. Sites are shared between RT and Wizard, regardless of which application you delete the site from.

Resetting A Site Index

Many sites will maintain an index of the reports that have been published there. Under some circumstances you may wish to reset this index, so that effectively no reports have been published on that site.

🖱️   Right click the site that you wish to reset the index of, and then choose the **Reset Index** option from the menu.

Events

Overview Of Events

When you export, publish, or e-mail reports in Call*view* Wizard, or schedule reports using Call*view* Netlink, the results are output as **events**. When manually exporting, the Event Window will open automatically if an error has occurred, or you can open the Event Window when you choose to ensure that your scheduled reports are functioning successfully.

Only a certain number of events are stored, with the default being more than enough for most needs. If you ever exceed the maximum number of events, then your oldest events are deleted, to make way for more events.

The Event Window

You can view your events in the Event Window.

You can access the Event Window by clicking the **Events** button from the Netlink main window, or by clicking the **Netlink** button on the Wizard main window, and choosing the **Events** option. Users who have not purchased a Netlink license, can open the Event Window from the main menu, choosing the **Events** option.
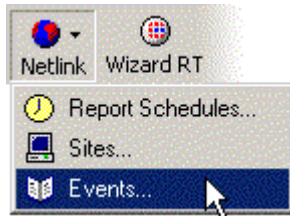
The event window displays a list of events, including the time that the event occurred, a description of the event, and the schedule that caused the event to fire.
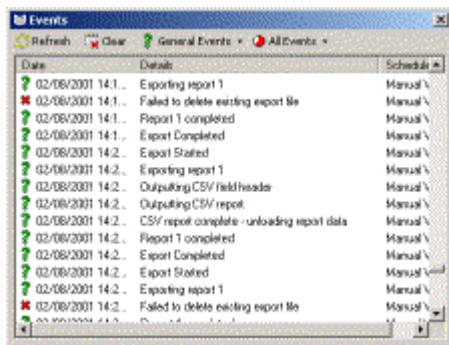
Next to each event is a small image depicting the event type:

Error
This event caused the associated action to fail.

Warning
This event shows a potential problem, but the associated action continued anyway.

General
This event is for informational purposes, to help understand why a surrounding error occurred.

Verbose
This event is for diagnostic purposes, to assist technical personnel.

At the top of the window is a toolbar, providing the following buttons:

Refresh
Reads the event list again, to reflect any recent additions.

Clear
Clears all events from the event list, regardless of the current filter. If another application is currently accessing the event list, you will not be able to clear it.

Filter Event Status
Allows you to display only certain types of event in the list. The button changes to reflect the current event type that is being filtered.

Filter Time Period
Allows you to display events that have occurred within a given time period. This button changes to reflect the current time range that is being filtered.

Filtering Events

You can choose to display only certain events in the Event Window, by filtering the events.

Filtering Events by Status

To filter the events by status, click this button. The button changes to reflect the type of events that it is filtering.

When you click the button, a menu of available statuses is displayed. Choose the status you wish to filter on, and the list of events will be recalculated.

| Note | The statuses are inclusive. Choosing Errors only displays errors. Choosing Warnings displays warnings and errors. Choosing General Events displays warnings, errors, and general events, and so on. |

Filtering Events by Time Period

To filter the events by time period, click this button. The button changes to reflect the time period that is being filtered.

When you click the button, a menu of available time periods is displayed. Choose the time period that you require, and the list of events will be recalculated accordingly.

| Note | When the Event Window is instantiated automatically because an export or site test failed, it will automatically filter itself for events related to the manual export or site test. You cannot remove this filter without closing the Events Window, and then opening it again. |

Options and Network Settings

Overview Of Options

Call*view* Wizard allows you to customise several features of the product, such as your required service level, local and regional dial codes, and license level.

These features are configured from within the Options dialog which you can access by clicking the **Options** button on the toolbar, or by choosing the **Options** menu item from the main menu.

The Options dialog consists of several separate pages of information, which configure the various Wizard options.

Account Codes

The Account Codes tab of the Options dialog allows you to configure 4 sets of account codes that will be summarised automatically for you in statistic reports, without having to create custom filters.
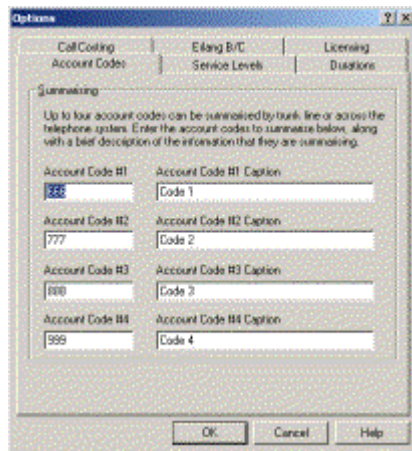
Account Code #1, #2, #3, #4
On the left side of the window you can enter the account codes that you wish to summarise by. Any calls where the account code was the last to be entered on the call, will cause the corresponding statistics to be increased to reflect the count of calls where the account code was last entered.

If you alter the account code settings, you should refresh any reports that are using the statistics.

Account Code #1, #2, #3, #4 Caption
On the right side of the window you can enter a caption for each of the account codes that you wish to summarise by. This text is then used as the statistic's description on all reports where the statistic(s) have been selected.

Service Levels

The Service Levels tab of the Options dialog allows you to configure your chosen answer time breakdown, and how quickly you expect your inbound calls to be answered.
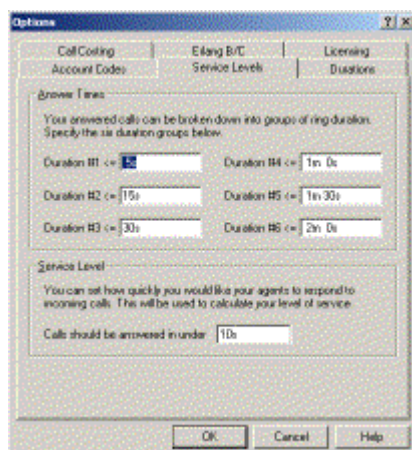
Duration #1, #2, #3, #4, #5, #6
At the top of the dialog you can customize up to 6 answer times. These times are used in the **Answered <= X, % Answered <= X, Lost <= X,** and **% Lost <= X**. When calculating these statistics, the times you provide here are taken into account.

For example, if you set **Duration #3** to 60 seconds, you will have 4 statistics described above, which count calls answered within 60 seconds, and lost within 60 seconds.

You can enter the times as either "*hh:mm:ss*" or as "*a*h *b*m *c*s". For example, 90 seconds can be entered as "00:01:30", "1m 30s", "90s" or just "90".

Service Level

When calculating your service level statistics, Wizard needs to know how quickly you would like your inbound calls to be answered. Any calls which are answered below this service level duration, will improve your service level. Any calls answered after this service level duration will reduce your service level.

This value is also used when calculating **Agents Required**, which decides on the number of agents that are required for a given time period to have answered a given percentage of calls within your service level duration.

Durations

The Durations tab of the Options dialog allows you to configure various time period specific settings used by Wizard, such as the short call level, and quick abandoned call time.
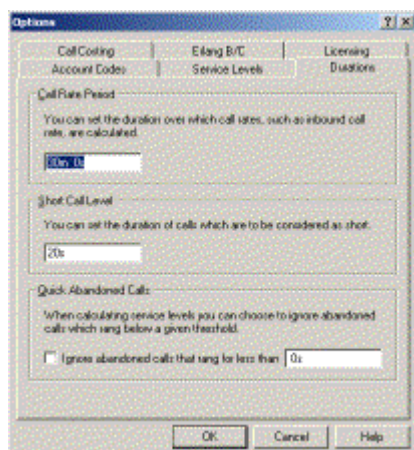
Call Rate Period

This field is used to calculate call rate statistics, such as Inbound Call Rate, etc. Call Rate statistics display the average number of calls within the call rate period. For example, if you create a report that groups calls by start time for each hour, and your call rate period is 30 minutes, then if you had 100 inbound calls in the one hour period, your Inbound Call Rate would be calculated as 50, since the call rate period is half that of the grouping period.

Short Call Level

When calculating the Short Calls statistic, Wizard needs to know the duration of a call that is considered short. Any call that spends less than the short call level in the answered state is identified as a short call, and will be counted as such.

Quick Abandoned Calls

When calculating service level, you can choose to ignore calls that abandoned very quickly. If you wish to enable this feature you must first tick the "**Ignore abandoned calls that rang for less than**" option, and then enter the ring time below which abandoned calls will be ignored.

Normally, an abandoned call will reduce your service level, since it is counted as a call that was not answered within the service level. With this option enabled, abandoned calls that rang for less than the Quick Abandon Time, are considered as answered, for the purpose calculating the service level.

Note	No other statistics are altered by this setting. It will not change any answered or abandoned statistics. It only affects the service level statistic.

Call Costing

The Call Costing tab of the Options dialog allows you to configure the local and regional dial codes for your area, as well as defining the Telephone 2000 (see below) logic to be applied when calculating call costs.
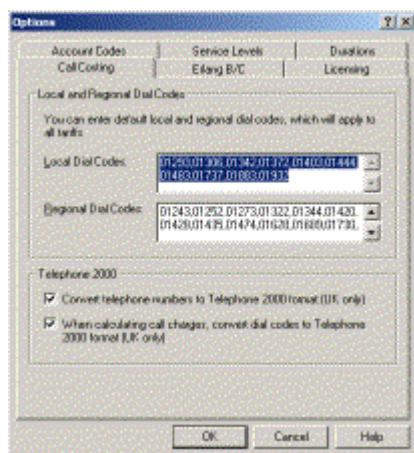
Local Dial Codes
Enter a comma separated list of dial codes for your local area. The dial codes must not already be entered as dial codes inside any tariffs, otherwise an error will occur.

Regional Dial Codes
Enter a comma separated list of dial codes for your regional area. The dial codes must not already be entered as dial codes inside any tariffs, otherwise an error will occur.

Note	Currently, regional dial codes do not apply in the United Kingdom since regional call costs have been brought in line with national call costs.

Note	In most phone books you can find your local and/or regional dial codes at the front of the phone book. If you cannot locate the dial codes, call British Telecommunications Customer Services on 150.

Note	The call costing functionality provided by Call*view* Wizard is based on limited information provided by network carriers. Additionally, carriers can update their tariffs at any time. For this reason, changes in tariffs, or network carrier discounts cannot always be reflected.

Convert telephone numbers to Telephone 2000 format (UK only)
If this option is selected, telephone numbers are converted to new telephone number format that came into force in April 2000. If you will be reporting on periods where both telephone number formats have been in use, you should ensure that this option is checked so that call costs can be calculated correctly. This should be considered an advanced setting, and only changed if required to do so by a member of technical support.

When calculating call charges, convert dial codes to Telephone 2000 format (UK only)
With this option checked, dial codes used in the tariff will be converted to Telephone 2000 format, to take into account the new telephone number format that occurred in April 2000. If all your dial codes have been entered in this format, you may not need to switch this setting on.
This should be considered an advanced setting, and only changed if required to do so by a member of technical support.

Erlang B/C

The Erlang B/C tab of the Options dialog allows you to configure various parameters used by the Erlang calculations within Call*view* Wizard. Erlang calculations are used to determine **Trunks Required** and **Agents Required** statistics.
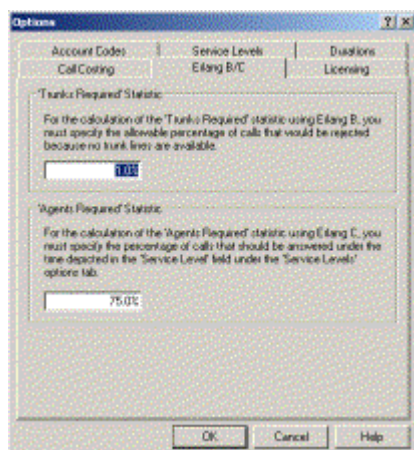
Trunks Required Statistic
The first field of the dialog requires you to enter the allowable percentage of calls that would be rejected because no trunk lines were available when an inbound caller called. Erlang B is then used with this value to determine the number of trunk lines that you would need for your percentage chance of rejecting a caller to fall below this value.

Erlang B is used to model customers calling into multiple trunk lines, where customers are rejected never to return if no trunk lines are available. This can be used to calculate the most optimistic number of trunk lines required.

Agents Required Statistic
This field of the dialog requires you to enter the minimum percentage of calls that you wish to be answered within the service level period (as defined on the Service Levels tab). Erlang C is then used with this value to determine the number of agents that you would need to answer at least this percentage of calls within the service level.

Erlang C is used to model customers queuing in a single queue for one of mutliple agents to become available. It is assumed that there is an infinite potential supply of customers. This can be used to calculate average wait times in a hunt group.

Licensing

The Licensing tab of the Options dialog allows you to choose the license that you will try and consume when you connect to the Call*view* Gateway.
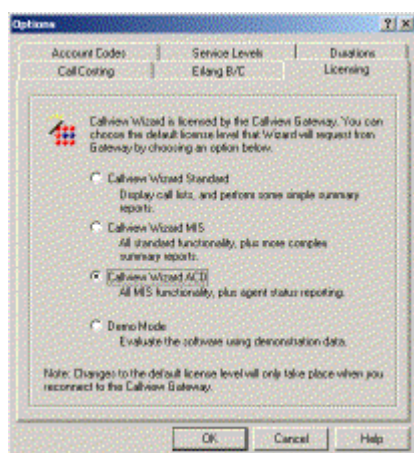
Callview Wizard Standard
Choose this option if you only want entry level reporting, including call list reports, and statistic reports grouped by cost group or telephone number. If the Gateway has no standard licenses remaining, you will not be able to run any reports.

Callview Wizard MIS
Choose this option if you want advanced reporting, without ACD agent support. This enables you to create statistic reports grouped by a variety of different fields, as well as all the functionality of standard Wizard. If the Gateway has no MIS licenses remaining, it will try and consume a standard license instead. If no standard licenses are available, you will not be able to run any reports.

Callview Wizard ACD
Choose this option if you want all report functionality. If the Gateway has no ACD licenses remaining, it will try and consume an MIS license. If no MIS licenses are available, it will try and consume a standard license, and failing that, you will not be able to run any reports.

Demo Mode
Choose this option to use Wizard in demo mode. You will not be connected to a Call*view* Gateway, instead using demonstration data stored on the local hard disk. When you choose demo mode you will be given the option of choosing the license level you wish to demo.

| Note | Call*view* Netlink is licensed separately from Call*view* Wizard, and as such, you cannot choose whether you consume Netlink licenses or not. |

Choosing A Server

Call*view* Wizard needs to know which server to obtain its data from. To be able to use Call*view* Wizard, you must first connect to a server. To change the server you are connected to, you should click the **Network** button on the main window toolbar. This displays the Network Settings dialog.
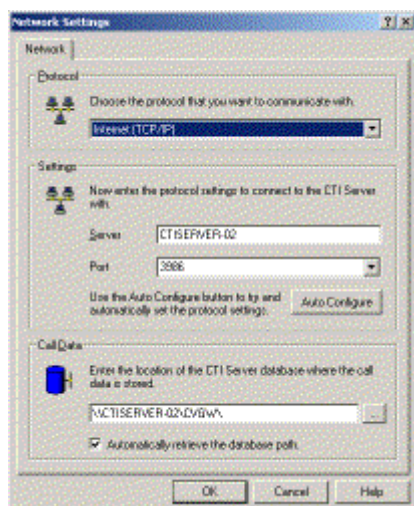
Protocol
You should first choose the appropriate protocol from the drop down list at the top of the dialog. This must match the protocol that the Call*view* Gateway is using. Older installations of Call*view* are more likely to be using "NetBIOS", while newer installations are more likely to be using TCP/IP. There is no strict rule, and if you are uncertain what protocol your Gateway uses, you should consult with your system administrator.

Server
When communicating with TCP/IP natively, Wizard will need the host name or IP address of the Gateway computer to be entered in this field. This will normally be a name of the form "CTISERVER-*xx*".

When communicating over NetBIOS, Wizard will need the NetBIOS name of the Gateway computer to be entered in this field. This will normally be a name of the form "CTISERVER*x*".

Port / Adapter
When communicating with TCP/IP natively, Wizard will need to know the port that Gateway is listening on. By default this is port 3986, although this can be changed on the Gateway.

When communicating over NetBIOS, Wizard will need the NetBIOS LAN Adapter number to use to connect to the Gateway. This is not necessarily the same as the LAN Adapater number being used by the Gateway. In this instance it is recommended that the user choose to autoconfigure.

It is not recommended that users change the value in this field without assistance from their system administrator, unless instructed by technical support.

Autoconfigure
This button will search your network for valid Call*view* Gateway installations that are listening on the given protocol.

Call Data
You can enter the path to your Call*view* Gateway data in this field.

Automatically retrieve the database path
With this option checked, Wizard will work out the location of the Call*view* Gateway data, and
complete the **Call Data** field automatically for you. Users are not recommended to change this setting.

Importing

Overview Of Importing

To assist you in the day to day running of Call*view* Wizard, you can import other user's reports, call
charge data, filters, as well as previous versions call charges and reports.

Note	It is not recommended to import previous version's reports, since this leads to a filter being created for each imported report. Due to the many improvements in the latest Wizard, users may find it more convenient to recreate their old reports, so as to take full advantage of all the new features.

Starting An Import

To start an import, choose the **Import** option from the main menu of the Call*view* Wizard main
window.
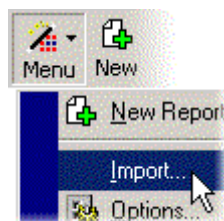
This will display the Import Wizard

Choosing Import Type

On the first page of the Import Wizard you should choose the type of file that you wish to import from.
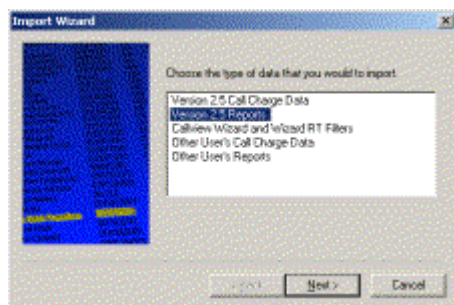
Choose the import type from the list, and click **Next** to continue. Available import options include:

- Version 2.5 Call Charge Data
  Use this option to import your call charge data from previous versions (**CALLCOST.DAT**
  file).

- Version 2.5 Reports
  Use this option to import your report data from previous versions (**REPORTS.DAT** file).
  Note that importing previous version's reports will create an additional filter for each report,
  since previous version's reports contained the filter with the report data. You may find it more
  appropriate to recreate your reports to take advantage of this Wizard's features.

- Callview Wizard and Wizard RT Filters
  Use this option to import version 3 Wizard and Wizard RT filters.

- Other User's Call Charge Data
  Use this option to import version 3 Call Charge data (**CALLCOST.CVD** file).

- Other User's Reports
  Use this option to import version 3 Wizard reports (**REPORTS.CVD** file).

Selecting The File

On this page of the Import Wizard you should select the file containing the data that you wish to import.
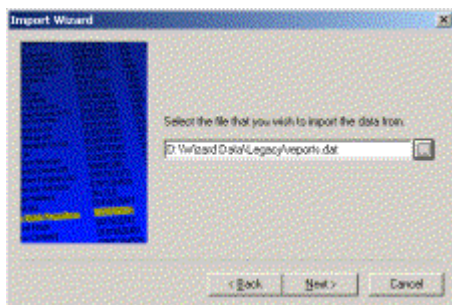
If the wizard believes it has located some data of your choice, it will default the filename for you, but you still have the opportunity to change it.

Specify the filename that you wish to import from in the field provided, or use the **...** button to use a File Open dialog to search for the file.

When you have chosen your file, click the **Next** button to continue.

Choosing What To Import

On this page of the Import Wizard you should select the data that you wish to import from the file.
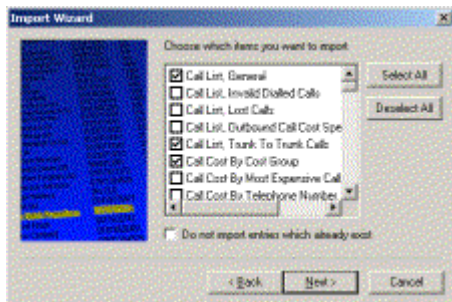
When you first arrive at this page, the wizard will read your chosen file, and complete the list at the top of the dialog with items that can be imported from the file. If there are any problems with the file, an error message will be displayed, and you will not be able to continue.

Place ticks against the items in the list that you wish to import. You can use the **Select All** button to place ticks against all items in the list, and the **Deselect All** button to remove all ticks in the list. If you tick the "**Do not import entries which already exist**" setting, then any items which already exist will not be imported again. If you do not tick this option, the items will be imported again, but their name appended with a number to differentiate them from the original.

Click **Next** when you are ready to import the data.

Import Complete

On the last page of the Import Wizard your data is imported.
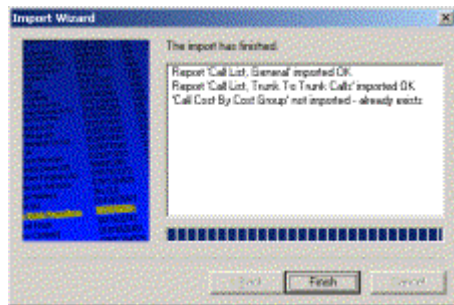
On arrival of this page the data is imported. Depending on the number of items you have selected to import, this could take from a few seconds to up to a minute.

When the import has been complete, the results are displayed in the list. You should check the results to ensure that all your required items have been imported.

Click **Finish** when the import is completed.

Statistics

Overview Of Statistics

Reports consist of several records, and each record displays several pieces of information, or statistics. Some of these relate to information about a particular call, but the majority of statistics that you will come across in Call*view* Wizard are calculated values. How you choose to create your report will effect how the statistics are calculated.

Calculating Statistics by Device or by Trunk
On the Filter page of the Report Properties dialog you can choose to calculate statistics by device or by trunk line. This setting is defaulted for you when you create a report, so you shouldn't need to change it. How this setting is set will effect how statistics are calculated, since it effects how calls are modelled.

Calculating Statistics by Device
In this method, statistics are calculated by modelling calls on devices (extensions, agents, and hunt groups) that the trunk call was active on. This means that transferred calls are included when calculating the statistics.
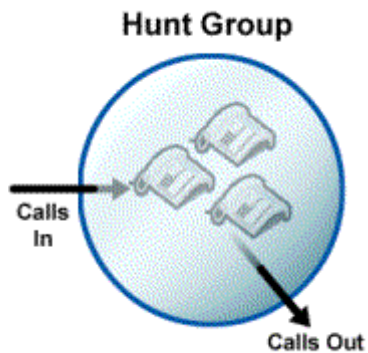
For example, a call that rang at group 1000, was answered at 210, but then transferred to group 1001, would be considered as two calls; one that initially rings 1000, and one that rings at 1001.
For the majority of reports, this setting is the most appropriate.

The best way of visualising this is to imagine a sphere of glass surrounding internal devices in the PBX. Statistics are calculate by considering the trunk line call traffic that has passed through the sphere's external surface.

Calculating Statistics by Trunk
In this method, statistics are calculated by modelling calls on the trunk line that the call was active on. This means that transferred calls are ignored when calculating statistics.
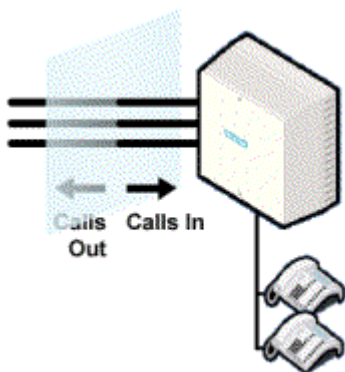
For example, a call that rang at group 1000, was answered at extension 210, but then transferred to group 1001, would be considered as one call.

The best way of visualising this is to imagine a piece of glass cutting through the trunk lines that connect the PBX and the Network Provider. Statistics are calculated by considering the calls that have passed through the glass.

Grouping Statistic
Statistic reports are grouped by a particular value. For example, a report grouped by telephone number collates all calls with the same telephone number, and calculates statistics against those calls; a report grouped by 30 minute intervals, collates all calls within the same 30 minute interval, and calculates statistics against those calls.

When you group by device or by agent more than one device or agent could easily have handled the call. For example, a call that rings 1000 and is answered at 210; statistics at both 1000 and 210 will need to be updated.

This will mean that if you run a report grouped by device, you are likely to see a greater number of total calls than for a report grouped by telephone number. This is because the device report is taking into account calls that have been handled by multiple devices. If Call Segmentation is enabled on the CTI Server, a device grouped report will be exactly the same as if *calculate statistics by device* had been chosen.

Call Segmentation

Call Segmentation is a configurable feature within Call*view* Gateway that improves the accuracy and detail of real time and historic call reporting. Some of the improvements that the call segmentation feature provides are:

> Detailed Trunk Call Transfer History
> When a trunk call is transferred several times throughout its duration, the call segmentation feature makes it possible to find out all of the extensions/agents that the trunk call had been transferred through. This enables you to obtain an entire history of a trunk line call throughout the telephone system and see all the different devices that handled the corresponding call using the Call Detail window.

> Accurate Call Duration Measurement Against Devices
> Call statistics like talk time, avg talk time, calls in ,etc, can be accurately calculated against each extension or agent even when a trunk call is transferred several times between different extension devices.

> Detailed Hunt Group Call Measurement
> Call Segmentation gives you more detailed reporting against hunt group devices. For example, a trunk line call can be answered by an agent within one hunt group and then transferred by that agent to a different hunt group. The caller could then abandon the call while they are waiting within the second hunt group queue. The trunk call is therefore "answered" against the first hunt group but "abandoned" in the second, in addition to the call having separate call waiting times against each of the different hunt group queues. Call segmentation allows the tracking of hunt group statistics separately to enable this type of call measurement.

Call Detail Statistics

This section lists the statistics available in a **Call List** report, detailing information about historical calls stored in the Call*view* Gateway database. A call list report is designed to show a list of calls over a given period of time. They display no statistics, instead displaying properties of the given call, e.g. call start time, telephone number, answering device, etc.

Additionally, you can use several of these statistics in a **Statistic** report as the grouping field.

Trunk
This denotes the trunk line that an external call was assigned to while the call was active.

Trunk Description
The description in the CTI Server configuration database for the trunk line that the external call was assigned to while the call was active.

Direction
The direction of the external call, either a customer calling IN to the call centre, or a member of staff calling OUT of the call centre.

Telephone No
The telephone number associated with the external call. For inbound calls, this will be the CLI (Caller ID) of the caller, if provided. For outbound calls, this will be the digits dialled.

DDI Digits

The significant DDI digits received from the network provider to identify that a call originated via a particular DDI number.

When the CTI Server is connected to an Inter-Tel AXXESS telephone system, this column may depict the entire DDI telephone number (i.e. "01234560213", "01234564213"). On the Hicom Office Pro/COM, the DDI Digits column represents the associated Call No which is specified within the telephone system programming.

On other telephone systems, only the significant DDI digits sent by the network provider will be shown in this column (i.e. "213", "4213").

Field 2

The data associated with the telephone number for this call as maintained by the telephone number import on the CTI Server. Usually this information will be synchronised with your company database, such that this field displays the company or contact name for the given telephone number.

Start Time

The time that this segment of the call started, as depicted by the clock on the CTI Server computer.

Ring Time

The duration that the call segment spent alerting at this device or group.

Talk Time

The duration that this call segment spent in the answered state. This is taken from the time when the call was answered, to when it was ended or transferred. The Talk Time will therefore include any period of Hold Time for the current call segment.

Hold Time

The duration that this call segment spent on hold.

Call Time

The duration that this call segment was active for, including all periods spent alerting, answered, or on hold.

First Rang

The first device that this call segment alerted at.

With Call Segmentation enabled on the CTI Server, this will be device where the call first started ringing in the current call segment.

With Call Segmentation disabled on the CTI Server, this will be very first device where the call started ringing.

Last Rang

The last device that this call segment alerted.

With Call Segmentation enabled on the CTI Server, this will be the device where the call last alerted in the current call segment.

With Call Segmentation disabled on the CTI Server, this will be the last device that the call alerted before it was first answered.

Ans On

The device that this call segment was answered at, or blank if the call segment was not answered.

With Call Segmentation enabled on the CTI Server, this will be the answering device in the current call segment. If the call has not been answered in the current call segment, then this field will be blank.

With Call Segmentation disabled on the CTI Server, this will be the first device that answered the call, irrespective of whether the call had been transferred or not.

Finished On
The device that this call segment ended on, before the call was ended, or transferred to another device.

With Call Segmentation enabled on the CTI Server, this is the device that completed the current call segment, before the segment was transferred or ended.

With Call Segmentation disabled on the CTI Server, this is the very last device that completed the call, irrespective of whether the call was transferred or not.

User First Rang
The description of the device where this call segment first alerted, as defined by the CTI Server configuration database.

User Last Rang
The description of the device where this call segment last alerted at, as defined by the CTI Server configuration database.

User Ans On
The description of the device where this call segment was answered at, as defined by the CTI Server configuration database.

Agt First Rang
The agent where this call segment first alerted at, or blank if the call segment first alerted a non-ACD agent.

With Call Segmentation enabled on the CTI Server, this will be agent where the call first started ringing in the current call segment.

With Call Segmentation disabled on the CTI Server, this will be very first agent where the call started ringing.

Agt Last Rang
The agent where this call segment last alerted at, or blank if the call segment last alerted a non-ACD agent.

With Call Segmentation enabled on the CTI Server, this will be the agent where the call last alerted in the current call segment.

With Call Segmentation disabled on the CTI Server, this will be the last agent that the call alerted before it was first answered.

Agt Ans On
The agent where this call segment was answered at, or blank if the call segment was answered at a non-ACD agent.

With Call Segmentation enabled on the CTI Server, this will be the answering agent in the current call segment. If the call has not been answered in the current call segment, then this field will be blank.

With Call Segmentation disabled on the CTI Server, this will be the first agent that answered the call, irrespective of whether the call had been transferred or not.

Agt Finished On
The agent where this call segment ended at or was transferred to another device, or blank if the call segment ended at a non-ACD agent.

With Call Segmentation enabled on the CTI Server, this is the agent that completed the current call segment, before the segment was transferred or ended.

With Call Segmentation disabled on the CTI Server, this is the very last agent that completed the call, irrespective of whether the call was transferred or not.

Agt Name First Rang
The description of the agent where this call segment first alerted, as defined in the CTI Server configuration database.

Agt Name Last Rang
The description of the agent where this call segment last alerted, as defined in the CTI Server configuration database.

Agt Name Ans On
The description of the agent where this call segment was answered, as defined in the CTI Server configuration database.

Agt Name Finished On
The description of the agent where this call segment ended or was transferred, as defined in the CTI Server configuration database.

DNIS
A description of the service provided by the DDI number that this inbound call was presented to, as defined by the CTI Server configuration database.

Account Code
The account code last entered by a device or agent for the corresponding call.

Call Cost
The cost of the inbound or outbound call, calculated using the tariff designated to the report that this field is being calculated for. The tariff's charges are only taken into account if a call spent time in the answered state, except for any minimum call charge or setup charge.

Cost Group
The type of the corresponding call for call cost purposes, e.g. "Local", "National", "Mobile", etc.

Cost Area
The town or country that the corresponding call was made to / from, as defined by the dial code of the dialled digits or CLI (Caller ID). Where several towns or countries are defined by one dial code, the main town or country is used in this field.

CLI Received?
This field identifies whether the external inbound call was received with CLI.

Answered?
This field denotes whether the current call segment was answered or not.

Identified?
This field denotes whether the current call segment's telephone number was identified in the CTI Server Telephone Number Import database.

DDI Received?
This field denotes whether the corresponding inbound call was received with DDI digits.

Line Type
The type of trunk line that this call was assigned to, either analogue or digital.

Transferred From
If Call Segmentation is enabled on the CTI Server, this field shows the device that the current call segment was diverted, forwarded, overflowed, recalled, or transferred from. For example, a call that rings at hunt group 1000, and then overflows to group 1001, will denote this field as "1000" during the segment where the call alerted group 1001.

If Call Segmentation is disabled on the CTI Server, this field will be blank.

Transferred To

If Call Segmentation is enabled on the CTI Server, this field shows the device that the current call segment was diverted, forwarded, overflowed, recalled, or transferred to. For example, a call that rings at hunt group 1000, and then overflows to group 1001, will denote this field as "1001" during the segment where the call alerted group 1000.

If Call Segmentation is disabled on the CTI Server, this field will be blank.

Call Segment

The call segment number of this call. This field will not apply if call segmentation is not enabled on the CTI Server.

Segment Flags

This field specifies flags that define why the current call segment was transferred to this device, and why it transferred the call to another device.

Note	This field is provided for diagnostic purposes only.
	The field specifies a 32 bit value containing a set of bit flags that define the reason why the given call segment was created and terminated.

Call Serial No

The serial number that identifies this call in the CTI Server historic call log.

ACD Status Details

This section lists the statistics available in an **ACD Status** report, detailing information about historical agent status changes stored in the Call*view* Gateway database. An ACD Status report is a special report used to display the ACD agent status changes in a similar fashion to a call list report.

Status Changed At

The time on the CTI Server that the status of this Agent or extension changed.

Agent ID

The Agent ID of the agent who's ACD status has changed. However on the Inter-Tel AXXESS, the telephone system supports multiple static (non-roaming) extension logins, and this statistic may be empty if an extension has only performed this type of ACD login.

Agent Description

The name of the agent who's ACD status has changed. However on the Inter-Tel AXXESS, the telephone system supports multiple static (non-roaming) extension logins, and this statistic may be empty if an extension has only performed this type of ACD login.

Logged In At

The device where the agent was logged in to when the agent status changed. For example, if agent 4000 is logged in at extension 200, and enters the wrap up state, this field will display "200".

User

The description of the device where the agent ID was logged in to, as defined by the CTI Server configuration database.

Login Count

The number of times that this device has logged in to a non-ACD group. This statistic is Inter-Tel AXXESS telephone system specific, and on all other telephone systems it will display zero. The Inter-Tel AXXESS telephone system supports multiple static (non-roaming) extension logins, and this statistic is the cumulative number of times an extension has logged into different ACD hunt groups, without using an agent ID.

Agent Login Count

The number of times that this agent has logged in to an ACD group.

This statistic displays a value of "1" if an agent ID has logged into the corresponding extension device, and "0" if no agent ID is logged in at all. However on the Inter-Tel AXXESS, the telephone system supports the logging in of an agent ID into multiple ACD hunt groups at the same extension device. On the Inter-Tel AXXESS telephone system, this statistic is the cumulative number of times an agent ID has logged into different ACD hunt groups at the corresponding extension device.

Agent Status
The current status of the corresponding agent. This can be one of "Logged Out", "Free", "Busy", "Wrapup", "Free Wrapup", or "Busy N/A".

The "Free" agent state is used to depict that an ACD agent is currently logged in and able to handle calls. In a normal ACD environment, the telephone system would only route inbound calls within an agent hunt group, to those agents in the free state.

The "Busy" agent state is used to indicate that an ACD agent is currently logged in and busy on a call.

The "Wrap Up" ACD agent state is used to depict that an agent is currently logged in, but not available for answering calls because they are finishing activities related to the previous call, although no call is currently active with the agent.

The "Free (Wrap Up)" agent state is used to indicate that an ACD agent is currently logged in but is finishing activities related to the previous call, although the agent would be prepared to handle calls if necessary (if there were no other ACD agents in the free state in the same agent hunt group.

This ACD agent state is not supported on the following telephone systems::

- Siemens Hicom Office Pro/COM.
- Inter-tel AXXESS.
- Telrad SBS.
- Lucent 420/60N/INDeX.

The "Busy N/A" (Busy Not Available) ACD agent state is manually used by agents to indicate that they are logged in, but are not available for answering calls for a reason other than to do with normal call processing (e.g. starting their computer, receiving training, etc.). On the Inter-Tel AXXESS telephone system, this ACD agent state corresponds to an agent's extension being in DND (Do-Not-Disturb).

Hunt Group
When the corresponding agent is logging in or out of a hunt group, this field denotes the hunt group being logged in to or out of by the agent. This field is only applicable for CTI Servers connecting to an Inter-Tel AXXESS telephone system.

Configuration Details

This section lists the statistics available in various **Configuration Reports**. These statistics can be used to detail information stored in the Call*view* Gateway configuration databases. A configuration report is a report designed to display configuration information for the CTI Server, e.g. extension lists, or telephone number import lists.

Agent Configuration Details

This section lists the statistics available in a **Configuration** report containing agents.

Agent ID
The agent ID that is configured in the CTI Server configuration database.

Description
The description of this agent, as entered into the CTI Server configuration database.

Roaming Agent?
This field displays whether the "Roaming Agent?" flag is entered against the corresponding agent in the CTI Server configuration database.

This setting is used to indicate whether the corresponding agent is configured as a roaming agent in the configuration of the Lucent INDeX telephone system running software levels 6.x or 7.x.

For more information related to this setting, please refer to the Call*view* Gateway documentation.

DDI Configuration Details

This section lists the statistics available in a **Configuration** report containing DDI numbers.

DDI Digits
The DDI digits entered in the CTI Server configuration database.

DNIS
The textual description of the DDI digits entered into the CTI Server configuration database.

For more information related to this setting, please refer to the Call*view* Gateway documentation.

Routed To
The device that this DDI number routes to (first alerts).

For more information related to this setting, please refer to the Call*view* Gateway documentation.

Q'ing Annmnts?
Whether calls to this DDI number will be played queueing announcements.

For more information related to this setting, please refer to the Call*view* Gateway documentation.

Extension Configuration Details

This section lists the statistics available in a **Configuration** report containing extensions.

Device
The extension number of the extension that is entered into the CTI Server configuration database.

Description
The description associated with this extension, as entered into the CTI Server configuration database.

Device Is Auto Attnt?
Whether the device is marked as an automated attendant in the CTI Server configuration database.

For more information related to this setting, please refer to the Call*view* Gateway documentation.

Plays Q'ing Annmnts?
Whether this device is marked as playing queuing announcements in the CTI Server configuration database.

For more information related to this setting, please refer to the Call*view* Gateway documentation.

Seg On Alert?
Whether this device is enabled for Device Entry segmentation in the CTI Server configuration database.

For more information related to this setting, please refer to the Call*view* Gateway documentation.

Seg On Tr?
Whether this device is enabled for Device Exit segmentation in the CTI Server configuration database.

For more information related to this setting, please refer to the Call*view* Gateway documentation.

Reset Ring Time On Alert?
Whether this device resets the ring time when a trunk call rings the device, as defined by the appropriate setting in the CTI Server configuration database.

For more information related to this setting, please refer to the Call*view* Gateway documentation.

Override Mon?
Whether Override Device Monitoring is enabled for this device in the CTI Server configuration database.

For more information related to this setting, please refer to the Call*view* Gateway documentation.

Hunt Group Configuration Details

This section lists the statistics available in a **Configuration** report containing hunt groups.

Group
The hunt group device, as entered in the CTI Server configuration database.

Description
The description of the group, as entered in the CTI Server configuration database.

CV Super Group?
Whether this device is marked as a Callview Super Group in the CTI Server configuration database.

For more information related to this setting, please refer to the Call*view* Gateway documentation.

Uses Agent Ids?
Whether this device is marked as Using Agent IDs in the CTI Server configuration database.

For more information related to this setting, please refer to the Call*view* Gateway documentation.

Seg On Alert?
Whether this device is enabled for Device Entry segmentation in the CTI Server configuration database.

For more information related to this setting, please refer to the Call*view* Gateway documentation.

Seg On Tr?
Whether this device is enabled for Device Exit segmentation in the CTI Server configuration database.

For more information related to this setting, please refer to the Call*view* Gateway documentation.

Reset Ring Time On Alert?
Whether this device resets the ring time when a trunk call rings the device, as defined by the appropriate setting in the CTI Server configuration database.

For more information related to this setting, please refer to the Call*view* Gateway documentation.

Override Mon?
Whether Override Device Monitoring is enabled for this device in the CTI Server configuration database.

For more information related to this setting, please refer to the Call*view* Gateway documentation.

Don't Model?
Whether the device is marked as modelled or not in the CTI Server configuration database.

For more information related to this setting, please refer to the Call*view* Gateway documentation.

Trunk Lines Configuration Details

This section lists the statistics available in a **Configuration** report containing trunk lines.

Trunk
The trunk line that is entered in the CTI Server configuration database.

Trunk Description
The decription for this trunk line, as entered in the CTI Server configuration database.

Line Type
The type of trunk line, as entered in the CTI Server configuration database.

Q'ing Annmnts?
Whether this trunk is marked as playing queuing announcements in the CTI Server configuration database.

For more information related to this setting, please refer to the Call*view* Gateway documentation.

Telephone Number Import Configuration Details

This section lists the statistics available in a **Configuration** report detailing the telephone number import.

Telephone No
The telephone number that has been imported into the CTI Server telephone number import database.

Field 2
The second field for this particular entry in the CTI Server telephone number import database.

Field 3
The third field for this particular entry in the CTI Server telephone number import database.

Field 4
The fourth field for this particular entry in the CTI Server telephone number import database.

Field 5
The fifth field for this particular entry in the CTI Server telephone number import database.

Field 6
The sixth field for this particular entry in the CTI Server telephone number import database.

Call Statistics

This section lists the statistics available in a **Statistic Report**. A statistic report displays various statistics calculated from the calls retrieved for the report. A statistic report is grouped by a particular call property such as telephone number or time of day. This enables the statistic report to collate similar information together, with which to calculate the statistics. A statistic report can also be used to calculate agent statistics. Examples include Calls by Extension, Calls by Half Hour, etc.

Call Total Statistics

Calls Handled
The total of number of inbound and outbound calls added together.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) then the statistic calculation counts the number of inbound and outbound calls, which first alerted, last alerted, were answered at, were finished at, or were made by the corresponding extension or agent ID.

When grouping a report by the other field grouping options, the statistics calculation counts the number of inbound or outbound calls, which match the corresponding grouping field value (e.g. when grouping by "Telephone No", the statistic counts the number of inbound and outbound calls that were received from / made to the corresponding caller's telephone number).

However, the statistic's calculation is also effected by whether the corresponding report is being calculated "By Trunk" or "By Device" as follows:

- <u>By Trunk (Or When The Call Segmentation Feature Isn't Being Used)</u>
  When calculating statistics by trunk line, the call statistic is calculated by only considering the number of inbound and outbound calls that passed into or out of the telephone system, and won't count segments of the same call that were subsequently transferred, recalled, or diverted to different internal destinations within the telephone system.
  Note, however, that when grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) and the Call Segmentation feature is currently enabled, then this call statistic is always calculated "by device" (see below). This is because a particular extension or agent ID could process a call, which had been transferred several times within the telephone system, and only counting the first segment of these types call (e.g. calculating by trunk) wouldn't consider the subsequent call traffic at all the corresponding devices.

- <u>By Device</u>
  When calculating statistics by device, the call statistic calculation considers every segment of every inbound or outbound call that was transferred, recalled, or diverted to different internal destinations within the telephone system.

Calls In
The total of number of inbound calls.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) then the statistic calculation counts the number of inbound calls that first alerted, last alerted, were answered at, were finished at, or were made by the corresponding extension or agent ID.

When grouping a report by the other field grouping options, the statistics calculation counts the number of inbound calls that match the corresponding grouping field value (e.g. when grouping by "Telephone No", the statistic counts the number of inbound calls that were received from / made to the corresponding caller's telephone number).

However, the statistic's calculation is also effected by whether the corresponding report is being calculated "By Trunk" or "By Device" as follows:

- <u>By Trunk (Or When The Call Segmentation Feature Isn't Being Used)</u>
  When calculating statistics by trunk line, the call statistic is calculated by only considering the number of inbound calls that passed into or out of the telephone system, and won't count segments of the same call that were subsequently transferred, recalled, or diverted to different internal destinations within the telephone system.
  Note, however, that when grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) and the Call Segmentation feature is currently enabled, then this call statistic is always calculated "by device" (see below). This is because a particular extension or agent ID could process a call, which had been transferred several times within the telephone system, and only counting the first segment of these types call (e.g. calculating by trunk) wouldn't consider the subsequent call traffic at all the corresponding devices.

- <u>By Device</u>
  When calculating statistics by device, the call statistic calculation considers every segment of every inbound call that was transferred, recalled, or diverted to different internal destinations within the telephone system.

Calls Out
The total of number of outbound calls.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) then the statistic calculation counts the number of outbound calls, which first alerted, last alerted, were answered at, were finished at, or were made by the corresponding extension or agent ID.

When grouping a report by the other field grouping options, the statistics calculation counts the number of outbound calls, which match the corresponding grouping field value (e.g. when grouping by "Telephone No", the statistic counts the number of outbound calls that were received from / made to the corresponding caller's telephone number).

This statistic is not effected by whether the report is calculated "By Trunk" or "By Device".

Calls Lost
The total of number of inbound calls that were not answered, where the caller abandoned the call in the last segment.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) then the statistic calculation counts the number of lost calls, which first alerted or last alerted by the corresponding extension or agent ID.

When grouping a report by the other field grouping options, the statistics calculation counts the number of lost calls, which match the corresponding grouping field value (e.g. when grouping by "Telephone No", the statistic counts the number of lost calls that were received from the corresponding caller's telephone number).

A call is only considered lost if it was not answered in the last call segment, and is therefore not effected by whether the report is calculated "By Trunk" or "By Device".

Calls In Ans
The total of number of inbound call segments that have been answered.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) then the statistic calculation counts the number of inbound calls that were answered by the corresponding extension or agent ID.

When grouping a report by the other field grouping options, the statistics calculation counts the number of inbound answered calls that match the corresponding grouping field value (e.g. when grouping by "Telephone No", the statistic counts the number of inbound answered calls that were received from the corresponding caller's telephone number).

However, the statistic's calculation is also effected by whether the corresponding report is being calculated "By Trunk" or "By Device" as follows:

- By Trunk (Or When The Call Segmentation Feature Isn't Being Used)
  When calculating statistics by trunk line, the call statistic is calculated by only considering the number of inbound answered calls that passed into or out of the telephone system, and won't count segments of the same call that were subsequently transferred, recalled, or diverted to different internal destinations within the telephone system.
  Note, however, that when grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) and the Call Segmentation feature is currently enabled, then this call statistic is always calculated "by device" (see below). This is because a particular extension or agent ID could process a call, which had been transferred several times within the telephone system, and only counting the first segment of these types call (e.g. calculating by trunk) wouldn't consider the subsequent call traffic at all the corresponding devices.

- By Device
  When calculating statistics by device, the call statistic calculation considers every segment of

every inbound call that was transferred, recalled, or diverted to different internal destinations within the telephone system.

Calls Out Ans
The total of number of outbound call segments that have been answered.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) then the statistic calculation counts the number of outbound calls that were answered by the corresponding extension or agent ID.

When grouping a report by the other field grouping options, the statistics calculation counts the number of outbound answered calls that match the corresponding grouping field value (e.g. when grouping by "Telephone No", the statistic counts the number of outbound answered calls that were made to the corresponding caller's telephone number).

This statistic is not effected by whether the report is calculated "By Trunk" or "By Device".

Calls In Completed
When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) then the statistic calculation counts the number of inbound calls that were completed by the corresponding extension or agent ID.

This statistic is not available when grouping the report by the other field grouping options.
When call segmentation is enabled on the CTI Server, this statistic considers every segment of every inbound call that was transferred, recalled, or diverted to different internal destinations within the telephone system.

When call segmentation is not enabled on the CTI Server, this statistic only considers the very last device that completed the answered call before it ended before either party ended the call.

Calls Out Completed
When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) then the statistic calculation counts the number of outbound calls that were completed by the corresponding extension or agent ID.

This statistic is not available when grouping the report by the other field grouping options.
When call segmentation is enabled on the CTI Server, this statistic considers every segment of every outbound call within the telephone system.

When call segmentation is not enabled on the CTI Server, this statistic only considers the very last device that completed the answered call before either party ended the call.

Calls Refused
When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) then the statistic calculation counts the number of inbound calls that were refused by the corresponding extension or agent ID.

A refused call is a call that is offered to an ACD agent or extension within an ACD group with call balancing enabled, that alerts the given device for longer than the ACD group's "No Answer Advance" time, thereby causing the call to be presented to another ACD group member.

This statistic is not available when grouping the report by the other field grouping options.

This statistic requires call segmentation to be enabled on the Call*view* Gateway, otherwise it is always displayed as 0.

Calls Overflowed
The total of number of inbound call segments that alerted a given device, but overflowed or recalled to another device on the telephone system.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) then the statistic calculation counts the number of overflowed calls where the call was originally alerting the corresponding extension or agent ID.

When grouping a report by the other field grouping options, the statistics calculation counts the number of overflowed calls that match the corresponding grouping field value (e.g. when grouping by "Telephone No", the statistic counts the number of overflowed calls that were received from the corresponding caller's telephone number).

However, the statistic's calculation is also effected by whether the corresponding report is being calculated "By Trunk" or "By Device" as follows:

- By Trunk (Or When The Call Segmentation Feature Isn't Being Used)
  When calculating statistics by trunk line, this statistic will display as 0.

- By Device
  When calculating statistics by device, the call statistic calculation considers every segment of every inbound call that was transferred, recalled, or diverted to different internal destinations within the telephone system.

Intra In
The number of calls that have been transferred to the given extension or agent. This statistic can only be calculated when grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc).

With Call Segmentation enabled on the CTI Server, this statistic will consider all call segments which last rang the given extension or agent, which had been transferred from another extension or agent ID

With Call Segmentation disabled on the CTI Server, this statistic counts all answered calls completed by the given extension or agent, where the answering device is different to the completing device, and where both answering and completing devices are listed in the **General** tab of the filter used to calculate the statistic.

Intra Out
The number of calls that have been transferred from the given extension or agent. This statistic can only be calculated when grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc).

With Call Segmentation enabled on the CTI Server, this statistic will consider all call segments which were completed by the given extension or agent, which were subsequently transferred to another extension or agent ID.

With Call Segmentation disabled on the CTI Server, this statistic counts all calls answered by the given extension or agent, where the answering device is different to the completing device, and where both answering and completing devices are listed in the **General** tab of the filter used to calculate the statistic.

Inter In
The number of calls transferred into a new hunt group, which subsequently rang the given extension or agent. This statistic can only be calculated when grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc).

With Call Segmentation enabled on the CTI Server, this statistic will consider all call segments which alerted a new hunt group device, where the given extension or agent was the last device rung in the given call segment.

With Call Segmentation disabled on the CTI Server, this statistic counts all answered calls completed by the given extension or agent, where the answering device is different to the completing device, and where the completing device is listed in the **General** tab of the filter used to calculate the statistic, while the answering device is not

Inter Out

The number of answered calls transferred into a new hunt group, where the transferring device was the given extension or agent. This statistic can only be calculated when grouping a report by an extension or aqent ID field (e.g. "Device", "Agent", etc).

With Call Segmentation enabled on the CTI Server, this statistic will consider all call segments which alerted a new hunt group device, where the given extension or agent had completed the previous answered call segment, and as such was therefore the transferring device.

With Call Segmentation disabled on the CTI Server, this statistic counts all calls answered by the given extension or agent, where the answering device is different to the completing device, and where the answering device is listed in the **General** tab of the filter used to calculate the statistic, while the completing device is not.

Transferred Within Group

The number of calls transferred between devices in the same group. This statistic can only be calculated when grouping a report by a non-extension or agent ID field (e.g. "Telephone No.", etc).

If Call Segmentation is enabled on the CTI Server, this statistic counts the number of call segments that have been transferred between extensions or agents.

If Call Segmentation is disabled, this statistic counts the number of trunk line calls where the completing device differs from the answering device, and both devices are *in group*. When calculated this way, a device or agent is considered *in group* if it is entered in the **General** tab of the filter being used to calculate the statistic.

Transferred Into Group

The number of calls that alerted a hunt group because the calls were directly transferred to the group device. This statistic can only be calculated when grouping a report by a non-extension or agent ID field (e.g. "Telephone No.", etc).

If Call Segmentation is enabled on the CTI Server, this statistic counts the number of call segments that alerted a hunt group because the calls were directly transferred to the group device.

If Call Segmentation is disabled, this statistic counts the number of trunk line calls where the completing device differs from the answering device, and only the answering device is *in group*. When calculated this way, a device or agent is considered *in group* if it is entered in the **General** tab of the filter being used to calculate the statistic.

Transferred Out Of Group

The number of calls that started alerting a hunt group because the call was directly transferred to the group by a device that had completed the call. This statistic can only be calculated when grouping a report by a non-extension or agent ID field (e.g. "Telephone No.", etc).

If Call Segmentation is enabled on the CTI Server, this statistic counts the number of call segments that were completed at an extension/agent, and started alerting a hunt group because the call was directly transferred to the group by the corresponding device.

If Call Segmentation is disabled, this statistic counts the number of trunk line calls where the completing device differs from the answering device, and only the completing device is *in group*. When calculated this way, a device or agent is considered *in group* if it is entered in the **General** tab of the filter being used to calculate the statistic.

Code 1, 2, 3, 4
The total of number of call segments where the last account code entered against the call matched the corresponding summary account code that can be set from the options of Call*view* Wizard. The actual name of this statistic is configurable within options, and so may not match the default of **Code X**.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) then the statistic calculation counts the number of calls where the given account code was entered and where the call was completed by the corresponding extension or agent ID.

When grouping a report by the other field grouping options, the statistics calculation counts the number of calls that match the corresponding grouping field value (e.g. when grouping by "Telephone No", the statistic counts the number of calls where the given account code was entered and that were received from the corresponding caller's telephone number).

This statistic is not effected by whether the report is calculated "By Trunk" or "By Device".

Short Calls
The total of number of call segments where the time spent in the answered state (the talk time) is below the short call level, which can be set from Call*view* Wizard options.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) then the statistic calculation counts the number of calls where the talk time was below the short call level and where the call was completed by the corresponding extension or agent ID.

When grouping a report by the other field grouping options, the statistics calculation counts the number of calls that match the corresponding grouping field value (e.g. when grouping by "Telephone No", the statistic counts the number of calls where the talk time was below the short call level and that were received from the corresponding caller's telephone number).

This statistic is not effected by whether the report is calculated "By Trunk" or "By Device".

Unrecognised Calls
The total of number of call segments where the telephone number could not be identified in the CTI Server Telephone Number Import database.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) then the statistic calculation counts the number of unrecognised calls where the call alerted, was answered or completed by the corresponding extension or agent ID.

When grouping a report by the other field grouping options, the statistics calculation counts the number of calls that match the corresponding grouping field value (e.g. when grouping by "Telephone No", the statistic counts the number of unrecognised calls that were received from the corresponding caller's telephone number).

However, the statistic's calculation is also effected by whether the corresponding report is being calculated "By Trunk" or "By Device" as follows:

- By Trunk (Or When The Call Segmentation Feature Isn't Being Used)
  When calculating statistics by trunk line, the call statistic is calculated by only considering the number of calls that passed into or out of the telephone system, and won't count segments of the same call that were subsequently transferred, recalled, or diverted to different internal destinations within the telephone system.
  Note, however, that when grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) and the Call Segmentation feature is currently enabled, then this call statistic is always calculated "by device" (see below). This is because a particular extension or agent ID could process a call, which had been transferred several times within the telephone system, and only counting the first segment of these types call (e.g. calculating by trunk) wouldn't consider the subsequent call traffic at all the corresponding devices.

- By Device
  When calculating statistics by device, the call statistic calculation considers every segment of every call that was transferred, recalled, or diverted to different internal destinations within the telephone system.

Unreturned Lost Calls
The number of inbound unanswered calls that have not been subsequently called back, nor have they called back in again and been answered.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) then the statistic calculation counts the number of unreturned lost calls where the call first alerted the corresponding extension or agent ID.

When grouping a report by the other field grouping options, the statistics calculation counts the number of calls that match the corresponding grouping field value (e.g. when grouping by "Telephone No", the statistic counts the number of unreturned lost calls that were received from the corresponding caller's telephone number).

This statistic is not effected by whether the report is calculated "By Trunk" or "By Device".

Invalid Dialled Calls
The number of outbound calls that have been dialled incorrectly.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) then the statistic calculation counts the number of invalid dialled calls where the call was made by the corresponding extension or agent ID.

When grouping a report by the other field grouping options, the statistics calculation counts the number of calls that match the corresponding grouping field value (e.g. when grouping by "Telephone No", the statistic counts the number of invalid dialled calls that were made to the corresponding caller's telephone number).

An invalid dialled call is an outbound, unanswered call, where the number of digits dialled does not equate to the number of digits in a valid telephone number.

This statistic is not effected by whether the report is calculated "By Trunk" or "By Device".

Recoverable Calls
The number of abandoned calls which can be recovered, i.e. were received with CLI (Caller ID).

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) then the statistic calculation counts the number of recoverable calls where the call first alerted or last alerted the corresponding extension or agent ID.

When grouping a report by the other field grouping options, the statistics calculation counts the number of calls that match the corresponding grouping field value (e.g. when grouping by "Telephone No", the statistic counts the number of invalid dialled calls that were made to the corresponding caller's telephone number).

This statistic is not effected by whether the report is calculated "By Trunk" or "By Device".

Calls With CLI
The total of number of inbound calls received with CLI (Caller ID).

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) then the statistic calculation counts the number of inbound calls that first alerted, last alerted, were answered at, were finished at, or were made by the corresponding extension or agent ID, that were received with CLI.

When grouping a report by the other field grouping options, the statistics calculation counts the number of inbound calls received with CLI that match the corresponding grouping field value (e.g. when grouping by "Telephone No", the statistic counts the number of inbound calls received with CLI that were received from the corresponding caller's telephone number).

However, the statistic's calculation is also effected by whether the corresponding report is being calculated "By Trunk" or "By Device" as follows:

- **By Trunk (Or When The Call Segmentation Feature Isn't Being Used)**
  When calculating statistics by trunk line, the call statistic is calculated by only considering the number of inbound calls that passed into or out of the telephone system, and won't count segments of the same call that were subsequently transferred, recalled, or diverted to different internal destinations within the telephone system.
  Note, however, that when grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) and the Call Segmentation feature is currently enabled, then this call statistic is always calculated "by device" (see below). This is because a particular extension or agent ID could process a call, which had been transferred several times within the telephone system, and only counting the first segment of these types call (e.g. calculating by trunk) wouldn't consider the subsequent call traffic at all the corresponding devices.

- **By Device**
  When calculating statistics by device, the call statistic calculation considers every segment of every inbound call that was transferred, recalled, or diverted to different internal destinations within the telephone system.

Calls Identified
The total of number of calls where the telephone number was identified against the CTI Server's telephone number import database.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) then the statistic calculation counts the number of inbound identified calls that first alerted, last alerted, were answered at, were finished at, or were made by the corresponding extension or agent ID.

When grouping a report by the other field grouping options, the statistics calculation counts the number of inbound identified calls that match the corresponding grouping field value (e.g.when grouping by "Telephone No", the statistic counts the number of inbound calls that were received from / made to the corresponding caller's telephone number).

However, the statistic's calculation is also effected by whether the corresponding report is being calculated "By Trunk" or "By Device" as follows:

- **By Trunk (Or When The Call Segmentation Feature Isn't Being Used)**
  When calculating statistics by trunk line, the call statistic is calculated by only considering the number of inbound calls that passed into or out of the telephone system, and won't count segments of the same call that were subsequently transferred, recalled, or diverted to different internal destinations within the telephone system.
  Note, however, that when grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) and the Call Segmentation feature is currently enabled, then this call statistic is always calculated "by device" (see below). This is because a particular extension or agent ID could process a call, which had been transferred several times within the telephone system, and only counting the first segment of these types call (e.g. calculating by trunk) wouldn't consider the subsequent call traffic at all the corresponding devices.

- **By Device**
  When calculating statistics by device, the call statistic calculation considers every segment of every inbound call that was transferred, recalled, or diverted to different internal destinations within the telephone system.

DDI Calls
The total of number of inbound calls received on a DDI line.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) then the statistic calculation counts the number of inbound calls received on a DDI line that first alerted, last alerted, were answered at, were finished at, or were made by the corresponding extension or agent ID.

When grouping a report by the other field grouping options, the statistics calculation counts the number of inbound calls received on a DDI lines that match the corresponding grouping field value (e.g.when grouping by "Telephone No", the statistic counts the number of inbound calls that were received from / made to the corresponding caller's telephone number).

However, the statistic's calculation is also effected by whether the corresponding report is being calculated "By Trunk" or "By Device" as follows:

- By Trunk (Or When The Call Segmentation Feature Isn't Being Used)
  When calculating statistics by trunk line, the call statistic is calculated by only considering the number of inbound calls that passed into or out of the telephone system, and won't count segments of the same call that were subsequently transferred, recalled, or diverted to different internal destinations within the telephone system.
  Note, however, that when grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) and the Call Segmentation feature is currently enabled, then this call statistic is always calculated "by device" (see below). This is because a particular extension or agent ID could process a call, which had been transferred several times within the telephone system, and only counting the first segment of these types call (e.g. calculating by trunk) wouldn't consider the subsequent call traffic at all the corresponding devices.

- By Device
  When calculating statistics by device, the call statistic calculation considers every segment of every inbound call that was transferred, recalled, or diverted to different internal destinations within the telephone system.

Total Cost
The total cost of all call segments, whether inbound or outbound. A call is charged from the moment it is answered, irrespective of whether it is transferred or not, except for minimum call charges and setup charges. The minimum call charge is applied to answered calls where the call charge did not exceed the minimum, and the setup charge is applied to all calls, answered or not.

This statistic is not effected by whether the report is calculated "By Trunk" or "By Device".

Total Cost (In)
The total cost of all inbound call segments. A call is charged from the moment it is answered, irrespective of whether it is transferred or not, except for minimum call charges and setup charges. The minimum call charge is applied to answered calls where the call charge did not exceed the minimum, and the setup charge is applied to all calls, answered or not.

This statistic is not effected by whether the report is calculated "By Trunk" or "By Device".

Total Cost (Out)
The total cost of all outbound call segments. A call is charged from the moment it is answered, irrespective of whether it is transferred or not, except for minimum call charges and setup charges. The minimum call charge is applied to answered calls where the call charge did not exceed the minimum, and the setup charge is applied to all calls, answered or not.

This statistic is not effected by whether the report is calculated "By Trunk" or "By Device".

Maximum Cost
The cost of the single most expensive call segment, whether inbound or outbound.

This statistic is not effected by whether the report is calculated "By Trunk" or "By Device".

Maximum Cost (In)
The cost of the single most expensive inbound call segment.

This statistic is not effected by whether the report is calculated "By Trunk" or "By Device".

Maximum Cost (Out)
The cost of the single most expensive outbound call segment.

This statistic is not effected by whether the report is calculated "By Trunk" or "By Device".

Average Cost
The average cost of all call segments, whether inbound or outbound.

This statistic is not effected by whether the report is calculated "By Trunk" or "By Device".

Average Cost (In)
The average cost of all inbound call segments.

This statistic is not effected by whether the report is calculated "By Trunk" or "By Device".

Average Cost (Out)
The average cost of all outbound call segments.

This statistic is not effected by whether the report is calculated "By Trunk" or "By Device".

Answered <= X
The number of inbound calls that were answered within X seconds. The statistics are progressively cumulative, i.e. **Answered <=15 seconds**, includes **Answered <=5 seconds**.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) then the statistic calculation counts the number of inbound calls that first alerted, last alerted, were answered at, were finished at, or were made by the corresponding extension or agent ID.

When grouping a report by the other field grouping options, the statistics calculation counts the number of inbound calls that match the corresponding grouping field value (e.g.when grouping by "Telephone No", the statistic counts the number of inbound calls that were received from / made to the corresponding caller's telephone number).

With Call Segmentation enabled on the CTI Server, this statistic will consider all call segments, taking the ring time to be the length of time since the call started alerting a new hunt group device, or since being transferred.

With Call Segmentation disabled on the CTI Server, this statistic will count calls based on the trunk line that the call originated on, and only consider the first device that answers the call, taking the ring time to be the length of time between the first call originating on the trunk line, and first being answered.

The service levels are user definable within the **Options** dialog.

Lost <= X
The number of inbound calls that were abandoned within X seconds. The statistics are progressively cumulative, i.e. **Lost <=15 seconds**, includes **Lost <=5 seconds**.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) then the statistic calculation counts the number of inbound calls that first alerted, or last alerted the corresponding extension or agent ID.

When grouping a report by the other field grouping options, the statistics calculation counts the number of inbound calls that match the corresponding grouping field value (e.g.when grouping by "Telephone

No", the statistic counts the number of inbound calls that were received from / made to the corresponding caller's telephone number).

These statistics are calculated independently of the call segmentation settings on the CTI Server. A call is only considered abandoned in the last call segment, where the caller chose to end the call, rather than the call being diverted due to no answer, forwarded, or overflowed.

The service levels are user definable within the **Options** dialog.

Max Lines Busy
When grouping by time of day, this statistic calculates the maximum number of busy trunk lines in any one second over the time period that the report is grouped by. For example, if grouping by half hour, this statistic displays the maximum number of busy trunk lines in any one second for the given half hour period.

% Of Call Total Statistics

% Calls In
The percentage of calls in against total calls for this particular grouped field.

% Calls Out
The percentage of calls out against total calls for this particular grouped field.

% Calls Lost
The percentage of calls lost against total inbound calls for this particular grouped field.

% Calls In Ans
The percentage of inbound answered calls agains total inbound calls for this particular grouped field.

% Calls Out Ans
The percentage of outbound answered calls against total outbound calls for this particular grouped field.

% Calls In Completed
The percentage of inbound calls completed at this device against the total number of inbound calls at this device.

% Calls Out Completed
The percentage of outbound calls completed at this device against the number of outbound calls handled by this device.

% Calls Refused
The percentage of calls refused against the number of inbound calls for this particular grouped field.

% Calls Overflowed
The percentage of calls overflowed against the number of inbound calls for this particular grouped field.

% Short Calls
The percentage of short calls against the number of calls handled for this particular grouped field.

% Unrecognised Calls
The percentage of unrecognised calls against the total number of calls for this particular grouped field.

% Unreturned Lost Calls
The percentage of unreturned lost calls against the total number of inbound calls for this particular grouped field.

% Invalid Dialled Calls
The percentage of invalid dialled calls against the total number of outbound calls for this particular grouped field.

% Recoverable Calls

The percentage of recoverable calls against the total number of lost calls for this particular grouped field.

% Calls With CLI
The percentage of inbound calls received with CLI (Caller ID) against the total number of inbound calls for this particular grouped field.

% Calls Identified
The percentage of identified calls against the total number of calls handled for this particular grouped field.

% DDI Calls
The percentage of inbound calls received via a DDI line against the total number of inbound calls for this particular grouped field.

% Answered <= X
The percentage of calls answered within the given time frame against the total number of calls handled for this particular grouped field.

% Lost <= X
The percentage of inbound calls lost within the given time frame against the total number of inbound calls for this particular field.

% Peak Used
The percentage of trunk lines in use at the busiest point in the given time period as defined by this grouping value, against the total number of trunk lines configured on the CTI Server, or defined in the filter.

% Total Ring Time
The percentage of time that calls spent ringing against the total time that calls were active for, for this particular grouped field.

% Total Talk Time
The percentage of time that calls spent in the answered state against the total time that calls were active for, for this particular grouped field.

% Of Report's Call Total Statistics

% Of All Calls In
The percentage of inbound calls for this particular grouped field against the number of inbound calls for the entire report.

% Of All Calls Out
The percentage of outbound calls for this particular grouped field against the number of outbound calls for the entire report.

% Of All Calls Lost
The percentage of lost calls for this particular grouped field against the number of lost calls for the entire report.

% Of All Calls In Ans
The percentage of inbound answered calls for this particular grouped field against the number of inbound answered calls for the entire report.

% Of All Calls Out Ans
The percentage of outbound answered calls for this particular grouped field against the number of outbound answered calls for the entire report.

% Of All Calls In Completed
The percentage of inbound calls completed for this particular grouped field against the number of inbound calls completed for the entire report.

% Of All Calls Out Completed
The percentage of outbound calls completed for this particular grouped field against the number of outbound calls completed for the entire report.

% Of All Calls Refused
The percentage of calls refused for this particular grouped field against the number of refused calls for the entire report.

% Of All Calls Overflowed
The percentage of calls overflowed for this particular grouped field against the number of overflowed calls for the entire report.

% Of All Code 1
The percentage of calls where summary code 1 was entered for this particular grouped field against the number of calls where summary code 1 was entered for the entire report.

% Of All Code 2
The percentage of calls where summary code 2 was entered for this particular grouped field against the number of calls where summary code 2 was entered for the entire report.

% Of All Code 3
The percentage of calls where summary code 3 was entered for this particular grouped field against the number of calls where summary code 3 was entered for the entire report.

% Of All Code 4
The percentage of calls where summary code 4 was entered for this particular grouped field against the number of calls where summary code 4 was entered for the entire report.

% Of All Short Calls
The percentage of short calls for this particular grouped field against the number of short calls for the entire report.

% Of All Unrecognised Calls
The percentage of unrecognised calls for this particular grouped field against the number of unrecognised calls for the entire report.

% Of All Unreturned Lost Calls
The percentage of unreturned lost calls for this particular grouped field against the number of unreturned lost calls for the entire report.

% Of All Invalid Dialled Calls
The percentage of invalid dialled calls for this particular grouped field against the number of invalid dialled calls for the entire report.

% Of All Recoverable Calls
The percentage of recoverable calls for this particular grouped field against the number of recoverable calls for the entire report.

% Of All Calls With CLI
The percentage of calls received with CLI for this particular grouped field against the number of calls received with CLI for the entire report.

% Of All Calls Identified
The percentage of identified calls for this particular grouped field against the number of identified calls for the entire report.

% Of All DDI Calls
The percentage of DDI calls for this particular grouped field against the number of DDI calls for the entire report.

% Of All Cost
The percentage of total call cost for this particular grouped field against the total call cost for the entire report.

% Of All Cost (In)
The percentage of total call cost for inbound calls for this particular grouped field against the total call cost for inbound calls for the entire report.

% Of All Cost (Out)
The percentage of total call cost for outbound calls for this particular grouped field against the total call cost for outbound calls for the entire report.

% Of All Answered <= X
The percentage of calls answered within X seconds for this particular grouped field against the number of calls answered within X seconds for the entire report.

% Of All Lost <= X
The percentage of calls lost within X seconds for this particular grouped field against the number of calls lost within X seconds for the entire report.

% Of All Total Ring Time
The percentage of total ring time for this particular grouped field against the total ring time for the entire report.

% Of All Total Talk Time
The percentage of total talk time for this particular grouped field against the total talk time for the entire report.

% Of All Total Call Time
The percentage of total call time for this particular grouped field against the total call time for the entire report.

Call Times Statistics

Longest Wait (In)
This statistic showing the largest ring time value contained within any inbound call segment. Call segments that ended because a hunt group call overflowed/recalled to another device, or call segments which represent a call offered to a hunt group member which was refused by it aren't considered in this calculation. These types of call segments are ignored because the following call segment always continues the ring time of the call.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments which rang or were answered by the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

This statistic is not affected by the Call Segmentation settings in Call*view* Gateway, and as such will not be affected by choosing to filter by trunk or by device.

Additionally, ring time is allocated to extensions based upon the device which was last alerted by the call. For a collective ringing hunt group call, this is the highest numbered extension device of all the group's members. For a call balanced hunt group, the entire ring time of the call to the hunt group is allocated to the answering extension or the group member which was being alerted when the caller abandoned the corresponding call.

Avg Abandon Time
This statistic shows the average ring time of inbound calls that were ended because the caller abandoned the corresponding call. The statistic is calculated by taking the cumulative sum for all of the abandoned call ring time and dividing it by the total number of abandoned calls.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments which rang the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

This statistic is not affected by the Call Segmentation settings in Call*view* Gateway, and as such will not be affected by choosing to filter by trunk or by device.

Avg Ans (In) Time
The average ring time for inbound answered calls calculated by adding up the cumulative ring time of all answered call segments and dividing it by the total number of call segments used. Call segments that ended because a hunt group call overflowed/recalled to another device, or call segments which represent a call offered to a hunt group member which was refused by it aren't considered in this calculation. These types of call segments are ignored so that a call's ring time isn't counted more than once for overflowed/recalled or refused calls.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments which rang or were answered by the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

This statistic is not affected by the Call Segmentation settings in Call*view* Gateway, and as such will not be affected by choosing to filter by trunk or by device.

Additionally, ring time is allocated to extensions based upon the device which was last alerted by the call. For a collective ringing hunt group call, this is the highest numbered extension device of all the group's members. For a call balanced hunt group, the entire ring time of the call to the hunt group is allocated to the answering extension or the group member which was being alerted when the caller abandoned the corresponding call.

Total Ring Time
This statistic displays the cumulative ring duration of all call segments.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments which rang or were answered by the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

Call segments that ended because a hunt group call overflowed/recalled to another device, or call segments which represent a call offered to a hunt group member which was refused by the group member, aren't considered in this calculation. These types of call segments are ignored so that a call's ring time isn't counted more than once for overflowed/recalled or refused calls.

This statistic is not affected by the Call Segmentation settings in Call*view* Gateway, and as such will not be affected by choosing to filter by trunk or by device.

Additionally, ring time is allocated to extensions based upon the device which was last alerted by the call. For a collective ringing hunt group call, this is the highest numbered extension device of all the group's members. For a call balanced hunt group, the entire ring time of the call to the hunt group is allocated to the answering extension or the group member which was being alerted when the caller abandoned the corresponding call.

Total Talk Time
This statistic displays the cumulative talk duration (including the on hold duration), of all call segments.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments which completed at the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

This statistic is not affected by the Call Segmentation settings in Call*view* Gateway, and as such will not be affected by choosing to filter by trunk or by device.

Total Call Time
This statistic displays the cumulative call duration of all call segments.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments where the call was ringing or active at the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

This statistic is not affected by the Call Segmentation settings in Call*view* Gateway, and as such will not be affected by choosing to filter by trunk or by device.

Total Hold Time
This statistic displays the cumulative on hold duration of all call segments.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments where the call was completed at the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

This statistic is not affected by the Call Segmentation settings in Call*view* Gateway, and as such will not be affected by choosing to filter by trunk or by device.

Total Call (In) Time
This statistic displays the cumulative call duration of all inbound call segments.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments where the call was ringing or active at the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

This statistic is not affected by the Call Segmentation settings in Call*view* Gateway, and as such will not be affected by choosing to filter by trunk or by device.

Total Call (Out) Time
This statistic displays the cumulative call duration of all outbound call segments.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments where the call was ringing or active at the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

This statistic is not affected by the Call Segmentation settings in Call*view* Gateway, and as such will not be affected by choosing to filter by trunk or by device.

Total Talk (In) Time
This statistic displays the cumulative talk duration (including the on hold duration), of all inbound call segments.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments which completed at the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

This statistic is not affected by the Call Segmentation settings in Call*view* Gateway, and as such will not be affected by choosing to filter by trunk or by device.

Total Talk (Out) Time
This statistic displays the cumulative talk duration (including the on hold duration), of all outbound call segments.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments which completed at the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

This statistic is not affected by the Call Segmentation settings in Call*view* Gateway, and as such will not be affected by choosing to filter by trunk or by device.

Avg Wait (In) Time
The average ring time for inbound calls calculated by adding up the cumulative ring time of all call segments and dividing it by the total number of call segments used. Call segments that ended because a hunt group call overflowed/recalled to another device, or call segments which represent a call offered to a hunt group member which was refused by it aren't considered in this calculation. These types of call segments are ignored so that a call's ring time isn't counted more than once for overflowed/recalled or refused calls.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments which rang or were answered at the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

This statistic is not affected by the Call Segmentation settings in Call*view* Gateway, and as such will not be affected by choosing to filter by trunk or by device.

Additionally, ring time is allocated to extensions based upon the device which was last alerted by the call. For a collective ringing hunt group call, this is the highest numbered extension device of all the group's members. For a call balanced hunt group, the entire ring time of the call to the hunt group is allocated to the answering extension or the group member which was being alerted when the caller abandoned the corresponding call.

Avg Ring In/Out Time
The average ring time for both inbound and outbound calls calculated by adding up the cumulative ring time of all call segments and dividing it by the total number of call segments used. Call segments that ended because a hunt group call overflowed/recalled to another device, or call segments which represent a call offered to a hunt group member which was refused by the group member aren't considered in this calculation. These types of call segments are ignored so that a call's ring time isn't counted more than once for overflowed/recalled or refused calls.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments which rang or were answered at the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

This statistic is not affected by the Call Segmentation settings in Call*view* Gateway, and as such will not be affected by choosing to filter by trunk or by device.

Additionally, ring time is allocated to extensions based upon the device which was last alerted by the call. For a collective ringing hunt group call, this is the highest numbered extension device of all the group's members. For a call balanced hunt group, the entire ring time of the call to the hunt group is allocated to the answering extension or the group member which was being alerted when the caller abandoned the corresponding call.

Avg Ring (Out) Time
A statistic showing the average call ring time for all outbound calls for all calls so far today.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments which rang or were answered at the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

This statistic is not affected by the Call Segmentation settings in Call*view* Gateway, and as such will not be affected by choosing to filter by trunk or by device.

Avg Talk Time
The average talk time duration of all answered call segments for all calls so far today.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments which completed at the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

This statistic is not affected by the Call Segmentation settings in Call*view* Gateway, and as such will not be affected by choosing to filter by trunk or by device.

Avg Talk (In) Time
The average talk time duration of all inbound answered call segments for all calls so far today.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments which completed at the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

This statistic is not affected by the Call Segmentation settings in Call*view* Gateway, and as such will not be affected by choosing to filter by trunk or by device.

Avg Talk (Out) Time
The average talk time duration of all outbound answered call segments for all calls so far today.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments which completed at the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

This statistic is not affected by the Call Segmentation settings in Call*view* Gateway, and as such will not be affected by choosing to filter by trunk or by device.

Avg Call Time
The average duration (both ringing and answered) of all call segments for all calls so far today.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments which completed at the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

This statistic is not affected by the Call Segmentation settings in Call*view* Gateway, and as such will not be affected by choosing to filter by trunk or by device.

Avg Call (In) Time
The average duration (both ringing and answered) of all inbound call segments for all calls so far today.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments which completed at the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

This statistic is not affected by the Call Segmentation settings in Call*view* Gateway, and as such will not be affected by choosing to filter by trunk or by device.

Avg Call (Out) Time
The average duration (both ringing and answered) of all outbound call segments for all calls so far today.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments which completed at the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

This statistic is not affected by the Call Segmentation settings in Call*view* Gateway, and as such will not be affected by choosing to filter by trunk or by device.

Max Ring (Out) Time
This statistic showing the largest ring time value contained within any outbound call segment.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments which were made (first rang) at the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

This statistic is not affected by the Call Segmentation settings in Call*view* Gateway, and as such will not be affected by choosing to filter by trunk or by device.

Max Talk Time
The maximum talk time duration for all answered call segments for all calls so far today.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments which were completed at the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

With Call Segmentation enabled on the CTI Server, this statistic will consider individual call segments talk time, taking into account periods where the call alerts because it is transferred to different devices.

With Call Segmentation disabled, this statistic considers the talk time as the time since the call was first answered until the call finally ended. Periods where the call alerts because it has transferred to different devices are still considered as the same talk time.

Max Call Time
The maximum call time duration for all answered call segments for all calls so far today.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments which rang or were active at the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

With Call Segmentation enabled on the CTI Server, this statistic will consider individual call segments call time, taking into account periods where the call alerts because it is transferred to different devices.

With Call Segmentation disabled, this statistic considers the call time as the time since the call first alerted until the call finally ended. Periods where the call alerts because it has transferred to different devices are still considered as the same call time.

Min Wait (In) Time
This statistic showing the shortest ring time value contained within any inbound call segment. Call segments that ended because a hunt group call overflowed/recalled to another device, or call segments which represent a call offered to a hunt group member which was refused by it aren't considered in this calculation. These types of call segments are ignored because the following call segment always continues the ring time of the call.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments which rang or were answered by the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

This statistic is not affected by the Call Segmentation settings in Call*view* Gateway, and as such will not be affected by choosing to filter by trunk or by device.

Additionally, ring time is allocated to extensions based upon the device which was last alerted by the call. For a collective ringing hunt group call, this is the highest numbered extension device of all the group's members. For a call balanced hunt group, the entire ring time of the call to the hunt group is allocated to the answering extension or the group member which was being alerted when the caller abandoned the corresponding call

Min Ring (Out) Time
A statistic showing the shortest call ring time for all outbound calls for all calls so far today.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments which rang or were answered at the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

This statistic is not affected by the Call Segmentation settings in Call*view* Gateway, and as such will not be affected by choosing to filter by trunk or by device.

Min Talk Time
The minimum talk time duration for all answered call segments for all calls so far today.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments which were completed at the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

With Call Segmentation enabled on the CTI Server, this statistic will consider individual call segments talk time, taking into account periods where the call alerts because it is transferred to different devices.

With Call Segmentation disabled, this statistic considers the talk time as the time since the call was first answered until the call finally ended. Periods where the call alerts because it has transferred to different devices are still considered as the same talk time.

Min Call Time
The minimum call time duration for all answered call segments for all calls so far today.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) only call segments which rang or were active at the given extension or agent are considered.

When grouping a report by the other field grouping options, the statistics calculation considers all calls that match the corresponding grouping field value.

With Call Segmentation enabled on the CTI Server, this statistic will consider individual call segments call time, taking into account periods where the call alerts because it is transferred to different devices.

With Call Segmentation disabled, this statistic considers the call time as the time since the call first alerted until the call finally ended. Periods where the call alerts because it has transferred to different devices are still considered as the same call time.

Last Call At
The last time that a call started for this particular grouped field.

Last Call Ended At
The last time that a call ended for this particular grouped field.

Agent Statistics

Agent Statistics displays information about the length of time that ACD agents spent in different agent states.

Agent states referenced by these statistics are:

Free The "Free" agent state is used to depict that an ACD agent is currently logged in and able to handle calls.

In a normal ACD environment, the telephone system would only route inbound calls within an agent hunt group, to those agents in the free state.

Busy The "Busy" agent state is used to indicate that an ACD agent is currently logged in and busy on a call.

Wrapup The "Wrap Up" ACD agent state is used to depict that an agent is currently logged in, but not available for answering calls because they are finishing activities related to the previous call, although no call is currently active with the agent.

Free (Wrapup) The "Free (Wrap Up)" agent state is used to indicate that an ACD agent is currently logged in but is finishing activities related to the previous call, although the agent would be prepared to handle calls if necessary (if there were no other ACD agents in the free state in the same agent hunt group.

This ACD agent state is not supported on the following telephone systems::

- Siemens Hicom Office Pro/COM.

- Inter-tel AXXESS.

- Telrad SBS.

- Lucent 420/60N/INDeX.

Busy N/A (DND) The "Busy N/A" (Busy Not Available) ACD agent state is manually used by agents to indicate that they are logged in, but are not available for answering calls for a reason other than to do with normal call processing (e.g. starting their computer, receiving training, etc.).
On the Inter-Tel AXXESS telephone system, this ACD agent state corresponds to an agent's extension being in DND (Do-Not-Disturb).

First Login At
The time of the very first ACD agent log in for this particular grouped field.

Last Login At
The time of the last ACD agent log in for this particular grouped field.

Last Logout At
The time of the last ACD agent log out for this particular grouped field.

Last Status Change At
The time of the last ACD agent state change for this particular grouped field.

Tot Time On Duty
When grouping a report by an extension or agent ID field, this statistic is calculated as the total time that the extension or agent has spent logged in at one or more hunt groups during the duration of this report.

When grouping a report by time of day, this statistic is calculated as the total time that all extensions or agents spent logged in at one or more hunt groups during the period of the day being considered by this grouped field. E.g., if grouping by half hour, this statistic would display the total time on duty for each half hour period across the duration of the report.

This statistic is not available when grouping by other fields.

Cur Time On Duty
For extensions or agents that are currently logged in to a group, this displays the time spent on duty, i.e. since they last went from a logged out state to a logged in state. For extensions or agents that are not currently logged in, this statistic displays as 0.

Time In Free
The total time spent in the free state by this particular grouped field.

When grouping a report by an extension or agent ID field, this statistic is calculated as all the time that the given device spent in the free state during the report period.

When grouping a report by the time of day, this statistic is calculated as all the time spent in the free state by all devices, during the period being grouped. For example, if grouping by half hour, this statistic will calculate all time spent in the free state during the half hour period in consideration.

This statistic is not available when grouping by other fields.

Time In Busy
The total time spent in the busy state by this particular grouped field.

When grouping a report by an extension or age agent nt ID field, this statistic is calculated as all the time that the given device spent in the busy state during the report period.

When grouping a report by the time of day, this statistic is calculated as all the time spent in the busy state by all devices, during the period being grouped. For example, if grouping by half hour, this statistic will calculate all time spent in the busy state during the half hour period in consideration.

This statistic is not available when grouping by other fields.

Time In Wrapup
The total time spent in the wrapup state by this particular grouped field.

When grouping a report by an extension or agent ID field, this statistic is calculated as all the time that the given device spent in the wrapup state during the report period.

When grouping a report by the time of day, this statistic is calculated as all the time spent in the wrapup state by all devices, during the period being grouped. For example, if grouping by half hour, this statistic will calculate all time spent in the wrapup state during the half hour period in consideration.

This statistic is not available when grouping by other fields.

Time In Free (Wrapup)
The total time spent in the free (wrapup) state by this particular grouped field.

When grouping a report by an extension or agent ID field, this statistic is calculated as all the time that the given device spent in the free (wrapup) state during the report period.

When grouping a report by the time of day, this statistic is calculated as all the time spent in the free (wrapup) state by all devices, during the period being grouped. For example, if grouping by half hour, this statistic will calculate all time spent in the free (wrapup) state during the half hour period in consideration.

This statistic is not available when grouping by other fields.

Time In Busy N/A (DND)
The total time spent in the busy N/A (DND) state by this particular grouped field.

When grouping a report by an extension or agent ID field, this statistic is calculated as all the time that the given device spent in the busy N/A (DND) state during the report period.

When grouping a report by the time of day, this statistic is calculated as all the time spent in the busy N/A (DND) state by all devices, during the period being grouped. For example, if grouping by half hour, this statistic will calculate all time spent in the busy N/A (DND) state during the half hour period in consideration.

This statistic is not available when grouping by other fields.

Avg Time Free
The average time spent in the free state by this particular grouped field.

When grouping a report by an extension or agent ID field, this statistic is calculated as all the time that the given device spent in the free state during the report period, divided by the number of times that the device changed to the free state.

When grouping a report by the time of day, this statistic is calculated as all the time spent in the free state by all devices divided by the number of changes to the free state by all devices, during the period being grouped.

This statistic is not available when grouping by other fields.

Avg Time Busy
The average time spent in the busy state by this particular grouped field.

When grouping a report by an extension or agent ID field, this statistic is calculated as all the time that the given device spent in the busy state during the report period, divided by the number of times that the device changed to the busy state.

When grouping a report by the time of day, this statistic is calculated as all the time spent in the busy state by all devices divided by the number of changes to the busy state by all devices, during the period being grouped.

This statistic is not available when grouping by other fields.

Avg Time Wrapup
The average time spent in the wrapup state by this particular grouped field.

When grouping a report by an extension or agent ID field, this statistic is calculated as all the time that the given device spent in the wrapup state during the report period, divided by the number of times that the device changed to the wrapup state.

When grouping a report by the time of day, this statistic is calculated as all the time spent in the wrapup state by all devices divided by the number of changes to the wrapup state by all devices, during the period being grouped.

This statistic is not available when grouping by other fields.

Avg Time Free (Wrapup)
The average time spent in the free (wrapup) state by this particular grouped field.

When grouping a report by an extension or agent ID field, this statistic is calculated as all the time that the given device spent in the free (wrapup) state during the report period, divided by the number of times that the device changed to the free (wrapup) state.

When grouping a report by the time of day, this statistic is calculated as all the time spent in the free (wrapup) state by all devices divided by the number of changes to the free (wrapup) state by all devices, during the period being grouped.

This statistic is not available when grouping by other fields.

Avg Time Busy N/A (DND)
The average time spent in the busy N/A (DND) state by this particular grouped field.

When grouping a report by an extension or agent ID field, this statistic is calculated as all the time that the given device spent in the busy N/A (DND) state during the report period, divided by the number of times that the device changed to the busy N/A (DND) state.

When grouping a report by the time of day, this statistic is calculated as all the time spent in the busy N/A (DND) state by all devices divided by the number of changes to the busy N/A (DND) state by all devices, during the period being grouped.

This statistic is not available when grouping by other fields.

% Time Free
The percentage of time in the free state against the total time on duty for this particular grouped field.

% Time Busy
The percentage of time in the busy state against the total time on duty for this particular grouped field.

% Time Wrapup
The percentage of time in the wrapup state against the total time on duty for this particular grouped field.

% Time Free (Wrapup)
The percentage of time in the free (wrapup) state against the total time on duty for this particular grouped field.

% Time Busy N/A (DND)
The percentage of time in the busy N/A (DND) state against the total time on duty for this particular grouped field.

Full Time Agents
When grouping a report by time of day, this statistic displays the average number of agents logged in during the particular group field's period by calculating the total time spent on duty across all agents for the group period, and dividing by the group period.

For example, a value of "1" indicates that one agent was logged in for the entire period, or that one agent was logged in for half the period, and another agent logged in for the remaining time. If agents logged out or logged in during the period, you will more than likely see fractional values, e.g. "1.5" means that one agent was logged in for the entire group period, while another was only logged in for half the period.

This statistic is not available when grouping by any other field.

Forecasting Statistics

Trunks Required
When grouping a report by time of day, this statistic displays the number of trunk lines that were required during the given time of day such that the percentage of inbound callers who were rejected (received an engaged tone) is below the acceptable level as defined in the *Erlang B/C* section of the *Options* dialog.

This statistic uses Erlang B calculations to consider the probability of calls being rejected because no trunk lines are available. The calculation takes into account the average call time during the given time of day, as well as the number of calls handled.

Erlang B is used to model multiple "servers", where customers are rejected never to return if no servers are available. In this case, the servers correspond to trunk lines.

Agents Required

When grouping a report by time of day, this statistic displays the number of agents that were required during the given time of day such that the percentage of inbound calls answered within the given Service Level Period (defaulting to 10 seconds) is above the minimum acceptable Service Level as defined in the *Erlang B/C* section of the *Options* dialog.

This statistic uses Erlang C calculations to consider the probability of a call being answered within a given time period. The calculation takes into account the average talk time and wrapup time during the given time of day, as well as the number of inbound calls.

Erlang C is used to model multiple "servers" where an infinite potential supply of customers wait in a single queue until a server is available. In this case, the servers correspond to agents.

% Trunk Busy Time

When grouping a report by time of day, this statistic displays the percentage of time that trunk lines were busy against the total number of trunk lines, for the given period of the day. For example, if you have 10 trunk lines, and one trunk line is busy for the entire period, this statistic displays "10%". If the trunk line had only been busy for half of the period, the statistic displays "5%".

The statistic considers the total number of trunk lines as either the number of trunk lines entered into the CTI Server's configuration database, or if a filter is applied, the number of trunk lines that the are specifically entered into the filter.

This statistic is not available when grouping by any other field.

Trunk Busy Minutes

When grouping a report by time of day, this statistic displays the maximum number of consecutive minutes when all trunk lines were busy, for the given period of the day.

The statistic considers the total number of trunk lines as either the number of trunk lines entered into the CTI Server's configuration database, or if a filter is applied, the number of trunk lines that the are specifically entered into the filter.

This statistic is not available when grouping by any other field.

Call Rate Statistics

Avg In Rate

The average number of inbound calls handled.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) then the statistic calculation counts the number of inbound calls that first alerted, last alerted, were answered at, were finished at the corresponding extension or agent ID.

When grouping a report by the other field grouping options, the statistics calculation counts the number of inbound calls that match the corresponding grouping field value (e.g.when grouping by "Telephone No", the statistic counts the number of inbound calls that were received from / made to the corresponding caller's telephone number).

The average is taken as the number of inbound calls divided by the *Call Rate Period* option, which defaults to 30 minutes. When grouping the report by time of day, the average is taken against the number of inbound calls for the given period, while for all other grouping fields, the average is taken against the number of inbound calls for the entire report period.

However, the statistic's calculation is also effected by whether the corresponding report is being calculated "By Trunk" or "By Device" as follows:

- By Trunk (Or When The Call Segmentation Feature Isn't Being Used)

   When calculating statistics by trunk line, the call statistic is calculated by only considering the number of inbound calls that passed into or out of the telephone system, and won't count segments of the same call that were subsequently transferred, recalled, or diverted to different internal destinations within the telephone system.

   Note, however, that when grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) and the Call Segmentation feature is currently enabled, then this call statistic is always calculated "by device" (see below). This is because a particular extension or agent ID could process a call, which had been transferred several times within the telephone system, and only counting the first segment of these types call (e.g. calculating by trunk) wouldn't consider the subsequent call traffic at all the corresponding devices.

- By Device

   When calculating statistics by device, the call statistic calculation considers every segment of every inbound call that was transferred, recalled, or diverted to different internal destinations within the telephone system.

Avg Out Rate

The average number of outbound calls made.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) then the statistic calculation counts the number of outbound calls that were made by the corresponding extension or agent ID.

When grouping a report by the other field grouping options, the statistics calculation counts the number of outbound calls that match the corresponding grouping field value (e.g.when grouping by "Telephone No", the statistic counts the number of outbound calls that were received from / made to the corresponding caller's telephone number).

The average is taken as the number of outbound calls divided by the *Call Rate Period* option, which defaults to 30 minutes. When grouping the report by time of day, the average is taken against the number of outbound calls for the given period, while for all other grouping fields, the average is taken against the number of outbound calls for the entire report period.

This statistic is not effected by whether the report is calculated "By Trunk" or "By Device".

Avg Lost Rate

The average number of lost calls.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) then the statistic calculation counts the number of lost calls that alerted the corresponding extension or agent ID. When grouping a report by the other field grouping options, the statistics calculation counts the number of lost calls that match the corresponding grouping field value (e.g.when grouping by "Telephone No", the statistic counts the number of lost calls that were received from the corresponding caller's telephone number).

The average is taken as the number of lost calls divided by the *Call Rate Period* option, which defaults to 30 minutes. When grouping the report by time of day, the average is taken against the number of lost calls for the given period, while for all other grouping fields, the average is taken against the number of lost calls for the entire report period.

This statistic is calculated independently of the Call Segmentation settings in Call*view* Gateway, and as such will not be affected by choosing to filter by trunk or by device. A call is only considered abandoned in the last call segment, where the caller chose to end the call, rather than the call being diverted due to no answer, forwarded, or overflowed.

% Avg Answer Rate
The percentage of inbound calls that have been answered.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) then the statistic calculation counts the number of inbound calls that were answered at the corresponding extension or agent ID.

When grouping a report by the other field grouping options, the statistics calculation counts the number of inbound answered calls that match the corresponding grouping field value (e.g.when grouping by "Telephone No", the statistic counts the number of inbound calls that were received from / made to the corresponding caller's telephone number).

However, the statistic's calculation is also effected by whether the corresponding report is being calculated "By Trunk" or "By Device" as follows:

- By Trunk (Or When The Call Segmentation Feature Isn't Being Used)
  When calculating statistics by trunk line, the call statistic is calculated by only considering the number of inbound calls that passed into or out of the telephone system, and won't count segments of the same call that were subsequently transferred, recalled, or diverted to different internal destinations within the telephone system.
  Note, however, that when grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) and the Call Segmentation feature is currently enabled, then this call statistic is always calculated "by device" (see below). This is because a particular extension or agent ID could process a call, which had been transferred several times within the telephone system, and only counting the first segment of these types call (e.g. calculating by trunk) wouldn't consider the subsequent call traffic at all the corresponding devices.

- By Device
  When calculating statistics by device, the call statistic calculation considers every segment of every inbound call that was transferred, recalled, or diverted to different internal destinations within the telephone system.

% Service Level
The percentage of inbound calls answered within the Service Level Period. By default the Service Level is 10 seconds.

If the "Ignore Quick Abandoned Calls" option is selected, then calls that abandoned within a given time frame are considered as answered for the purpose of service level calculation, and as such do not reduce the service level.

When grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) then the statistic calculation counts the number of inbound calls that alerted the given extension or agent ID, and the number of inbound answered calls that were answered by the given extension or agent ID.

When grouping a report by the other field grouping options, the statistics calculation counts the number of inbound answered calls that match the corresponding grouping field value (e.g.when grouping by "Telephone No", the statistic counts the number of inbound calls that were received from the corresponding caller's telephone number).

However, the statistic's calculation is also effected by whether the corresponding report is being calculated "By Trunk" or "By Device" as follows:

- By Trunk (Or When The Call Segmentation Feature Isn't Being Used)
  When calculating statistics by trunk line, the call statistic is calculated by only considering the number of inbound calls that passed into or out of the telephone system, and won't count segments of the same call that were subsequently transferred, recalled, or diverted to different internal destinations within the telephone system.
  Note, however, that when grouping a report by an extension or agent ID field (e.g. "Device", "Agent", etc.) and the Call Segmentation feature is currently enabled, then this call statistic is always calculated "by device" (see below). This is because a particular extension or agent ID

could process a call, which had been transferred several times within the telephone system, and only counting the first segment of these types call (e.g. calculating by trunk) wouldn't consider the subsequent call traffic at all the corresponding devices.

- <u>By Device</u>
  When calculating statistics by device, the call statistic calculation considers every segment of every inbound call that was transferred, recalled, or diverted to different internal destinations within the telephone system.

Other Information

Netlink Configuration

The Call*view* CD-ROM contains some additional information including the "**Netlink Configuration**" documentation, which should be considered essential reading for anyone wishing to publish reports to their web site for viewing in a web browser or on a WAP enabled device such as a mobile phone.

Keyboard Shortcuts

Call*view* Wizard provides several keyboard shortcuts, as follows:

Key	Description
F5	Refreshes the current report.
F8	Displays the Netlink Schedules window.
F10	Activates the toolbar, allowing you to choose toolbar items with the keyboard.
F11	Activates the report list, allowing you to choose reports from the list with the keyboard.
F12	Activates the current report, so you can navigate around the report with the keyboard.
Control C	Copies the current report to the clipboard.
Control F	Opens the Filter Manager.
Control M	Displays the main menu.
Control P	Prints the current report.
Control T	Opens the Tariff Manager.
Ctrl Tab	Switches between open reports.
Ctrl F4	Closes the current report.
Shift F12	Zooms the current report (hides the report list).
Alt D	Displays the Date Menu for the current report, allowing you to change the date range applied to the report.
Alt E	Opens the E-mail Wizard for the current report.
Alt F	Displays the Filter Menu for the current report, allowing you to change the filter applied to the report.
Alt N	Adds a new report, displaying the Add Report dialog.
Alt P	Opens the Publish Wizard for the current report.
Alt V	Toggles the current report between list mode and preview mode.
Alt X	Opens the Export Wizard for the current report.

Report Templates

When creating a report, you can choose to create a "custom report", or pre-configure your report properties with a report template. Several report templates are provided by default, and are described here.

Report   **License**
Call List, General   Standard

A call list showing general call information.

Un-returned Lost Calls   Standard

A call list showing lost calls which have not called back again and been answered, nor subsequently received a return call.

Call List, Invalid Dialled Calls   Standard

A call list of incorrectly dialled outbound calls. An invalid tel no is assumed to be less than 10 digits long (but not a local number) with an associated call that was not answered.

	Start Time	Telephone No	First Rang	User First Rang	Call Time	Seg
	18/08/2001 01:46:09	0065	154	Heidi Cooper	00:00:15	N/A
	18/08/2001 01:48:38	00	154	Heidi Cooper	00:00:08	N/A
	18/08/2001 04:56:21	01355	158	Natalia Puchensk	00:00:13	N/A
	18/08/2001 08:21:03	0150346	155	Sabrina Price	00:00:09	N/A
	18/08/2001 11:35:45	01	106	Amanda Jenneso	00:00:13	N/A
	18/08/2001 15:00:51	0778	150	Theresa Macintos	00:00:06	N/A
	18/08/2001 15:59:37	00387785	156	Emily Parsons	00:00:14	N/A
	18/08/2001 16:37:26	00	156	Emily Parsons	00:00:10	N/A
	18/08/2001 20:05:20	0138	151	Samson Johns	00:00:08	N/A
	18/08/2001 23:58:14	01644	159	Ged Samuels	00:00:13	N/A

Filter: Sales Team — Last run at 18/08/2001 09:35:17
Dates: Today — 10 items (0.297 s)

Call List, Invalid Dialle…

Call List, Lost Calls   Standard

A call list for unanswered inbound calls.

Filter: Sales Team — Last run at 17/08/2001 11:13:21
Dates: Today — 15 items (0.297 s)

	Start Time	Field 2	Telephone No	FRO	User First Rang	Ring Time	DDI	DNIS	Trunk	Seg
	17/08/2001 02:35:10	Kudos Systems Inc	01834969894	530	Enquiries Group 1	00:00:03	8004	General Enquiries (Regio	94300	2
	17/08/2001 03:50:08	Total Telecoms Agency	01905994374	2511	Auto Attendant Ni	00:00:06	8000	Main Number Auto Atter	94328	N/A
	17/08/2001 04:13:38	Active Consultants (UK)	01963719564	2511	Auto Attendant Ni	00:00:20	8000	Main Number Auto Atter	94314	N/A
	17/08/2001 08:01:40	Micro Financial Inc	08700961634	2511	Auto Attendant Ni	00:00:10	8000	Main Number Auto Atter	94328	N/A
	17/08/2001 11:18:32	XYZ Computing Intl	01229759354	2511	Auto Attendant Ni	00:00:03	8000	Main Number Auto Atter	94328	N/A
	17/08/2001 11:18:57	Principal Construction (US)	01233190834	2511	Auto Attendant Ni	00:00:07	8000	Main Number Auto Atter	94328	N/A
	17/08/2001 11:20:22	Virtual Attorney Intl	01243726234	532	Enquiries Group 3	00:00:03	8004	General Enquiries (Regio	94328	N/A
	17/08/2001 11:36:43	Fusion Software Plc	01290351574	100	Operator	00:00:08	8009	Quotations (Region C)	94314	N/A
	17/08/2001 11:42:10	[New Contact !]	01309612084	100	Operator	00:00:09	8009	Quotations (Region C)	94314	N/A
	17/08/2001 13:10:59	XYZ Products Agency	01427361794	2511	Auto Attendant Ni	00:00:08	8000	Main Number Auto Atter	94328	N/A
	17/08/2001 13:15:40	Hampton Telecoms Group	01436322844	104	Jackie Benetton	00:01:55	8014	Call For Jackie Benetton	94300	N/A
	17/08/2001 14:13:21	First Solicitors Corp	01534445374	2511	Auto Attendant Ni	00:00:20	8000	Main Number Auto Atter	94328	N/A
	17/08/2001 19:52:33	Payne Engineering Express	01971022304	2541	Quotation Call Ro	00:00:09	8004	General Enquiries (Regio	94314	N/A
	17/08/2001 20:33:53	[New Contact !]	02830870194	530	Enquiries Group 1	00:00:04	8000	General Enquiries (Regio	94300	2
	17/08/2001 23:20:20	Fusion Solicitors (US)	00345838544	2511	Auto Attendant Ni	00:00:07	8000	Main Number Auto Atter	94314	N/A

Call List, Lost Calls

Call List, Outbound Call Cost Specific   Standard

An outbound call list showing call cost information.

Filter: Sales Team — Last run at 17/08/2001 11:14:45
Dates: Today — 143 items (0.609 s)

	Start Time	Ans?	Field 2	Telephone No	FRO	User First Rang	Call Time	Call Cost	Cost Group	Seg
	17/08/2001 00:07:37	Yes	Jones Electrical Ltd	01673768719	159	Agent Position 10	00:13:12	£0.44	National	N/A
	17/08/2001 00:20:52	Yes	Peterson Telephones Express	01684973912	159	Agent Position 10	00:05:05	£0.17	National	N/A
	17/08/2001 00:40:47	Yes	Gavel Solicitors & Partners	01708190324	153	Agent Position 4	00:07:29	£0.23	National	N/A
	17/08/2001 02:04:39	Yes	Bridge Telecoms (UK)	01807386965	154	Agent Position 5	00:08:54	£0.29	National	N/A
	17/08/2001 05:50:45	Yes	[New Contact !]	077742659305	154	Agent Position 5	00:02:37	£0.34	Mobile	N/A
	17/08/2001 06:49:31	Yes	Bates Engineering Inc	07625128060	157	Agent Position 8	00:00:08	£0.36	Premium Rate	N/A
	17/08/2001 06:49:34	Yes	[New Contact !]	07625220504	154	Agent Position 5	00:00:15	£0.36	Premium Rate	N/A
	17/08/2001 06:49:43	Yes	Micro Telecoms (UK)	07625317620	157	Agent Position 8	00:00:08	£0.36	Premium Rate	N/A
	17/08/2001 06:49:55	Yes	ABC Consultants Plc	07625515759	154	Agent Position 5	00:00:12	£0.36	Premium Rate	N/A
	17/08/2001 06:50:13	Yes	Standard Foods Plc	07625776517	154	Agent Position 5	00:00:13	£0.22	Premium Rate	N/A
	17/08/2001 06:51:37	Yes	Peterson Computing (UK)	077981506957	154	Agent Position 5	00:02:35	£0.34	Mobile	N/A
	17/08/2001 08:03:15	Yes	Colt Software (UK)	077977116489	152	Agent Position 3	00:13:45	£3.50	Mobile	N/A
	17/08/2001 08:07:36	Yes	Anderson Bank Ltd	00936419392	153	Agent Position 4	00:00:21	£0.33	International	N/A
	17/08/2001 08:09:02	Yes	Anderson Consultants G	00355272781	153	Agent Position 4	00:00:22	£0.16	International	N/A

Call List, Outbound C…

Call List, Trunk to Trunk Calls   Standard

A call list for trunk-to-trunk calls showing general call information.

Call List, Trunk to Trunk Calls											▲ ⊘▾ ▼▾ ✕
Filter: Sales Team										Last run at 17/08/2001 11:33:36	
Dates: This Month										5 items (21.125 s)	

△ Start Time	Ans?	Field 2	Telephone No	FRO	LRO	Ans On	Fin	Dir	Call Time	Seg
04/08/2001 16:30:32	Yes	Interactive Accountants Trust	01838553990	532	156	156	94313	In	00:05:38	N/A
04/08/2001 16:33:36	Yes	Link Financial Trust	01840316557	156	156	94300	94300	Out	00:00:04	N/A
04/08/2001 16:33:40	Yes	Thompson Software (US)	01841050694	94300		94300	94300	Out	00:02:30	N/A
30/08/2001 17:54:38	Yes	Gavel Maintenance Trust	01797652231	530	153	153	94313	In	00:03:47	2
30/08/2001 17:56:56	Yes	XYZ Telecoms Express	01805769145	153	153	94300	94300	Out	00:00:02	N/A

Call List, Trunk to Tru...

Call Cost by Cost Group   Standard

A summary of call costs by the type of call made.

Call Cost by Cost Group							▲ ⊘▾ ▼▾ ✕
Filter: Sales Team						Last run at 17/08/2001 11:35:56	
Dates: Today						8 items (0.796 s)	

Cost Group △	Calls In	%AllIn	Calls Out	%AllOut	Calls Out Ans	totTalkT	Total Cost
Free	7	1.6%	13	1.1%	12	00:09:58	£0.00
International	53	12.3%	236	20.2%	180	01:52:19	£93.91
Local	6	1.4%	7	0.6%	7	00:03:54	£0.41
Miscellaneous	4	0.9%	13	1.1%	11	00:03:35	£0.51
Mobile	25	5.8%	59	5.1%	49	00:34:22	£7.54
National	311	72.3%	779	66.8%	668	12:06:43	£63.69
Premium Rate	9	2.1%	29	2.5%	27	00:04:30	£5.98
Regional	15	3.5%	30	2.6%	29	00:20:49	£2.02
Total	430	100.0%	1166	100.0%	983	15:16:10	£174.06

Call Cost by Cost Gro...

Call Cost By Most Expensive Call   Standard

A list of outbound calls, with the most expensive call listed first.

Call Cost By Most Expensive Call									▲ ⊘▾ ▼▾ ✕
Filter: Sales Team								Last run at 17/08/2001 11:45:52	
Dates: Today								983 items (0.672 s)	

Start Time	Ans?	Field 2	Telephone No	FRO	User First Rang	Call Time ▽	Call Cost	Cost Group	Seg
17/08/2001 09:34:34	Yes	Active Bank Agency	00231561666	104	Jackie Benetton	00:09:18	£10.18	International	N/A
17/08/2001 23:04:39	Yes	Quest Maintenance Inc	00268646277	159	Agent Position 10	00:08:54	£8.33	International	N/A
17/08/2001 09:22:23	Yes	Thompson Telecommunication	00810635973	152	Agent Position 3	00:11:28	£7.48	International	N/A
17/08/2001 10:25:07	Yes	Anderson Electrical Plc	00249740764	104	Jackie Benetton	00:06:05	£6.48	International	N/A
17/08/2001 10:27:44	Yes	Mortgage Solutions (UK)	00886276534	152	Agent Position 3	00:05:02	£4.59	International	N/A
17/08/2001 10:30:10	Yes	Bridge Electrical Inc	00216918972	155	Agent Position 6	00:07:06	£3.88	International	N/A
17/08/2001 10:07:43	Yes	XYZ Services Group	00590271216	100	Operator	00:04:24	£3.65	International	N/A
17/08/2001 08:03:15	Yes	Colt Software (UK)	077977116489	152	Agent Position 3	00:13:45	£3.50	Mobile	N/A
17/08/2001 10:41:53	Yes	First Networks (UK)	00678917222	104	Jackie Benetton	00:03:07	£3.38	International	N/A
17/08/2001 09:52:20	Yes	Anderson Construction Corp	00477560300	104	Jackie Benetton	00:09:33	£3.08	International	N/A
17/08/2001 08:25:05	Yes	Colt Systems Group	00975320014	100	Operator	00:02:44	£2.44	International	N/A
17/08/2001 09:27:09	Yes	Anderson Software Corp	00850760076	100	Operator	00:02:07	£2.24	International	N/A
17/08/2001 11:15:09	Yes	Micro Maintenance Ltd	01224882107	155	Agent Position 6	00:31:29	£2.11	National	N/A
17/08/2001 16:21:00	Yes	First Logistics Plc	01637958571	104	Jackie Benetton	00:24:48	£1.67	National	N/A
17/08/2001 08:48:23	Yes	[New Contact !]	00291664607	152	Agent Position 3	00:01:24	£1.41	International	N/A
17/08/2001 13:41:50	Yes	Thompson Telephones Inc	01482218876	104	Jackie Benetton	00:17:32	£1.17	National	N/A

Call Cost By Most Exp...

Call Cost by Telephone Number   Standard

A statistical call cost summary by telephone number dialled.

Call Cost by Telephone Number ▲ ⊘▾ ▽▾ ✕

Filter:	Sales Team					Last run at 17/08/2001 11:48:10			
Dates:	This Week					1084 items (3.250 s)			
Telephone No	Field 2	▽ Calls Out	%AllOut	OutAns	totTalkT	Total Cost	MaxCst	AvgCSt	
07699312459	Total Bank Trust	12	0.2%	12	00:02:53	£0.50	£0.04	£0.04	
01408185761	Alpha Financial Corp	11	0.1%	11	00:05:04	£0.48	£0.06	£0.04	
01383123578	Fusion Games (UK)	11	0.1%	11	00:07:51	£0.77	£0.35	£0.07	
08081330517	Scott Electronics Corp	11	0.1%	11	00:04:05	£0.00	£0.00	£0.00	
08444445131	Link Construction Agency	11	0.1%	11	00:12:14	£0.47	£0.05	£0.04	
00642404437	Fusion Maintenance Corp	11	0.1%	11	00:02:37	£1.00	£0.17	£0.09	
01768321399	[New Contact !]	11	0.1%	11	00:08:25	£0.65	£0.19	£0.06	
01444902473	[New Contact !]	11	0.1%	11	00:05:05	£0.47	£0.05	£0.04	
01480300171	Bridge Telephones Ltd	11	0.1%	11	00:07:23	£0.70	£0.28	£0.06	
077211664055	Quest Telecoms Corp	11	0.1%	11	00:06:02	£0.75	£0.17	£0.07	
01373724444	Thompson Solutions Trust	11	0.1%	11	00:02:59	£0.53	£0.11	£0.05	
01380713462	Virtual Law Agency	11	0.1%	11	00:05:21	£0.51	£0.08	£0.05	
00670649962	Stones Computers (US)	10	0.1%	10	00:03:24	£3.84	£2.47	£0.38	
Total		7720	100.0%	7720	107:29:48	£1,609.61	£114.12	£0.21	

Call Cost by Telephon...

Calls by Telephone Number   Standard

Statistics by telephone number for calls made or received.

Calls by Telephone Number ▲ ⊘▾ ▽▾ ✕

Filter:	Sales Team								Last run at 18/08/2001 09:28:03		
Dates:	Today								68 items (0.297 s)		
Telephone No	Field 2	Calls	Calls In	Calls Out	% Calls In	% Calls Out	totTalkT	avgTalkT	lngWT	avgWT	avgOutRngT
00236209414	Latitude Products Ltd	1	0	1	0.0%	100.0%	00:00:13	00:00:13	00:00:00	00:00:00	00:00:05
00261083504	Quest Telecoms Agency	2	0	2	0.0%	100.0%	00:00:45	00:00:22	00:00:00	00:00:00	00:00:04
00345838544	Fusion Solicitors (US)	1	0	1	0.0%	100.0%	00:04:39	00:04:39	00:00:00	00:00:00	00:00:02
00356457034	XYZ Electrical Intl	2	0	2	0.0%	100.0%	00:00:25	00:00:12	00:00:00	00:00:00	00:00:04
00359041394	Hampton Computers Intl	1	1	0	100.0%	0.0%	00:00:19	00:00:09	00:00:02	00:00:01	00:00:00
00387785314	[New Contact !]	1	0	1	0.0%	100.0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:04
00628321314	Micro Recruitment (US)	2	1	1	50.0%	50.0%	00:02:20	00:02:20	00:00:08	00:00:08	00:00:18
00675793814	Alpha Computers Inc	2	1	1	50.0%	50.0%	00:00:12	00:00:12	00:00:06	00:00:06	00:00:03
00687508734	XYZ Engineering & Partners	2	0	2	0.0%	100.0%	00:00:29	00:00:14	00:00:00	00:00:00	00:00:03
00692932694	Quest Telephones Trust	2	0	2	0.0%	100.0%	00:00:12	00:00:06	00:00:00	00:00:00	00:00:03
00886276534	Mortgage Solutions (UK)	2	1	1	50.0%	50.0%	00:00:04	00:00:04	00:00:16	00:00:16	00:00:04
00967813564	Total Computing Ltd	2	1	1	50.0%	50.0%	00:13:01	00:06:30	00:00:02	00:00:02	00:00:04
00975320014	Colt Systems Group	1	0	1	0.0%	100.0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:05
01130526734	Kudos Solicitors Corp	2	0	2	0.0%	100.0%	00:00:16	00:00:16	00:00:00	00:00:00	00:00:10
01229759354	XYZ Computing Intl	2	0	2	0.0%	100.0%	00:02:10	00:01:05	00:00:00	00:00:00	00:00:06
01231100024	Principal Construction (US)	2	1	1	50.0%	50.0%	00:05:48	00:01:43	00:00:07	00:00:03	00:00:05
Total		105	27	78	25.7%	74.3%	01:09:08	00:00:48	00:02:14	00:00:10	00:00:06

Calls by Telephone N...

Calls For 100, 192 etc. Services   Standard

A list of call statistics by network provider service (3 digit) telephone numbers dialled for outbound calls.

Calls For 100, 192 etc. Services ▲ ⊘▾ ▽▾ ✕

Filter:	All Calls					Last run at 17/08/2001 12:26:09	
Dates:	This Month					5 items (2.47 s)	
Telephone No	Field 2	Calls Out	%AllOut	OutAns	totTalkT	avgTalkT	avgRngT
012	[Dialling Outbound Call...]	1	2.2%	0	00:00:00	00:00:00	00:00:01
123	[Dialling Outbound Call...]	31	68.9%	29	00:06:07	00:00:12	00:00:06
144	[Dialling Outbound Call...]	5	11.1%	5	00:02:36	00:00:31	00:00:02
192	[Dialling Outbound Call...]	7	15.6%	7	00:04:29	00:00:38	00:00:01
608	[Dialling Outbound Call...]	1	2.2%	0	00:00:00	00:00:00	00:00:34
Total		45	100.0%	41	00:13:12	00:00:19	00:00:05

Calls For 100, 192 etc...

Top Dialled Numbers

Statistics by telephone number dialled for outbound calls. The list shows the most dialled tel no's in descending order (i.e. the most dialled numbers showing first).

Top Dialled Numbers ▲ ⊘▾ 🗑▾ ✕

Filter:	Sales Team					Last run at 18/08/2001 09:24:56	
Dates:	Today					56 items (0.297 s)	

Telephone No	Field 2	Calls Out	%AllOut	OutAns	totTalkT	avgTalkT	totRingT	avgRngT
01387365794	Fusion Electronics Group	2	2.6%	2	00:00:57	00:00:28	00:00:07	00:00:03
01466315854	Active Electrical (US)	2	2.6%	2	00:00:40	00:00:20	00:00:07	00:00:03
01483689714	Bridge Services Ltd	2	2.6%	2	00:00:26	00:00:13	00:00:08	00:00:04
01377409594	Peterson Solicitors Inc	2	2.6%	2	00:00:50	00:00:25	00:00:09	00:00:04
01309612084	[New Contact !]	2	2.6%	2	00:01:01	00:00:30	00:00:08	00:00:04
01329848574	Smith Services Ltd	2	2.6%	1	00:00:16	00:00:16	00:00:20	00:00:10
01373724444	Thompson Solutions Trust	2	2.6%	2	00:00:21	00:00:10	00:00:07	00:00:03
01604663014	Colt Networks Corp	2	2.6%	2	00:00:24	00:00:12	00:00:12	00:00:06
01633958884	Latitude Logistics Corp	2	2.6%	2	00:00:12	00:00:06	00:00:08	00:00:04
01644735184	Real Telephones Corp	2	2.6%	2	00:00:13	00:00:06	00:00:09	00:00:04
01577023014	Business Telecommunicatic	2	2.6%	2	00:00:28	00:00:14	00:00:08	00:00:04
01540231604	Office Software Corp	2	2.6%	2	00:00:54	00:00:27	00:00:06	00:00:03
01564776384	Peterson Communications I	2	2.6%	2	00:00:44	00:00:22	00:00:06	00:00:03
01570312934	Direct Attorney (UK)	2	2.6%	2	00:00:14	00:00:07	00:00:08	00:00:04
01307208774	PBX Solutions (UK)	2	2.6%	2	00:00:25	00:00:12	00:00:08	00:00:04
01229759354	XYZ Computing Intl	2	2.6%	2	00:02:10	00:01:05	00:00:12	00:00:06
Total		78	100.0%	72	00:45:58	00:00:38	00:08:37	00:00:06

Top Dialled Numbers

Top Received Numbers

Statistics by telephone number received for inbound calls.

Top Received Numbers ▲ ⊘▾ 🗑▾ ✕

Filter:	Sales Team					Last run at 17/08/2001 12:29:45	
Dates:	This Week					1053 items (1.766 s)	

Telephone No	Field 2	Calls In	%AllIn	InAns	totTalkT	avgTalkT	lngWT	avgWT
02892051187	Office Systems (UK)	9	0.3%	3	00:04:15	00:01:25	00:00:22	00:00:11
01311447310	Mortgage Engineering Plc	8	0.2%	5	00:06:50	00:01:22	00:00:40	00:00:15
00677431693	Micro Bank Intl	7	0.2%	3	00:04:32	00:01:08	00:00:47	00:00:14
00230596920	Standard LANs Express	7	0.2%	1	00:00:19	00:00:09	00:02:56	00:00:30
01363886770	Quantum Construction Plc	7	0.2%	1	00:02:41	00:01:20	00:01:08	00:00:13
01456320584	Bates Accountants Inc	7	0.2%	4	00:07:17	00:01:12	00:00:20	00:00:04
08700945986	Scott Financial Intl	7	0.2%	0	00:00:00	00:00:00	00:01:16	00:00:20
02885633463	Total Telecommunications Cc	7	0.2%	3	00:10:21	00:02:04	00:00:13	00:00:05
01845160196	Kudos Telephones & Partner	6	0.2%	0	00:00:39	00:00:19	00:00:08	00:00:03
00975320014	Colt Systems Group	6	0.2%	3	00:02:32	00:00:30	00:00:56	00:00:10
01728194701	XYZ Systems Plc	6	0.2%	0	00:00:00	00:00:00	00:00:42	00:00:16
Total		3231	100.0%	1084	53:13:15	00:02:03	00:03:42	00:00:12

Top Received Numbers

Configuration: ACD Agent List

A simple list of all the ACD agents and agent descriptions programmed into Callview Gateway.

Configuration: DDI Number List

A simple list of all the DDI digits and service descriptions programmed into Callview Gateway.

Configuration: Device List   Standard

A simple list of all the extensions programmed into Callview Gateway.

Device	Description	Plays Q'ing Annmnts?
140	Agent Supervisor	No
150	Theresa Macintosh	No
151	Samson Johns	No
152	Lydia Michaels	No
153	Benson Smith	No
154	Heidi Cooper	No
155	Sabrina Price	No
156	Emily Parsons	No
157	Jerry Smart	No
158	Natalia Puchenski	No
159	Ged Samuels	No
170	Lucy Harrison	No
171	Eric Peterson	No

Filter: All Calls — ast run at 17/08/2001 15:57:08
Dates: Today — 69 items (0.172 s)

Configuration: Device...

Configuration: Trunk List   Standard

A simple list of all the trunk lines programmed into Callview Gateway.

Trunk	Trunk Description	Line Type	Q'ing Annmnts?
94209	Fax Line 1	Analogue	No
94210	Fax Line 2	Analogue	No
94211	Door Phone	Analogue	No
94300	Main Number	Digital	Yes
94301	Main Number	Digital	Yes
94302	Main Number	Digital	Yes
94303	Main Number	Digital	Yes
94304	Main Number	Digital	Yes
94305	US Feed	Digital	No
94306	US Feed	Digital	No
94307	ISDN Dial Up	Digital	No
94308	Sales Freephone	Digital	Yes
94309	Sales Freephone	Digital	Yes
94310	Sales Freephone	Digital	Yes
94311	Sales Freephone	Digital	Yes
94312	Sales Freephone	Digital	Yes

Filter: All Calls — Last run at 18/08/2001 11:24:52
Dates: Today — 54 items (0.156 s)

Configuration: Trunk ...

Calls by Extension

This report format shows detailed call statistics for each extension.

Device	Description	Calls In	InEnd	Calls Out	OutEnd	totTalkT	avgTalkT	lngWT	avgWT	avgOutRngT
106	Amanda Jenneson	0	0	69	54	00:12:19	00:00:13	00:00:00	00:00:00	00:00:06
140	Agent Supervisor	2	1	2	2	00:12:56	00:04:18	00:02:23	00:01:11	00:00:09
150	Theresa Macintosh	14	12	59	47	00:41:16	00:00:41	00:01:06	00:00:17	00:00:13
151	Samson Johns	6	5	45	36	00:09:52	00:00:14	00:00:10	00:00:03	00:00:08
152	Lydia Michaels	19	8	102	96	01:22:54	00:00:47	00:01:16	00:00:13	00:00:07
153	Benson Smith	22	19	217	198	02:11:31	00:00:36	00:00:18	00:00:03	00:00:06
154	Heidi Cooper	15	15	162	147	00:46:03	00:00:17	00:00:06	00:00:01	00:00:05
155	Sabrina Price	21	15	141	110	02:31:23	00:01:12	00:00:31	00:00:07	00:00:07
156	Emily Parsons	20	15	68	54	01:07:16	00:00:58	00:01:50	00:00:19	00:00:06
157	Jerry Smart	13	2	66	43	00:11:23	00:00:15	00:00:05	00:00:02	00:00:07
Total		430	179	1166	983	15:16:10	00:00:47	00:02:23	00:00:09	00:00:06

Calls by Half Hour

A statistical call summary by half hour period.

Start Time	Calls In	%AllIn	Calls Out	%AllOut	totTalkT	avgTalkT	lngWT	avgWT	avgOutRngT
08:30:00 - 09:00:00	8	1.9%	33	2.8%	00:22:16	00:00:49	00:00:08	00:00:03	00:00:10
09:00:00 - 09:30:00	10	2.3%	23	2.0%	00:22:03	00:00:57	00:00:22	00:00:10	00:00:04
09:30:00 - 10:00:00	4	0.9%	44	3.8%	00:23:36	00:00:54	00:00:10	00:00:05	00:00:04
10:00:00 - 10:30:00	12	2.8%	33	2.8%	00:46:27	00:01:23	00:01:23	00:00:22	00:00:10
10:30:00 - 11:00:00	7	1.6%	34	2.9%	00:22:49	00:00:40	00:00:55	00:00:17	00:00:07
11:00:00 - 11:30:00	21	4.9%	45	3.9%	01:18:15	00:01:44	00:00:32	00:00:12	00:00:08
11:30:00 - 12:00:00	16	3.7%	35	3.0%	00:31:30	00:00:45	00:00:34	00:00:09	00:00:09
12:00:00 - 12:30:00	19	4.4%	31	2.7%	00:46:22	00:01:17	00:00:19	00:00:07	00:00:04
12:30:00 - 13:00:00	7	1.6%	15	1.3%	00:06:48	00:00:24	00:00:24	00:00:08	00:00:06
13:00:00 - 13:30:00	19	4.4%	36	3.1%	00:30:17	00:00:46	00:01:55	00:00:13	00:00:07
13:30:00 - 14:00:00	10	2.3%	18	1.5%	00:42:02	00:01:37	00:00:15	00:00:03	00:00:13
14:00:00 - 14:30:00	25	5.8%	29	2.5%	01:18:11	00:02:00	00:02:23	00:00:18	00:00:07
14:30:00 - 15:00:00	3	0.7%	6	0.5%	00:11:07	00:01:14	00:00:05	00:00:02	00:00:12
15:00:00 - 15:30:00	4	0.9%	9	0.8%	00:14:13	00:02:50	00:00:21	00:00:07	00:00:12
15:30:00 - 16:00:00	4	0.9%	22	1.9%	00:11:42	00:00:58	00:00:26	00:00:12	00:00:13
Total	430	100.0%	1166	100.0%	15:16:10	00:00:47	00:02:23	00:00:09	00:00:06

Unrecognised Calls by Extension

A summary by extension of unrecognised calls.

Finished On	User Finished On	Calls Handled	Unrecognised Calls	% Unrecognised Calls
152	Lydia Michaels	110	15	13.6%
100	Operator	39	5	12.8%
153	Benson Smith	236	27	11.4%
159	Ged Samuels	99	11	11.1%
154	Heidi Cooper	177	19	10.7%
104	Jackie Benetton	76	8	10.5%
150	Theresa Macintosh	71	7	9.9%
Total		1345	140	10.4%

Call Cost by Account Code

A statistical call cost summary by account code.

A/C Code	Calls Out	%AllOut	OutAns	totTalkT	Total Cost	MaxCst	AvgCSt
[None]	905	92.1%	905	10:00:40	£140.42	£10.18	£0.16
111	8	0.8%	8	00:02:13	£1.98	£1.41	£0.25
222	11	1.1%	11	00:14:56	£1.32	£0.55	£0.12
333	9	0.9%	9	00:01:15	£0.45	£0.11	£0.05
444	12	1.2%	12	00:01:53	£0.98	£0.46	£0.08
555	14	1.4%	14	00:01:52	£0.55	£0.04	£0.04
666	4	0.4%	4	00:00:34	£0.17	£0.04	£0.04
777	7	0.7%	7	00:04:08	£0.59	£0.25	£0.08
888	7	0.7%	7	00:01:24	£0.68	£0.36	£0.10
999	6	0.6%	6	00:19:59	£1.47	£1.17	£0.25
Total	983	100.0%	983	10:48:54	£148.60	£10.18	£0.15

Filter: Sales Team — Dates: Today — Last run at 17/08/2001 13:08:18 — 10 items (0.610 s)

Call Cost by Account ...

Call Cost by Extension

A statistical call cost summary by extension.

First Rang	User First Rang	Calls Out	%AllOut	OutAns	totTalkT	Total Cost	MaxCst	AvgCSt
156	Emily Parsons	162	14.4%	162	01:19:21	£20.57	£1.03	£0.13
157	Jerry Smart	137	12.2%	137	00:38:37	£16.57	£0.92	£0.12
104	Jackie Benetton	19	1.7%	19	00:58:25	£15.17	£7.74	£0.80
154	Heidi Cooper	155	13.8%	155	01:18:41	£13.87	£2.81	£0.09
153	Benson Smith	122	10.9%	122	00:40:06	£12.01	£3.72	£0.10
150	Theresa Macintosh	71	6.3%	71	00:24:47	£10.78	£4.06	£0.15
159	Ged Samuels	59	5.2%	59	00:37:09	£10.71	£1.08	£0.18
151	Samson Johns	105	9.3%	105	01:56:34	£10.38	£5.24	£0.10
100	Operator	13	1.2%	13	00:45:23	£7.66	£3.59	£0.59
155	Sabrina Price	118	10.5%	118	00:50:49	£5.21	£0.16	£0.04
103	Serena Thompson	5	0.4%	5	00:05:25	£3.63	£1.57	£0.73
152	Lydia Michaels	70	6.2%	70	01:15:07	£3.48	£0.18	£0.05
101	Stephen Williams	2	0.2%	2	03:22:19	£3.44	£3.26	£1.72
106	Amanda Jenneson	53	4.7%	53	00:16:52	£3.08	£0.53	£0.06
158	Natalia Puchenski	30	2.7%	30	00:10:51	£1.49	£0.22	£0.05
140	Agent Supervisor	3	0.3%	3	00:09:48	£0.24	£0.15	£0.08
Total		1124	100.0%	1124	14:50:14	£138.27	£7.74	£0.12

Filter: Sales Team All — Dates: Today — Last run at 18/08/2001 10:28:23 — 16 items (0.672 s)

Call Cost by Extension

Call Performance by Day (Inbound)

A list of call performance statistics against individual days.

Start Time	Calls In	InAns	%InAns	Ans<=5s	% Ans<=5s	Calls Lost	% Calls Lost	Lst<=5s	% Lst<=5s	Calls Refused	lngWT	avgWT
06/08/2001 (Mon)	658	285	43.3%	192	67.4%	367	55.8%	88	24.0%	0	00:03:11	00:00:11
07/08/2001 (Tue)	547	262	47.9%	161	61.5%	276	50.5%	75	27.2%	1	00:15:50	00:00:13
08/08/2001 (Wed)	616	319	51.8%	209	65.5%	290	47.1%	80	27.6%	0	00:03:43	00:00:11
09/08/2001 (Thu)	802	297	37.0%	194	65.3%	500	62.3%	111	22.2%	2	00:03:17	00:00:12
10/08/2001 (Fri)	523	253	48.4%	191	75.5%	266	50.9%	69	25.9%	1	00:01:36	00:00:08
11/08/2001 (Sat)	594	240	40.4%	166	69.2%	349	58.8%	107	30.7%	0	00:02:11	00:00:09
12/08/2001 (Sun)	605	318	52.6%	207	65.1%	275	45.5%	57	20.7%	9	00:01:59	00:00:12
Total	4345	1974	45.4%	1320	66.9%	2323	53.5%	587	25.3%	13	00:15:50	00:00:11

Filter: Sales Team — Dates: Last Week — Last run at 17/08/2001 13:13:36 — 7 items (1.953 s)

Call Performance by ...

Call Performance by Day With URL (Inbound)   MIS

A list of call performance statistics (including un-returned lost calls) against individual days.

Call Performance by Day With URL (Inbound)

Filter: Sales Team
Dates: Last Week

Last run at 17/08/2001 13:14:29
7 items (5.860 s)

Start Time	Calls In	InAns	%InAns	Ans<=5s	% Ans<=5s	Calls Lost	% Calls Lost	Lst<=5s	% Lst<=5s	Calls Refused	Unreturned Lost Calls	lngWT	avgWT
06/08/2001 (Mon)	658	285	43.3%	192	67.4%	367	55.8%	88	24.0%	0	123	00:03:11	00:00:11
07/08/2001 (Tue)	547	262	47.9%	161	61.5%	276	50.5%	75	27.2%	1	121	00:15:50	00:00:13
08/08/2001 (Wed)	616	319	51.8%	209	65.5%	290	47.1%	80	27.6%	0	135	00:03:43	00:00:11
09/08/2001 (Thu)	802	297	37.0%	194	65.3%	500	62.3%	111	22.2%	2	260	00:03:17	00:00:12
10/08/2001 (Fri)	523	253	48.4%	191	75.5%	266	50.9%	69	25.9%	1	180	00:01:36	00:00:08
11/08/2001 (Sat)	594	240	40.4%	166	69.2%	349	58.8%	107	30.7%	0	258	00:02:11	00:00:09
12/08/2001 (Sun)	605	318	52.6%	207	65.1%	275	45.5%	57	20.7%	9	251	00:01:59	00:00:12
Total	4345	1974	45.4%	1320	66.9%	2323	53.5%	587	25.3%	13	1328	00:15:50	00:00:11

Call Performance by ...

Call Summary by Day   MIS

A list of general call statistics against individual days.

Call Summary by Day

Filter: Sales Team
Dates: Last Week

Last run at 17/08/2001 13:19:04
7 items (6.234 s)

Start Time	Calls	Calls In	Calls Out	Ident	% Calls In	% Calls Out	%Ident	totTalkT	avgTalkT	lngWT	avgWT
06/08/2001 (Mon)	1833	658	1175	1597	35.9%	64.1%	87.1%	24:21:54	00:01:02	00:03:11	00:00:11
07/08/2001 (Tue)	1815	547	1268	1597	30.1%	69.9%	88.0%	19:41:07	00:00:50	00:15:50	00:00:13
08/08/2001 (Wed)	2564	616	1948	2289	24.0%	76.0%	89.3%	27:36:23	00:00:47	00:03:43	00:00:11
09/08/2001 (Thu)	4032	802	3230	3610	19.9%	80.1%	89.5%	39:52:04	00:00:44	00:03:17	00:00:12
10/08/2001 (Fri)	1468	523	945	1272	35.6%	64.4%	86.6%	18:22:50	00:00:57	00:01:36	00:00:08
11/08/2001 (Sat)	1783	594	1189	1585	33.3%	66.7%	88.9%	26:46:17	00:01:10	00:02:11	00:00:09
12/08/2001 (Sun)	2044	605	1439	1818	29.6%	70.4%	88.9%	34:24:48	00:01:15	00:01:59	00:00:12
Total	15539	4345	11194	13768	28.0%	72.0%	88.6%	191:05:23	00:00:55	00:15:50	00:00:11

Call Summary by Day

Call Summary by Day (Inbound)   MIS

A list of inbound specific call statistics against individual days.

Call Summary by Day (Inbound)

Filter: Sales Team
Dates: Last Week

Last run at 17/08/2001 13:20:58
7 items (1.969 s)

Start Time	Calls In	InAns	CLI	Ident	DDI Calls	Calls Lost	Ref	%InAns	%CLI	%Ident	%DDI	% Calls Lost	lngWT	avgWT	avgAbndT
06/08/2001 (Mon)	658	285	626	551	658	367	0	43.3%	95.1%	83.7%	100.0%	55.8%	00:03:11	00:00:11	00:00:14
07/08/2001 (Tue)	547	262	518	466	547	276	1	47.9%	94.7%	85.2%	100.0%	50.5%	00:15:50	00:00:13	00:00:15
08/08/2001 (Wed)	616	319	590	534	616	290	0	51.8%	95.8%	86.7%	100.0%	47.1%	00:03:43	00:00:11	00:00:15
09/08/2001 (Thu)	802	297	763	693	802	500	2	37.0%	95.1%	86.4%	100.0%	62.3%	00:03:17	00:00:12	00:00:14
10/08/2001 (Fri)	523	253	490	425	523	266	1	48.4%	93.7%	81.3%	100.0%	50.9%	00:01:36	00:00:08	00:00:12
11/08/2001 (Sat)	594	240	573	511	594	349	0	40.4%	96.5%	86.0%	100.0%	58.8%	00:02:11	00:00:09	00:00:11
12/08/2001 (Sun)	605	318	577	519	605	275	9	52.6%	95.4%	85.8%	100.0%	45.5%	00:01:59	00:00:12	00:00:18
Total	4345	1974	4137	3699	4345	2323	13	45.4%	95.2%	85.1%	100.0%	53.5%	00:15:50	00:00:11	00:00:14

Call Summary by Day ...

Call Summary by Day (Outbound)   MIS

A list of outbound specific call statistics against individual days.

Call Summary by Day (Outbound)

Filter: Sales Team
Dates: Last Week

Last run at 17/08/2001 13:22:53
7 items (4.719 s)

Start Time	Calls Out	OutAns	Ident	%OutAns	%Ident	totTalkT	avgTalkT	totRingT	avgOutRngT
06/08/2001 (Mon)	1175	1109	1046	94.4%	89.0%	14:27:29	00:00:46	01:55:36	00:00:05
07/08/2001 (Tue)	1268	1149	1131	90.6%	89.2%	11:06:43	00:00:34	02:12:23	00:00:06
08/08/2001 (Wed)	1948	1770	1755	90.9%	90.1%	15:28:19	00:00:31	03:46:54	00:00:06
09/08/2001 (Thu)	3230	2954	2917	91.5%	90.3%	27:07:54	00:00:33	05:31:34	00:00:06
10/08/2001 (Fri)	945	899	847	95.1%	89.6%	12:05:40	00:00:48	01:20:43	00:00:05
11/08/2001 (Sat)	1189	1127	1074	94.8%	90.3%	18:34:52	00:00:59	01:48:00	00:00:05
12/08/2001 (Sun)	1439	1327	1299	92.2%	90.3%	24:24:35	00:01:06	02:32:38	00:00:06
Total	11194	10335	10069	92.3%	89.9%	123:15:32	00:00:42	19:07:48	00:00:06

Call Summary by Day ...

Call Summary by Week

A list of general call statistics against individual weeks.

Start Time	Calls	Calls In	Calls Out	Ident	% Calls In	% Calls Out	%Ident	totTalkT	avgTalkT	lngWT	avgWT
25/06/2001 (Mon)	9997	3423	6574	8862	34.2%	65.8%	88.6%	116:13:15	00:00:55	00:02:40	00:00:09
02/07/2001 (Mon)	15539	4345	11194	13768	28.0%	72.0%	88.6%	191:05:23	00:00:55	00:15:50	00:00:11
09/07/2001 (Mon)	12633	3983	8650	11220	31.5%	68.5%	88.8%	165:42:52	00:01:03	00:03:42	00:00:12
16/07/2001 (Mon)	19604	7207	12397	17240	36.8%	63.2%	87.9%	166:00:35	00:00:46	00:07:26	00:00:11
23/07/2001 (Mon)	10775	3551	7224	9543	33.0%	67.0%	88.6%	110:01:36	00:00:51	01:00:07	00:00:12
Total	68548	22509	46039	60633	32.8%	67.2%	88.5%	749:03:41	00:00:54	01:00:07	00:00:11

Filter: Sales Team — Dates: Last Month — Last run at 17/08/2001 13:24:38 — 5 items (27.532 s)

Call Summary by Week (Inbound)

A list of inbound specific call statistics against individual weeks.

Start Time	Calls In	InAns	CLI	Ident	DDI Calls	Calls Lost	Ref	%InAns	%CLI	%Ident	%DDI	% Calls Lost	lngWT	avgWT	avgAbndT
25/06/2001 (Mon)	3423	1398	3261	2947	3421	1988	4	40.8%	95.3%	86.1%	99.9%	58.1%	00:02:40	00:00:09	00:00:12
02/07/2001 (Mon)	4345	1974	4137	3699	4345	2323	13	45.4%	95.2%	85.1%	100.0%	53.5%	00:15:50	00:00:11	00:00:14
09/07/2001 (Mon)	3983	1640	3787	3411	3979	2248	7	41.2%	95.1%	85.6%	99.9%	56.4%	00:03:42	00:00:12	00:00:15
16/07/2001 (Mon)	7207	1352	6878	6167	7205	5794	10	18.8%	95.4%	85.6%	100.0%	80.4%	00:07:26	00:00:11	00:00:12
23/07/2001 (Mon)	3550	952	3388	3034	3548	2548	0	26.8%	95.4%	85.5%	99.9%	71.8%	01:00:07	00:00:12	00:00:13
Total	22508	7316	21451	19258	22498	14901	34	32.5%	95.3%	85.6%	100.0%	66.2%	01:00:07	00:00:11	00:00:13

Filter: Sales Team — Dates: Last Month — Last run at 17/08/2001 13:26:44 — 5 items (9.235 s)

Call Summary by Week (Outbound)

A list of outbound specific call statistics against individual weeks.

Start Time	Calls Out	OutAns	Ident	%OutAns	%Ident	totTalkT	avgTalkT	totRingT	avgOutRngT
25/06/2001 (Mon)	6573	6166	5914	93.8%	90.0%	77:11:05	00:00:45	10:30:47	00:00:05
02/07/2001 (Mon)	11194	10335	10069	92.3%	89.9%	123:15:32	00:00:42	19:07:48	00:00:06
09/07/2001 (Mon)	8650	7720	7809	89.2%	90.3%	107:29:48	00:00:50	15:48:34	00:00:06
16/07/2001 (Mon)	12397	11635	11073	93.9%	89.3%	114:15:00	00:00:35	18:04:49	00:00:05
23/07/2001 (Mon)	7224	6757	6508	93.5%	90.1%	70:29:23	00:00:37	11:19:19	00:00:05
Total	46038	42613	41373	92.6%	89.9%	492:40:48	00:00:41	74:51:17	00:00:05

Filter: Sales Team — Dates: Last Month — Last run at 17/08/2001 13:31:24 — 5 items (18.391 s)

Call Summary by Month

A list of general call statistics against individual months.

Start Time	Calls	Calls In	Calls Out	Ident	% Calls In	% Calls Out	%Ident	totTalkT	avgTalkT	lngWT	avgWT
Jul 2001	68548	22509	46039	60633	32.8%	67.2%	88.5%	749:03:41	00:00:54	01:00:07	00:00:11
Total	68548	22509	46039	60633	32.8%	67.2%	88.5%	749:03:41	00:00:54	01:00:07	00:00:11

Filter: Sales Team — Dates: Last Month — Last run at 17/08/2001 13:32:53 — 1 items (28.625 s)

Call Summary by Month (Inbound)

A list of inbound specific call statistics against individual months.

Call Summary by Month (Inbound)	▲ ◑▾ ▾ ✕

Filter: Sales Team — Last run at 17/08/2001 13:35:12
Dates: Last Month — 1 items (9.828 s)

Start Time	Calls In	InAns	CLI	Ident	DDI Calls	Lost	Ref	%InAns	%CLI	%Ident	%DDI	% Calls Lost	lngWT	avgWT	avgAbndT
Jul 2001	22508	7316	21451	19258	22498	14901	34	32.5%	95.3%	85.6%	100.0%	66.2%	01:00:07	00:00:11	00:00:13
Total	22508	7316	21451	19258	22498	14901	34	32.5%	95.3%	85.6%	100.0%	66.2%	01:00:07	00:00:11	00:00:13

Call Summary by Mon...

Call Summary by Month (Outbound)

A list of outbound specific call statistics against individual months.

Call Summary by Month (Outbound)	▲ ◑▾ ▾ ✕

Filter: Sales Team — Last run at 17/08/2001 13:37:08
Dates: Last Month — 1 items (19.938 s)

Start Time	Calls Out	OutAns	Ident	%OutAns	%Ident	totTalkT	avgTalkT	totRingT	avgOutRngT
Jul 2001	46038	42613	41373	92.6%	89.9%	492:40:48	00:00:41	74:51:17	00:00:05
Total	46038	42613	41373	92.6%	89.9%	492:40:48	00:00:41	74:51:17	00:00:05

Call Summary by Mon...

Calls by Half Hour and Day

A statistical call summary by half hour period and day.

Calls by Half Hour and Day	▲ ◑▾ ▾ ✕

Filter: Sales Team — Last run at 17/08/2001 13:45:17
Dates: Yesterday — 48 items (1.109 s)

Start Time	Calls In	%AllIn	Calls Out	%AllOut	totTalkT	avgTalkT	lngWT	avgWT	avgOutRngT
16/08/2001 09:00:00 - 09:30:00	16	2.2%	58	3.9%	01:03:03	00:01:06	00:00:36	00:00:10	00:00:07
16/08/2001 09:30:00 - 10:00:00	14	1.9%	23	1.5%	00:23:22	00:00:56	00:01:13	00:00:22	00:00:09
16/08/2001 10:00:00 - 10:30:00	28	3.8%	51	3.4%	00:24:30	00:00:30	00:01:45	00:00:15	00:00:08
16/08/2001 10:30:00 - 11:00:00	13	1.8%	22	1.5%	00:35:35	00:01:11	00:00:56	00:00:25	00:00:07
16/08/2001 11:00:00 - 11:30:00	24	3.3%	26	1.7%	00:53:53	00:01:44	00:02:12	00:00:20	00:00:08
16/08/2001 11:30:00 - 12:00:00	19	2.6%	42	2.8%	00:45:11	00:01:01	00:03:03	00:00:29	00:00:06
16/08/2001 12:00:00 - 12:30:00	28	3.8%	55	3.7%	01:11:03	00:01:34	00:01:02	00:00:13	00:00:10
16/08/2001 12:30:00 - 13:00:00	14	1.9%	84	5.6%	02:21:27	00:01:51	00:01:00	00:00:19	00:00:08
16/08/2001 13:00:00 - 13:30:00	37	5.1%	166	11.1%	00:44:29	00:00:17	00:01:31	00:00:19	00:00:06
16/08/2001 13:30:00 - 14:00:00	28	3.8%	41	2.7%	02:45:49	00:03:51	00:01:50	00:00:19	00:00:15
16/08/2001 14:00:00 - 14:30:00	25	3.4%	110	7.4%	01:39:31	00:01:00	00:01:50	00:00:21	00:00:06
16/08/2001 14:30:00 - 15:00:00	38	5.2%	91	6.1%	04:47:16	00:02:35	00:01:49	00:00:25	00:00:05
16/08/2001 15:00:00 - 15:30:00	108	14.8%	57	3.8%	02:03:54	00:00:55	00:01:05	00:00:05	00:00:06
16/08/2001 15:30:00 - 16:00:00	11	1.5%	31	2.1%	00:46:08	00:01:19	00:01:04	00:00:14	00:00:07
16/08/2001 16:00:00 - 16:30:00	29	4.0%	85	5.7%	01:17:03	00:00:49	00:00:28	00:00:07	00:00:05
Total	731	100.0%	1491	100.0%	32:48:31	00:01:12	00:03:39	00:00:13	00:00:07

Calls by Half Hour an...

Calls by Account Code   MIS

A statistical call summary by account code.

A/C Code	Calls In	%AllIn	Calls Out	%AllOut	totTalkT	avgTalkT	lngWT	avgWT	avgOutRngT
Calls by Account Code								▲ ⊘▾ ▼▾ ✕	
Filter: Sales Team									
Dates: Today				Last run at 17/08/2001 13:46:36				10 items (0.844 s)	
[None]	380	88.4%	1069	91.7%	14:05:47	00:00:47	00:02:23	00:00:09	00:00:07
111	6	1.4%	9	0.8%	00:10:57	00:00:59	00:00:12	00:00:06	00:00:05
222	9	2.1%	11	0.9%	00:19:19	00:01:29	00:00:22	00:00:07	00:00:04
333	7	1.6%	12	1.0%	00:03:29	00:00:16	00:00:16	00:00:06	00:00:06
444	2	0.5%	17	1.5%	00:02:28	00:00:10	00:00:01	00:00:00	00:00:10
555	5	1.2%	15	1.3%	00:05:13	00:00:19	00:00:26	00:00:11	00:00:05
666	9	2.1%	6	0.5%	00:02:38	00:00:22	00:00:20	00:00:08	00:00:07
777	4	0.9%	9	0.8%	00:04:55	00:00:26	00:00:06	00:00:02	00:00:05
888	5	1.2%	8	0.7%	00:01:24	00:00:12	00:00:09	00:00:06	00:00:04
999	3	0.7%	10	0.9%	00:20:00	00:02:51	00:00:19	00:00:10	00:00:05
Total	430	100.0%	1166	100.0%	15:16:10	00:00:47	00:02:23	00:00:09	00:00:06

Calls by Account Code

Calls by Call Cost   MIS

A statistical call cost summary by call cost interval.

Call Cost	Calls Out	%AllOut	OutAns	totOutTalkT	Total Cost	% Of All Cost	MaxCst	AvgCSt
Calls by Call Cost						▲ ⊘▾ ▼▾ ✕		
Filter: Sales Team								
Dates: Today				Last run at 17/08/2001 13:51:02			9 items (0.688 s)	
£0.00 - £1.00	964	98.2%	964	08:02:48	£79.85	57.7%	£0.79	£0.08
£1.00 - £2.00	6	0.6%	6	00:52:54	£7.43	5.4%	£1.67	£1.24
£2.00 - £3.00	3	0.3%	3	00:36:01	£6.80	4.9%	£2.44	£2.27
£3.00 - £4.00	5	0.5%	5	00:37:01	£17.49	12.6%	£3.88	£3.50
£4.00 - £5.00	1	0.1%	1	00:04:59	£4.59	3.3%	£4.59	£4.59
£5.00 - £6.00	0	0.0%	0	00:00:00	£0.00	0.0%	£0.00	£0.00
£6.00 - £7.00	1	0.1%	1	00:05:48	£6.48	4.7%	£6.48	£6.48
£7.00 - £8.00	1	0.1%	1	00:11:25	£7.48	5.4%	£7.48	£7.48
£8.00 - £9.00	1	0.1%	1	00:08:51	£8.33	6.0%	£8.33	£8.33
Total	982	100.0%	982	10:39:47	£138.42	100.0%	£8.33	£0.14

Calls by Call Cost

Calls by DDI Number   MIS

A statistical call summary by DDI number for inbound calls.

DDI Digits	DNIS	Calls In	%AllIn	totTalkT	avgTalkT	lngWT	avgWT
Calls by DDI Number						▲ ⊘▾ ▼▾ ✕	
Filter: Sales Team							
Dates: Today				Last run at 17/08/2001 13:53:26		10 items (0.422 s)	
8000	Main Number Auto Attendant	206	56.1%	01:35:44	00:02:48	00:02:23	00:00:13
8004	General Enquiries (Region A)	123	33.5%	02:21:34	00:01:02	00:00:52	00:00:02
8005	General Enquiries (Region B)	1	0.3%	00:00:00	00:00:00	00:00:06	00:00:06
8006	General Enquiries (Region C)	1	0.3%	00:00:04	00:00:04	00:00:05	00:00:05
8007	Quotations (Region A)	1	0.3%	00:00:00	00:00:00	00:00:07	00:00:07
8009	Quotations (Region C)	16	4.4%	00:00:00	00:00:00	00:00:27	00:00:13
8010	General Operator Number	1	0.3%	00:00:00	00:00:00	00:00:14	00:00:14
8011	Call For Stephen Williams	5	1.4%	00:00:00	00:00:00	00:00:23	00:00:20
8012	Call For John Knight	1	0.3%	00:00:00	00:00:00	00:00:27	00:00:27
8014	Call For Jackie Benetton	12	3.3%	00:29:54	00:03:44	00:01:55	00:00:18
Total		367	100.0%	04:27:16	00:01:29	00:02:23	00:00:09

Calls by DDI Number

Calls by Trunk Line

A statistical call summary by trunk line.

Calls by Trunk Line

Filter: Sales Team — Last run at 17/08/2001 13:55:16
Dates: Today — 15 items (0.813 s)

Trunk	Calls In	%AllIn	Calls Out	%AllOut	totTalkT	avgTalkT	lngWT	avgWT	avgOutRngT
94300	84	22.9%	0	0.0%	02:25:27	00:01:24	00:02:23	00:00:09	00:00:00
94301	13	3.5%	0	0.0%	00:13:55	00:00:46	00:01:50	00:00:09	00:00:00
94302	2	0.5%	0	0.0%	00:00:28	00:00:09	00:00:05	00:00:02	00:00:00
94311	0	0.0%	15	1.3%	00:07:22	00:00:34	00:00:00	00:00:00	00:00:05
94312	0	0.0%	120	10.3%	00:39:30	00:00:26	00:00:00	00:00:00	00:00:06
94313	0	0.0%	542	46.5%	04:05:56	00:00:35	00:00:00	00:00:00	00:00:07
94314	119	32.4%	0	0.0%	00:56:42	00:03:32	00:00:31	00:00:09	00:00:00
94315	14	3.8%	0	0.0%	00:00:01	00:00:01	00:00:22	00:00:10	00:00:00
94326	0	0.0%	19	1.6%	00:04:09	00:00:13	00:00:00	00:00:00	00:00:05
94327	0	0.0%	196	16.8%	02:05:53	00:00:40	00:00:00	00:00:00	00:00:05
94328	123	33.5%	0	0.0%	00:44:02	00:01:25	00:01:06	00:00:09	00:00:00
94329	12	3.3%	0	0.0%	00:06:41	00:00:57	00:01:16	00:00:15	00:00:00
94339	0	0.0%	1	0.1%	00:00:02	00:00:02	00:00:00	00:00:00	00:00:03
94340	0	0.0%	23	2.0%	00:27:03	00:01:21	00:00:00	00:00:00	00:00:06
94341	0	0.0%	250	21.4%	03:18:59	00:00:50	00:00:00	00:00:00	00:00:07
Total	367	100.0%	1166	100.0%	15:16:10	00:00:47	00:02:23	00:00:09	00:00:06

Calls by Trunk Line

Calls Completed by Extension

This report format show statistics for calls completed by each extension.

Calls Completed by Extension

Filter: Sales Team — Last run at 17/08/2001 13:57:11
Dates: Today — 18 items (0.766 s)

Fin	User Finished On	InEnd	OutEnd	Total Talk Time	Avg Talk Time	Longest Wait (In)
106	Amanda Jenneson	0	54	00:12:19	00:00:13	00:00:00
140	Agent Supervisor	1	2	00:12:56	00:04:18	00:00:00
150	Theresa Macintosh	12	47	00:41:16	00:00:41	00:00:21
151	Samson Johns	5	36	00:09:52	00:00:14	00:00:10
152	Lydia Michaels	8	96	01:22:54	00:00:47	00:04:44
153	Benson Smith	19	198	02:11:31	00:00:36	00:00:18
154	Heidi Cooper	15	147	00:46:03	00:00:17	00:00:06
155	Sabrina Price	15	110	02:31:23	00:01:12	00:00:31
156	Emily Parsons	15	54	01:07:16	00:00:58	00:00:41
157	Jerry Smart	2	43	00:11:23	00:00:05	00:00:02
158	Natalia Puchenski	3	38	00:11:41	00:00:17	00:00:05
159	Ged Samuels	4	91	01:40:35	00:01:03	00:00:06
Total		179	983	15:16:10	00:00:47	00:00:55

Calls Completed by E...

Inbound Calls by Half Hour

An inbound call summary by half hour period.

Inbound Calls by Half Hour

Filter: Sales Team — Last run at 17/08/2001 13:58:59
Dates: Yesterday — 47 items (0.562 s)

Start Time	Calls In	%AllIn	totTalkT	avgTalkT	lngWT	avgWT	avgAbndT	Calls Lost	%Lost	Rcvr'ble	Ref
11:00:00 - 11:30:00	24	3.3%	00:33:34	00:04:11	00:02:12	00:00:20	00:00:25	16	66.7%	15	3
11:30:00 - 12:00:00	19	2.6%	00:34:06	00:03:06	00:03:03	00:00:29	00:01:19	6	31.6%	6	2
12:00:00 - 12:30:00	28	3.8%	00:53:49	00:04:29	00:01:02	00:00:13	00:00:17	15	53.6%	15	4
12:30:00 - 13:00:00	14	1.9%	00:49:46	00:04:58	00:01:00	00:00:19	00:00:37	3	21.4%	3	1
13:00:00 - 13:30:00	37	5.1%	00:12:48	00:01:25	00:01:31	00:00:19	00:00:21	26	70.3%	24	2
13:30:00 - 14:00:00	28	3.8%	01:47:11	00:05:06	00:01:50	00:00:19	00:00:51	4	14.3%	4	0
14:00:00 - 14:30:00	25	3.4%	00:18:40	00:02:04	00:01:50	00:00:21	00:00:23	16	64.0%	14	1
14:30:00 - 15:00:00	38	5.2%	01:17:44	00:02:59	00:01:49	00:00:25	00:00:42	11	28.9%	11	0
15:00:00 - 15:30:00	108	14.8%	00:52:51	00:00:38	00:01:05	00:00:05	00:00:13	25	23.1%	24	2
15:30:00 - 16:00:00	11	1.5%	00:23:06	00:03:51	00:01:04	00:00:14	00:00:12	4	36.4%	4	1
16:00:00 - 16:30:00	29	4.0%	00:28:03	00:02:00	00:00:28	00:00:07	00:00:07	14	48.3%	14	3
16:30:00 - 17:00:00	16	2.2%	00:51:21	00:07:20	00:01:45	00:00:18	00:00:30	9	56.3%	8	2
Total	731	100.0%	12:43:12	00:02:12	00:03:39	00:00:13	00:00:18	366	50.1%	350	21

Inbound Calls by Half ...

Inbound Calls by Half Hour and Day MIS

An inbound call summary by half hour period and day.

Inbound Calls by Half Hour and Day											▲ ◔▾ ▼▾ ✕
Filter: Sales Team										Last run at 17/08/2001 14:02:11	
Dates: This Week										320 items (1.828 s)	
Start Time	Calls In	%AllIn	totTalkT	avgTalkT	lngWT	avgWT	avgAbndT	Calls Lost	% Calls Lost	Rcvr'ble	Calls Refused
14/08/2001 07:30:00 - 08:00:00	11	0.3%	00:00:35	00:00:17	00:00:16	00:00:06	00:00:07	9	81.8%	8	0
14/08/2001 08:00:00 - 08:30:00	6	0.2%	00:00:21	00:00:21	00:00:08	00:00:05	00:00:05	5	83.3%	5	0
14/08/2001 08:30:00 - 09:00:00	3	0.1%	00:00:20	00:00:10	00:00:46	00:00:15	00:00:46	1	33.3%	1	0
14/08/2001 09:00:00 - 09:30:00	25	0.6%	00:04:03	00:00:24	00:00:58	00:00:10	00:00:15	15	60.0%	14	2
14/08/2001 09:30:00 - 10:00:00	2	0.1%	00:00:18	00:00:09	00:00:08	00:00:04	00:00:00	0	0.0%	0	0
14/08/2001 10:00:00 - 10:30:00	28	0.7%	00:07:43	00:00:42	00:00:57	00:00:07	00:00:08	17	60.7%	17	0
14/08/2001 10:30:00 - 11:00:00	11	0.3%	00:39:14	00:05:36	00:00:29	00:00:13	00:00:18	4	36.4%	4	0
14/08/2001 11:00:00 - 11:30:00	16	0.4%	00:05:10	00:00:38	00:01:40	00:00:12	00:00:18	8	50.0%	8	0
14/08/2001 11:30:00 - 12:00:00	9	0.2%	00:12:15	00:01:21	00:00:25	00:00:04	00:00:00	0	0.0%	0	0
14/08/2001 12:00:00 - 12:30:00	20	0.5%	00:25:49	00:03:41	00:00:27	00:00:10	00:00:09	13	65.0%	12	0
14/08/2001 12:30:00 - 13:00:00	11	0.3%	00:12:59	00:02:35	00:00:38	00:00:12	00:00:16	6	54.5%	6	0
14/08/2001 13:00:00 - 13:30:00	17	0.4%	00:01:44	00:00:34	00:01:15	00:00:15	00:00:16	14	82.4%	12	0
Total	3983	100.0%	58:13:04	00:02:07	00:03:42	00:00:12	00:00:15	2248	56.4%	2147	7

Inbound Calls by Half ...

Inbound Calls by DDI Number MIS

An inbound call summary by individual DDI number.

Inbound Calls by DDI Number												▲ ◔▾ ▼▾ ✕
Filter: Sales Team											Last run at 17/08/2001 14:04:48	
Dates: Today											10 items (0.421 s)	
DDI Digits	DNIS	Calls In	%AllIn	totTalkT	avgTalkT	lngWT	avgWT	avgAbndT	Calls Lost	% Calls Lost	Rcvr'ble	Calls Refused
8000	Main Number Auto Attendant	206	56.1%	01:35:44	00:02:48	00:02:23	00:00:13	00:00:12	175	85.0%	170	0
8004	General Enquiries (Region A)	123	33.5%	02:21:34	00:01:02	00:00:52	00:00:02	00:00:05	44	35.8%	43	1
8005	General Enquiries (Region B)	1	0.3%	00:00:00	00:00:00	00:00:06	00:00:06	00:00:06	1	100.0%	1	0
8006	General Enquiries (Region C)	1	0.3%	00:00:04	00:00:04	00:00:05	00:00:05	00:00:00	0	0.0%	0	0
8007	Quotations (Region A)	1	0.3%	00:00:00	00:00:00	00:00:07	00:00:07	00:00:07	1	100.0%	1	0
8009	Quotations (Region C)	16	4.4%	00:00:00	00:00:00	00:00:27	00:00:13	00:00:13	16	100.0%	14	0
8010	General Operator Number	1	0.3%	00:00:00	00:00:00	00:00:14	00:00:14	00:00:14	1	100.0%	1	0
8011	Call For Stephen Williams	5	1.4%	00:00:00	00:00:00	00:00:23	00:00:20	00:00:20	5	100.0%	5	0
8012	Call For John Knight	1	0.3%	00:00:00	00:00:00	00:00:27	00:00:27	00:00:27	1	100.0%	1	0
8014	Call For Jackie Benetton	12	3.3%	00:29:54	00:03:44	00:01:55	00:00:18	00:00:41	4	33.3%	4	0
Total		367	100.0%	04:27:16	00:01:29	00:02:23	00:00:09	00:00:11	248	67.6%	240	1

Inbound Calls by DDI ...

Inbound Calls by Hunt Group MIS

An inbound call summary by hunt group that a call alerted.

Inbound Calls by Hunt Group												▲ ◔▾ ▼▾ ✕
Filter: All Calls											Last run at 18/08/2001 10:56:48	
Dates: This Week											8 items (1.375 s)	
Grp	Description	Calls In	%AllIn	totTalkT	avgTalkT	lngWT	avgWT	avgAbndT	Calls Lost	% Calls Lost	Rcvr'ble	O'flw
530	Quotations (Region A)	331	32.6%	03:45:33	00:00:58	00:01:09	00:00:03	00:00:03	98	29.6%	93	0
532	Quotations (Region C)	242	23.8%	06:43:07	00:02:11	00:00:52	00:00:05	00:00:04	58	24.0%	56	0
531	Quotations (Region B)	235	23.1%	05:43:45	00:02:28	00:01:39	00:00:05	00:00:04	96	40.9%	93	0
500	Operator Queue 1	92	9.1%	01:02:58	00:01:25	00:01:20	00:00:26	00:00:33	2	2.2%	2	46
501	Operator Queue 2	61	6.0%	01:06:26	00:01:28	00:01:04	00:00:24	00:00:28	2	3.3%	2	14
502	Operator Queue 3	52	5.1%	01:09:35	00:01:47	00:01:43	00:00:24	00:00:32	3	5.8%	3	10
511	Claims Line (House Co	2	0.2%	00:00:00	00:00:00	00:00:18	00:00:09	00:00:09	2	100.0%	2	0
512	Claims Line (Holiday)	1	0.1%	00:00:10	00:00:10	00:00:18	00:00:18	00:00:00	0	0.0%	0	0
Total		1016	100.0%	19:31:34	00:01:42	00:01:43	00:00:08	00:00:05	261	25.7%	251	70

Inbound Calls by Hunt...

Inbound Calls by Device First Rung

An inbound call summary by individual extension.

Inbound Calls by Device First Rung ▲ ☉▾ ▼▾ ✕

Filter: Sales Team
Dates: Today
Last run at 17/08/2001 14:16:00
21 items (0.422 s)

First Rang	User First Rang	Calls In	%AllIn	totTalkT	avgTalkT	lngWT	avgWT	avgAbndT	Calls Lost	% Calls Lost	Rcvr'ble	Ref
104	Jackie Benetton	15	3.5%	00:51:15	00:04:39	00:01:55	00:00:20	00:00:41	4	26.7%	4	0
105	Michael Shaw	4	0.9%	00:04:00	00:02:00	00:01:18	00:00:37	00:01:18	1	25.0%	1	0
140	Agent Supervisor	2	0.5%	00:00:26	00:00:26	00:00:26	00:02:23	00:01:11	1	50.0%	1	0
150	Theresa Macintosh	9	2.1%	00:08:05	00:01:09	00:01:06	00:00:22	00:00:45	2	22.2%	2	0
152	Lydia Michaels	3	0.7%	00:05:27	00:02:43	00:01:16	00:00:40	00:01:16	1	33.3%	1	0
153	Benson Smith	1	0.2%	00:12:32	00:12:32	00:00:00	00:00:00	00:00:00	0	0.0%	0	0
155	Sabrina Price	5	1.2%	00:36:25	00:07:17	00:00:31	00:00:19	00:00:00	0	0.0%	0	0
156	Emily Parsons	6	1.4%	00:10:48	00:03:36	00:01:50	00:00:58	00:01:29	3	50.0%	3	0
500	Operator Queue 1	6	1.4%	00:09:59	00:01:59	00:00:24	00:00:13	00:00:00	0	0.0%	0	0
512	Claims Line (Holiday)	1	0.2%	00:00:10	00:00:10	00:00:18	00:00:18	00:00:00	0	0.0%	0	0
Total		430	100.0%	04:27:16	00:01:29	00:02:23	00:00:09	00:00:11	248	57.7%	240	1

Inbound Calls by Devi...

Inbound Calls by Ring Time

An inbound call summary by ring time interval.

Inbound Calls by Ring Time ▲ ☉▾ ▼▾ ✕

Filter: Sales Team
Dates: Today
Last run at 17/08/2001 14:25:16
29 items (0.438 s)

Ring Time	Calls In	%AllIn	totTalkT	avgTalkT	lngWT	avgWT	avgAbndT	Calls Lost	% Calls Lost	Rcvr'ble	Calls Refused
00:00:00 - 00:00:05	201	46.7%	01:52:37	00:00:53	00:02:23	00:00:06	00:00:15	73	36.3%	69	1
00:00:05 - 00:00:10	137	31.9%	00:49:48	00:02:29	00:01:16	00:00:09	00:00:09	117	85.4%	114	0
00:00:10 - 00:00:15	38	8.8%	00:27:31	00:02:45	00:00:23	00:00:10	00:00:09	26	68.4%	25	0
00:00:15 - 00:00:20	20	4.7%	00:19:18	00:02:08	00:00:26	00:00:14	00:00:11	11	55.0%	11	0
00:00:20 - 00:00:25	11	2.6%	00:04:45	00:02:22	00:00:24	00:00:12	00:00:10	9	81.8%	9	0
00:00:25 - 00:00:30	6	1.4%	00:10:45	00:03:35	00:01:50	00:00:35	00:00:44	3	50.0%	3	0
00:00:30 - 00:00:35	6	1.4%	00:34:59	00:06:59	00:00:34	00:00:28	00:00:11	1	16.7%	1	0
00:00:35 - 00:00:40	0	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.0%	0	0
00:00:40 - 00:00:45	4	0.9%	00:05:27	00:02:43	00:00:46	00:00:36	00:00:29	2	50.0%	2	0
00:00:45 - 00:00:50	0	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.0%	0	0
Total	430	100.0%	04:27:16	00:01:29	00:02:23	00:00:09	00:00:11	248	57.7%	240	1

Inbound Calls by Ring...

Invalid Dialled Calls by Extension

A summary by extension of incorrectly dialled outbound calls. An invalid tel. no. is less than 10 digits long (but not a local number) with an associated call that was not answered.

Invalid Dialled Calls by Extension ▲ ☉▾ ▼▾ ✕

Filter: Sales Team
Dates: Today
Last run at 17/08/2001 14:26:26
15 items (0.641 s)

First Rang	User First Rang	Calls Out	Inv	%Inv
100	Operator	55	0	0.0%
104	Jackie Benetton	77	0	0.0%
106	Amanda Jenneson	129	1	0.8%
140	Agent Supervisor	156	0	0.0%
150	Theresa Macintosh	13	0	0.0%
151	Samson Johns	200	3	1.5%
152	Lydia Michaels	3	0	0.0%
153	Benson Smith	7	0	0.0%
154	Heidi Cooper	18	0	0.0%
155	Sabrina Price	10	0	0.0%
156	Emily Parsons	18	0	0.0%
157	Jerry Smart	3	0	0.0%
158	Natalia Puchenski	128	3	2.3%
Total		1358	53	3.9%

Invalid Dialled Calls by...

Line Usage by Half Hour and Day MIS

A statistical call summary by half hour period and day. For each half hour period, the maximum number of lines busy is also shown.

Line Usage by Half Hour and Day							▲ ◷▾ ▽▾ ✕		
Filter:	Sales Team						Last run at 17/08/2001 14:34:55		
Dates:	This Week						335 items (111.594 s)		
Start Time	MaxBsy	% Peak Used	Calls In	%AllIn	Calls Out	%AllOut	totTalkT	Calls Lost	% Calls Lost
13/08/2001 13:00:00 - 13:30:00	4	7.4%	20	0.5%	23	0.3%	00:25:13	9	45.0%
13/08/2001 13:30:00 - 14:00:00	5	9.3%	12	0.3%	42	0.5%	00:40:26	3	25.0%
13/08/2001 14:00:00 - 14:30:00	7	13.0%	24	0.6%	34	0.4%	03:42:39	10	41.7%
13/08/2001 14:30:00 - 15:00:00	5	9.3%	13	0.3%	36	0.4%	00:53:24	5	38.5%
13/08/2001 15:00:00 - 15:30:00	6	11.1%	23	0.6%	76	0.9%	00:53:54	13	56.5%
13/08/2001 15:30:00 - 16:00:00	9	16.7%	21	0.5%	29	0.3%	01:53:51	9	42.9%
13/08/2001 16:00:00 - 16:30:00	7	13.0%	14	0.4%	31	0.4%	01:17:44	5	35.7%
13/08/2001 16:30:00 - 17:00:00	7	13.0%	8	0.2%	31	0.4%	00:16:10	5	62.5%
13/08/2001 17:00:00 - 17:30:00	6	11.1%	30	0.8%	37	0.4%	00:43:19	16	53.3%
13/08/2001 17:30:00 - 18:00:00	7	13.0%	15	0.4%	47	0.5%	01:11:52	9	60.0%
13/08/2001 18:00:00 - 18:30:00	6	11.1%	15	0.4%	51	0.6%	01:09:01	12	80.0%
13/08/2001 18:30:00 - 19:00:00	5	9.3%	7	0.2%	16	0.2%	00:28:45	1	14.3%
13/08/2001 19:00:00 - 19:30:00	3	5.6%	10	0.3%	9	0.1%	00:14:36	4	40.0%
Total	10	18.5%	3983	100.0%	8650	100.0%	165:42:52	2248	56.4%

Line Usage by Half H...

TeleCalc: Calls by Half Hour and Day MIS

An inbound call summary by half hour period and day for TeleCalc Forcasting integration.

TeleCalc: Calls by Half Hour and Day	▲ ◷▾ ▽▾ ✕	
Filter: Sales Team	Last run at 17/08/2001 14:38:17	
Dates: Today	47 items (0.438 s)	
Start Time	Calls In	Avg Talk Time
17/08/2001 06:30:00 - 07:00:00	7	00:00:02
17/08/2001 07:00:00 - 07:30:00	11	00:00:17
17/08/2001 08:00:00 - 08:30:00	11	00:00:00
17/08/2001 08:30:00 - 09:00:00	8	00:01:59
17/08/2001 09:00:00 - 09:30:00	10	00:03:42
17/08/2001 09:30:00 - 10:00:00	4	00:00:15
17/08/2001 10:00:00 - 10:30:00	12	00:12:52
17/08/2001 10:30:00 - 11:00:00	7	00:01:00
17/08/2001 11:00:00 - 11:30:00	21	00:03:35
17/08/2001 11:30:00 - 12:00:00	16	00:01:58
17/08/2001 12:00:00 - 12:30:00	19	00:02:49
17/08/2001 12:30:00 - 13:00:00	7	00:00:26
17/08/2001 13:00:00 - 13:30:00	19	00:00:52
Total	430	00:01:29

TeleCalc: Calls by Hal...

Call List, Agent Specific ACD

A call list showing general agent specific information.

Start Time	Ans?	Field 2	Telephone No	AgtFRO	AgtLRO	AgtAns	AgtNAns	AgtFin	Dir	Call Time	Seg
								Call List, Agent Specific ▲ ◷▾ ▽▾ ✕			
		Filter: All Calls						Last run at 17/08/2001 14:42:44			
		Dates: Today						1597 items (0.890 s)			
17/08/2001 04:55:18	Yes	Brown Attorney Ltd	02820004275	4008	4008	4008	Joanne Tompkin:	4008	Out	00:00:08	N/A
17/08/2001 04:55:35	Yes	Brown Consultants & Partners	02821196333	4008	4008	4008	Joanne Tompkin:	4008	Out	00:00:09	N/A
17/08/2001 04:56:07	Yes	[No CLI Received]	[No CLI]		4006	4006	Tim Adams	4006	In	00:00:04	N/A
17/08/2001 05:00:53	No	Real Accountants Corp	02827277328	4002	4002			4002	Out	00:00:21	N/A
17/08/2001 05:01:23	Yes	First Games Group	02828795269	4002	4002	4002	James Maceldon	4002	Out	00:00:16	N/A
17/08/2001 05:01:43	No	Brown Software (UK)	02829560153	4002	4002			4002	Out	00:00:07	N/A
17/08/2001 05:01:59	No	Fleetrun Financial Plc	02830870194	4002	4002			4002	Out	00:00:12	N/A
17/08/2001 05:02:19	Yes	Active Solicitors Agency	02837014265	4002	4002	4002	James Maceldon	4002	Out	00:00:10	N/A
17/08/2001 05:02:34	Yes	First Logistics (US)	02838527615	4002	4002	4002	James Maceldon	4002	Out	00:00:20	N/A
17/08/2001 05:02:58	Yes	Brown Solutions Express	02840573322	4002	4002	4002	James Maceldon	4002	Out	00:00:16	N/A
17/08/2001 05:03:20	No	Jones Logistics Group	02841879962	4002	4002			4002	Out	00:00:01	N/A
17/08/2001 05:03:24	Yes	Alpha Software Corp	02842649619	4002	4002	4002	James Maceldon	4002	Out	00:00:14	N/A
17/08/2001 05:03:53	Yes	Gavel Computers Agency	02843320039						In	00:00:18	1
17/08/2001 05:04:12	Yes	Gavel Computers Agency	02843320039		4006	4006	Tim Adams	4006	In	00:00:03	2
17/08/2001 05:30:14	No	Kudos Communications Corp	02866111082						In	00:00:26	N/A
17/08/2001 05:34:14	No	Gavel Attorney Express	02867547650	4002	4002			4002	Out	00:00:14	N/A
17/08/2001 05:34:40	Yes	Business Telecommunications I	02868525624	4002	4002	4002	James Maceldon	4002	Out	00:00:19	N/A
17/08/2001 05:35:03	No	Active Services (US)	02870595402	4002	4002			4002	Out	00:00:18	N/A
17/08/2001 05:35:25	Yes	Brown Engineering Corp	02871072905	4002	4002	4002	James Maceldon	4002	Out	00:00:11	N/A

Call List, Agent Specific

ACD Status Time by Agent

An ACD statistical summary by agent showing the percentage of time spent in each ACD status.

ACD Status Time by Agent											▲ ⏱▾ ▽▾ ✕
Filter: All Calls										Last run at 17/08/2001 14:46:03	
Dates: Yesterday										11 items (1.172 s)	
Agent	Description	totTalkT	totHldT	totOnDutyT	Last Login At	%FreeT	%BusyT	%WUT	%BsyNAT	Avg In Rate	Avg Out Rate
4000	Andrew Daniels	00:37:32	00:00:03	07:58:24	16/08/2001 17:09:22	76.0%	16.1%	0.6%	7.3%	0	4
4001	Penelope Wallice	01:18:04	00:00:00	09:22:08	16/08/2001 15:31:02	72.6%	26.9%	0.5%	0.0%	0	4
4002	James Maceldon	00:53:03	00:00:00	08:58:02	16/08/2001 23:06:22	89.8%	10.0%	0.2%	0.0%	2	1
4003	Julie Wilson	00:28:35	00:00:54	07:45:58	16/08/2001 21:08:42	85.4%	13.8%	0.8%	0.0%	0	2
4004	Helen Pegg	02:19:58	00:02:24	15:12:49	16/08/2001 19:43:07	81.4%	18.2%	0.4%	0.0%	0	4
4005	Tony Bradley	00:00:00	00:00:00	00:27:48	16/08/2001 12:43:46	99.7%	0.3%	0.0%	0.0%	3	0
4006	Tim Adams	00:11:07	00:00:00	06:55:33	16/08/2001 23:32:55	89.6%	2.0%	0.2%	8.2%	4	0
4007	Mark Williams	00:13:58	00:00:10	06:58:24	16/08/2001 22:27:06	95.0%	4.9%	0.1%	0.0%	0	1
4008	Joanne Tompkins	00:49:19	00:00:00	08:35:03	16/08/2001 22:34:32	89.5%	10.4%	0.0%	0.0%	2	1
4009	Susan Stone	00:34:28	00:00:00	13:05:02	16/08/2001 14:59:24	93.0%	6.9%	0.1%	0.0%	0	1
4010	Agent Spare	01:12:26	00:00:00	08:20:39	16/08/2001 22:29:40	81.1%	18.4%	0.5%	0.0%	0	2
Total		08:38:30	00:03:31	93:39:50	16/08/2001 23:32:55	85.2%	13.2%	0.3%	1.2%	11	21

ACD Status Time by ...

ACD Status Time by Extension

An ACD statistical summary by extension showing the percentage of time spent in each ACD status.

ACD Status Time by Extension											▲ ⏱▾ ▽▾ ✕
Filter: Sales Team										Last run at 17/08/2001 14:48:02	
Dates: Yesterday										28 items (1.687 s)	
Device	Description	totTalkT	totHldT	totOnDutyT	Last Login At	%FreeT	%BusyT	%WUT	%BsyNAT	Avg In Rate	Avg Out Rate
140	Agent Supervisor	04:04:25	00:03:18	00:03:33	16/08/2001 12:19:06	100.0%	0.0%	0.0%	0.0%	0	0
150	Theresa Macintosh	00:19:19	00:00:10	06:58:24	16/08/2001 22:27:06	95.0%	4.9%	0.1%	0.0%	0	1
151	Samson Johns	00:47:25	00:02:16	07:58:24	16/08/2001 17:09:22	76.0%	16.1%	0.6%	7.3%	1	5
152	Lydia Michaels	00:52:14	00:03:12	13:05:02	16/08/2001 14:59:24	93.0%	6.9%	0.1%	0.0%	0	1
153	Benson Smith	03:05:13	00:05:35	15:12:49	16/08/2001 19:43:07	81.4%	18.2%	0.4%	0.0%	1	5
154	Heidi Cooper	00:48:49	00:00:13	06:55:33	16/08/2001 23:32:55	89.6%	2.0%	0.2%	8.2%	0	1
155	Sabrina Price	01:33:28	00:01:10	09:22:08	16/08/2001 15:31:02	72.6%	26.9%	0.5%	0.0%	1	5
156	Emily Parsons	00:50:25	00:01:12	07:45:58	16/08/2001 21:08:42	85.4%	13.8%	0.8%	0.0%	1	3
157	Jerry Smart	00:56:29	00:00:00	08:58:02	16/08/2001 23:06:22	89.8%	10.0%	0.2%	0.0%	0	1
158	Natalia Puchenski	01:02:49	00:01:19	08:35:03	16/08/2001 22:34:32	89.5%	10.4%	0.0%	0.0%	1	2
159	Ged Samuels	01:23:29	00:00:07	08:20:39	16/08/2001 22:29:40	81.1%	18.4%	0.5%	0.0%	0	3
Total		32:48:31	00:38:20	93:39:50	16/08/2001 23:32:55	85.2%	13.2%	0.3%	1.2%	15	31

ACD Status Time by E...

Call Cost by Agent

A statistical call cost summary by agent.

Call Cost by Agent								▲ ⏱▾ ▽▾ ✕
Filter: Sales Team							Last run at 17/08/2001 14:50:31	
Dates: Today							10 items (0.656 s)	
Agent	Description	Calls Out	%AllOut	OutAns	totTalkT	Total Cost	Maximum Cost	Average Cost
4000	Andrew Daniels	36	4.3%	36	00:06:03	£1.85	£0.12	£0.05
4001	Penelope Wallice	103	12.4%	103	01:11:43	£14.20	£3.88	£0.14
4002	James Maceldon	43	5.2%	43	00:10:35	£4.19	£0.66	£0.10
4003	Julie Wilson	53	6.4%	53	00:26:39	£2.93	£0.38	£0.06
4004	Helen Pegg	183	22.1%	183	01:30:56	£15.95	£1.06	£0.09
4006	Tim Adams	147	17.7%	147	00:42:33	£8.34	£0.36	£0.06
4007	Mark Williams	43	5.2%	43	00:27:52	£3.87	£0.42	£0.09
4008	Joanne Tompkins	38	4.6%	38	00:07:30	£1.60	£0.04	£0.04
4009	Susan Stone	95	11.5%	95	01:06:49	£27.33	£7.48	£0.29
4010	Agent Spare	88	10.6%	88	01:32:18	£15.10	£8.33	£0.17
Total		829	100.0%	829	07:22:58	£95.35	£8.33	£0.12

Call Cost by Agent

Calls by Agent ACD

This report format shows detailed call statistics for each agent.

Agent	Description	Calls In	InEnd	Calls Out	OutEnd	totTalkT	avgTalkT	lngWT	avgWT	avgOutRngT
4000	Andrew Daniels	0	0	36	36	00:06:03	00:00:10	00:00:00	00:00:00	00:00:05
4001	Penelope Wallice	5	5	103	103	01:48:08	00:01:00	00:00:31	00:00:19	00:00:06
4002	James Maceldon	0	0	43	43	00:10:35	00:00:14	00:00:00	00:00:00	00:00:04
4003	Julie Wilson	3	3	53	53	00:37:27	00:00:40	00:00:41	00:00:28	00:00:05
4004	Helen Pegg	1	1	183	183	01:43:28	00:00:33	00:00:00	00:00:00	00:00:04
4006	Tim Adams	0	0	147	147	00:42:33	00:00:17	00:00:00	00:00:00	00:00:04
4007	Mark Williams	7	7	43	43	00:35:57	00:00:43	00:00:18	00:00:15	00:00:12
4008	Joanne Tompkins	0	0	38	38	00:07:30	00:00:11	00:00:00	00:00:00	00:00:03
4009	Susan Stone	2	2	95	95	01:12:16	00:00:44	00:00:44	00:00:22	00:00:06
4010	Agent Spare	0	0	88	88	01:32:18	00:01:02	00:00:00	00:00:00	00:00:04
Total		18	18	829	829	08:36:15	00:00:36	00:00:44	00:00:18	00:00:05

Filter: All Calls — Last run at 17/08/2001 14:52:43
Dates: Today — 10 items (0.657 s)

Calls by Agent

Calls by Talk Time ACD

A call summary by talk time for inbound and outbound answered calls.

Talk Time	Calls In Ans	Calls Out Ans	% Of All Calls In Ans	% Of All Calls Out Ans
00:00:00 - 00:00:10	56	477	31.3%	48.5%
00:00:10 - 00:00:20	66	254	36.9%	25.8%
00:00:20 - 00:00:30	6	94	3.4%	9.6%
00:00:30 - 00:00:40	3	34	1.7%	3.5%
00:00:40 - 00:00:50	3	16	1.7%	1.6%
00:00:50 - 00:01:00	3	13	1.7%	1.3%
00:01:00 - 00:01:10	0	3	0.0%	0.3%
00:01:10 - 00:01:20	3	9	1.7%	0.9%
00:01:20 - 00:01:30	1	5	0.6%	0.5%
00:01:30 - 00:01:40	1	3	0.6%	0.3%
Total	179	983	100.0%	100.0%

Filter: Sales Team — Last run at 17/08/2001 14:54:15
Dates: Today — 64 items (0.687 s)

Calls by Talk Time

Calls Completed by Agent ACD

This report format show statistics for calls completed by each agent.

AgtFin	Agt Name Finished On	InEnd	OutEnd	totTalkT	avgTalkT
4000	Andrew Daniels	5	36	00:09:52	00:00:14
4001	Penelope Wallice	15	103	02:29:20	00:01:15
4002	James Maceldon	2	43	00:11:23	00:00:15
4003	Julie Wilson	14	53	01:06:40	00:00:59
4004	Helen Pegg	19	183	01:55:06	00:00:34
4006	Tim Adams	15	147	00:46:03	00:00:17
4007	Mark Williams	12	43	00:38:24	00:00:41
4008	Joanne Tompkins	3	38	00:11:41	00:00:17
4009	Susan Stone	8	95	01:22:18	00:00:47
4010	Agent Spare	4	88	01:32:30	00:01:00
Total		97	829	10:23:17	00:00:40

Filter: All Calls — Last run at 17/08/2001 14:55:22
Dates: Today — 10 items (0.641 s)

Calls Completed by A...

Detailed Agent/Extension ACD Status   ACD

An detailed ACD status event report by agent and extension.

Detailed Agent/Extension ACD Status

Filter: Sales Team All   Last run at 18/08/2001 10:16:40
Dates: Today   2950 items (0.563 s)

Status Changed At	Agent ID	Ext	Logins	Agent Status	Hunt Group
18/08/2001 11:37:58	4007	150	1	Free	
18/08/2001 11:38:08	4007	150	1	Free	
18/08/2001 11:38:15	4000	151	1	Busy	
18/08/2001 11:38:33	4000	151	1	Free	
18/08/2001 11:41:56	4000	151	1	Busy	
18/08/2001 11:47:49	4000	151	1	Wrapup	
18/08/2001 11:48:04	4000	151	1	Free	
18/08/2001 11:49:49	4009	152	0	Logged out	531
18/08/2001 11:52:15	4000	151	1	Busy	
18/08/2001 11:54:28	4000	151	1	Free	
18/08/2001 11:57:04	4001	155	1	Logged in	530
18/08/2001 11:57:45	4007	150	1	Busy	
18/08/2001 11:57:50	4007	150	1	Free	
18/08/2001 11:57:50	4007	150	1	Busy	
18/08/2001 11:57:59	4007	150	1	Free	
18/08/2001 11:58:05	4007	150	1	Busy	
18/08/2001 11:58:22	4007	150	1	Free	
18/08/2001 11:58:26	4007	150	1	Busy	

Detailed Agent/Exten...

Inbound Calls Abandoned Summary by Day   ACD

An abandoned call summary by day.

Inbound Calls Abandoned Summary by Day

Filter: Sales Team   Last run at 17/08/2001 15:00:27
Dates: Last Week   7 items (1.438 s)

Start Time	Calls In	Calls Lost	%Lost	Lost <= 5s	Lost <= 15s	Lost <= 30s	Lost <= 60s	Lost <= 90s	Lost <= 120s	Lost > 120s	avgAbndT	lngWT	avgWT
06/08/2001 (Mon)	367	367	100.0%	88	290	335	347	359	365	2	00:00:14	00:03:11	00:00:14
07/08/2001 (Tue)	276	276	100.0%	75	225	258	268	272	274	2	00:00:15	00:13:46	00:00:15
08/08/2001 (Wed)	290	290	100.0%	80	233	257	273	283	289	1	00:00:15	00:03:17	00:00:15
09/08/2001 (Thu)	500	500	100.0%	111	383	452	477	488	496	4	00:00:14	00:02:53	00:00:14
10/08/2001 (Fri)	266	266	100.0%	69	209	251	260	264	266	0	00:00:12	00:01:36	00:00:12
11/08/2001 (Sat)	349	349	100.0%	107	298	330	340	344	348	1	00:00:11	00:02:11	00:00:11
12/08/2001 (Sun)	275	275	100.0%	57	189	236	253	269	275	0	00:00:18	00:01:59	00:00:18
Total	2323	2323	100.0%	587	1827	2119	2218	2279	2313	10	00:00:14	00:13:46	00:00:14

Inbound Calls Abando...

Inbound Calls Abandoned Summary by Half Hour   ACD

An abandoned call summary by half hour period.

Inbound Calls Abandoned Summary by Half Hour

Filter: Sales Team   Last run at 17/08/2001 15:16:31
Dates: Today   43 items (0.375 s)

Start Time	Calls In	Calls Lost	% Calls Lost	Lost <= 5s	Lost <= 15s	Lost <= 30s	Lost <= 60s	Lost <= 90s	Lost <= 120s	Lost > 120s	avgAbndT	lngWT	avgWT
11:00:00 - 11:30:00	14	14	100.0%	2	10	14	14	14	14	0	00:00:11	00:00:27	00:00:11
11:30:00 - 12:00:00	8	8	100.0%	3	8	8	8	8	8	0	00:00:06	00:00:12	00:00:06
12:00:00 - 12:30:00	10	10	100.0%	2	10	10	10	10	10	0	00:00:08	00:00:12	00:00:08
12:30:00 - 13:00:00	2	2	100.0%	0	2	2	2	2	2	0	00:00:11	00:00:14	00:00:11
13:00:00 - 13:30:00	12	12	100.0%	5	9	11	11	11	12	0	00:00:17	00:01:55	00:00:17
13:30:00 - 14:00:00	1	1	100.0%	0	1	1	1	1	1	0	00:00:08	00:00:08	00:00:08
14:00:00 - 14:30:00	13	13	100.0%	1	6	11	11	12	12	1	00:00:28	00:02:23	00:00:28
15:00:00 - 15:30:00	2	2	100.0%	1	1	2	2	2	2	0	00:00:11	00:00:21	00:00:11
15:30:00 - 16:00:00	2	2	100.0%	1	1	2	2	2	2	0	00:00:15	00:00:26	00:00:15
16:00:00 - 16:30:00	2	2	100.0%	0	2	2	2	2	2	0	00:00:08	00:00:09	00:00:08
Total	248	248	100.0%	55	207	237	240	245	247	1	00:00:11	00:02:23	00:00:11

Inbound Calls Abando...

Inbound Calls Abandoned Summary by Half Hour and Day   ACD

An abandoned call summary by half hour period and day.

Inbound Calls Abandoned Summary by Half Hour and Day														▲ ⊘▼ ▽▼ ✕
Filter: Sales Team														Last run at 17/08/2001 15:24:33
Dates: This Week														300 items (1.313 s)
Start Time	Calls In	Calls Lost	% Calls Lost	Lost <= 5s	Lost <= 15s	Lost <= 30s	Lost <= 60s	Lost <= 90s	Lost <= 120s	Lost > 120s	avgAbndT	lngWT	avgWT	
14/08/2001 12:30:00 - 13:00:00	6	6	100.0%	2	3	5	6	6	6	0	00:00:16	00:00:38	00:00:16	
14/08/2001 13:00:00 - 13:30:00	14	14	100.0%	2	10	13	13	14	14	0	00:00:16	00:01:15	00:00:16	
14/08/2001 14:00:00 - 14:30:00	12	12	100.0%	2	11	11	12	12	12	0	00:00:12	00:00:44	00:00:12	
14/08/2001 14:30:00 - 15:00:00	6	6	100.0%	1	4	5	5	5	5	1	00:00:28	00:02:01	00:00:28	
14/08/2001 15:00:00 - 15:30:00	4	4	100.0%	1	3	3	3	4	4	0	00:00:25	00:01:21	00:00:25	
14/08/2001 15:30:00 - 16:00:00	10	10	100.0%	1	7	9	10	10	10	0	00:00:15	00:00:44	00:00:15	
14/08/2001 16:00:00 - 16:30:00	2	2	100.0%	1	1	1	1	2	2	0	00:00:33	00:01:04	00:00:33	
14/08/2001 16:30:00 - 17:00:00	3	3	100.0%	0	1	1	3	3	3	0	00:00:35	00:00:56	00:00:35	
14/08/2001 17:00:00 - 17:30:00	7	7	100.0%	0	3	3	6	6	6	1	00:00:42	00:02:22	00:00:42	
14/08/2001 17:30:00 - 18:00:00	6	6	100.0%	1	5	6	6	6	6	0	00:00:13	00:00:25	00:00:13	
Total	2248	2248	100.0%	457	1705	2041	2152	2200	2232	16	00:00:15	00:03:42	00:00:15	
Inbound Calls Abando...														

Inbound Calls by Agent First Rung   ACD

An inbound call summary by individual agent.

Inbound Calls by Agent First Rung											▲ ⊘▼ ▽▼ ✕
Filter: Sales Team											Last run at 17/08/2001 15:26:46
Dates: This Week											9 items (0.391 s)
AgtFRO	Agt Name First Rang	Calls In	%AllIn	totTalkT	avgTalkT	lngWT	avgWT	avgAbndT	Calls Lost	% Calls Lost	Rcvr'ble	Calls Refused
4000	Andrew Daniels	51	21.7%	02:15:56	00:02:39	00:00:55	00:00:09	00:00:00	0	0.0%	0	3
4001	Penelope Wallice	31	13.2%	02:44:48	00:05:18	00:00:31	00:00:15	00:00:00	0	0.0%	0	2
4002	James Maceldon	6	2.6%	00:14:05	00:02:20	00:00:48	00:00:16	00:00:00	0	0.0%	0	0
4003	Julie Wilson	20	8.5%	01:08:35	00:03:48	00:01:50	00:00:15	00:01:32	2	10.0%	2	2
4004	Helen Pegg	20	8.5%	01:28:10	00:04:24	00:00:31	00:00:07	00:00:00	0	0.0%	0	0
4006	Tim Adams	2	0.9%	00:06:49	00:03:24	00:00:00	00:00:00	00:00:00	0	0.0%	0	0
4007	Mark Williams	89	37.9%	02:36:10	00:01:46	00:00:51	00:00:12	00:00:40	1	1.1%	1	1
4009	Susan Stone	15	6.4%	00:42:16	00:03:01	00:01:16	00:00:16	00:01:16	1	6.7%	1	0
4010	Agent Spare	1	0.4%	00:00:48	00:00:48	00:00:02	00:00:02	00:00:00	0	0.0%	0	0
Total		235	100.0%	11:17:37	00:02:56	00:01:50	00:00:12	00:01:15	4	1.7%	4	8
Inbound Calls by Age...											

Inbound Calls by Answer Time   ACD

An inbound call summary by answer time interval.

Inbound Calls by Answer Time							▲ ⊘▼ ▽▼ ✕
Filter: Sales Team							Last run at 17/08/2001 15:28:40
Dates: Today							29 items (0.406 s)
Ring Time	Calls In Ans	%AllIn	totTalkT	avgTalkT	lngWT	avgWT	
00:00:00 - 00:00:05	127	46.7%	01:52:37	00:00:53	00:02:23	00:00:06	
00:00:05 - 00:00:10	20	31.9%	00:49:48	00:02:29	00:01:16	00:00:09	
00:00:10 - 00:00:15	10	8.8%	00:27:31	00:02:45	00:00:23	00:00:10	
00:00:15 - 00:00:20	9	4.7%	00:19:18	00:02:08	00:00:26	00:00:14	
00:00:20 - 00:00:25	2	2.6%	00:04:45	00:02:22	00:00:24	00:00:12	
00:00:25 - 00:00:30	3	1.4%	00:10:45	00:03:35	00:01:50	00:00:35	
00:00:30 - 00:00:35	5	1.4%	00:34:59	00:06:59	00:00:34	00:00:28	
00:00:35 - 00:00:40	0	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	
00:00:40 - 00:00:45	2	0.9%	00:05:27	00:02:43	00:00:46	00:00:36	
Total	179	100.0%	04:27:16	00:01:29	00:02:23	00:00:09	
Inbound Calls by Ans...							

Invalid Dialled Calls by Agent

A summary by agent of incorrectly dialled outbound calls. An invalid tel. no. is less than 10 digits long (but not a local number) with an associated call that was not answered.

Invalid Dialled Calls by Agent

Filter: Sales Team — Last run at 17/08/2001 15:29:27
Dates: Today — 10 items (0.625 s)

AgtFRO	Agt Name First Rang	Calls Out	Inv	%Inv
4000	Andrew Daniels	55	0	0.0%
4001	Penelope Wallice	78	0	0.0%
4002	James Maceldon	130	1	0.8%
4003	Julie Wilson	156	0	0.0%
4004	Helen Pegg	13	0	0.0%
4006	Tim Adams	200	3	1.5%
4007	Mark Williams	3	0	0.0%
4008	Joanne Tompkins	7	0	0.0%
4009	Susan Stone	18	0	0.0%
4010	Agent Spare	10	0	0.0%
Total		1370	53	3.9%

Service Level by Half Hour

An inbound service level summary by half hour period.

Service Level by Half Hour

Filter: All Calls — Last run at 17/08/2001 15:32:52
Dates: Today — 47 items (0.422 s)

Start Time	In	InAns	%InAns	Ans<=5s	Ans<=15s	Ans<=30s	Ans<=60s	Ans<=90s	Ans<=120s	Ans>120s	% Ans<=5s	% Ans<=15s	% Ans<=30s	% Ans<=60s	% Ans<=90s	% Ans<=120s	% Ans>120s	avgAnsT
00:00:00 - 00:30:00	8	8	100.0%	7	8	8	8	8	8	0	87.5%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	00:00:02
00:30:00 - 01:00:00	9	2	22.2%	2	2	2	2	2	2	0	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	00:00:01
01:00:00 - 01:30:00	6	3	50.0%	3	3	3	3	3	3	0	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	00:00:01
01:30:00 - 02:00:00	5	2	40.0%	2	2	2	2	2	2	0	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	00:00:01
02:00:00 - 02:30:00	2	1	50.0%	1	1	1	1	1	1	0	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	00:00:00
02:30:00 - 03:00:00	18	4	22.2%	4	4	4	4	4	4	0	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	00:00:01
03:00:00 - 03:30:00	5	0	0.0%	0	0	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	00:00:00
03:30:00 - 04:00:00	9	3	33.3%	3	3	3	3	3	3	0	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	00:00:01
04:00:00 - 04:30:00	14	2	14.3%	2	2	2	2	2	2	0	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	00:00:01
04:30:00 - 05:00:00	13	3	23.1%	3	3	3	3	3	3	0	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	00:00:01
05:00:00 - 05:30:00	2	2	100.0%	2	2	2	2	2	2	0	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	00:00:00
05:30:00 - 06:00:00	10	2	20.0%	2	2	2	2	2	2	0	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	00:00:00
Total	430	179	41.6%	132	160	173	179	179	179	0	73.7%	89.4%	96.6%	100.0%	100.0%	100.0%	0.0%	00:00:05

Service Level by Half Hour and Day

An inbound service level summary by half hour period and day.

Service Level by Half Hour and Day

Filter: Sales Team — Last run at 17/08/2001 15:35:39
Dates: This Week — 320 items (1.969 s)

Start Time	In	InAns	%InAns	ns<=5s	ns<=15s	ns<=30s	ns<=60s	ns<=90s	ns<=120s	ns>120s	% Ans<=5s	% Ans<=15s	% Ans<=30s	% Ans<=60s	% Ans<=90s	% Ans<=120s	% Ans>120s	avgAnsT
14/08/2001 07:30:00 - 08:00:00	11	2	18.2%	2	2	2	2	2	2	0	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	00:00:00
14/08/2001 08:00:00 - 08:30:00	6	1	16.7%	1	1	1	1	1	1	0	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	00:00:01
14/08/2001 08:30:00 - 09:00:00	3	2	66.7%	2	2	2	2	2	2	0	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	00:00:02
14/08/2001 09:00:00 - 09:30:00	25	10	40.0%	9	10	10	10	10	10	0	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	00:00:02
14/08/2001 09:30:00 - 10:00:00	2	2	100.0%	1	2	2	2	2	2	0	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	00:00:04
14/08/2001 10:00:00 - 10:30:00	28	11	39.3%	9	10	10	11	11	11	0	81.8%	90.9%	90.9%	100.0%	100.0%	100.0%	0.0%	00:00:06
14/08/2001 10:30:00 - 11:00:00	11	7	63.6%	4	4	7	7	7	7	0	57.1%	57.1%	100.0%	100.0%	100.0%	100.0%	0.0%	00:00:10
14/08/2001 11:00:00 - 11:30:00	16	8	50.0%	6	6	8	8	8	8	0	75.0%	75.0%	100.0%	100.0%	100.0%	100.0%	0.0%	00:00:07
14/08/2001 11:30:00 - 12:00:00	9	9	100.0%	7	8	9	9	9	9	0	77.8%	88.9%	100.0%	100.0%	100.0%	100.0%	0.0%	00:00:04
14/08/2001 12:00:00 - 12:30:00	20	7	35.0%	2	3	7	7	7	7	0	28.6%	42.9%	100.0%	100.0%	100.0%	100.0%	0.0%	00:00:14
14/08/2001 12:30:00 - 13:00:00	11	5	45.5%	2	4	5	5	5	5	0	40.0%	80.0%	100.0%	100.0%	100.0%	100.0%	0.0%	00:00:07
14/08/2001 13:00:00 - 13:30:00	17	3	17.6%	2	2	3	3	3	3	0	66.7%	66.7%	100.0%	100.0%	100.0%	100.0%	0.0%	00:00:09
Total	3983	1640	41.2%	1073	1348	1573	1635	1637	1640	0	65.4%	82.2%	95.9%	99.7%	99.8%	100.0%	0.0%	00:00:07

Service Level Summary

An inbound service level summary by month.

Start Time	In	Ans	%InAns	Ans<=5s	Ans<=15s	Ans<=30s	Ans<=60s	Ans<=90s	Ans<=120s	Ans>120s	% Ans<=5s	% Ans<=15s	% Ans<=30s	% Ans<=60s	% Ans<=90s	% Ans<=120s	% Ans>120s	avgAnsT
Aug 2001	430	179	41.6%	132	160	173	179	179	179	0	73.7%	89.4%	96.6%	100.0%	100.0%	100.0%	0.0%	00:00:05
Total	430	179	41.6%	132	160	173	179	179	179	0	73.7%	89.4%	96.6%	100.0%	100.0%	100.0%	0.0%	00:00:05

Filter: All Calls
Dates: Today
Last run at 17/08/2001 15:37:23
1 items (0.437 s)

Status by Agent

An ACD statistical summary by agent showing the percentage of time spent in each ACD status.

Filter: Sales Team
Dates: Today
Last run at 17/08/2001 15:39:01
10 items (1.0 s)

Agent	Description	totInTalkT	totOutTalkT	totHldT	totOnDutyT	% Time Free	% Time Busy	%WUT	%BsyNAT	Avg In Rate	Avg Out Rate
4000	Andrew Daniels	00:00:00	00:06:03	00:00:00	07:17:52	73.4%	9.7%	0.2%	16.7%	3	1
4001	Penelope Wallice	00:36:25	01:11:43	00:01:16	08:37:34	75.8%	23.9%	0.3%	0.0%	4	2
4002	James Maceldon	00:00:00	00:10:35	00:00:00	08:32:34	96.0%	4.0%	0.0%	0.0%	1	1
4003	Julie Wilson	00:10:48	00:26:39	00:00:00	08:34:18	80.5%	19.2%	0.3%	0.0%	0	1
4004	Helen Pegg	00:12:32	01:30:56	00:00:50	13:55:29	83.5%	16.1%	0.4%	0.0%	1	4
4006	Tim Adams	00:00:00	00:42:33	00:00:00	08:19:49	84.4%	10.7%	0.4%	4.5%	1	3
4007	Mark Williams	00:08:05	00:27:52	00:00:00	07:41:34	75.6%	24.3%	0.1%	0.0%	3	1
4008	Joanne Tompkins	00:00:00	00:07:30	00:00:00	07:29:43	96.0%	3.8%	0.1%	0.0%	2	1
4009	Susan Stone	00:05:27	01:06:49	00:00:00	08:35:40	77.3%	22.5%	0.2%	0.0%	2	2
4010	Agent Spare	00:00:00	01:32:18	00:00:00	09:17:55	82.1%	17.8%	0.1%	0.0%	0	2
Total		01:13:17	07:22:58	00:02:06	88:22:28	82.5%	15.4%	0.2%	1.8%	9	17

Status by Extension

An ACD statistical summary by extension showing the percentage of time spent in each ACD status.

Filter: Sales Team
Dates: Today
Last run at 17/08/2001 15:41:14
24 items (1.359 s)

Device	Description	totInTalkT	totOutTalkT	totHldT	totOnDutyT	% Time Free	% Time Busy	%WUT	%BsyNAT	Avg In Rate	Avg Out Rate
150	Theresa Macintos	00:10:32	00:30:44	00:00:00	07:41:34	87.8%	12.1%	0.1%	0.0%	3	1
151	Samson Johns	00:03:49	00:06:03	00:00:21	07:17:52	74.3%	8.7%	0.2%	16.7%	4	1
152	Lydia Michaels	00:15:29	01:07:25	00:00:06	08:35:40	76.8%	23.0%	0.2%	0.0%	1	2
153	Benson Smith	00:24:10	01:47:21	00:00:56	13:55:29	83.3%	16.3%	0.4%	0.0%	0	5
154	Heidi Cooper	00:03:30	00:42:33	00:00:00	08:19:49	83.8%	11.2%	0.4%	4.5%	1	3
155	Sabrina Price	01:17:37	01:13:46	00:01:16	08:37:34	75.9%	23.8%	0.3%	0.0%	1	3
156	Emily Parsons	00:40:01	00:27:15	00:00:36	08:34:18	80.2%	19.5%	0.3%	0.0%	3	1
157	Jerry Smart	00:00:48	00:10:35	00:00:00	08:32:34	95.9%	4.1%	0.0%	0.0%	2	1
158	Natalia Puchensk	00:04:11	00:07:30	00:00:00	07:29:43	95.8%	4.1%	0.1%	0.0%	2	1
159	Ged Samuels	00:00:12	01:40:23	00:00:00	09:17:55	81.9%	18.0%	0.1%	0.0%	0	2
Total		04:27:16	10:48:54	00:03:22	88:22:28	83.5%	14.5%	0.2%	1.8%	9	24

ACD Status by Half Hour and Day

An ACD statistical summary by half hour showing the percentage of time spent in each ACD status.

ACD

ACD Status by Half Hour and Day										▲ ⊘ ⊽ ✕
Filter:	All Calls								Last run at 17/08/2001 15:43:29	
Dates:	Today								48 items (1.359 s)	
Start Time	Calls In	Calls Out	avgTalkT	lngWT	totOnDutyT	% Time Free	% Time Busy	%WUT	%BsyNAT	FTEAgts
17/08/2001 06:30:00 - 07:00:00	7	18	00:00:14	00:00:07	02:15:50	94.7%	5.3%	0.0%	0.0%	4.527778
17/08/2001 07:00:00 - 07:30:00	11	22	00:00:10	00:00:18	01:38:51	91.2%	8.6%	0.3%	0.0%	3.295000
17/08/2001 07:30:00 - 08:00:00	0	10	00:00:03	00:00:00	01:46:35	99.0%	1.0%	0.0%	0.0%	3.552778
17/08/2001 08:00:00 - 08:30:00	11	51	00:00:33	00:00:21	01:31:27	74.3%	25.7%	0.0%	0.0%	3.048333
17/08/2001 08:30:00 - 09:00:00	8	33	00:00:49	00:00:08	01:55:35	74.8%	24.6%	0.6%	0.0%	3.852778
17/08/2001 09:00:00 - 09:30:00	10	23	00:00:57	00:00:22	01:32:45	85.0%	15.0%	0.0%	0.0%	3.091667
17/08/2001 09:30:00 - 10:00:00	4	44	00:00:54	00:00:10	01:15:56	87.9%	11.7%	0.4%	0.0%	2.531111
17/08/2001 10:00:00 - 10:30:00	12	33	00:01:47	00:01:23	01:30:00	69.2%	30.8%	0.0%	0.0%	3.000000
17/08/2001 10:30:00 - 11:00:00	7	34	00:00:40	00:00:55	01:26:41	74.6%	24.8%	0.6%	0.0%	2.889444
17/08/2001 11:00:00 - 11:30:00	21	45	00:01:44	00:00:32	01:43:15	70.9%	28.6%	0.5%	0.0%	3.441667
Total	430	1166	00:00:47	00:02:23	88:22:28	83.5%	14.5%	0.2%	1.8%	6.630556

ACD Status by Half H...

Transferred Call Summary

A transferred call summary.

ACD

Transferred Call Summary								▲ ⊘ ⊽ ✕
Filter:	All Calls						Last run at 17/08/2001 15:45:15	
Dates:	Today						1 items (0.891 s)	
Start Time	Calls In	Calls In Ans	Calls Out	Calls Out Ans	Intra In	Inter In	Inter Out	Calls Refused
17/08/2001 (Fri)	430	179	1166	983	3	57	57	1
Total	430	179	1166	983	3	57	57	1

Transferred Call Sum...

Transferred Calls by Agent

A transferred call summary by agent.

ACD

Transferred Calls by Agent									▲ ⊘ ⊽ ✕
Filter:	Sales Team							Last run at 17/08/2001 15:46:36	
Dates:	This Week							10 items (3.391 s)	
Agent	Description	Calls In	Calls In Ans	Calls Out	Calls Out Ans	Intra In	Intra Out	Inter In	Inter Out	Calls Refused
4000	Andrew Daniels	51	51	612	612	30	9	0	0	3
4001	Penelope Wallice	31	31	790	790	7	1	3	0	1
4002	James Maceldon	6	6	619	619	4	0	0	0	0
4003	Julie Wilson	18	18	884	884	13	3	0	7	0
4004	Helen Pegg	20	20	1106	1106	12	1	0	12	0
4006	Tim Adams	2	2	556	556	3	0	1	0	0
4007	Mark Williams	88	88	680	680	24	6	2	0	7
4008	Joanne Tompkins	0	0	285	285	0	1	0	0	0
4009	Susan Stone	14	14	309	309	10	2	0	23	0
4010	Agent Spare	1	1	377	377	2	0	0	0	0
Total		231	231	6218	6218	103	23	6	43	11

Transferred Calls by ...

Transferred Calls by Extension   ACD

A transferred call summary by extension.

Device	Description	Calls In	Calls In Ans	Calls Out	Calls Out Ans	Intra In	Intra Out	Inter In	Inter Out	Ref
100	Operator	208	156	220	181	8	4	7	34	0
101	Stephen Williams	68	23	71	51	4	0	0	0	1
102	John Knight	83	38	83	73	9	3	0	7	0
103	Serena Thompson	63	34	241	209	9	1	0	0	0
104	Jackie Benetton	142	78	206	165	12	2	0	12	2
105	Michael Shaw	27	10	17	15	1	0	0	0	0
106	Amanda Jenneson	34	24	316	280	11	0	0	0	1
120	Meeting Room 1	0	0	11	9	0	0	0	0	0
121	Meeting Room 2	0	0	5	5	0	0	0	0	0
140	Agent Supervisor	59	44	49	40	19	1	0	2	0
Total		3983	1640	8650	7720	116	27	389	379	7

Filter: Sales Team   Last run at 17/08/2001 15:48:30
Dates: This Week   30 items (6.125 s)

Transferred Calls by ...

Unrecognised Calls by Agent   ACD

A summary by agent of unrecognised calls.

Agent	Description	Calls Handled	Unrecog	%Unrecog
4008	Joanne Tompkins	38	9	23.7%
4001	Penelope Wallice	108	12	11.1%
4004	Helen Pegg	184	19	10.3%
4009	Susan Stone	97	10	10.3%
4010	Agent Spare	88	9	10.2%
4006	Tim Adams	147	13	8.8%
4000	Andrew Daniels	36	3	8.3%
4007	Mark Williams	50	4	8.0%
4003	Julie Wilson	56	3	5.4%
4002	James Maceldon	43	2	4.7%
Total		847	84	9.9%

Filter: All Calls   Last run at 17/08/2001 15:49:16
Dates: Today   10 items (0.688 s)

Unrecognised Calls b...

Agents/Trunks Requirements by Half Hour and Day   ACD

A summary by half hour of the trunks and agents required to service the call centre. This can be used to plan future staffing and trunk line requirements.

Start Time	Calls In	totTalkT	avgRngT	Trunks Required	Agents Required	% Trunk Busy Time
13/08/2001 13:30:00 - 14:00:00	12	00:40:26	00:00:07	6	2	3%
13/08/2001 14:00:00 - 14:30:00	24	03:42:39	00:00:11	15	5	6%
13/08/2001 14:30:00 - 15:00:00	13	00:53:24	00:00:07	7	5	6%
13/08/2001 15:00:00 - 15:30:00	23	00:53:54	00:00:09	7	4	6%
13/08/2001 15:30:00 - 16:00:00	21	01:53:51	00:00:07	10	8	8%
13/08/2001 16:00:00 - 16:30:00	14	01:17:44	00:00:10	8	3	8%
13/08/2001 16:30:00 - 17:00:00	8	00:16:10	00:00:12	4	1	3%
13/08/2001 17:00:00 - 17:30:00	30	00:43:19	00:00:15	7	3	3%
13/08/2001 17:30:00 - 18:00:00	15	01:11:52	00:00:12	8	5	5%
13/08/2001 18:00:00 - 18:30:00	15	01:09:01	00:00:09	8	3	5%
13/08/2001 18:30:00 - 19:00:00	7	00:28:45	00:00:09	5	2	3%
Total	3983	165:42:52	00:00:08	18	11	10%

Filter: Sales Team   Last run at 17/08/2001 15:53:15
Dates: This Week   336 items (115.141 s)

Agents/Trunks Requir...

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