VXTracker User Manual Version 5.2

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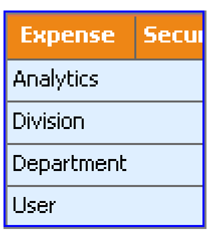
Introduction

The purpose of the VXTracker User Manual is to provide a detailed overview of VXTracker by using examples and step by step instructions. It will cover all User relevant features and functionality. It's important to understand that login access is restricted to users with security access levels set to Departmental, Division, General Manager, or System Administrator. Security access levels are defined and established within your organization and administered by your VXTracker System Administrator. The access rights and privileges depicted in this manual assume the rights of a General Manager, therefore what you see in this manual may vary with what you see in your environment.

It's also important to note that the menus and selections in this manual may not reflect what you see in your VXTracker environment. This is because VXTracker is highly customizable and is typically setup to reflect your company's organizational structure. For example, your company might have three organizational levels (org levels): Department, Cost Center, and User or it may have four or only two org levels. The total number of org levels possible is eight and the number established in your organization is determined by your VXTracker Administrator. The levels chosen will be reflected in the selections that are available in your Expense reports and other menu options within VXTracker. The following menus show two different org levels and the Expense reports that reflect those levels.

3 Org Levels	*4 Org Levels*
	

User Access to VXTracker

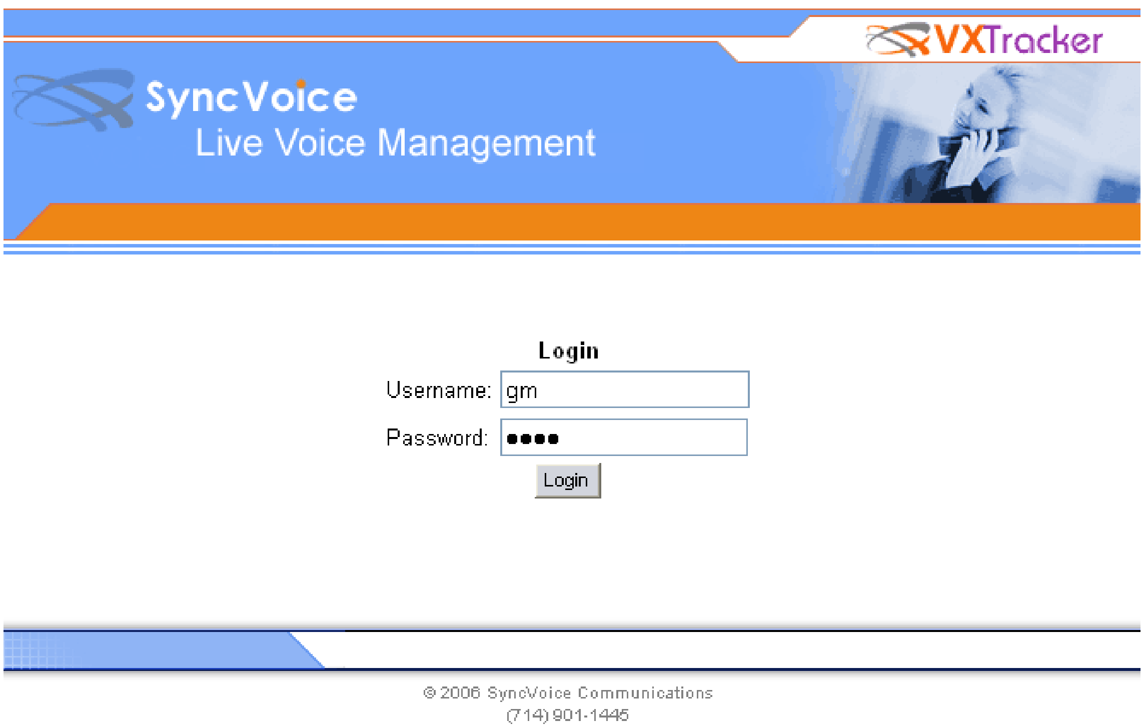
To access VXTracker, open a browser window and type **http://localhost** into the **Address Bar** and hit **Enter** on your keyboard or click the browser **Go** button.

For remote access (to connect to VXTracker from another PC on the network), replace "localhost" from above with the IP address or host name of the PC on which VXTracker is installed. For example **10.0.0.99**.

ASP customers set the URL to: **http://company name.vxtracker.com** along with the application name. For example **http://acbcompany.vxtracker.com**.

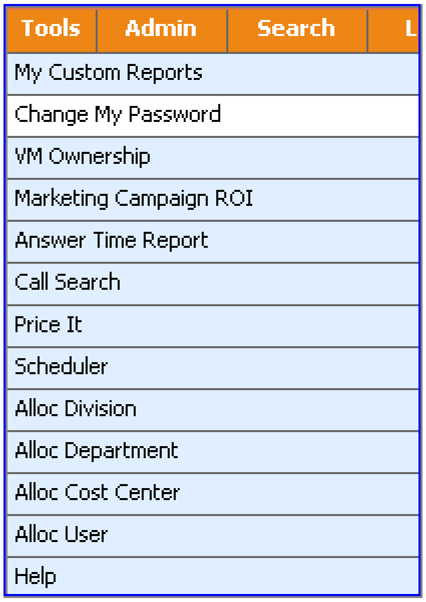
Logging into the System

To login to the system enter your **Username** (first name + last name) and type in you **Password** (passwords are not case sensitive).



Changing Your Password

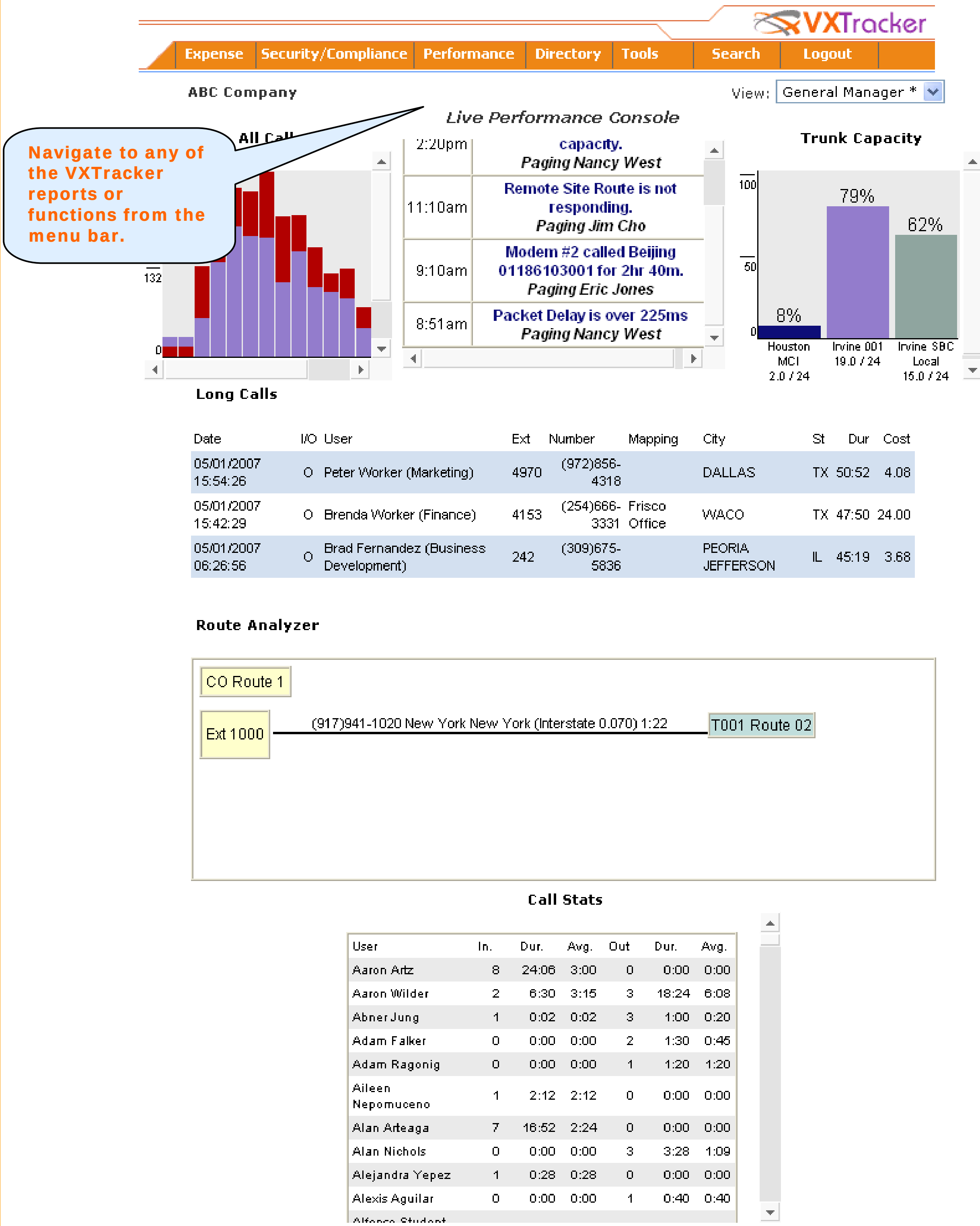
Once logged into the homepage go to the **Tools** menu and select **Change My Password.**



This will bring up the **Change your password page** where you will need to type in your new password and confirm the change. To finish the process click **Save Changes** and the next time you login to VXTracker you can use your new password.

The VXTracker Homepage

From your homepage you can easily navigate to anywhere in your VXTracker system. Your homepage is your Live Performance Console.

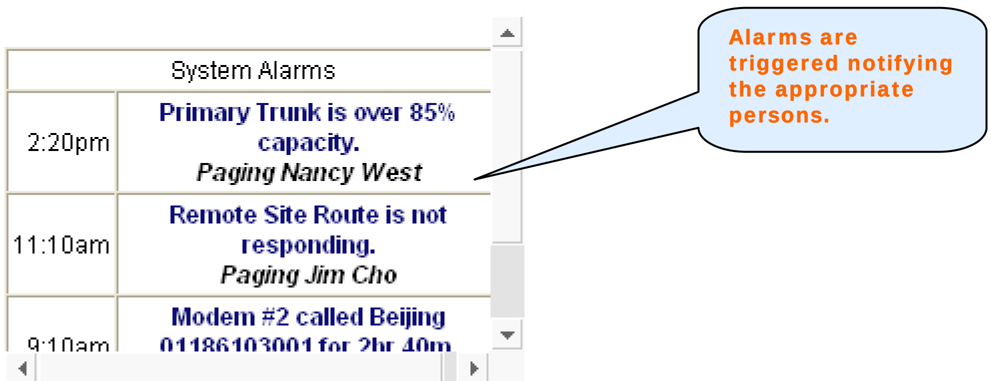


Panels

The Live Performance Console includes panels that display real time monitoring of various applications. The panels displayed can be customized for each user. Panel visibility is based on System Access Rights so not all panels are visible to all users.

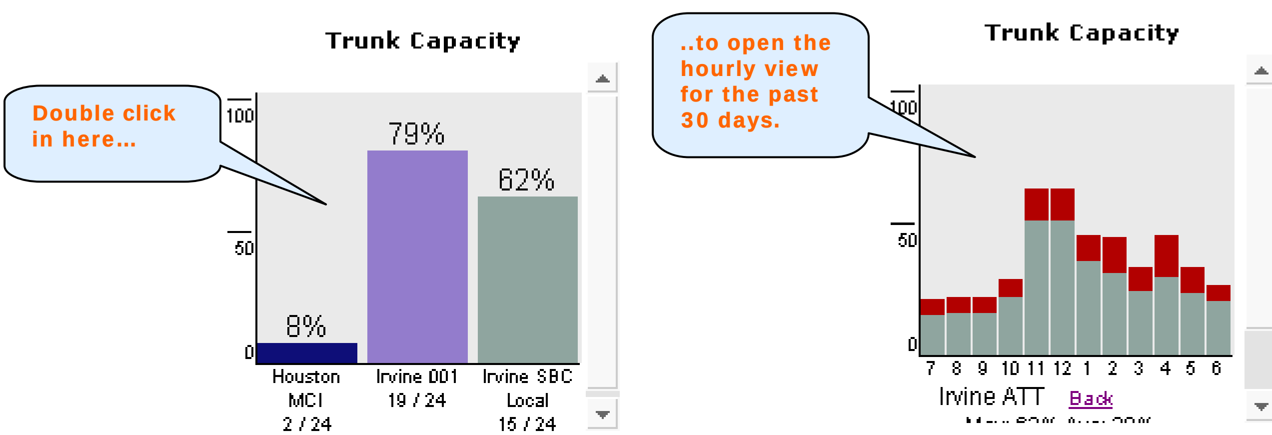
System Alarm Panel

The System Alarm Panel lists each time a system alarm is triggered. For example, when a threshold is exceeded or a warning is generated from a notification rule the item is logged and the notification is sent out.



Port and Trunk Capacity Panels

This panel displays the used capacity for each trunk (line) in real time. You can drill down into the panel to show the hourly usage over a 30 day period.



Long Calls

The Long Calls panel shows the calls that have the greatest duration of time. This allows you to monitor the length of calls which may be suspect.

The length is displayed in the Dur (duration) column.

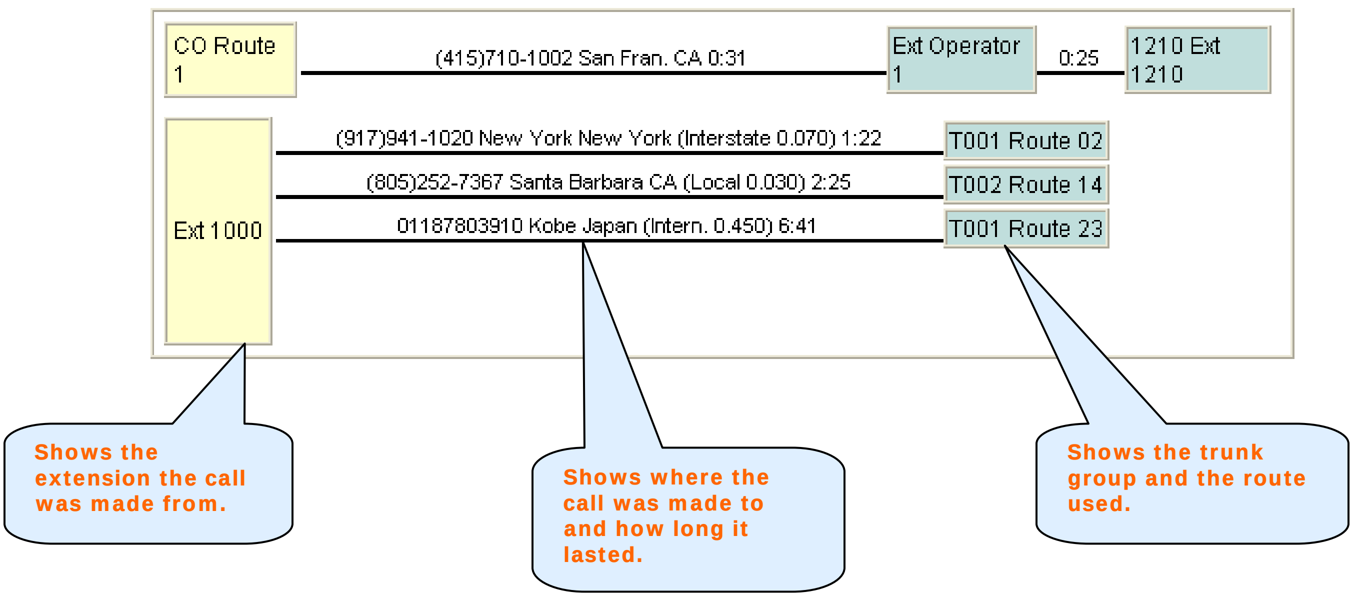
Long Calls

Date	I/O	User	Ext	Number	Mapping	City	St	Dur	
02/07/2007 14:59:44	O	Megan Encinas (Accounting)	2401	(800)531-2212				91:18	0.00
02/07/2007 08:33:20	O	Tammy Young (Accounting)	3605	(877)973-0106				82:30	0.00
02/07/2007 14:02:10	O	Tuan Korechoff (Sales)	5623	(866)742-5105				65:58	0.00

Route Analyzer

The Route Analyzer displays real time call routing (refreshes every 6 seconds) and allows you to view how the system is routing calls. This allows you to monitor calls and prevent inappropriate use of trunks such as local outgoing calls routing through a long distance trunk.

Route Analyzer



Call Stats

The Call Stats panel breaks down calls per user for inbound and outbound calls and displays the amount of time for each call. It then averages the time for each user making it easy to compare call volume and duration.

Call Stats

User	In.	Dur.	Avg.	Out	Dur.	Avg.
Aaron Artz	8	24:06	3:00	0	0:00	0:00
Aaron Wilder	2	6:30	3:15	3	18:24	6:08
Abner Jung	1	0:02	0:02	3	1:00	0:20
Adam Falker	0	0:00	0:00	2	1:30	0:45
Adam Ragonig	0	0:00	0:00	1	1:20	1:20
Aileen Nepomuceno	1	2:12	2:12	0	0:00	0:00
Alan Arteaga	7	16:52	2:24	0	0:00	0:00
Alan Nichols	0	0:00	0:00	3	3:28	1:09
Alejandra Yepez	1	0:28	0:28	0	0:00	0:00
Alexis Aguilar	0	0:00	0:00	1	0:40	0:40

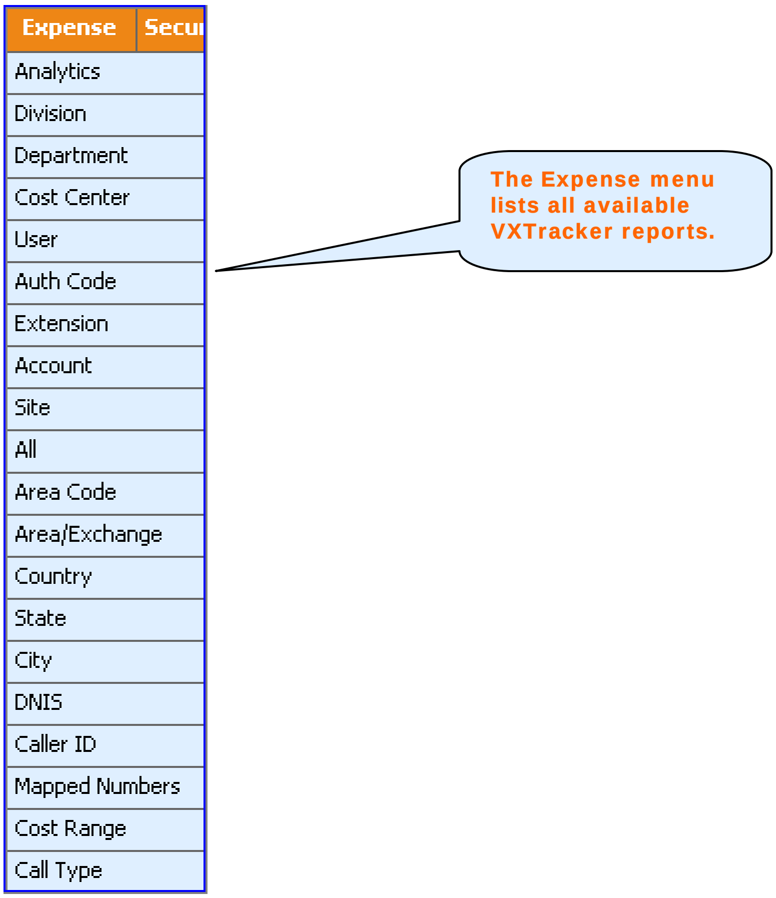
Shows a comparison of inbound and outbound calls per user.

VXTracker Reports Overview

Expense Reports

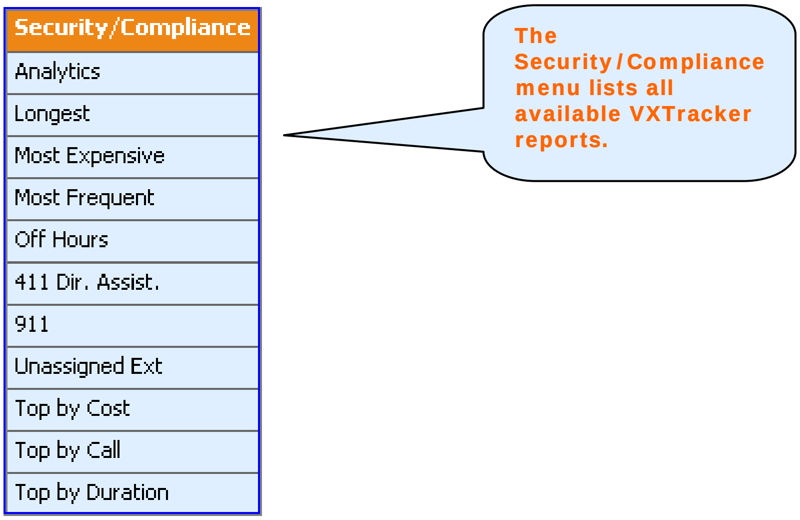
Reports are categorized by Expense reports, Security/Compliance reports, and Performance reports and provide summary totals as well as detailed call records for inbound and/or outbound calls for any period of time specified. All reports are opened via the VXTracker menu bar.

Expense reports provide summary totals as well as detailed call records for all available VXTracker reports.



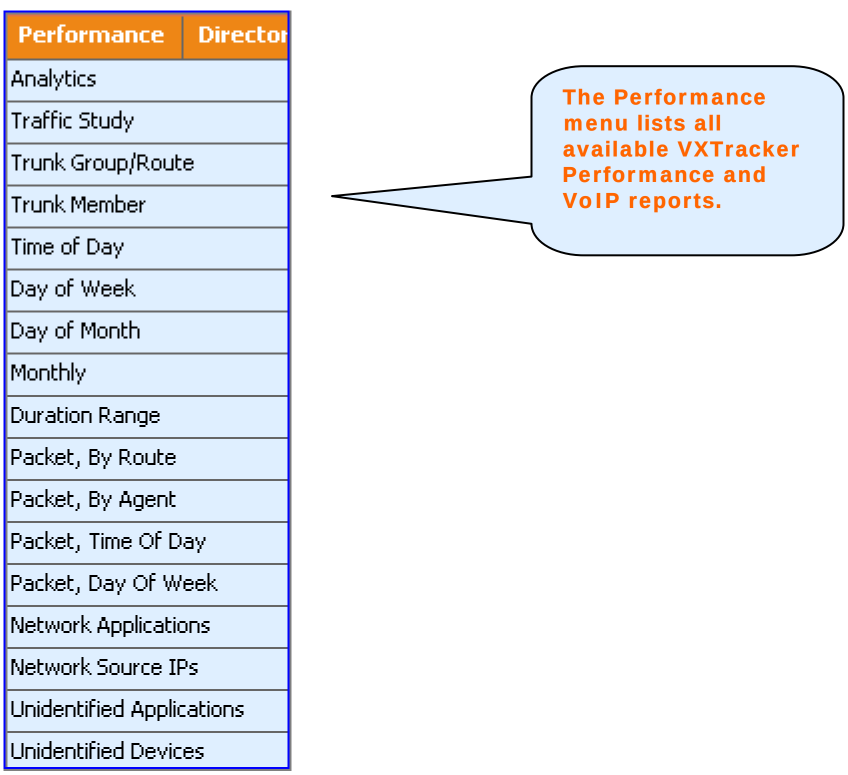
Security/Compliance Reports

Security/Compliance reports alert management to calls that match criteria for potential phone abuse or system problems.



Performance Reports

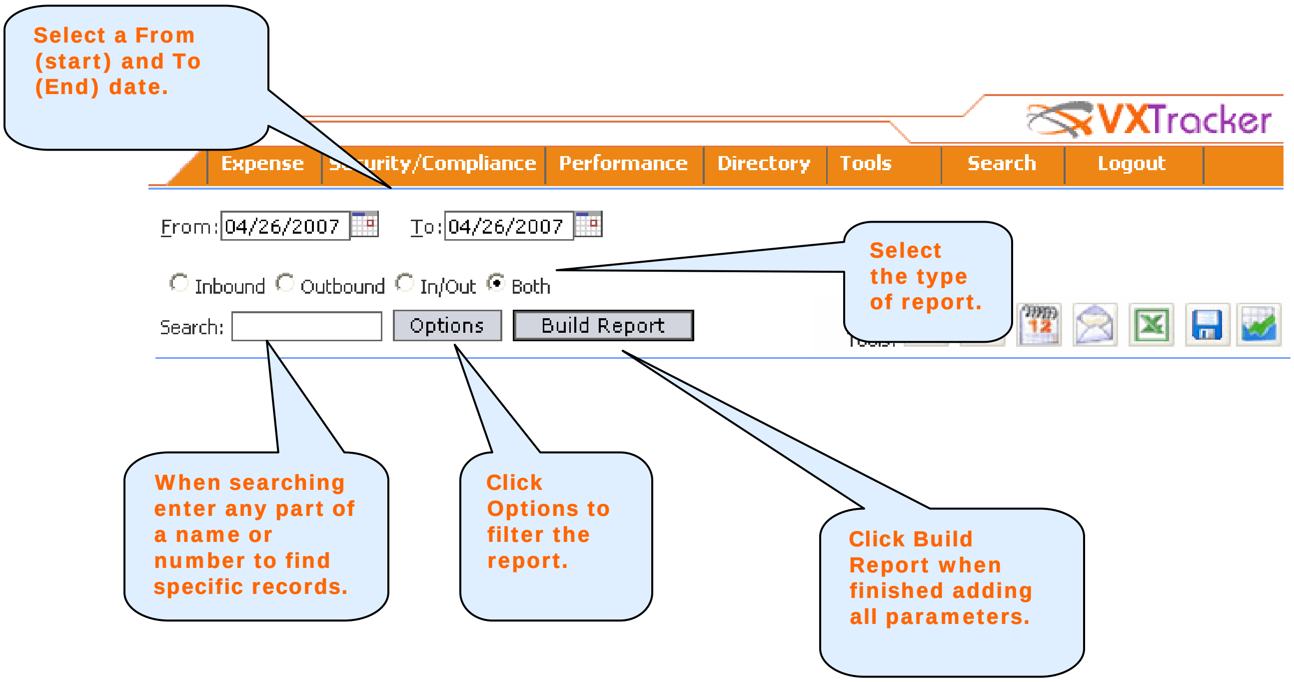
Performance reports evaluate phone network capacity and determine peak usage periods by day of week or hour of day or day of month. Calls may be tracked by duration, cost, or number of calls during the specified period of time. All VoIP Data reports display the maximum and averages for Delay, Jitter and Loss in milliseconds.



Note: All VXTracker reports may be scheduled on a regular, recurring basis for automatic delivery to a printer or for email delivery. For details refer to the **Reporting Tools** section of this manual or follow the link to **Scheduling Reports.**

Building Reports

There as several report parameters used consistently throughout VXtracker. While they may not be available for every report they are available for most reports. All reports function in the same manner and offer options and delivery tools directly from the on screen display.



Date Range

The Date Range allows you to specify a beginning and end or a period of time for the report. Specifically there are:

- **From** – this is the date to start the report.
- **To** – this is the date to end the report.
- **Start Time** – this is the time to begin the report.
- **End Time** – this is the time to stop the report.

Note: The start and end times are in military hours. Please see the following chart for details.

Standard Time	Military Time
1:00 AM	1:00
2:00 AM	2:00
3:00 AM	3:00
4:00 AM	4:00
5:00 AM	5:00
6:00 AM	6:00
7:00 AM	7:00
8:00 AM	8:00
9:00 AM	9:00
10:00 AM	10:00
11:00 AM	11:00
12:00 (noon)	12:00
1:00 PM	13:00
2:00 PM	14:00
3:00 PM	15:00
4:00 PM	16:00
5:00 PM	17:00
6:00 PM	18:00
7:00 PM	19:00
8:00 PM	20:00
9:00 PM	21:00
10:00 PM	22:00
11:00 PM	23:00
12:00 (midnight)	24:00

Report Types

- **Inbound –** these are the all of the incoming calls or calls made to the extension.
- **Outbound –** these are all of the outgoing calls or calls made from the extension.
- **In/Out –** this allows you to view and compare the reports, side by side, in one report.
- **Both –** this allows you to combine inbound and outbound calls into one report.

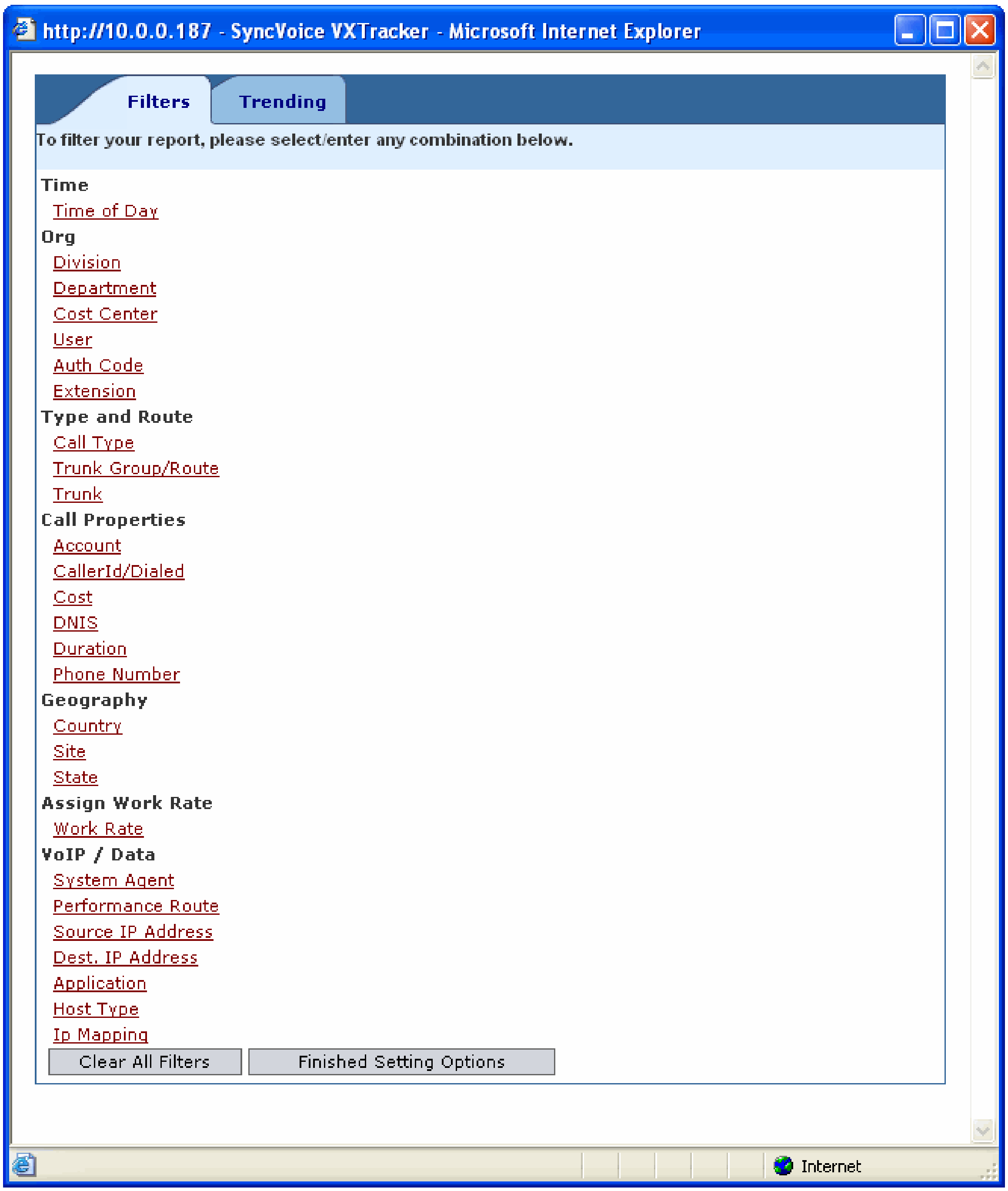
Miscellaneous Parameters (Search, Options and Build Reports)

- **Search -** this allows you to enter all or part of a name or number to search for specific records.
- **Options –** this allows you to filter reports using specific options. For details see the next section **Filtering Reports**
- **Build Report –** this allows you to create or run the report once all of the parameters have been selected or entered.

Filtering Reports

Before getting started with filtering reports it's important to point out that once filters are added they are not removed until they are cleared (**Clear All Filters** button) from the Filters dialog or removed (**Remove Filters** button) from the reports page. This means that you will need to clear or remove filters if you do not want the current filters added to new filters.

The purpose of filtering is to specify only the information that you want to view in a given report. To add a filter click on the **Options** button (from report options) to open the Filter/Trends dialog.

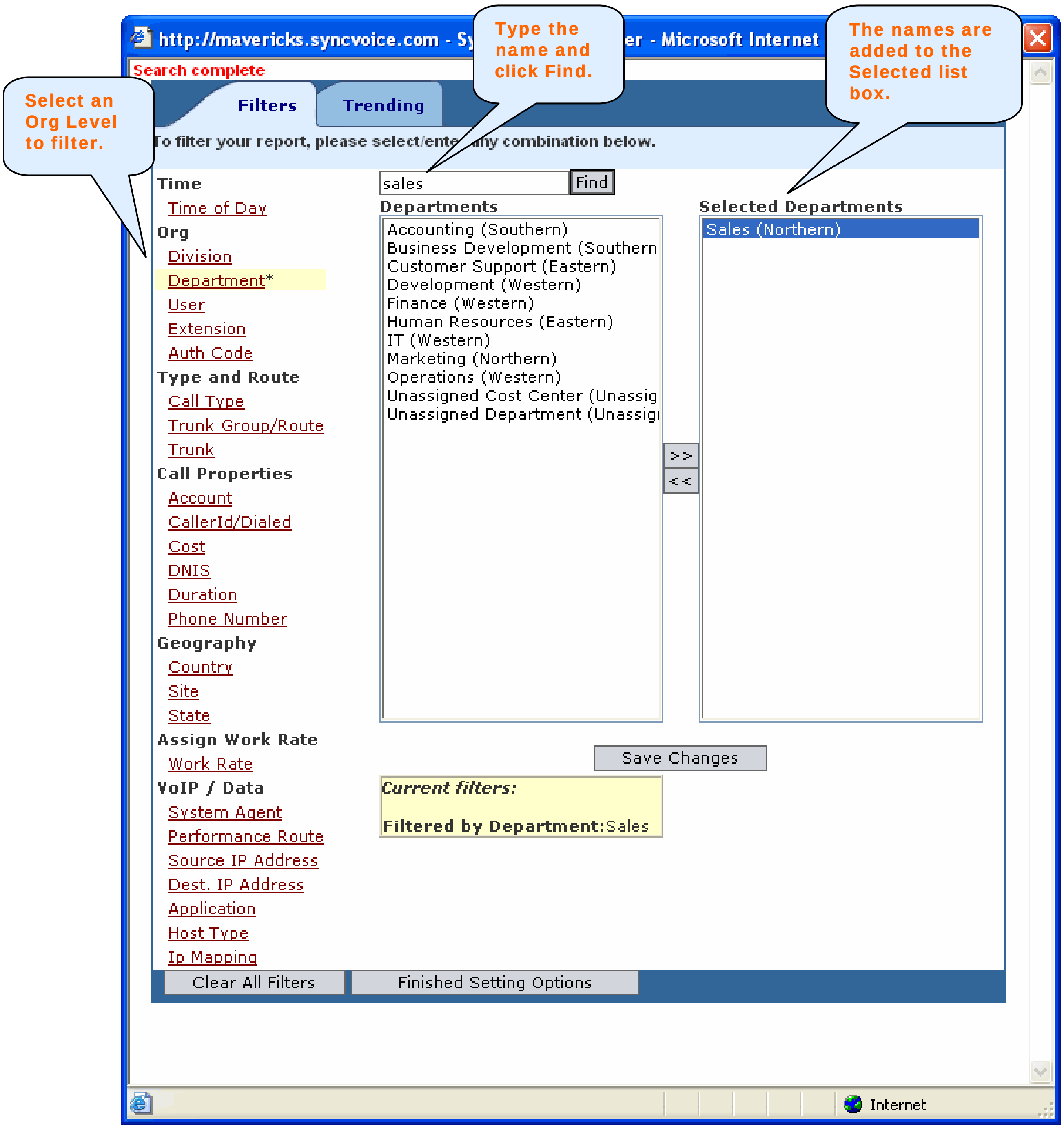


Reports can be filtered by any combination of the following:

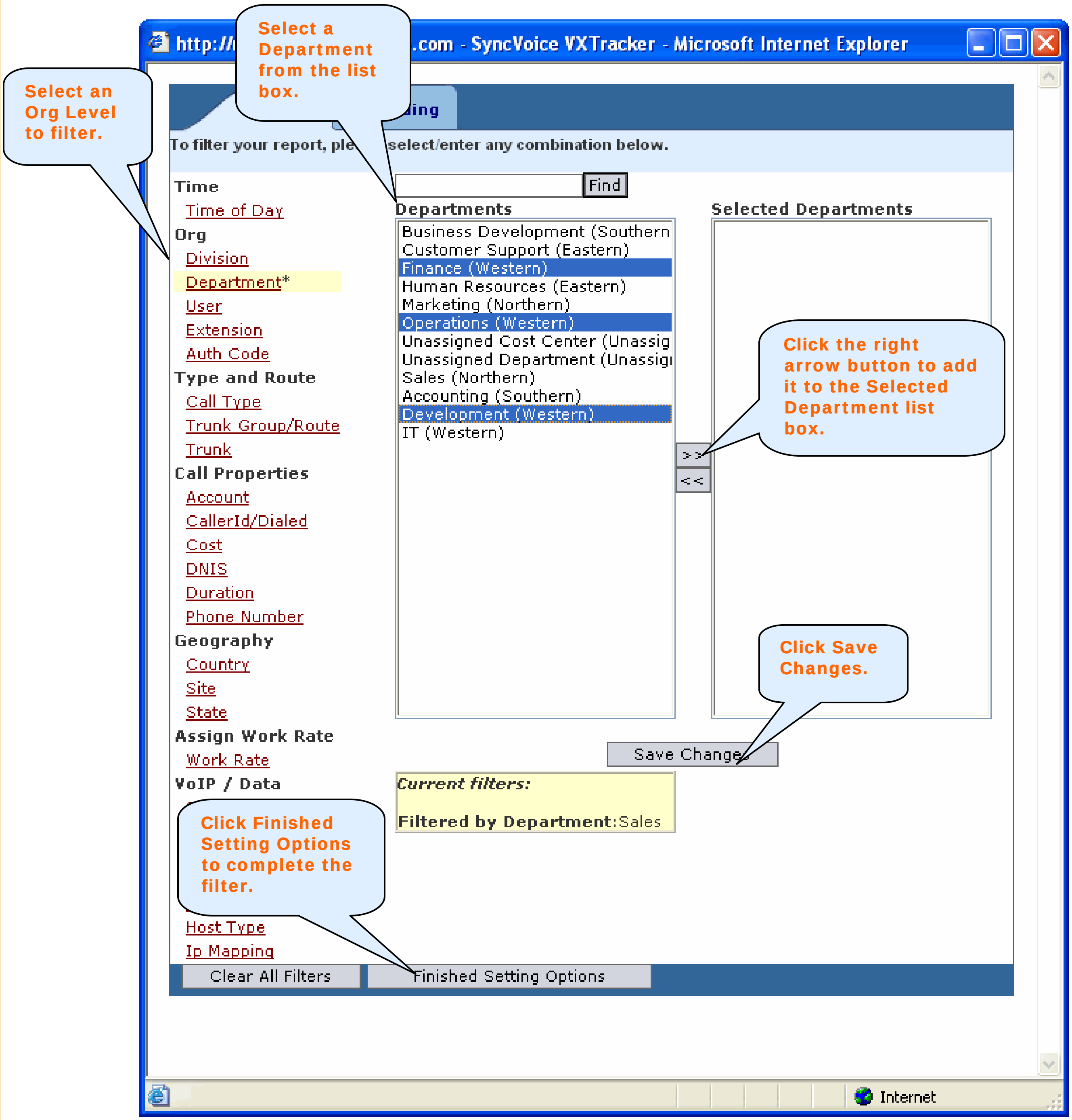
- **Time of Day** – filter by inclusive or per day calls.
- **Org Level** – filter by any organizational level such as Department, Cost Center or Location.
- **User** – this is the person assigned VXTracker entities (Extensions, Auth Codes, Attendant Numbers and ACD Positions).
- **Extension** – this is the actual extension (number) that makes the calls.
- **Auth Code** – this is the pin number used to make the authorized external call.
- **Call Type** – this is the type of call for example, Intralata, International or Local.
- **Trunk Group** – this is the route the extension/auth code uses to make inbound and outbound calls.
- **Trunk** – this is the actual member within the route used to place the inbound or outbound calls.
- **Account –** this is an Account Code (typically a number) used when making multiple calls that allows for a non-forced way to track the calls. For example, Mr. Brown calls Mr. Jones using a non-forced account code, he then hangs up and dials Ms. Jackson using another non-forced account code and then hangs up and dials Mrs. Smith using yet another non-forced account code and so on.
- **Auth Code** - this is a required code (number) for dialing administrator defined calling areas. For example, a number that allows one user to dial internationally while others cannot.
- **Caller ID** – this is the number from where the call originates or from who the call was made.
- **Cost** – this is the amount of the calls in dollars and cents.
- **DNIS** – this is the specific Dialed Number Identification Service. A called ID as opposed to Caller ID. This is a service sold by telecommunications companies to corporate clients that lets them determine which toll-free telephone number was dialed by a customer. This can be useful in determining how to answer an inbound call.
- **Duration** – this is the total time of the call.
- **Phone Number** – this is a sequence of decimal digits that uniquely indicates the network termination point or, more simply put, the numbers associated with all inbound and outbound calls.
- **Country** - this is the destination country of the call.
- **Site** – this is the physical PBX/Site from where the call was made.
- **State** – this is the state where the call was placed to (outbound calls) or from (inbound calls).
- **Work Rate** - assigning a labor rate filter will increase the call cost rate to include the pro-rata labor cost based on the labor rate that you assign.

Example 1: Filter by Organization

You can find any Org Level or Entity within an Org Level simply by typing all or part of the name/number into the **Find** field. For example, typing "sales" will find all sales departments in your organization while typing "sales southern" will find only that department. Click **Find** to process the search and VXTracker will automatically select all items found that match the search criteria. Once an option is selected an asterisk (*) will be placed next to it letting you know that it has been selected.

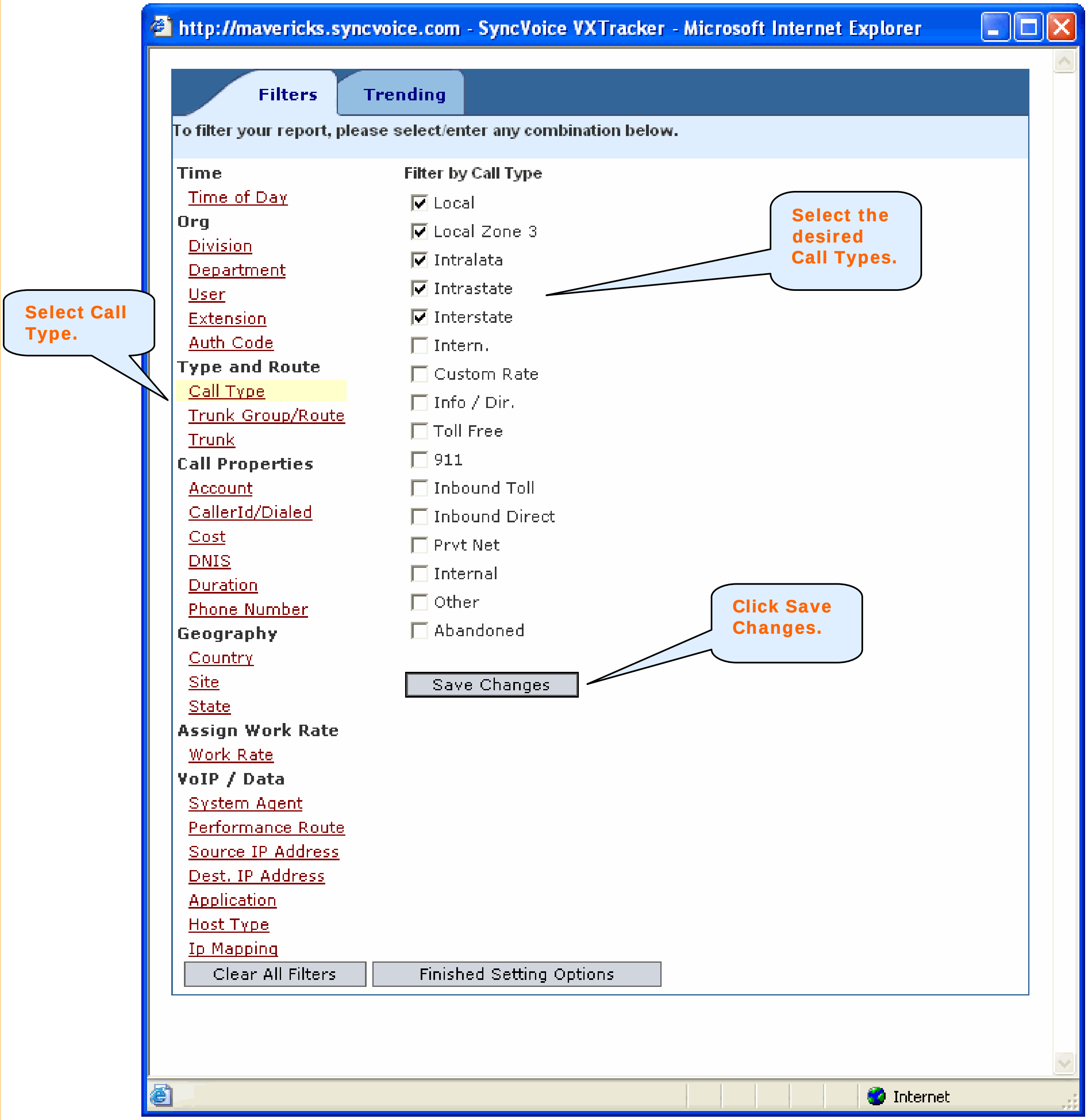


Another way to select an option is to select it from the list box **(Departments)** and click the **right arrow** button to add it to the next list box **(Selected Departments)**. To select multiple organizations **(Departments)** hold down **Ctrl** key and click or the **Shift** key and click. When finished selecting all options click **Save Changes** and **Finished Setting Options** to add the filter. This will bring you back to the Report page where you can run the report by clicking the **Build Report** button.

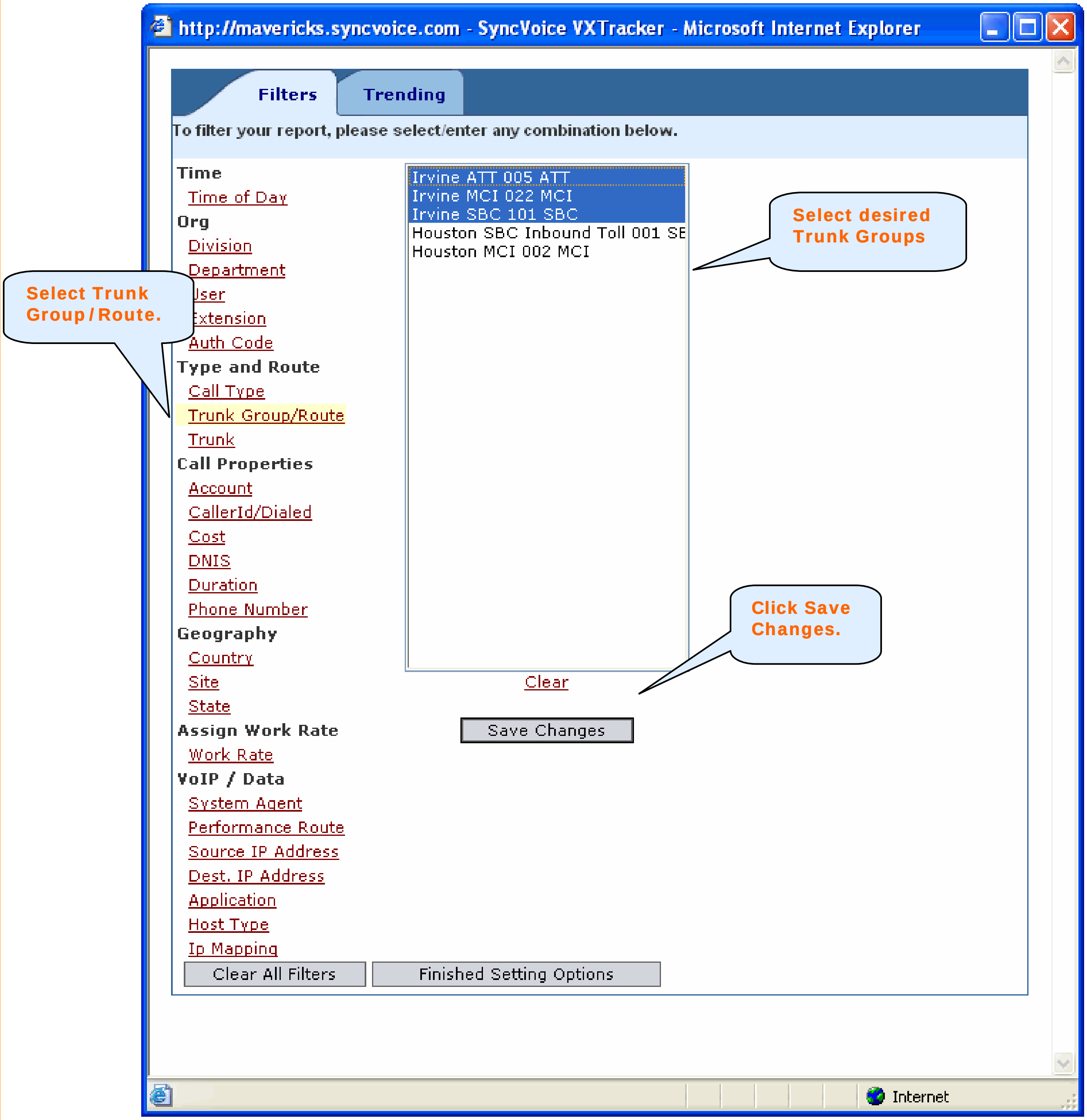


Example 2: Filter by Type and Route

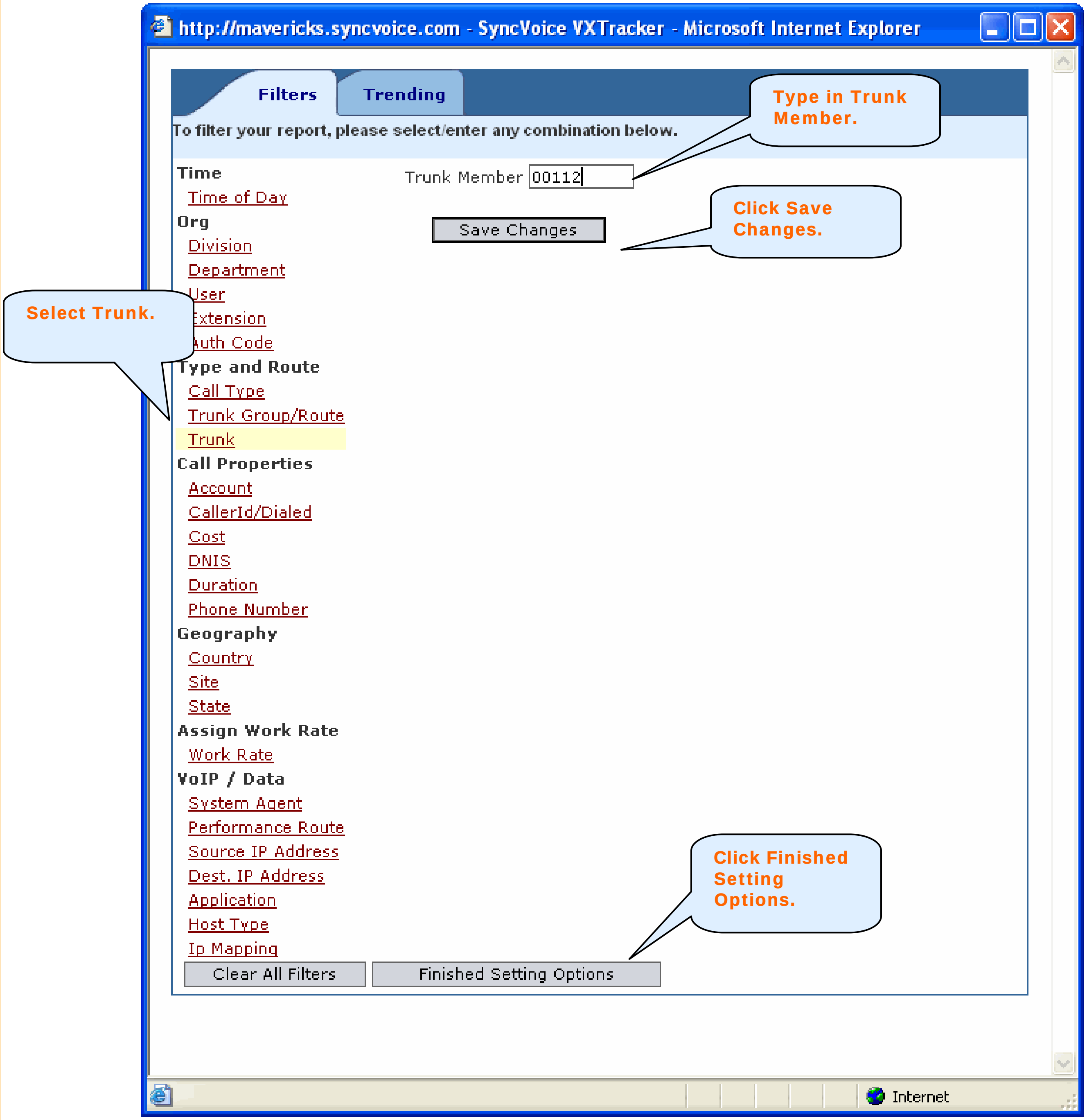
To filter reports by Call Types, Trunk Groups and Trunk Lines first select **Call Types** from the Filter dialog. Then check the desired **Call Types** from the **Filter by Call Type** list and click **Save Changes**.



Then click the link to **Trunk Group/Route** and select the desired **Trunk Groups** from the list box (hold down the **Ctrl** key to select more than one group) and click **Save Changes.**

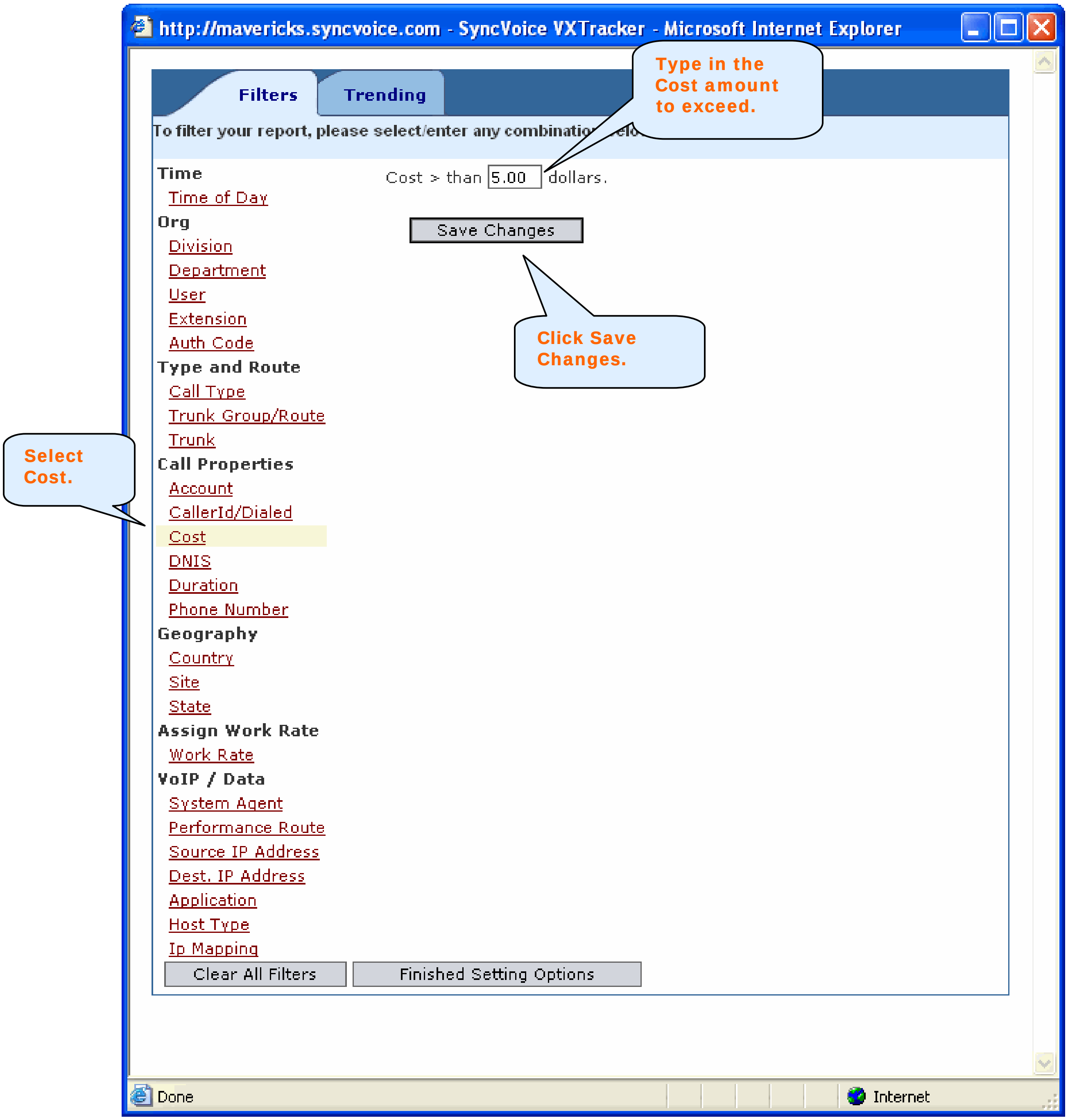


Next click the link to **Trunk**, type in the desired **Trunk Member**, click **Save Changes** and **Finished Setting Options**. Once again this will bring you back to the Report page where you can run the report by clicking the **Build Report** button.

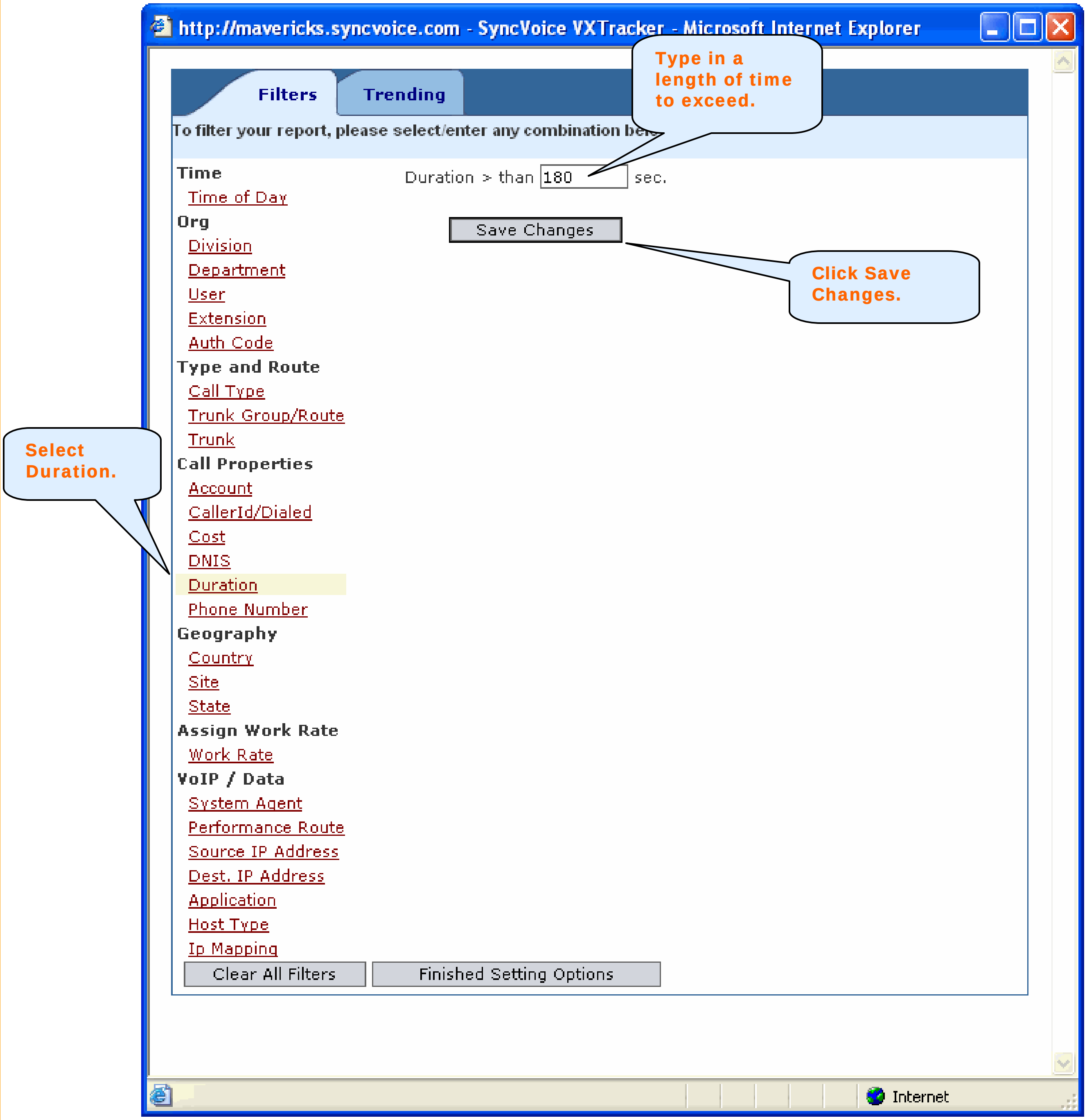


Example 3: Filter by Call Properties

In this example we will filter a report by Cost and Duration but any combination of Call Properties is possible. To start click the link to **Cost** and type in the dollar amount that the cost of the calls will exceed (amount greater than), then click **Save Changes** and **Finished Setting Options**. Once again this will bring you back to the Report page where you can run the report by clicking the **Build Report** button.



Next click the link to **Duration** and type in the length of time to exceed in seconds and click **Save Changes**. Click **Finished Setting Options** to go back to the report page and click **Build Report** to run the report.

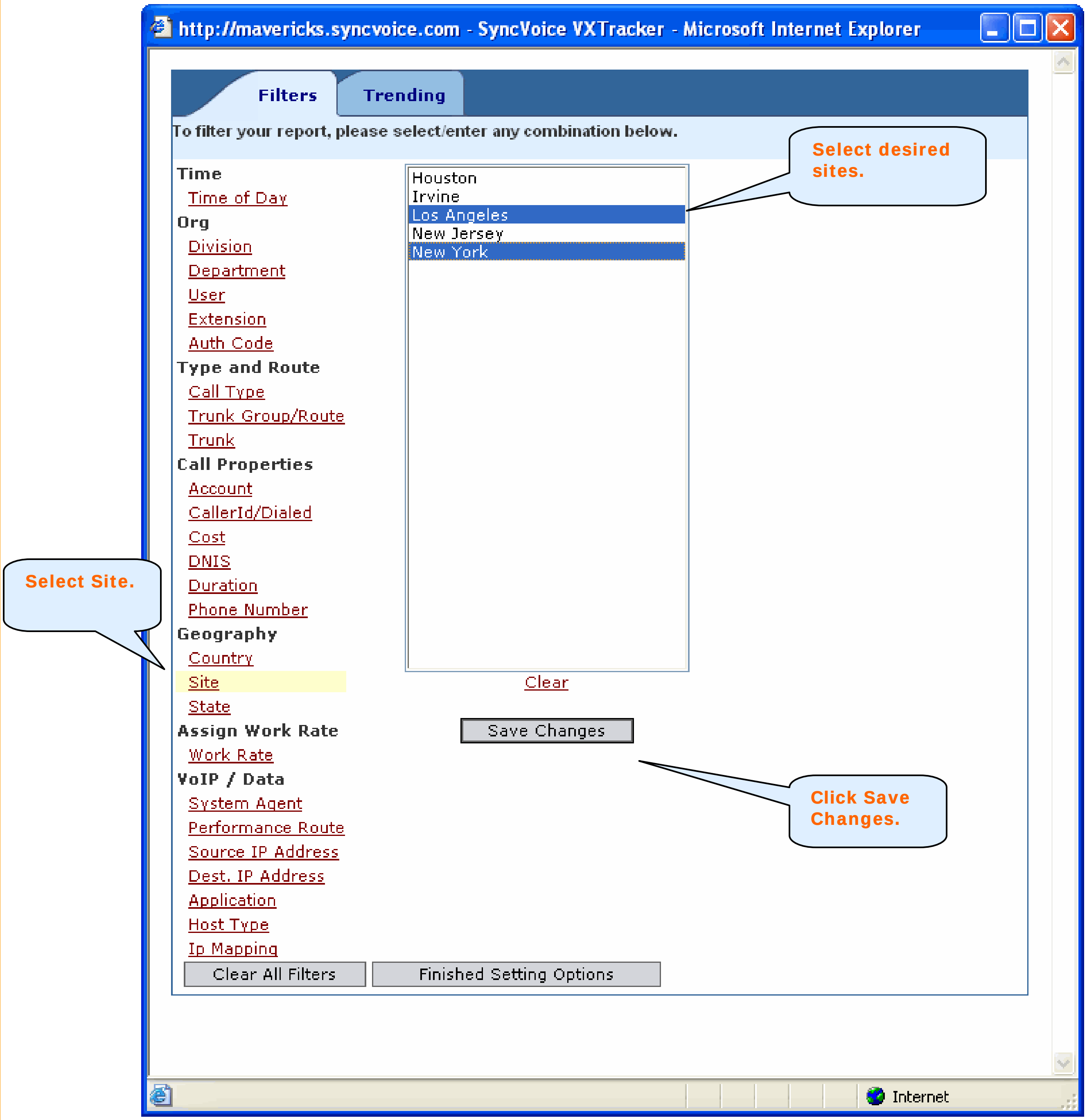


Example 4: Filter by Geography (Sites)

In VXTracker you can filter a report by Country, Site or State. This example shows how to filter a report by selecting sites. By definition a site is where all data is collected from or any physical location of a PBX reporting data. It's important to distinguish the difference between site and location. Think of site as the hardware that collects the data and location as the software that is programmed to point to the place where the people sit.

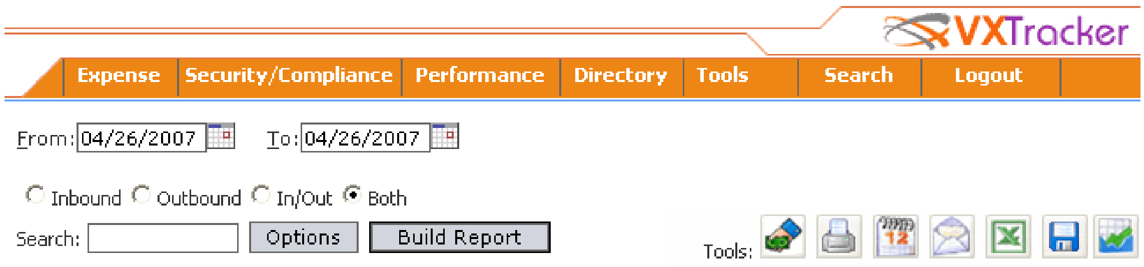
What this means is that a user can be located in an office in San Francisco but have a site (extension/data collection point) in Los Angeles. Although typically sites and locations are in the same place, when viewing and analyzing data it is important to keep this concept in mind.

To filter by site click the link to **Site** and select (hold down the **Ctrl** key to select more than one site) the desired sites. Click **Save Changes** and **Finished Setting Options** to go back to the report page. Then click **Build Report** to run the report.



Reporting Tools

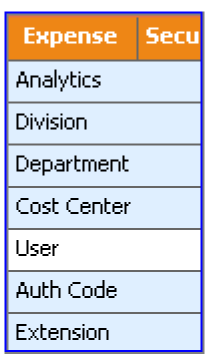
When building or creating reports in VXTracker you will be given a set of Tools to simplify the most common of reporting tasks. Specifically you can directly switch to an **Expense View**, **Print** reports, **Schedule** reports, **Email** reports, export reports to **Excel**, **Save** reports and **Trend** reports. The Tools icons are shown below and are a part of most the VXTracker report pages.



Expense View

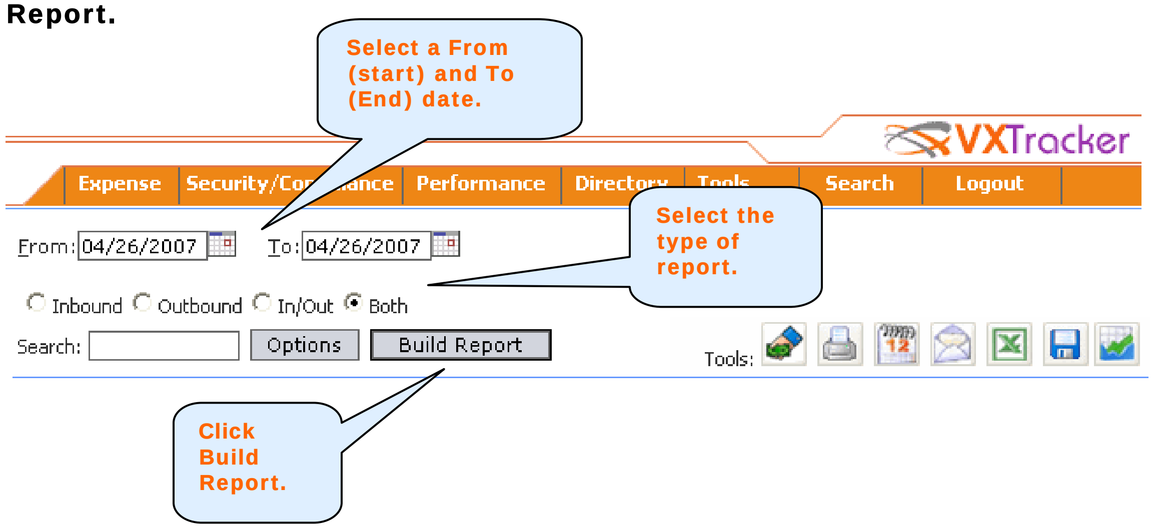
The **Expense View**  tool allows you to view costs associated with a specific Org level. By switching from the default report view to the Expense View you can build an Expense Management report.

The Expense Management Report is available for all Org Levels above the User report level and for the Auth Code and Extension reports. Given the following Expense Report menu the Expense Management Report would include: Division, Department, Cost Center, Auth Code, and Extension.



To create an Expense View you will first need to build a report. In this example we will create a User Report and switch from the Summary View to the Expense View.

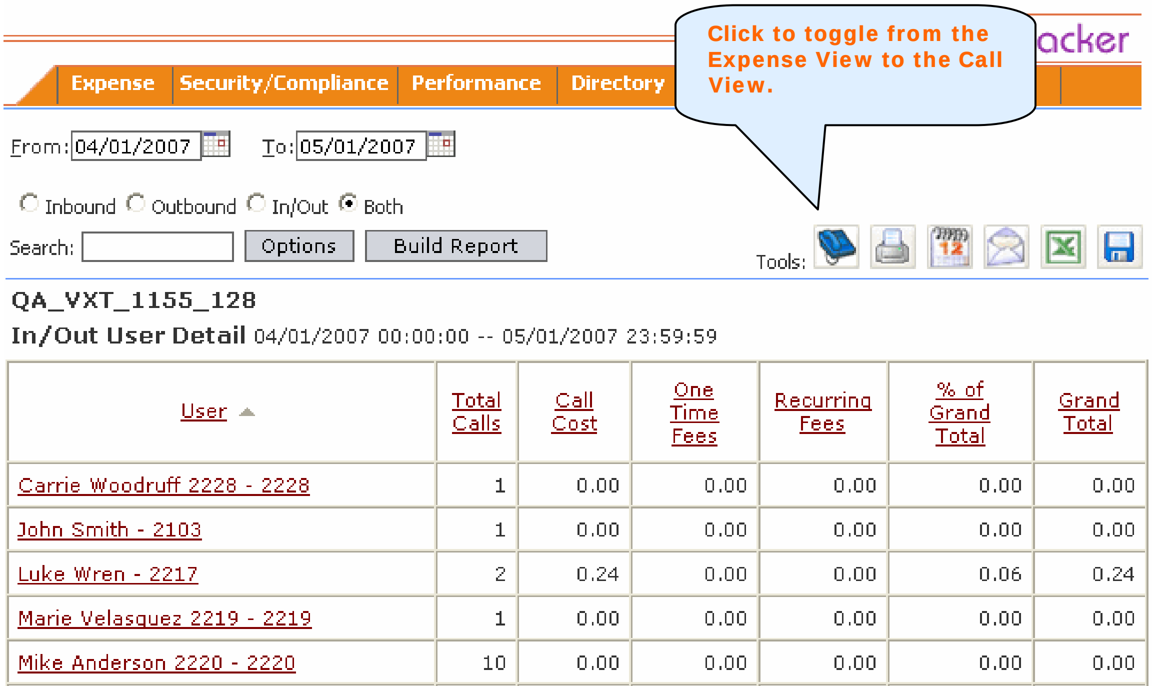
To build a report open the desired report type from the **Expense** menu and then select all of the desired parameters such as a **From** and **To** date and the **Type** of report you wish to generate. When you are finished adding all parameters click **Build Report.**



Once the report is run it will open in the default Summary View sampled below. Click the **Expense View** icon to open that view.

User	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Call Cost	% o[f] total Cost	per Call	per minute
Carrie Woodruff 2228 - 2228	1	0.02	0:38	0:38	0.00	0.00	0.00	0.00
John Smith - 2103	1	0.02	0:56	0:56	0.00	0.00	0.00	0.00
Luke Wren - 2217	2	0.03	3:50	1:55	0.24	0.07	0.12	0.06
Marie Velasquez 2219 - 2219	1	0.02	40:38	40:38	0.00	0.00	0.00	0.00
Mike Anderson 2220 - 2220	9	0.14	13:10	1:27	0.00	0.00	0.00	0.00

Once opened the first icon becomes the **Call View** icon allowing you to toggle between the **Expense View** and the **Call View** (Detail View). Notice that the columns in the Expense View include two new columns; **One Time Fees** (setup fees) and **Recurring Fees** (monthly fees).

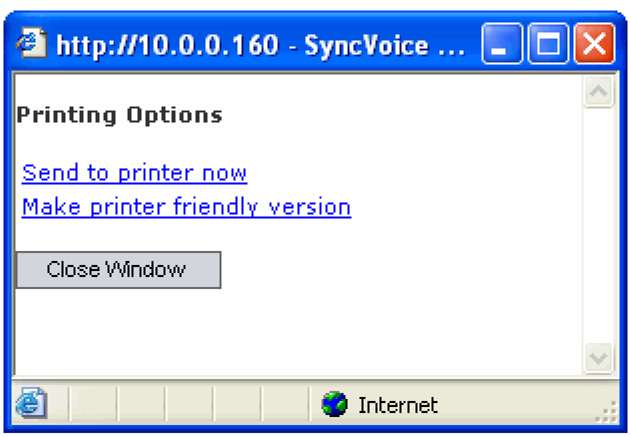


User	Total Calls	Call Cost	One Time Fees	Recurring Fees	% of Grand Total	Grand Total
Carrie Woodruff 2228 - 2228	1	0.00	0.00	0.00	0.00	0.00
John Smith - 2103	1	0.00	0.00	0.00	0.00	0.00
Luke Wren - 2217	2	0.24	0.00	0.00	0.06	0.24
Marie Velasquez 2219 - 2219	1	0.00	0.00	0.00	0.00	0.00
Mike Anderson 2220 - 2220	10	0.00	0.00	0.00	0.00	0.00

Printing Reports

To print an Activity Report simply click the **Print** icon from any report page. The Printing Options popup will open giving you two choices:

- Send to printer now
- Make printer friendly version



Sending directly to the printer will open your computer Print dialog with various choices. Some of the more common ones are:

- **Select Printer** - this allows you to choose a computer from your company's network.
- **Page Range** – where you can select specific pages or just specific information within the page.
- **Number of Copies** – this allows for single or multiple copies of the report.
- **Preferences** – typically this is a button that allows for more options such as Setup.

Selecting **Make printer friendly version** creates a page that replaces the current report page and allows you to print only the report. To print this type of report select **Print** from your File menu or key **Ctrl + P** or click the **Print** icon in your browser window.

beth test 1141

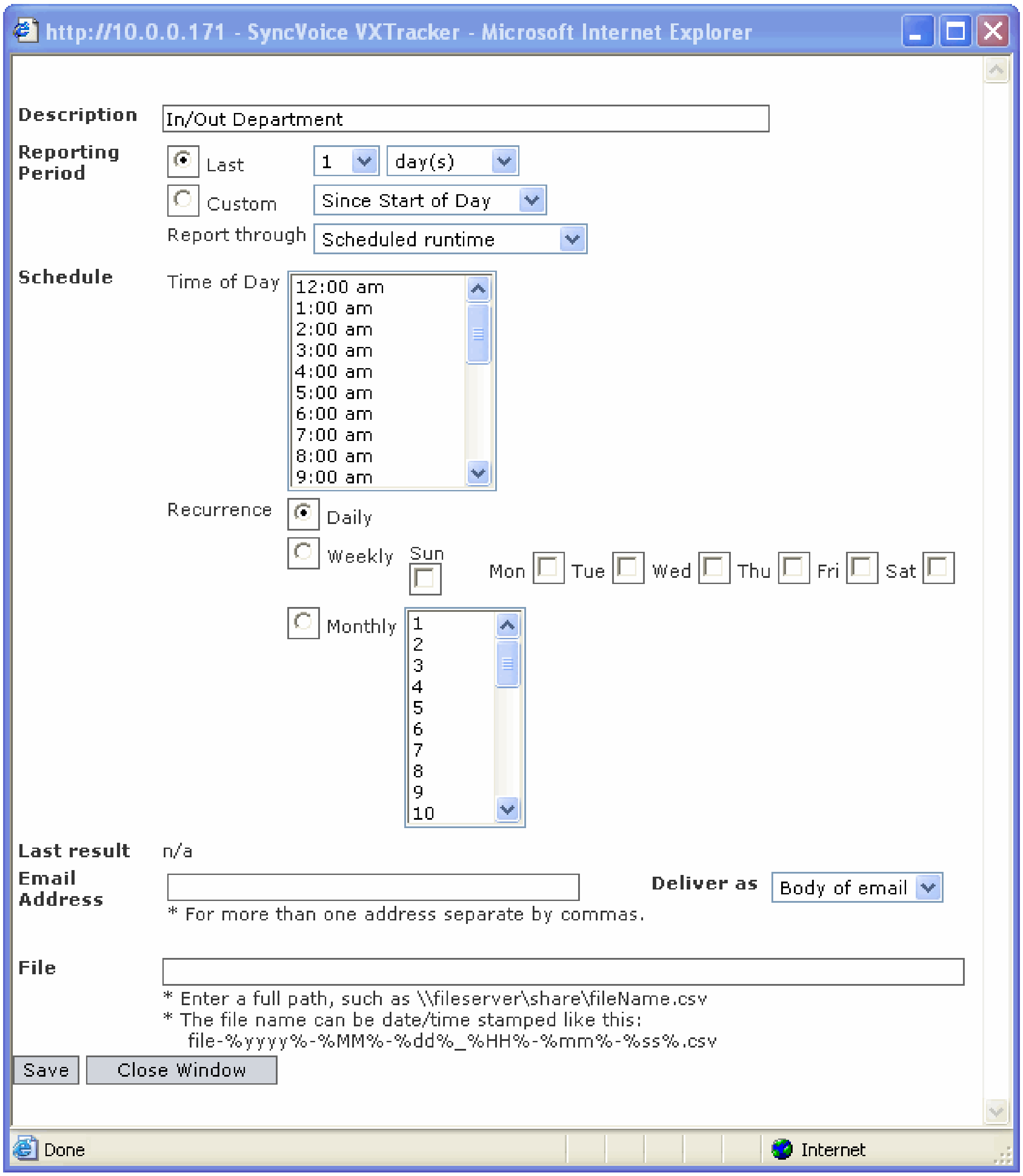
Outbound User Detail 02/09/2006-02/09/2007

User	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
1800 LAPhones (Retired)	4	0.03	10:48	2:42	0.98	0.04	0.24	0.09
2 sys (Retired)	14	0.10	82:08	5:52	5.31	0.21	0.38	0.06
3 sys (Retired)	8	0.06	10:24	1:18	0.80	0.03	0.10	0.08
ABC Company (Retired)	8	0.06	33:32	4:11	1.12	0.04	0.14	0.03
Aaron Colvard (Retired)	12	0.08	10:20	0:51	0.78	0.03	0.06	0.08
Abc def (Retired)	2	0.01	8:00	4:00	0.56	0.02	0.28	0.07

Scheduling Reports

This feature allows you to schedule any report for automatic, recurring delivery to any one or more recipients. To do this click on the **Schedule** icon  from any of the VXTracker report pages.

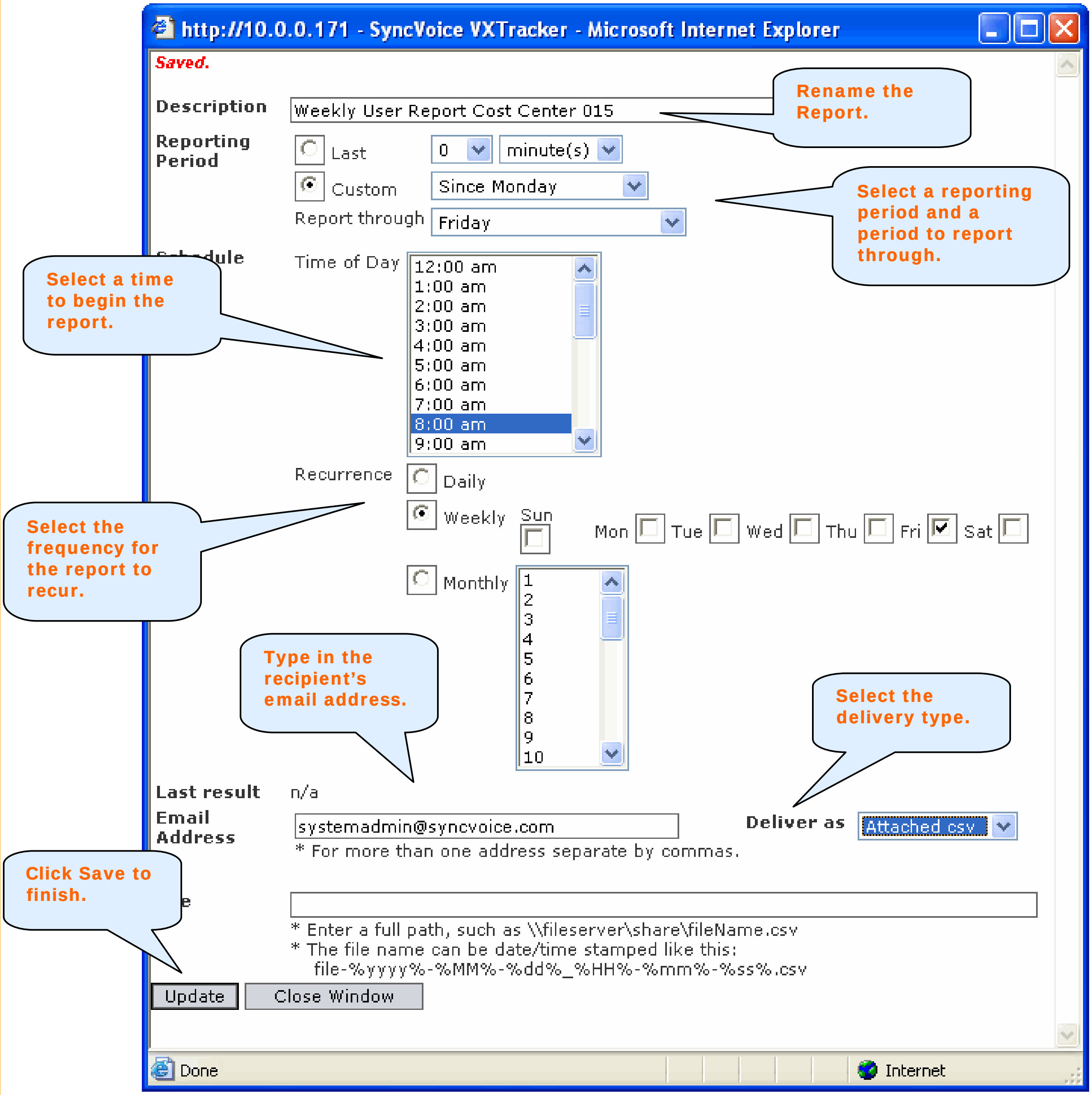
This will bring up the Scheduling dialog where you can create the parameters for the automatic scheduling of the report.



Initially only the **Description** field will be populated. To change the default Description (name of the report In vs. Out Department in this example) simply select the text and type into the field. All other choices will need to be selected, they are:

- **Reporting Period** - **Last** will offer a specific amount of time (actual number amount is selected from the numbers drop-down menu) such as in the last hour, days, weeks etc. **Custom** allows you to select from a predefined list the amount of time scheduled. This could be since start of day (current day), since 1st of month, since Saturday etc.
- **Report Through** – select the period of time to report through:
  - **Yesterday** – this is a report for only the preceding day.
  - **Day of the week** – this allows you to select a specific day(s) of the week.
  - **Last Calendar Month End** – this allows you to create a report for the preceding month.
- **Schedule** - this allows you to choose the time of day to schedule the report to run.
- **Recurrence** - this is where you choose how often the scheduled report is repeated daily, weekly or monthly. If monthly you can select the exact day of the month from the **Monthly** listbox.
- **Email Address** - this is where you type in the email address(es) to send the report to. For multiple addresses separate each with a comma.
- **Deliver As** – select to send as the body of the email or as an attached .csv file.
- **File** - this is the path to where you save your .csv file.

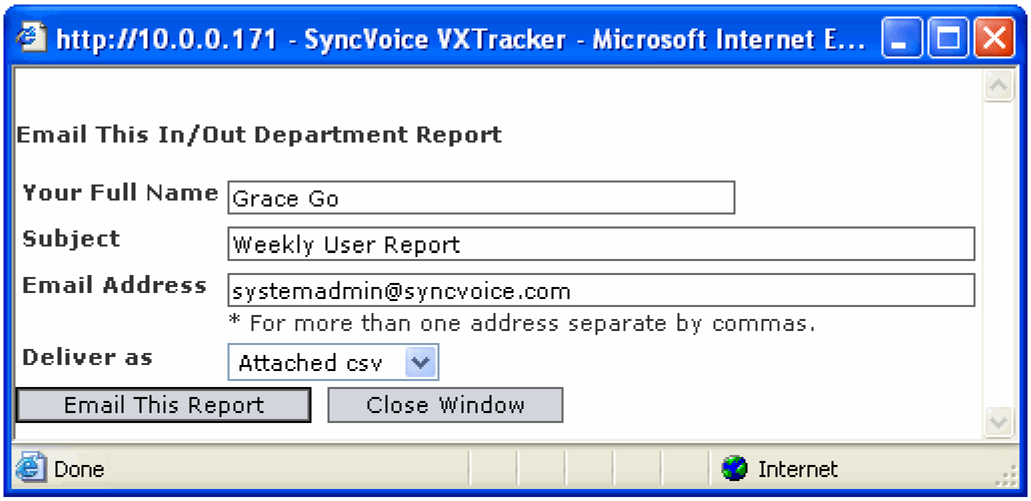
In this example we will schedule a weekly report, beginning on Monday to be sent every Friday, to an email recipient. When finished selecting all parameters click **Save** to finish the process.



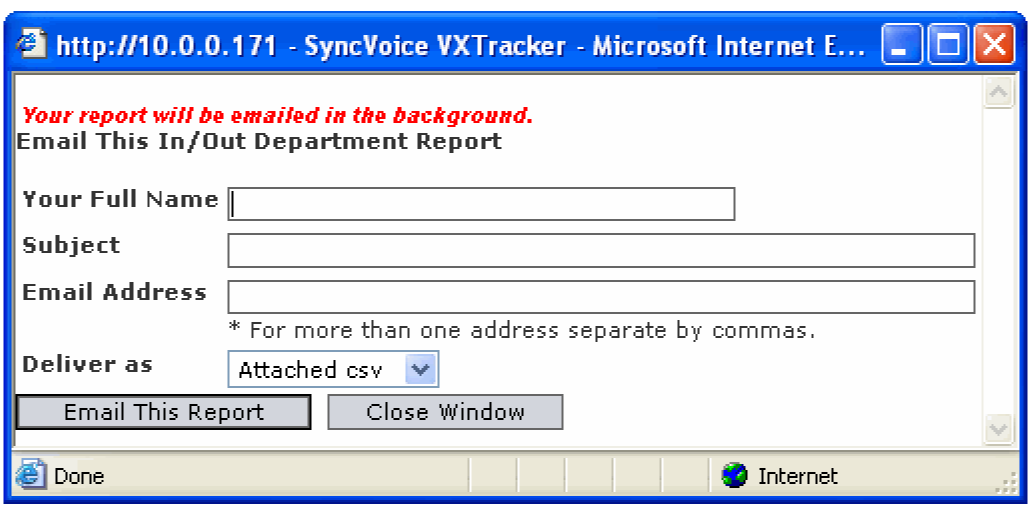
Emailing Reports

To email a VXTracker report simply click the **Email** icon from any report page. This will open the Email dialog where you will need to fill in the following:

- **Your full name** – enter your name as you want it to appear in the message.
- **Subject** – type in something descriptive in the subject line.
- **Email Address** – this is the email address of the intended recipient. For more than one recipient separate addresses by commas.
- **Deliver As** – select the delivery type of the message, either as in the body of the email or as an attached .csv file.
- **Email This Report** – click this button to send the report.



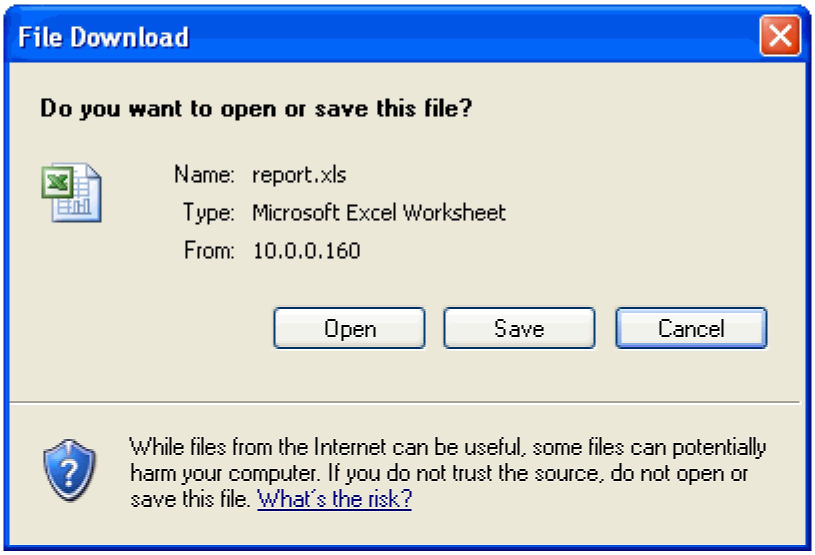
After you have filled out all of the fields click the **Email This Report** button to send the email. When the process is complete a message in red will appear at the top of the Email dialog stating, "Your report will be emailed in the background." This means you will not notice that the mail is being sent and can continue working without interruption.



When finished click **Close Window.**

Exporting to Excel

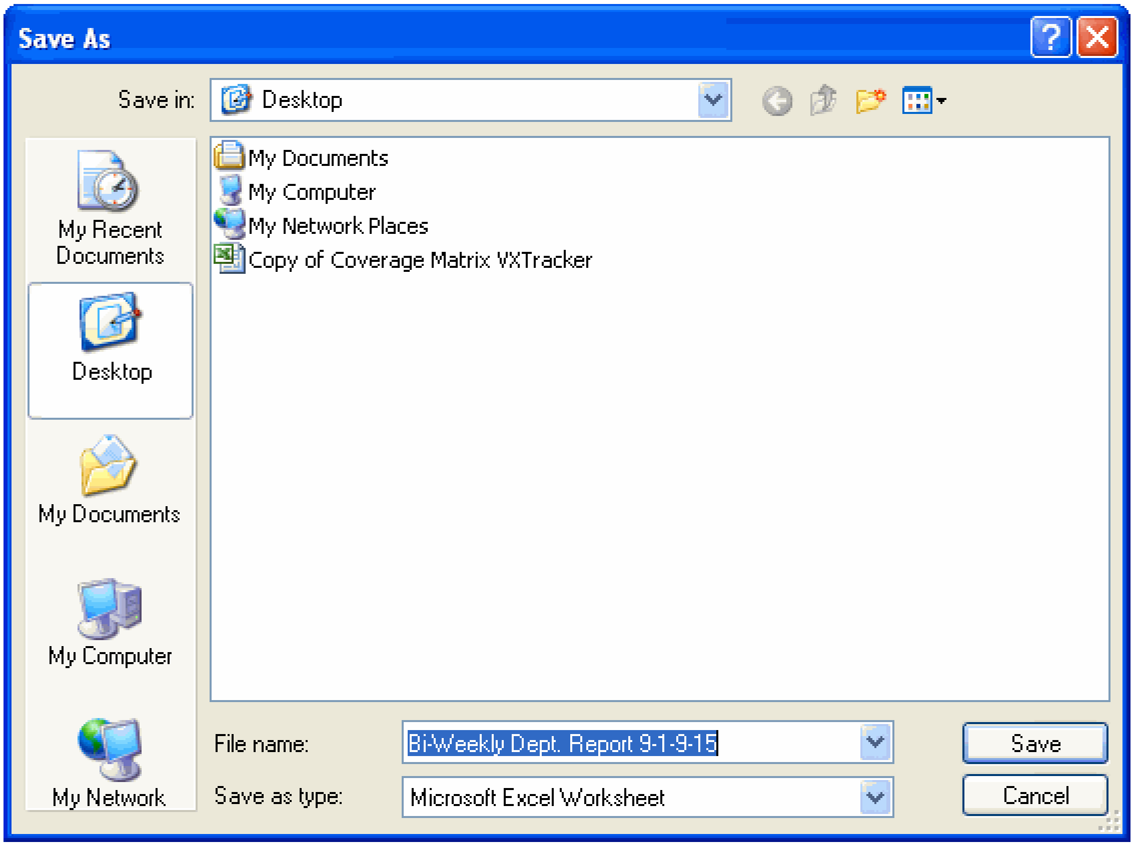
To export a report into an Excel spreadsheet click the **Excel** icon from any report page. This will open the File Download dialog where you can select **Open** (directly into Excel), **Save** (to your hard drive or a network share) or **Cancel**.



The following is an example of an opened report in Excel.

2	In/Out Department Detail 09/01/2006-09/15/2006	Customize								
3										
4										
5-6	Department	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute	
7	Accounts Payable (Southern)	662	0.58	1900.5333	2.8666	24.01	0.29	0.04	0.01	
8	Accounts Receivable (Northern)	15	0.01	5.6666	0.3666	0.59	0.01	0.04	0.1	
9	Accounts Receivable (Southern)	420	0.37	768.3333	1.8166	35.48	0.43	0.08	0.05	
10	Billing (Eastern)	40	0.04	44.9	1.1166	2.5	0.03	0.06	0.06	
11	Billing (Northern)	32	0.03	41.9333	1.3	0.4	0	0.01	0.01	
12	Billing (Southern)	624	0.55	2440.5666	3.9	89.81	1.09	0.14	0.04	
13	Billing (Western)	409	0.36	970.5333	2.3666	4.64	0.06	0.01	0	
14	Claims (Eastern)	536	0.47	1603.7666	2.9833	34.56	0.42	0.06	0.02	
15	Claims (Southern)	447	0.39	1102.2333	2.45	56.61	0.69	0.13	0.05	
16	Claims (Western)	1310	1.16	3673	2.8	31.87	0.39	0.02	0.01	
17	Collections (Northern)	92	0.08	225.1666	2.4333	4.48	0.05	0.05	0.02	
18	Collections (Southern)	1346	1.19	4588.1333	3.4	108.55	1.32	0.08	0.02	
19	Collections (Western)	468	0.41	376.9666	0.8	3.98	0.05	0.01	0.01	
20	Communications (Southern)	436	0.39	1999.4666	4.5833	83.42	1.01	0.19	0.04	
21	Compensation and Payroll (Southern)	1003	0.89	2126.333	2.1166	64.12	0.78	0.06	0.03	
22	Compensation and Payroll (Western)	55	0.05	110.1666	2	3.04	0.04	0.06	0.03	
23	Customer Relations (Eastern)	45	0.04	85.8666	1.9	6.2	0.08	0.14	0.07	
24	Customer Relations (Southern)	190	0.17	442.5	2.3166	20.8	0.25	0.11	0.05	
25	Customer Relations (Western)	222	0.2	440.6333	1.9833	22.28	0.27	0.1	0.05	

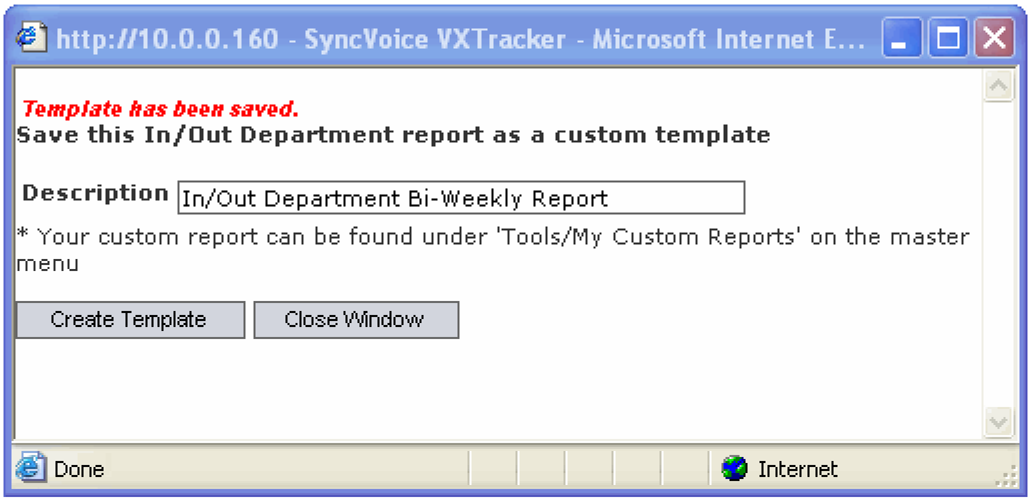
If you prefer to save the report you can do so through the Save As dialog. It's good practice to name the report something familiar and consistent with company naming conventions. You can save to a network share or locally. Typically local saves go to the My Documents folder or your Desktop.



Saving Reports

To save a report and add it to My Custom Reports click on the **Save** icon  from any VXTracker report page.

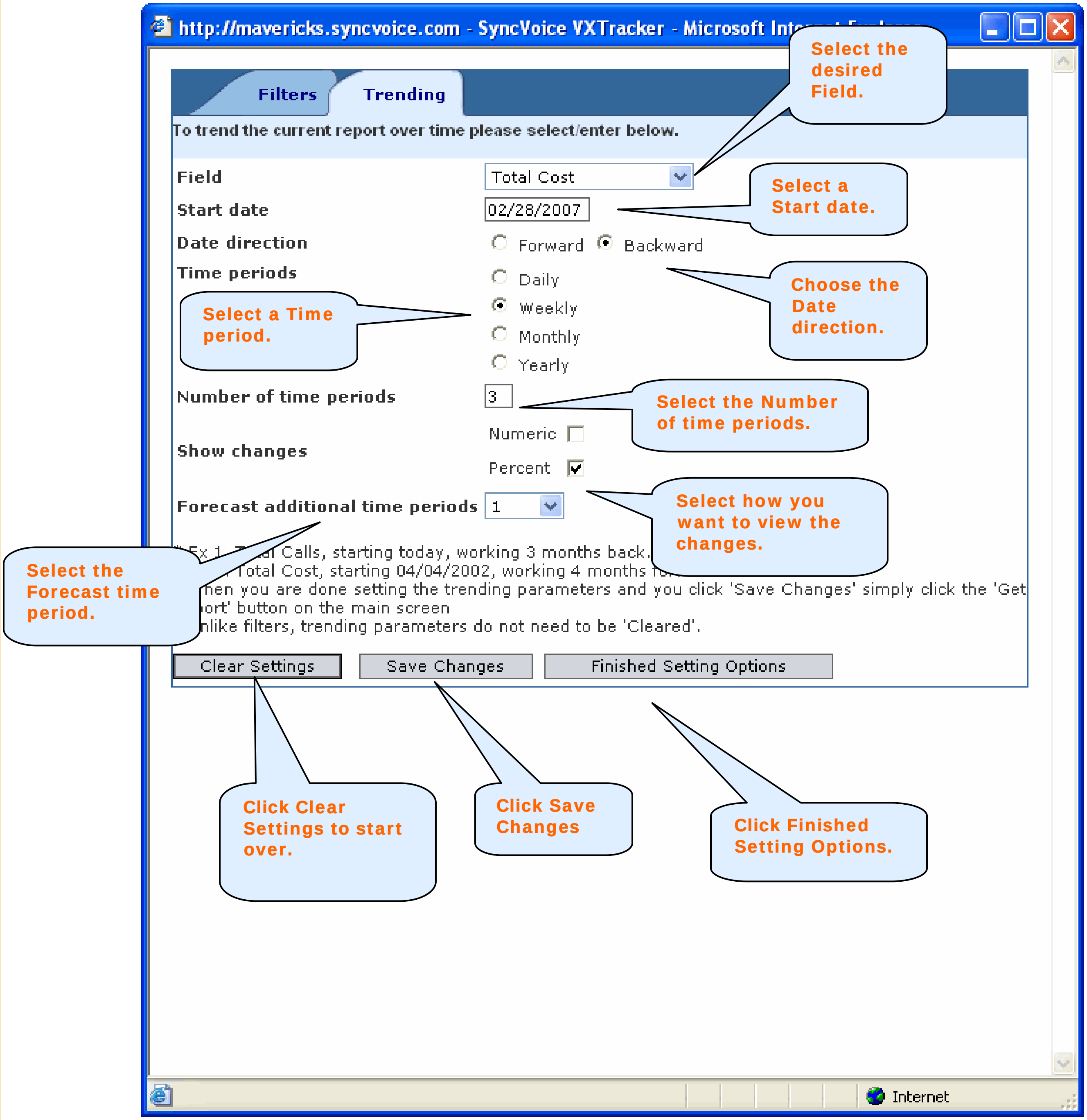
This will open the Custom Template dialog where you can name the report and save it to My Custom Reports. To save the report click the **Create Template** button. Once saved a note stating "Template has been saved" will appear in the upper left corner. When finished or if you wish to cancel the custom report click the **Close Window** button.



Trending Reports

The concept of trending reports is to give you a comparison of information that shows a tendency within a given period of time. In this example we will be watching cost trends over a period of one month. The month is broken down into a specific number of time periods of three weeks and a forecasted (projected) time period of one week. This then will allow us to see the statistics for the month broken down into these periods.

To Trend a report you must first setup the trending parameters. To do this click the **Options** button [Options] from the report page and select the **Trending** tab.



Once the Trending dialog is opened you will need to fill in all desired parameters.

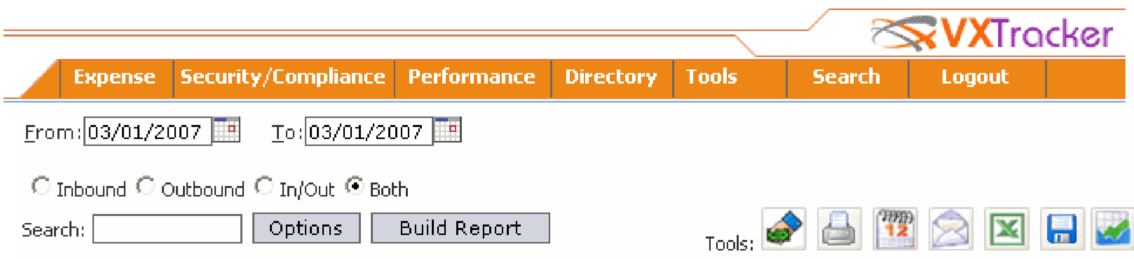
- **Field** - choose from the following:
    - **Total Calls**
    - **Percent of Total Calls**
    - **Total Duration**
    - **Percent of Total Duration**
    - **Avg. Duration**
    - **Total Cost**
    - **Percent of Total Cost**
    - **Avg. Cost per call**
    - **Avg. Cost per minute**
- **Start date –** select the day you want to start the trending.
- **Date direction -** this indicates whether you want to trend **Forward** from the start date or **Backward** from the start date.
- **Time period –** select from **Daily, Weekly, Monthly, or Yearly**.
- **Number of Time Periods -** you can trend x number of Days, Weeks, Months or Years based on the previous selection.
- **Show Changes** – select either numeric or percentage.
- **Forecast additional time periods** – this is the actual trending time period which is one week in this example.

When finished click **Save Changes** and **Finished Setting Options** and when back on the report page click **Build Report** to create the report.

In this example we selected the following parameters:

- **Field** – Total Cost
- **Start date –** Feb 8th, 2007
- **Date direction –** Backward
- **Time Period** – Weekly
- **Number of Time Periods** – 3 (weeks)
- **Show Changes** – Percentage
- **Forecast additional time periods –** 1 (week)

These parameters produced the following Trend report.



ABC Company

In/Out Cost Center Detail, Trending Total Cost over time

Customize

Turn Trending Off

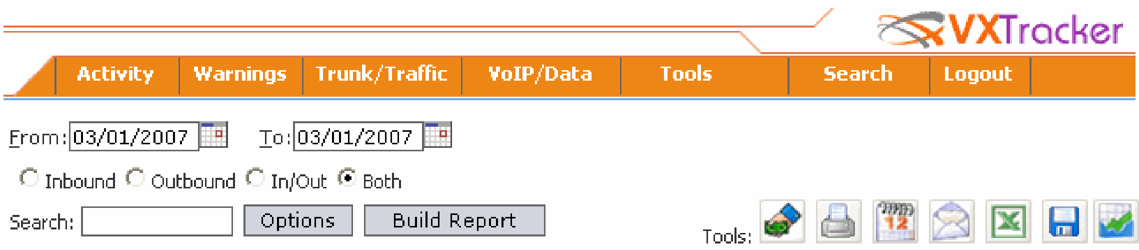
Cost Center	01/14/2007-01/20/2007	01/21/2007-01/27/2007	01/28/2007-02/03/2007	*Forecasted* 02/04/2007-02/10/2007
Accounting	76.85	74.26 -3.37%	73.88 -3.87%	73.50
Business Development	423.95	359.03 -15.31%	423.11 -0.20%	498.62
Customer Support	1,177.64	1,012.33 -14.04%	1,161.78 -1.35%	1,333.29
Development	59.49	58.28 -2.03%	58.29 -2.02%	58.30
Finance	213.54	197.55 -7.49%	235.53 +10.30%	280.81
Human Resources	502.22	456.16 -9.17%	494.24 -1.59%	535.49
Marketing	243.82	208.43 -14.52%	230.82 -5.33%	255.62
Operations	1,901.77	1,760.68 -7.42%	1,951.18 +2.60%	2,162.30
Sales	2,757.62	2,460.14 -10.79%	2,699.84 -2.10%	2,962.89
Unassigned Cost Center	8.74	12.27 +40.39%	13.62 +55.84%	15.12
Totals (10 items)	**$7,365.65**	**$6,599.13**	**$7,342.29**	$8,175.95

Denotes baseline time period. All increases/decreases are relative to the base line values.

Once all parameters have been set all you need to do to Trend a report is click the Trend icon from the report page. To cancel trending or to set new parameters click the **Turn Trending Off** button.

Sorting Report Data

All Expense, Security/Compliance, and Performance reports may be sorted in ascending or descending order by clicking on any column heading. An up or down arrow will appear next to the column heading indicating that the report data is ordered based on that field. An up arrow indicates that the data is sorted in ascending order and a down arrow indicates the data is sorted in descending order. To reverse the order between ascending and descending click the column heading.



In/Out Division Detail 01/09/2007-02/09/2007 Customize

Division ▲	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
	12370	18.99	24360:33	1:58	7,153.67	22.67	0.58	0.29
	22203	34.09	47736:33	2:09	12,654.49	40.09	0.57	0.27
	8398	12.89	16105:38	1:55	2,219.00	7.03	0.26	0.14
	215	0.33	303:07	1:24	55.35	0.18	0.26	0.18
Western	21950	33.70	43050:03	1:57	9,479.72	30.04	0.43	0.22
Totals (5 items)	**65136**		**131555:54**	**2:01**	**$31,562.23**		**$0.48**	**0.24**

Indicates the column that the report is sorted by and the order in which it is sorted.

Division	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Cost ▼	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
Northern	22203	34.09	47736:33	2:09	12,654.4			0.27
Western	21950	33.70	43050:03	1:57	9,479.			0.22
Eastern	12370	18.99	24360:33	1:58	7,153.			0.29
Southern	8398	12.89	16105:38	1:55	2,219.			0.14
Unassigned Division	215	0.33	303:07	1:24	55.35	0.18	0.26	0.18
Totals (5 items)	**65136**		**131555:54**	**2:01**	**$31,562.23**		**$0.48**	**0.24**

Click to sort by a different column and click again to change the sort order.

Sorting Extension Report Data

Sorting Extension reports is done the same way as sorting any VXTracker report. The difference is the results include more detail and organization. For example, if you click on the CallerID/Dialed column header all calls will be grouped by the Caller ID for each of the calls.

In/Out Call Summary for Anthony Norman Extension 5264 Edit Customize Return To Summary
09/01/2006-09/28/2006

Resource Extension 5264

Total Calls	Total Dur.	Avg. Dur.	Usage Amount
29	158:16	5:27	$9.60

Date / Time	I/O	CallerId/Dialed	City	St	Site	Acc.	Ln	Type	Rate	Dur.	Amt.
01133492924501											
09/03/06 10:25AM	O	01133492924501	FRANCE		Main		006-004	Intern.	0.120	17:22	2.16
09/03/06 10:25AM	O	01133492924501	FRANCE		Main		006-004	Intern.	0.120	17:22	2.16
09/03/06 10:25AM	O	01133492924501	FRANCE		Main		006-004	Intern.	0.120	17:22	2.16
09/05/06 10:25AM	O	01133492924501	FRANCE		Main		006-004	Intern.	0.120	17:22	2.16

Total Calls	Total Dur.	Avg. Dur.	Usage Amount
4	69:28	17:22	8.64

Date / Time	I/O	CallerId/Dialed	City	St	Site	Acc.	Ln	Type	Rate	Dur.	Amt.
(215)955-0420											
09/03/06 07:55AM	I	(215)955-0420	PHILADELPHIA	PA	Main		005-051	Inbound To	0.000	0:06	0.00
09/03/06 07:55AM	I	(215)955-0420	PHILADELPHIA	PA	Main		005-051	Inbound To	0.000	0:06	0.00
09/05/06 07:55AM	I	(215)955-0420	PHILADELPHIA	PA	Main		005-051	Inbound To	0.000	0:06	0.00

Total Calls	Total Dur.	Avg. Dur.	Usage Amount
3	0:18	0:06	0.00

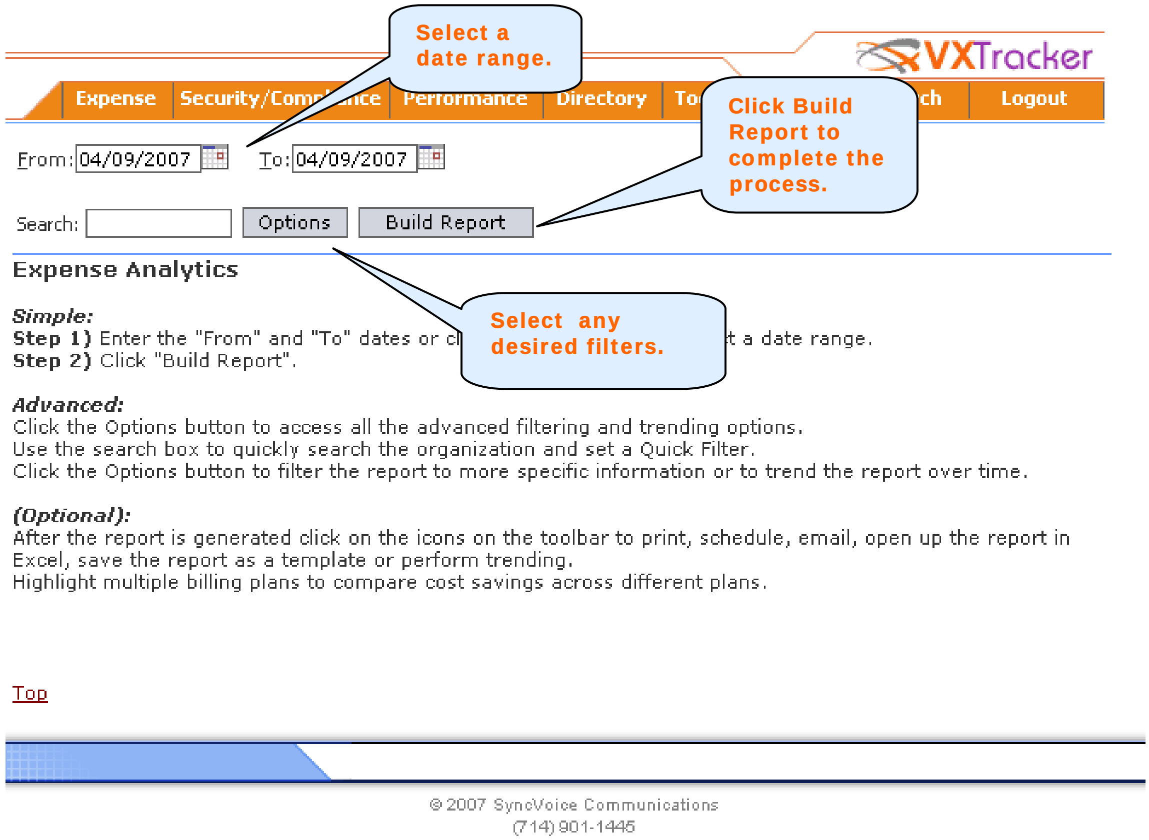
The Total Calls, Total Duration, Average Duration and Usage Amount is also separated out and included for each Caller ID.

Expense Analytics

Building an Expense Analytics Report

To create an Expense Analytics report go to the **Expense** menu and select **Analytics.**

This will bring you to the Expense Analytics page where you will need to select a **From** and **To** date and apply any desired filters (Options).



Once finished selecting the report options click **Build Report** to create the report. The following is a breakdown of the three sections of the report.

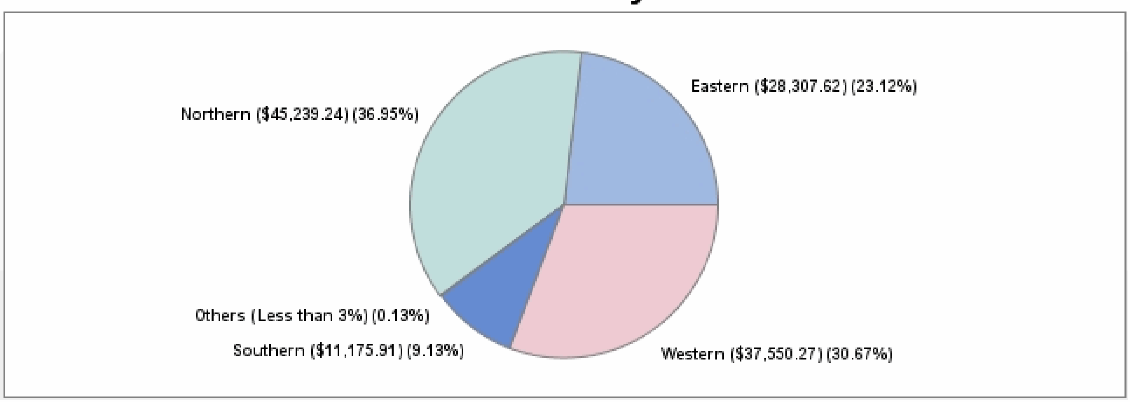
Section 1: Spend Analysis (Summary)

In this example the Spend Analysis section shows a summary view of the report for the organizational unit called Division or, simply put, on the Division Org Level. Spend Analysis combines total call costs, one-time fees and recurring fees for the defined reporting period. One Time and Recurring Fees are derived from costs associated with System Accountable Entities such as Extensions, ACD Positions and Auth Codes. Fees can also be associated with custom (user defined) Accountable Entities such as Laptops, Mobile Devices, etc.

Spend Analysis

Division	Call Cost	One Time Fees	Recurring Fees	% of Grand Total	Grand Total
Eastern	23,238.41	4,650.00	419.21	23.12	28,307.62
Northern	40,546.63	4,600.00	92.61	36.95	45,239.24
Southern	6,883.30	4,200.00	92.61	9.13	11,175.91
Unassigned Division	160.22	0.00	0.00	0.13	160.22
Western	31,023.26	6,500.00	27.02	30.67	37,550.27
Totals (5 items)	**$101,851.83**	**$19,950.00**	**$631.45**		**$122,433.27**

Cost Distribution by Division



The following is a breakdown of the **Spend Analysis** section.

- **Call Costs** – this is the total cost of all calls for that organizational unit.
- **One Time Fees** – these are the total One-Time Fees associated with Accountable Entities for that organizational unit, typically setup fees.
- **Recurring Fees** – this is the total Recurring fees associated with Accountable Entities for that organizational unit, typically monthly fees.
- **% of Grand Total** – this is the percentage for the costs in relation to the Grand Total of all costs for this organizational unit.
- **Grand Total** – this is the total of Call Costs, One Time Fees and Recurring Fees.

Note: One-time fees and recurring fees must be set up in Org Management for costs to appear in this report.

Section 2: Carrier Trunk Contracts & Commitments

This section in Expense Analytics provides a breakdown of all Carrier Circuits and Contractual commitments. Whether your commitments are based on dollar amount or time, VXTracker will show you exactly where your Actual spend and talk time falls. Fields highlighted in red indicate amounts that fall short of the commitment commonly referred to as a "short fall".

Contract will expire indicated in red.

Carrier Trunk Contracts & Commitments

Site	Group	Carrier	$ Commit	$ Actual	+/-	Minute Commit	Minute Actual	+/-	Contract Start Date	Len. (mo.)	Expires (mo.)
Irvine	005	ATT	1,917.81	3,768.94	1,851.13	4315	7632	3317	06/01/2004	36	1.67
Irvine	022	MCI	1,917.81	3,318.68	1,400.87	6712	7774	1062	01/01/2007	24	21.00
Irvine	101	SBC	1,917.81	254.67	-1,663.14	9589	14597	5008	06/01/2005	36	13.87
Totals (3 items)			5,753.42	7,342.29	1,588.87	20616	300[illegible]				

Short fall indicated in red.

- **Site** – this is the physical Location of the PBX.
- **Group** – this is the Trunk Group/ Route as reported in the raw data.
- **Carrier** – this is the company providing the given circuit.
- **$ Commit** – these are the dollars committed for the reporting period (Contract Spend Commitment). Annual commitments are amortized for the reporting period. An example would be if you have a $12,000 a year commitment for a given circuit and you run an Expense Analytics report for a period of a month, the $ Commit would equal $1,000.
- **$ Actual** – this is the total cost of calls for the given trunk group for the reporting period.
- **+/-** - this is the dollar amount that shows whether you are over **(+)** or under **(-)** your committed spend. The field will be colored in red if the **Actual** dollar amount is less than your **$ Commit** dollar amount.
- **Minute Commit** – these are the minutes committed for the reporting period (Contract Time Commitment). Annual commitments are amortized for the reporting period.

- **Minute Actual** – this is the total time used for all calls for the given trunk group for the reporting period.
- **+/-** - this is the amount of time actually used which shows whether you are over **(+)** or under **(-)** your committed time. The field will be colored in red if the **Actual** usage is less than your **$ Commit** time (Contract Time Commitment) amount.
- **Contract Start Date** – this is the beginning date of the contract.
- **Len (gth)** – this is length of the contract commitment by month.
- **Expires** – this shows the expiration due date by month.

Section 3: Carrier Tariff Analysis:

Carrier Tariff Analysis provides a Call Type breakdown for each carrier with which you have a contract.

Carrier Tariff Analysis

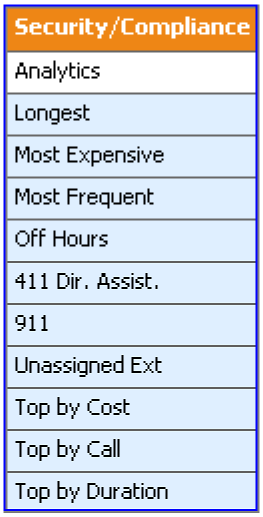
Call Type	ATT		MCI		SBC		Total Dur.	Total Cost
	Min.	$	Min.	$	Min.	$		
Local	1624:28	80.64	210:18	9.88	38419:20	2,042.12	**40254:06**	**2,132.64**
Local Zone 3							**0:00**	**0.00**
Intralata	9171:28	708.30	65:39	4.68	5909:48	471.18	**15146:55**	**1,184.16**
Intrastate	7441:48	667.10	95:00	8.19	124:58	9.66	**7661:46**	**684.95**
Interstate			29982:58	3,034.96	12:22	4.24	**29995:20**	**3,039.20**
Intern.			3465:18	453.80			**3465:18**	**453.80**
Custom Rate							**0:00**	**0.00**
Info / Dir.			35:06	48.75	342:48	291.05	**377:54**	**339.80**
Toll Free					31118:32		**31118:32**	**0.00**
911					64:53		**64:53**	**0.00**
Inbound Toll	77642:50	47,395.00	65715:50	40,237.00	493:56	338.50	**143852:36**	**87,970.50**
Inbound Direct	876:32		588:16		97490:40		**98955:28**	**0.00**
Prvt Net							**0:00**	**0.00**
Internal							**0:00**	**0.00**
Other	672:50		1140:04		8540:20		**10353:14**	**0.00**
Abandoned							**0:00**	**0.00**
	97429:56	**$48,851.04**	**101298:29**	**$43,797.27**	**182517:37**	**$3,156.75**	**381246:02**	**$95,805.05**

Carrier groupings are based a free text field located in Admin | Trunk Group | Edit Trunk Group. It is important to note that this report is grouped by the spelling in this free text field. So for a true aggregation, carriers must be spelled exactly the same. For details on adding carriers please refer to the **Error! Reference source not found.** section of this document.

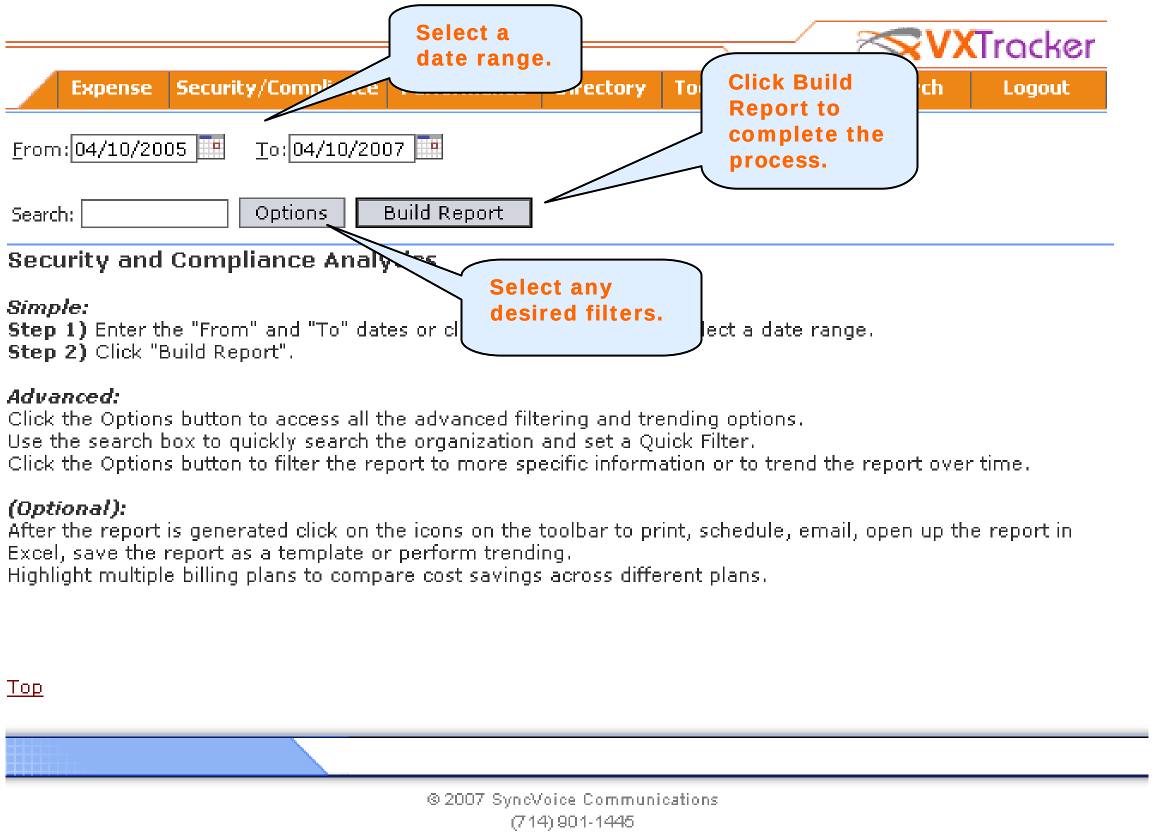
Security/Compliance Analytics

Building a Security/Compliance Analytics Report

To start building your Security/Compliance Analytics report open the **Security/Compliance** menu and select **Analytics**.



This will bring you to the Security/Compliance Analytics page where you will need to select a **From** and **To** date and apply any desired filters (Options).


Select a date range.
Click Build Report to complete the process.
Select any desired filters.
VXTracker
Expense
Security/Compl
ectory
To
ch
Logout
From: 04/10/2005
To: 04/10/2007
Search:
Options
Build Report
Security and Compliance Analy
Simple:
Step 1) Enter the "From" and "To" dates or cl
lect a date range.
Step 2) Click "Build Report".
Advanced:
Click the Options button to access all the advanced filtering and trending options.
Use the search box to quickly search the organization and set a Quick Filter.
Click the Options button to filter the report to more specific information or to trend the report over time.
(Optional):
After the report is generated click on the icons on the toolbar to print, schedule, email, open up the report in Excel, save the report as a template or perform trending.
Highlight multiple billing plans to compare cost savings across different plans.
Top
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When finished adding all parameters click **Build Report** to complete the process. The following is a breakdown of the four sections of the report.

Section 1: Audit Trail Search

By using the Audit Trail Search you can search for any caller ID or dialed number stored in VXTracker. To search for a caller ID or dialed number simply type in all or a part of the number into the Audit Trail Search field to find it.

Blank search.

Audit Trail Search [ ] Search b… or caller ID. 3 digits min.

Search must have at least 3 digits.

Completed search

Audit Trail Search 949 Search by any part of the phone number or caller ID. 3 digits min.

Date	I/O	User	Ext	Number	Mapping	City	St	Dur	Cost
04/11/2007 17:52:25	I	Sally Bazargan (Human Resources)	5599	(949)636-3871		SADDLEBACK VALLEY	CA	0:04	0.00
04/11/2007 17:52:20	I	Teresa Khachatourians (Accounting)	4040	(949)375-2309		NEWPORT BEACH	CA	0:22	0.00
04/11/2007 17:52:05	I	Ly-Ping Aziz (Operations)	6672	(949)637-1936		LAGUNA BEACH	CA	0:08	0.50
04/11/2007 17:51:48	O	Teresa Khachatourians (Accounting)	4040	(949)509-9229		IRVINE	CA	0:16	0.04
04/11/2007 17:48:39	I	Casey Chao (Sales)	7337	(949)230-4016		NEWPORT BEACH	CA	1:34	0.00

Section 2: Security Statistics & User MAC

Security Statistics & User MAC provides an audit trail for administrative moves, adds and changes as well as other compliance metrics.

Compliance metrics.

Security Statistics & User MAC

Emergency Calls	2
Unknown Extensions	382
Calls From Unknown Extensions	4886

Successful Logins	207
Successful Users	7
Failed Logins	8
Failed Users	8

User Adds	1735
User Moves or Changes	0
User Retires	1715
Entity Adds	1746
Entity Moves or Changes	6
Entity Retires	1728

The following is a breakdown of the Security Statistics and User MAC section of the report:

- **Emergency Calls** – this provides the total number of calls to 911 for the defined report period.

- **Unknown Extensions** – this is the number of new Extensions reported by the PBX which are not assigned to individuals in your organization for the defined report period.
- **Calls From Unknown Extensions** – these are the total number of calls made or received by Extensions not assigned to individuals in your organization for the defined report period.
- **Successful Logins** – this provides the total number of user logins to VXTracker for the defined report period.
- **Successful Users** – this provides the total unique users whom successfully logged into VXTracker for the defined report period.
- **Failed Logins** – this provides the total number of failed user logins to VXTracker for the defined report period
- **Failed Users** – this provides the total unique users whom unsuccessfully logged into VXTracker for the defined report period.
- **User Adds** – this is the total number of users added to VXTracker for the defined report period.
- **User Moves or Changes** – this is the total number of users moved from one organizational unit to another and total number of users which have been edited or changed or the defined report period.
- **User Retires** – this is the total number of users which have been retired from VXTracker for the defined report period.
- **Entity Adds** – this is the total number of Accountable Entities added to the system for the defined report period. This includes System Accountable Entities such as Extensions and Auth Codes as well as Custom Accountable Entities such as Laptops.
- **Entity Moves or Changes** – this is the total number of System and Custom Accountable Entities moved from one organizational unit to another and total number of users which have been edited or changed.
- **Entity Retires** – this is the total number of System and Custom Accountable Entities which were retired for the defined report period.

Section 3: Real-Time Rule Alerts

Real-time rule alerts provides you with all call based notifications sent from the system for the defined reporting period.

Real-Time Rule Alerts	
03/20 04:52PM	The system has identified a call which requires notification: Date/Time of Notification: 03/20/2007 16:52:27 Date/Time of Call: 03/20/2007 02:09:50 Site: Irvine Extension: 1210 Phone number: (949)701-7675 Duration: 31:18 RuleName: Call to Competitor Cost: $1.28 Reason: Call is in tracked call list. Please note that notification rules are setup by your administrator. Notification should be used for informational purposes only. This email is sent to you by SyncVoice VXTracker. Click on http://10.0.0.161/ to visit the VXTracker login page. Paging:paul.wiggins@syncvoice.com

Note: Before Real-Time Rule Alerts can be viewed they must first be setup via the **Admin | Notification** menus.

Section 4: Security and Compliance Call Detail Records

The final section of this report details the predefined number of Call Detail Records, setup at the beginning of this section, for the following calls:

Emergency Calls – this reports the number of detail call records which dialed 911 for the defined report period.
Longest Calls – this reports the number of longest duration calls for the defined report period. Please note that calls do not need to meet the minimum threshold defined in the **Admin | Reports** menus.
Expensive Calls – this reports the top number most expensive calls for the defined report period. Please note that calls do not need to meet the minimum threshold defined in **Admin | Reports**.
International Calls – this reports the number of International calls for the defined report period.

Emergency Calls

Date	I/O	User	Ext	Number	Mapping	City	St	Dur	Cost
04/11/2007 13:55:19	O	Alvin Mopel (Customer Support)	1210	911				1:09	0.00

Longest Calls

Date	I/O	User	Ext	Number	Mapping	City	St	Dur	Cost
04/10/2007 11:22:02	O	Michael Ambartsumuan (Marketing)	4660	(949)442-9596		IRVINE	CA	300:24	12.04

Expensive Calls

Date	I/O	User	Ext	Number	Mapping	City	St	Dur	Cost
04/09/2007 11:41:40	I	Marc Davis (Business Development)	7912	(787)787-3603		BAYAMON NORTE	PR	53:28	27.00

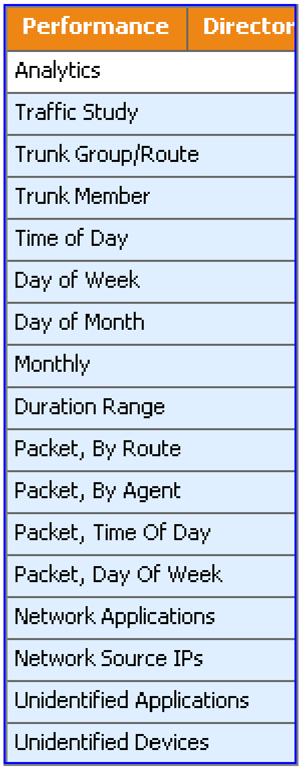
International Calls

Date	I/O	User	Ext	Number	Mapping	City	St	Dur	Cost
04/11/2007 10:25:16	O	John Keegan (Accounting)	252	01127113959040		JOHANNESBURG		13:56	4.48

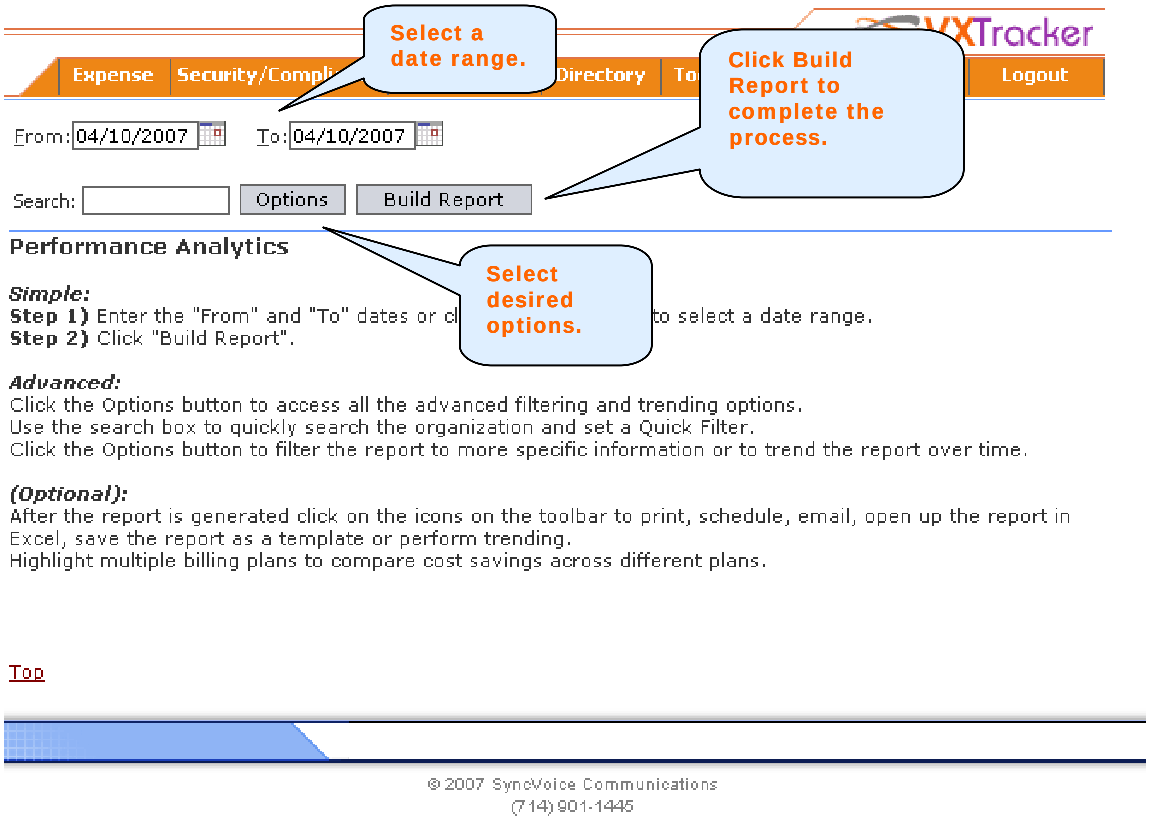
Performance Analytics

Building a Performance Analytics Report

To get started building the Performance Analytics report go to the **Performance** menu and click **Analytics**.



This will bring you to the Performance Analytics page where you will need to select a **From** and **To** date and apply any desired filters (Options).



When finished adding all parameters click **Build Report** to complete the process. The following is a breakdown of the three sections of the report.

Section 1: Total Network

The Total Network section provides a traffic study snapshot of your organization.

Total Network

Site	Group	Carrier	Type	Avg Usage	Max Usage	Avg-Max Capacity	Calls	Minutes	Est. Avg VoIP Bandwidth	Est. Max VoIP Bandwidth
Houston	001	SBC	T-1	1.2 / 24 **5.2%**	5 / 24 **21.0%**	1 5 24	153	39[illegible]	[illegible]	[illegible]
Houston	002	MCI	T-1	5.0 / 24 **20.9%**	19 / 24 **79.0%**	5 19 24	[illegible]	[illegible]	[illegible]	[illegible]
Irvine	005	ATT	T-1	2.8 / 24 **11.6%**	11 / 24 **46.0%**	2 11 24	5870	13668:[illegible]	[illegible]	[illegible]
Irvine	022	MCI	T-1	5.0 / 24 **21.0%**	23 / 24 **96.0%**	5 23 24	6490	14353:36	149.2 Kbps	680.8 Kbps
Irvine	101	SBC	T-1	5.7 / 24 **23.8%**	22 / 24 **92.0%**	5 22 24	14570	27247:06	169.0 Kbps	651.2 Kbps
Totals (5 items)				19.8 / 120 **16.5%**	80.0 / 120 **66.7%**	19 80 120	**27388**	**56721:17**	**586.5 Kbps**	**2,368.0 Kbps**

Indicates the average (green), maximum (red) and left over trunk capacity.

The following details the Total Network section:

- **Site** – this is the physical Location of the Trunk Group.
- **Group** – this is the name of the trunk group and unique identifier for the trunk group as reported in the raw call record.
- **Carrier** – this is the name of the service provider.
- **Type (Circuit Type)** – some examples would be T-1, PRI, and POTS lines.
- **Avg Usage** – this is the average concurrent usage for the given trunk group for the defined report period, displayed in percentage and number values.
- **Max usage** – this is the maximum concurrent usage for the given trunk group for the defined report period, displayed in percentage and number values.
- **Avg-Max Capacity** – this is a bar graph displaying the Average and Maximum concurrent capacity for the given trunk group for the defined report period.
- **Calls** – this is the total number of calls placed or received on the given trunk group for the defined report period.
- **Minutes** – this is the total duration of all calls for the given trunk group for the defined report period.
- **Est. Avg Bandwidth** – this is the average necessary bandwidth needed to supplant the traditional T-1/PRI with VoIP. This is calculated by multiplying the average concurrent capacity by a user defined codec size. The codec should include overhead as well as payload size. For example G.729a has a payload of 8 kbps, however its total size is 29.6 kbps.
- **Est. Max Bandwidth –** this is the maximum necessary bandwidth needed to supplant the traditional T-1/PRI with VoIP. This is calculated by multiplying the maximum concurrent capacity by a user defined codec size. The codec should include overhead as well as

payload size. For example G.729a has a payload of 8 kbps, however its total size is 29.6 kbps.

Section 2: Carrier Traffic Analysis

This section is the same as the Carrier Tariff Analysis section in the Expense Analysis report. Carrier Traffic Analysis provides a Call Type breakdown for each carrier with which you have a contract.

Call Type breakdown per carrier.

Carrier Tariff Analysis

Call Type	ATT		MCI		SBC		Total Dur.	Total Cost
	Min.	$	Min.	$	Min.	$		
Local	1624:28	80.64	210:18	9.88	38419:20	2,042.12	40254:06	2,132.64
Local Zone 3							0:00	0.00
Intralata	9171:28	708.30	65:39	4.68	5909:48	471.18	15146:55	1,184.16
Intrastate	7441:48	667.10	95:00	8.19	124:58	9.66	7661:46	684.95
Interstate			29982:58	3,034.96	12:22	4.24	29995:20	3,039.20
Intern.			3465:18	453.80			3465:18	453.80
Custom Rate							0:00	0.00
Info / Dir.			35:06	48.75	342:48	291.05	377:54	339.80
Toll Free					31118:32		31118:32	0.00
911					64:53		64:53	0.00
Inbound Toll	77642:50	47,395.00	65715:50	40,237.00	493:56	338.50	143852:36	87,970.50
Inbound Direct	876:32		588:16		97490:40		98955:28	0.00
Prvt Net							0:00	0.00
Internal							0:00	0.00
Other	672:50		1140:04		8540:20		10353:14	0.00
Abandoned							0:00	0.00
	97429:56	$48,851.04	101298:29	$43,797.27	182517:37	$3,156.75	381246:02	$95,805.05

Carrier groupings are based a free text field located in Admin | Trunk Group | Edit Trunk Group. It is important to note that this report is grouped by the spelling in this free text field. So for a true aggregation, carriers must be spelled exactly the same. For details on adding carriers please refer to the **Error! Reference source not found.** section of this document.

Section 3: VoIP SLA

The VoIP SLA Analytics report provides service level metrics for all of your VoIP Network Routes. VXTracker actively simulates call traffic between end points on your network. These simulated calls are then analyzed to provide average and maximum values for delay, jitter and loss (DJL).

Delay, Jitter and Loss indicator.

NetPerf Route	Max. Delay	Avg. Delay	Max. Jitter	Avg. Jitter	Max. Loss	Avg. Loss
San Jose -> HQ	235.2 ms	66.4 ms	97.8 ms	34.5 ms	2.0%	0.7%
Santa Barbara -> HQ #01	276.8 ms	78.1 ms	115.0 ms	40.6 ms	2.3%	0.8%
Totals:(2 item(s))	**276.8 ms**	**72.2 ms**	**115.0 ms**	**37.5 ms**	**2.3%**	**0.7%**

VoIP Toolbox configuration is completed by SyncVoice Support Engineers.

Note: This report is available only for organizations that have licensed the VXTracker VoIP Toolbox module.

Expense Reports

All VXTracker Expense reports list summary totals including:

- **Number of Calls** –the total calls for the specified time period.
- **% of Total Calls** – this is the percentage of all calls.
- **Total Duration** –the total duration of all inbound and outbound calls.
- **Average Call Duration** - the average time of each call.
- **Total Cost of All Calls** – the total cost of all calls.
- **% of Total Call Costs** - the percentage of the total cost of all calls.
- **Average Cost per Call** – this shows the average cost of each call.
- **Average Cost per Minute** - this shows the average cost for each minute of all calls.

They also allow you to drill into the respective division and department for summary level detail. Ultimately, you may drill into an individual extension to display the call record details for that extension.

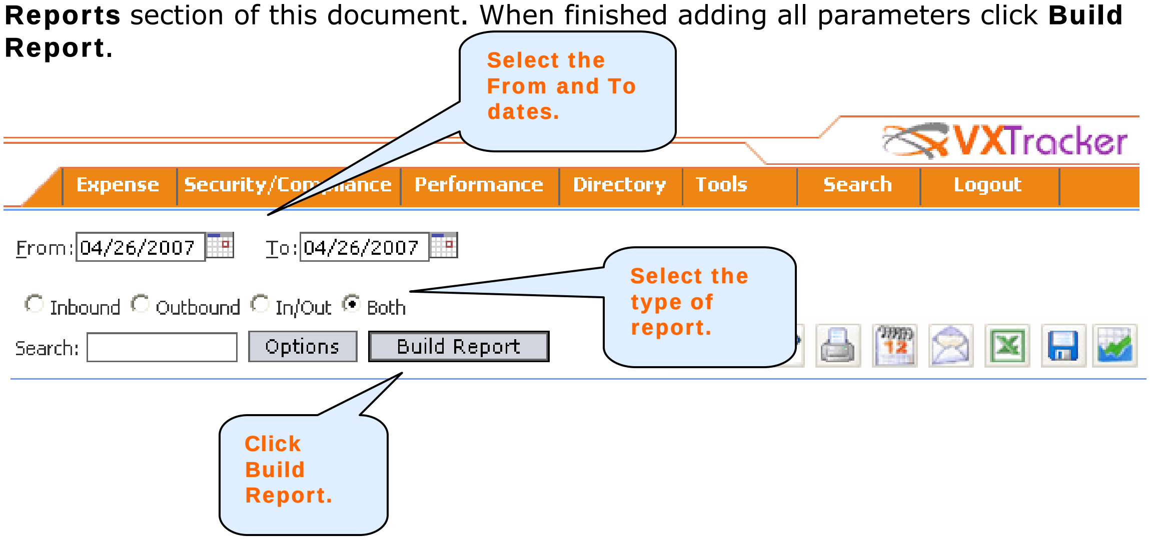
While not all VXTracker Expense reports are covered in this document, the most commonly used ones are and they represent how all reports work in VXTracker.

Division, Department and Extension Reports

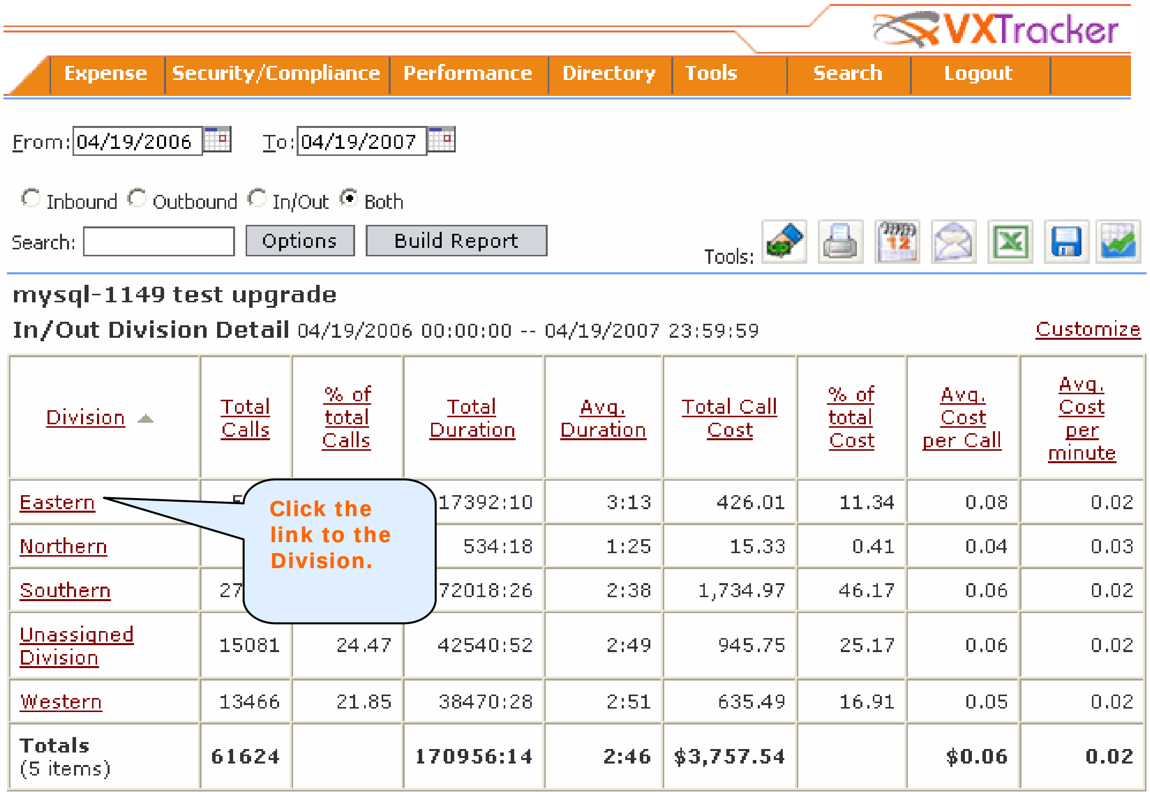
To create a Division, Department or Extension Activity Report go to the **Expense** menu and select the desired report. It's important to note that Location and Cost Center are also commonly used Org Levels. These would be created the same way the selected Expense reports are created. In this example we will use the **Division** report but any report will do.

To open the Division Report go to the **Expense** menu and select **Division**.

Next enter the report parameters such as the **From** and **To** dates and the **Type** of report. For details on filtering reports (Options button) please see the **Filtering Reports** section of this document. When finished adding all parameters click **Build Report**.

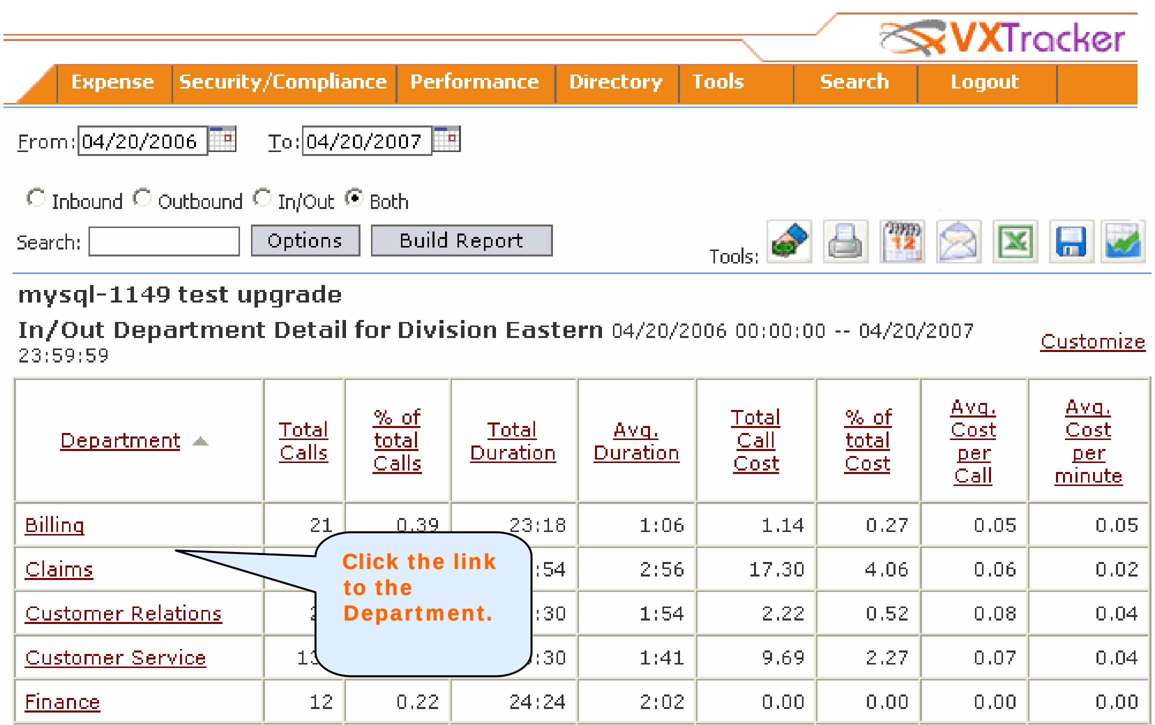


This will open the report summary view of all divisions. Click the link to a specific division to view call record details for that division.



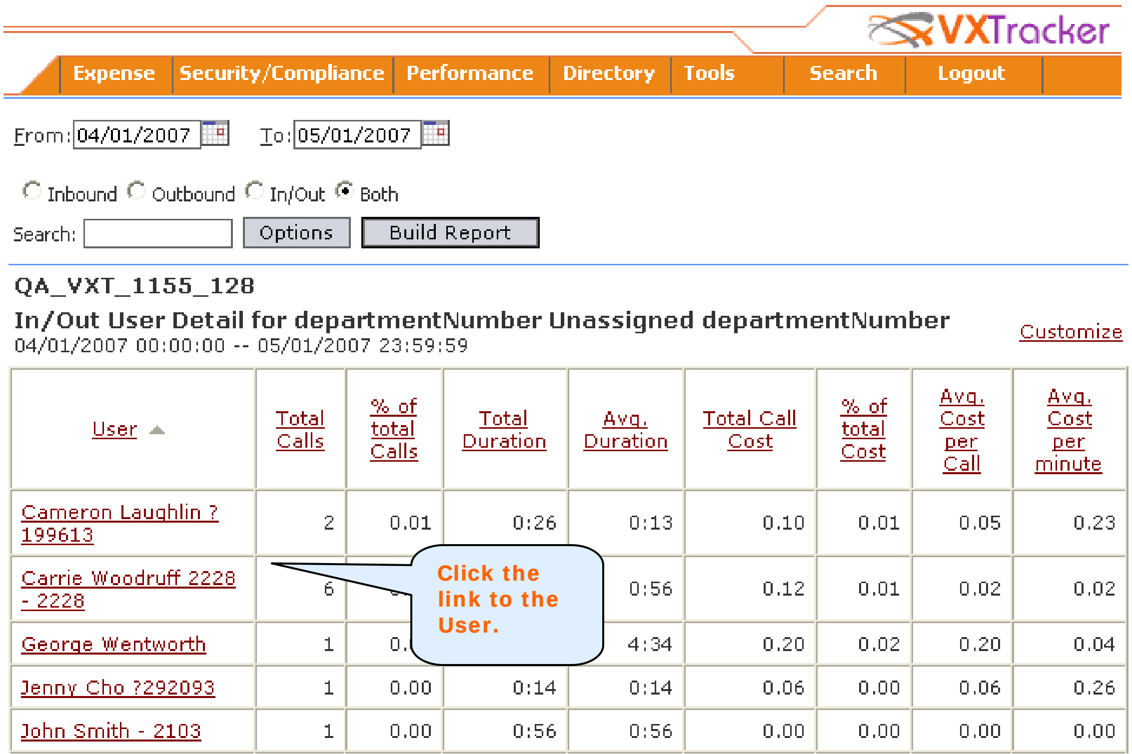
Division	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Call Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
Eastern			17392:10	3:13	426.01	11.34	0.08	0.02
Northern			534:18	1:25	15.33	0.41	0.04	0.03
Southern	27		72018:26	2:38	1,734.97	46.17	0.06	0.02
Unassigned Division	15081	24.47	42540:52	2:49	945.75	25.17	0.06	0.02
Western	13466	21.85	38470:28	2:51	635.49	16.91	0.05	0.02
Totals (5 items)	**61624**		**170956:14**	**2:46**	**$3,757.54**		**$0.06**	**0.02**

Next click the link to the **Department** (Org Levels vary so you may have a different Org such as Location or Cost Center) to drill down to the next level. Also you may have more levels in which to drill into.



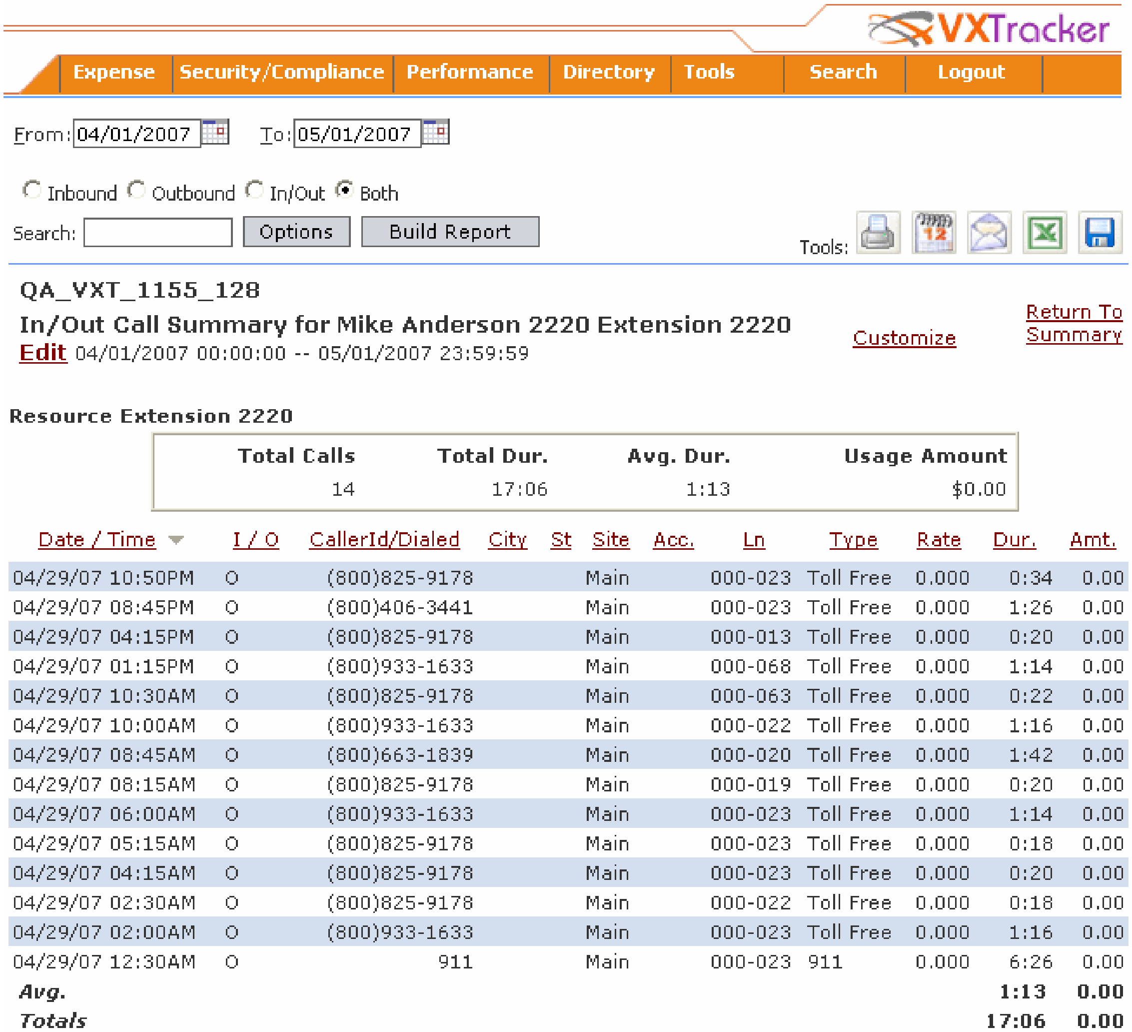
Department	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Call Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
Billing	21	0.39	23:18	1:06	1.14	0.27	0.05	0.05
Claims			:54	2:56	17.30	4.06	0.06	0.02
Customer Relations			:30	1:54	2.22	0.52	0.08	0.04
Customer Service			:30	1:41	9.69	2.27	0.07	0.04
Finance	12	0.22	24:24	2:02	0.00	0.00	0.00	0.00

Then click the link to the desired **User**.



User	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Call Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
Cameron Laughlin ? 199613	2	0.01	0:26	0:13	0.10	0.01	0.05	0.23
Carrie Woodruff 2228 - 2228	6	[illegible]	[illegible]	0:56	0.12	0.01	0.02	0.02
George Wentworth	1	[illegible]	[illegible]	4:34	0.20	0.02	0.20	0.04
Jenny Cho ?292093	1	0.00	0:14	0:14	0.06	0.00	0.06	0.26
John Smith - 2103	1	0.00	0:56	0:56	0.00	0.00	0.00	0.00

This will open the Extension Report where you can see all of the calls and call details for the user.



Total Calls	Total Dur.	Avg. Dur.	Usage Amount
14	17:06	1:13	$0.00

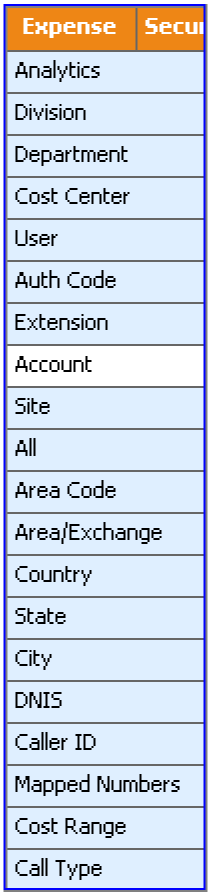
Date / Time	I / O	CallerId/Dialed	City	St	Site	Acc.	Ln	Type	Rate	Dur.	Amt.
04/29/07 10:50PM	O	(800)825-9178			Main		000-023	Toll Free	0.000	0:34	0.00
04/29/07 08:45PM	O	(800)406-3441			Main		000-023	Toll Free	0.000	1:26	0.00
04/29/07 04:15PM	O	(800)825-9178			Main		000-013	Toll Free	0.000	0:20	0.00
04/29/07 01:15PM	O	(800)933-1633			Main		000-068	Toll Free	0.000	1:14	0.00
04/29/07 10:30AM	O	(800)825-9178			Main		000-063	Toll Free	0.000	0:22	0.00
04/29/07 10:00AM	O	(800)933-1633			Main		000-022	Toll Free	0.000	1:16	0.00
04/29/07 08:45AM	O	(800)663-1839			Main		000-020	Toll Free	0.000	1:42	0.00
04/29/07 08:15AM	O	(800)825-9178			Main		000-019	Toll Free	0.000	0:20	0.00
04/29/07 06:00AM	O	(800)933-1633			Main		000-023	Toll Free	0.000	1:14	0.00
04/29/07 05:15AM	O	(800)825-9178			Main		000-023	Toll Free	0.000	0:18	0.00
04/29/07 04:15AM	O	(800)825-9178			Main		000-023	Toll Free	0.000	0:20	0.00
04/29/07 02:30AM	O	(800)825-9178			Main		000-022	Toll Free	0.000	0:18	0.00
04/29/07 02:00AM	O	(800)933-1633			Main		000-023	Toll Free	0.000	1:16	0.00
04/29/07 12:30AM	O	911			Main		000-023	911	0.000	6:26	0.00
Avg.										**1:13**	**0.00**
Totals										**17:06**	**0.00**

Note: You can also edit the user by clicking the **Edit** link next to the Extension.

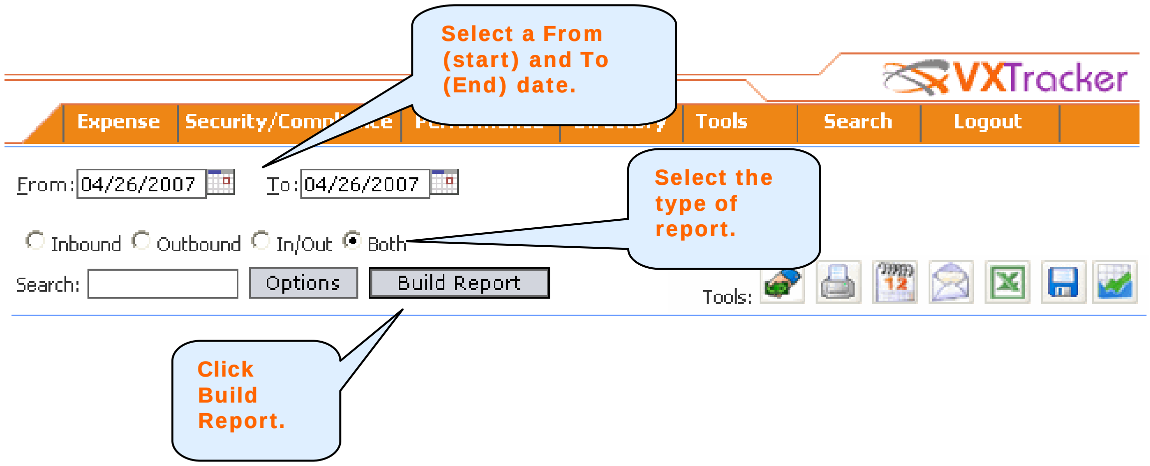
Account Expense Reports

Account Codes allow you to manage and identify specific telephone calls where you need to track, record, and bill time or costs for calls made to a specific client or for a specific purpose. Check with your system administrator to see if your telephone system offers an account code feature.

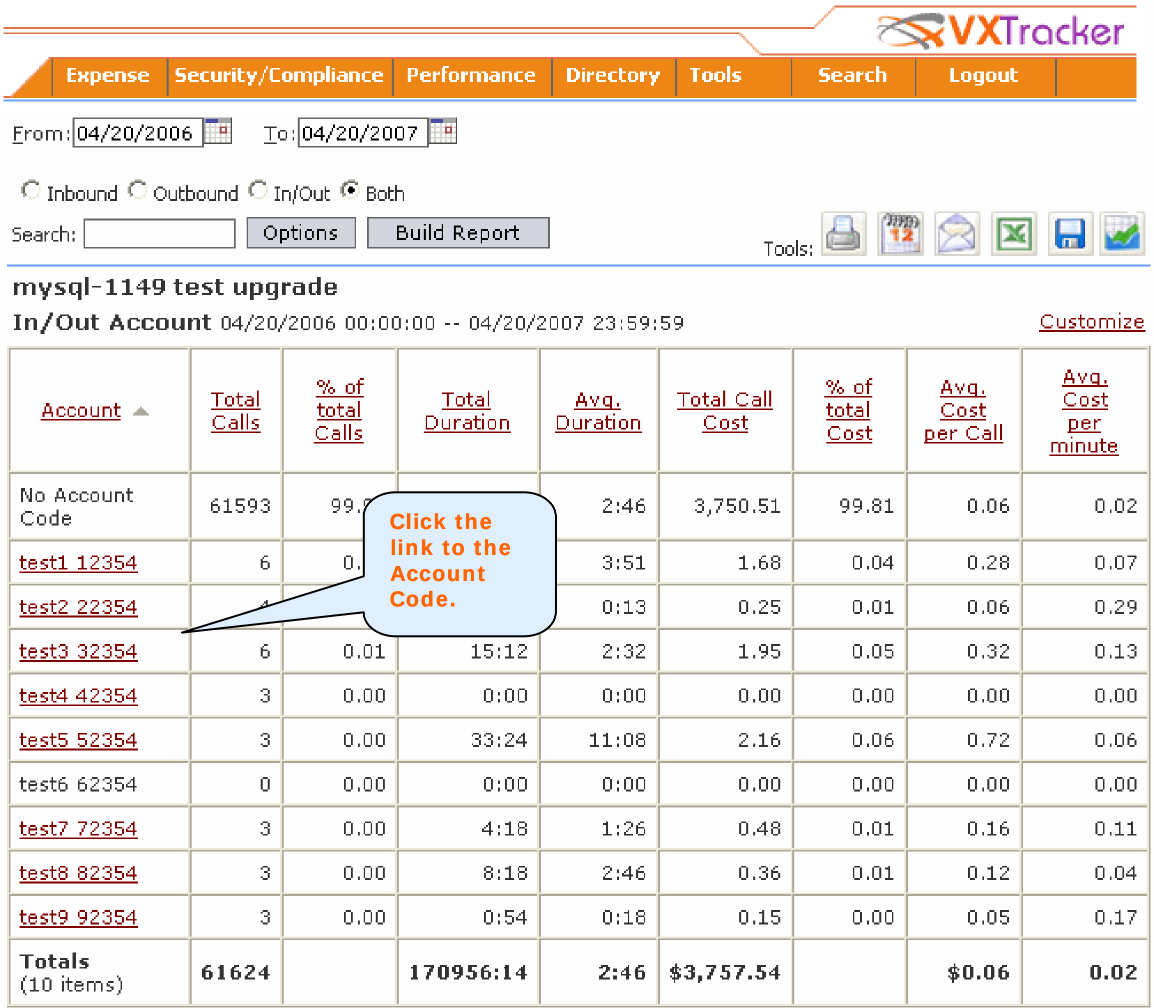
To open the Account Report go to the **Expense** menu and click **Account**.



Next enter the report parameters such as the **From** and **To** dates and the **Type** of report. For details on filtering reports please (Options button) see the **Filtering Reports** section of this document. When finished adding all parameters click **Build Report**.

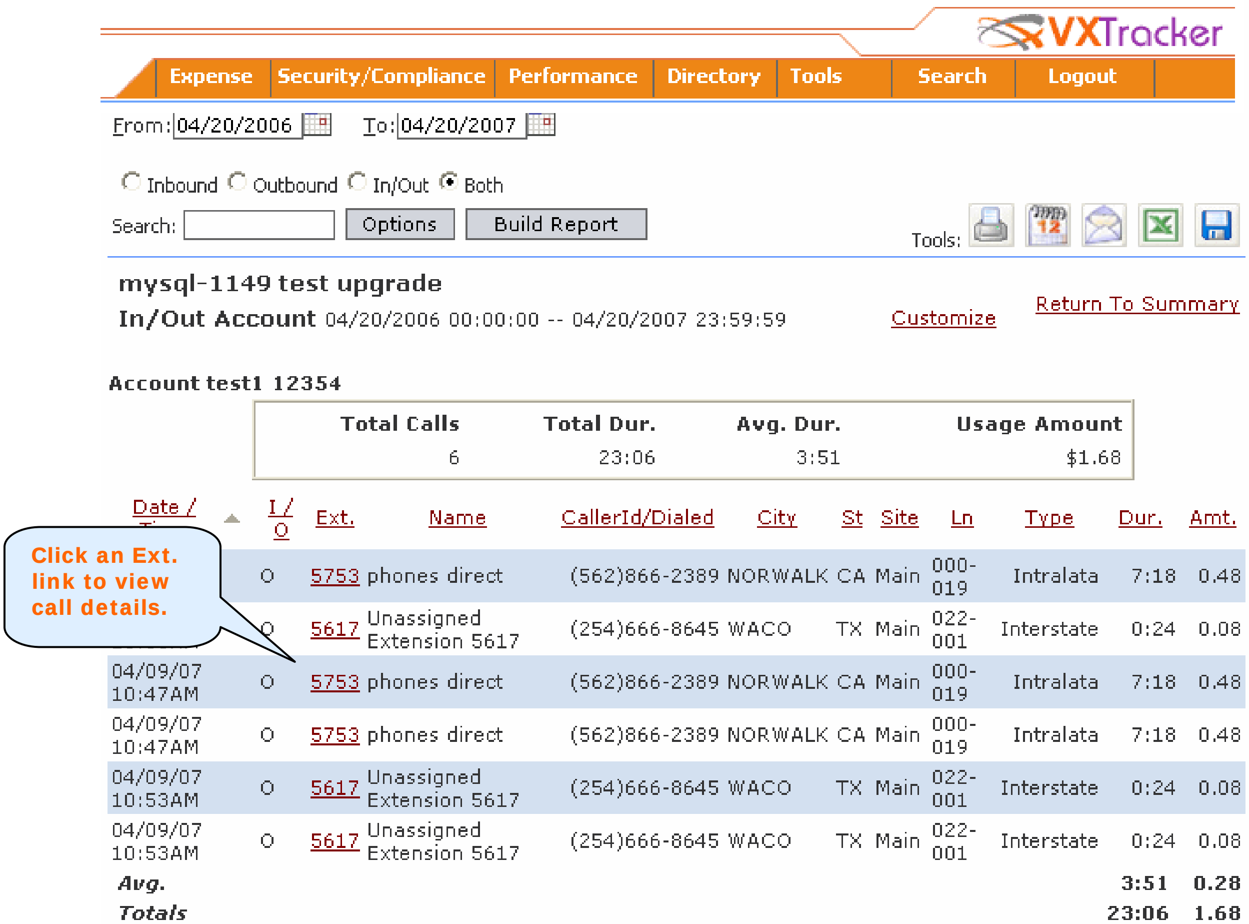


This will open the Account Expense Report which lists summary totals of all call records. Next click a specific account link to view call record details for that account.

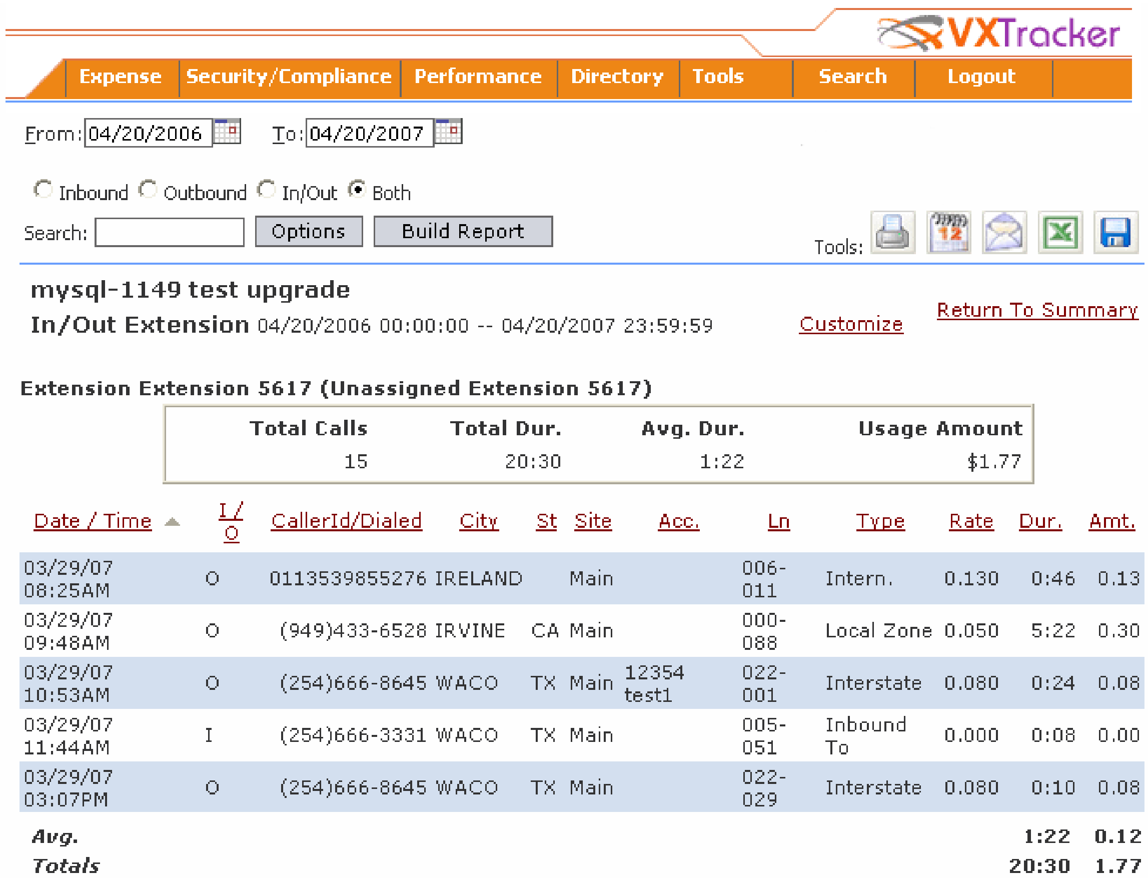


Account	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Call Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
No Account Code	61593	99.[illegible]	[illegible]	2:46	3,750.51	99.81	0.06	0.02
test1 12354	6	0.[illegible]	[illegible]	3:51	1.68	0.04	0.28	0.07
test2 22354	[illegible]	[illegible]	[illegible]	0:13	0.25	0.01	0.06	0.29
test3 32354	6	0.01	15:12	2:32	1.95	0.05	0.32	0.13
test4 42354	3	0.00	0:00	0:00	0.00	0.00	0.00	0.00
test5 52354	3	0.00	33:24	11:08	2.16	0.06	0.72	0.06
test6 62354	0	0.00	0:00	0:00	0.00	0.00	0.00	0.00
test7 72354	3	0.00	4:18	1:26	0.48	0.01	0.16	0.11
test8 82354	3	0.00	8:18	2:46	0.36	0.01	0.12	0.04
test9 92354	3	0.00	0:54	0:18	0.15	0.00	0.05	0.17
Totals (10 items)	**61624**		**170956:14**	**2:46**	**$3,757.54**		**$0.06**	**0.02**

Once into the account details click on any **Ext**ension to view call detail records for the selected extension.



The final page shows the Extension report detailing all call records.



VXTracker

Expense | Security/Compliance | Performance | Directory | Tools | Search | Logout

From: 04/20/2006 To: 04/20/2007

Inbound Outbound In/Out Both

Search: Options Build Report Tools:

mysql-1149 test upgrade

In/Out Extension 04/20/2006 00:00:00 -- 04/20/2007 23:59:59 Customize Return To Summary

Extension Extension 5617 (Unassigned Extension 5617)

Total Calls	Total Dur.	Avg. Dur.	Usage Amount
15	20:30	1:22	$1.77

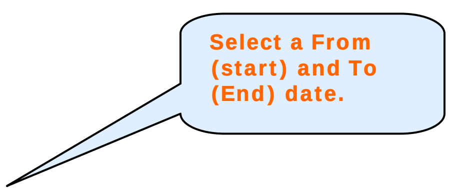
Date / Time	I / O	CallerId/Dialed	City	St	Site	Acc.	Ln	Type	Rate	Dur.	Amt.
03/29/07 08:25AM	O	0113539855276	IRELAND		Main		006-011	Intern.	0.130	0:46	0.13
03/29/07 09:48AM	O	(949)433-6528	IRVINE	CA	Main		000-088	Local Zone	0.050	5:22	0.30
03/29/07 10:53AM	O	(254)666-8645	WACO	TX	Main	12354 test1	022-001	Interstate	0.080	0:24	0.08
03/29/07 11:44AM	I	(254)666-3331	WACO	TX	Main		005-051	Inbound To	0.000	0:08	0.00
03/29/07 03:07PM	O	(254)666-8645	WACO	TX	Main		022-029	Interstate	0.080	0:10	0.08
Avg.										**1:22**	**0.12**
Totals										**20:30**	**1.77**

Report of All Activity

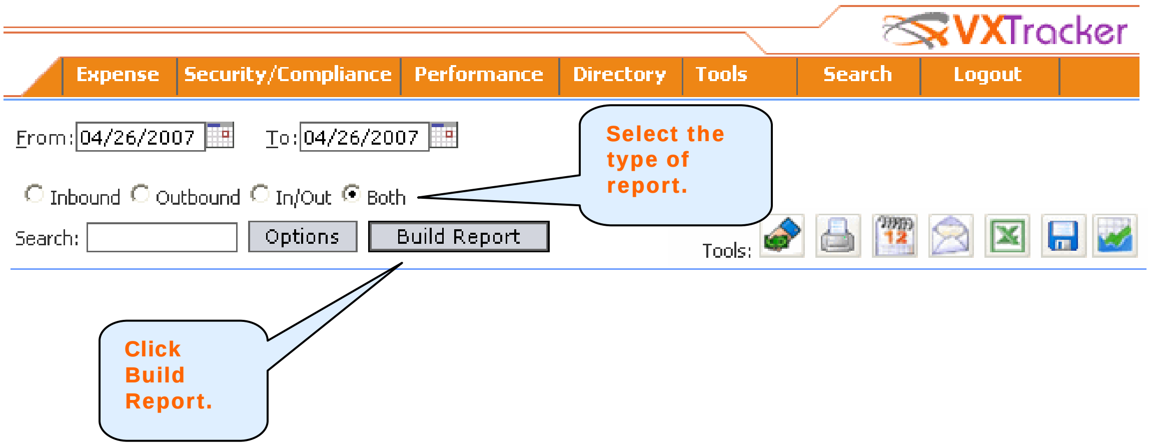
The purpose of the All report is to view all call records for a given time period. This is often used when troubleshooting issues or for reviewing daily calls.

To open the All report go to the **Expense** menu and select **All.**

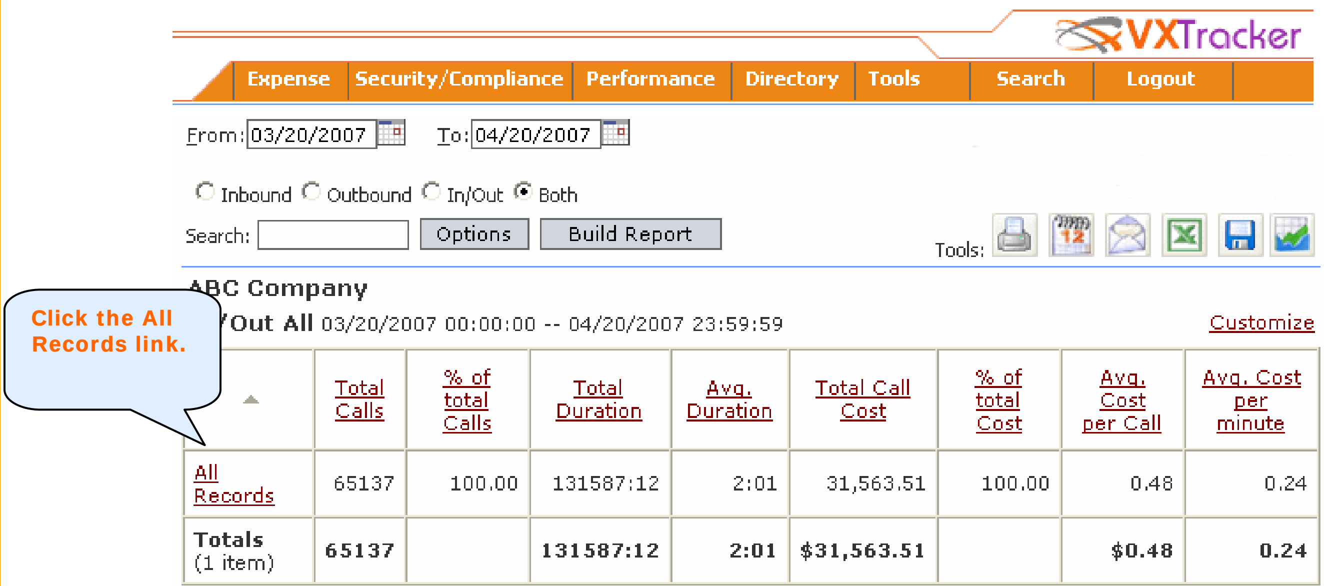
Next enter the report parameters such as the **From** and **To** dates and the **Type** of report. For details on filtering reports (Options button) please see the



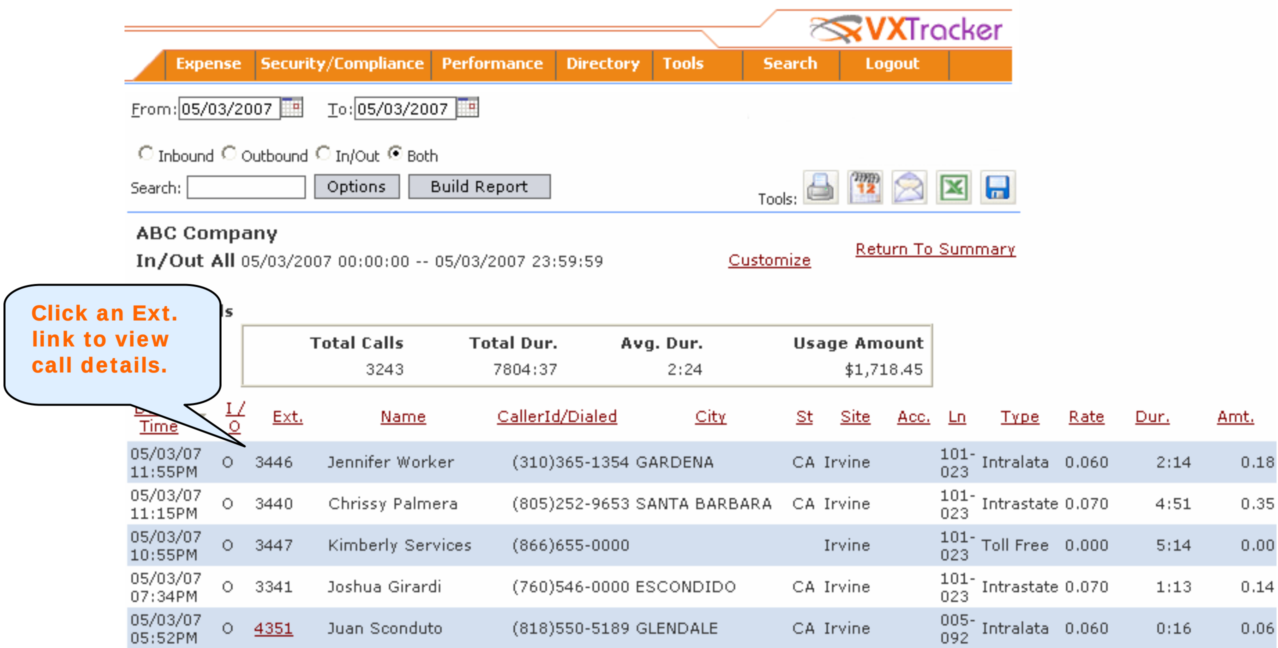
Filtering Report section of this document. When finished adding all parameters click **Build Report**.



To view a detailed list of all call records click the link to **All Records**.



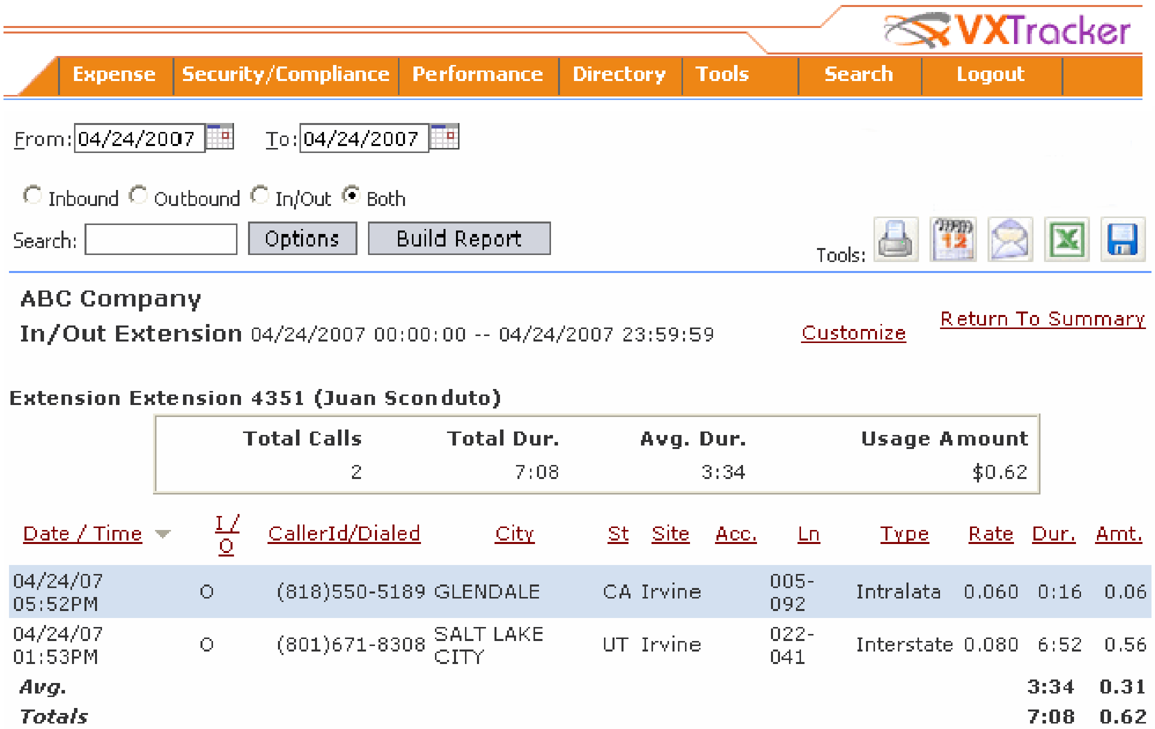
This will open the call record details for the specified time period. Next click the **Ext**ension link to view call record details for a specific extension.



Total Calls	Total Dur.	Avg. Dur.	Usage Amount
3243	7804:37	2:24	$1,718.45

Time	I/O	Ext.	Name	CallerId/Dialed	City	St	Site	Acc.	Ln	Type	Rate	Dur.	Amt.
05/03/07 11:55PM	O	3446	Jennifer Worker	(310)365-1354	GARDENA	CA	Irvine		101-023	Intralata	0.060	2:14	0.18
05/03/07 11:15PM	O	3440	Chrissy Palmera	(805)252-9653	SANTA BARBARA	CA	Irvine		101-023	Intrastate	0.070	4:51	0.35
05/03/07 10:55PM	O	3447	Kimberly Services	(866)655-0000			Irvine		101-023	Toll Free	0.000	5:14	0.00
05/03/07 07:34PM	O	3341	Joshua Girardi	(760)546-0000	ESCONDIDO	CA	Irvine		101-023	Intrastate	0.070	1:13	0.14
05/03/07 05:52PM	O	4351	Juan Sconduto	(818)550-5189	GLENDALE	CA	Irvine		005-092	Intralata	0.060	0:16	0.06

The final page shows the Extension report and details the calls for the selected extension.


VXTracker

Expense | Security/Compliance | Performance | Directory | Tools | Search | Logout

From: 04/24/2007 To: 04/24/2007

Inbound Outbound In/Out Both

Search: Options Build Report Tools:

ABC Company

In/Out Extension 04/24/2007 00:00:00 -- 04/24/2007 23:59:59 Customize Return To Summary

Extension Extension 4351 (Juan Sconduto)

Total Calls	Total Dur.	Avg. Dur.	Usage Amount
2	7:08	3:34	$0.62

Date / Time	I/O	CallerId/Dialed	City	St	Site	Acc.	Ln	Type	Rate	Dur.	Amt.
04/24/07 05:52PM	O	(818)550-5189	GLENDALE	CA	Irvine		005-092	Intralata	0.060	0:16	0.06
04/24/07 01:53PM	O	(801)671-8308	SALT LAKE CITY	UT	Irvine		022-041	Interstate	0.080	6:52	0.56
Avg.										**3:34**	**0.31**
Totals										**7:08**	**0.62**

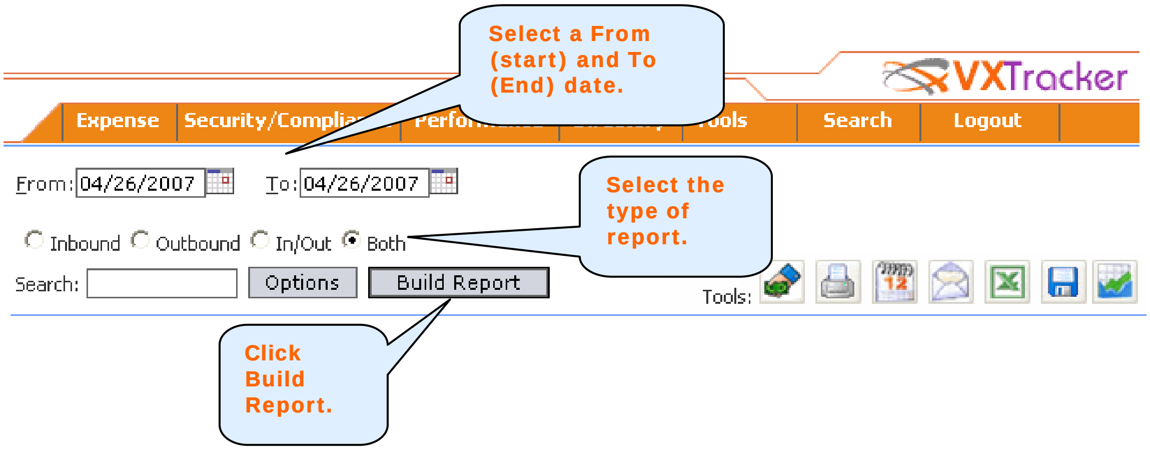
Call Type Report

The Call Type report breaks down calls into categories by the type of calls being made. For example some common types of calls are local, intralata, 411 and so on.

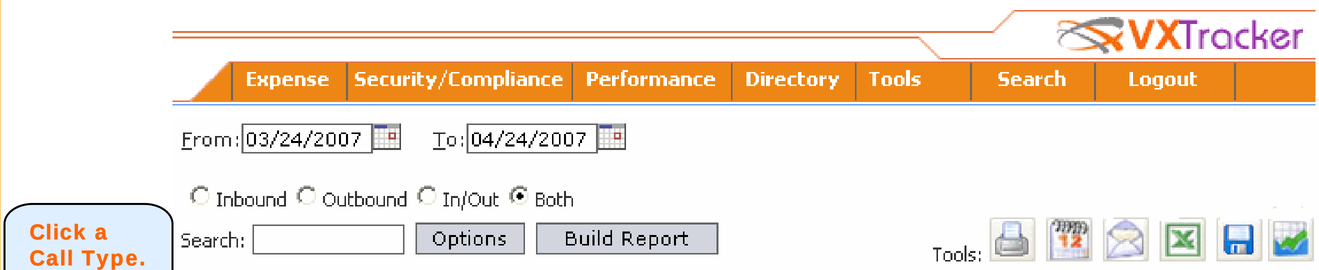
To open the Call Type report go to the **Expense** menu and select **Call Type**.

Next enter the report parameters such as the **From** and **To** dates and the **Type** of report. For details on filtering reports (Options button) please see the

Filtering Report section of this document. When finished adding all parameters click **Build Report**.



The following is a sample of a Call Type report summary for **Both** inbound and outbound (In/Out) calls for one day. To view a detailed list of all call records click the link to a **Call Type**.

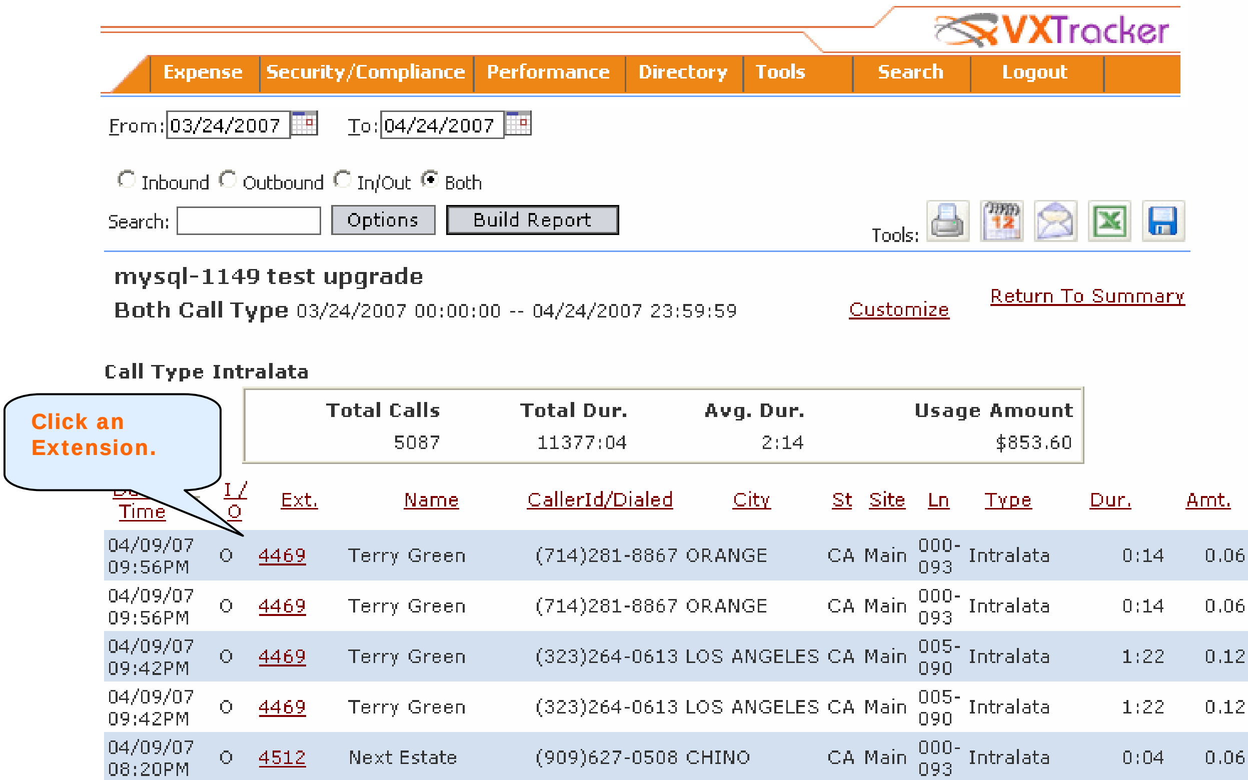


mysql-1149 test upgrade

Both Call Type 03/24/2007 00:00:00 -- 04/24/2007 23:59:59 Customize

Call Type	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Call Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
Other	501	0.81	1332:30	2:39	0.00	0.00	0.00	0.00
Local	3732	6.06	8699:44	2:19	434.08	11.55	0.12	0.05
Local Zone 3	2364	3.84	7398:46	3:07	436.45	11.62	0.18	0.06
Intralata	5087	8.25	11377:04	2:14	853.62	22.72	0.17	0.08
Intrastate	1070	1.74	3314:08	3:05	273.35	7.27	0.26	0.08
Interstate	4305	6.99	13182:42	3:03	1,234.16	32.84	0.29	0.09
Intern.	705	1.14	3357:56	4:45	421.93	11.23	0.60	0.13

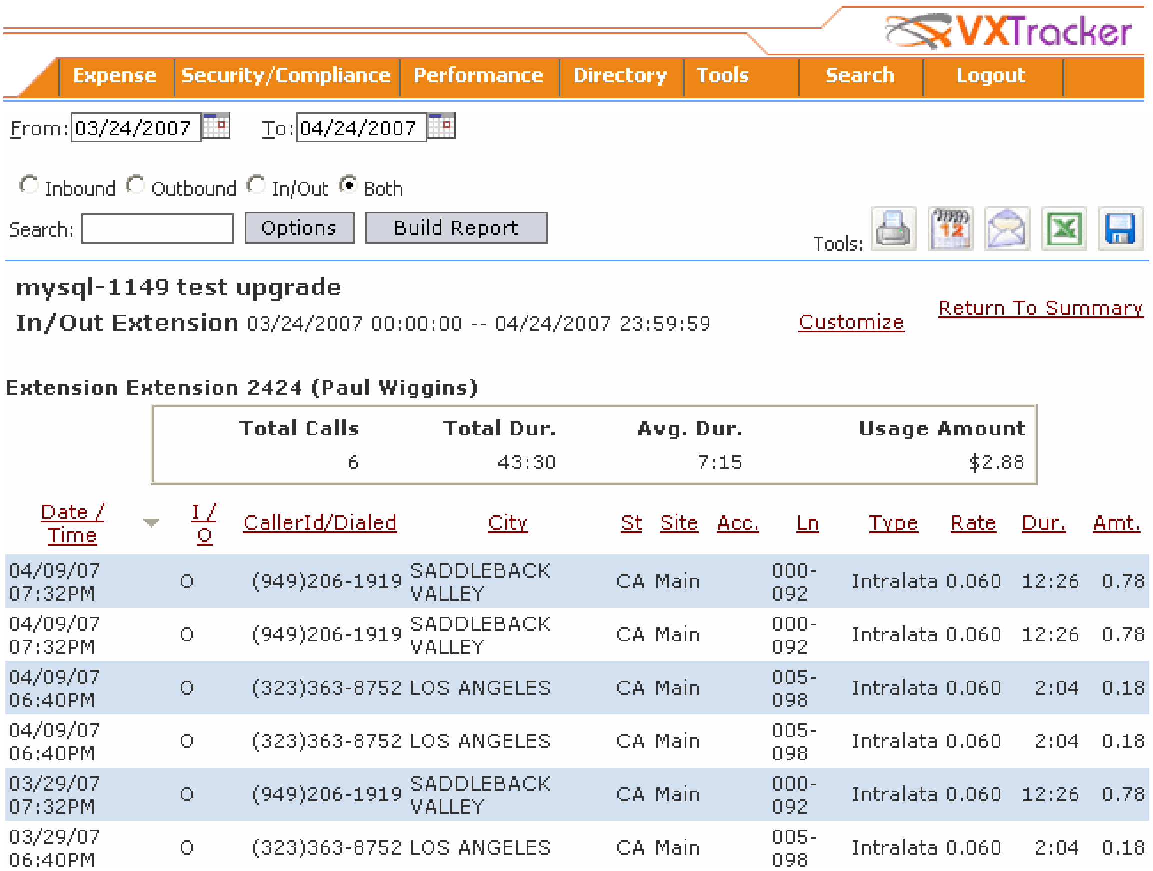
This will open the call record details for the specified time period. Next click the **Ext**ension link to view call record details for a specific extension.



Total Calls	Total Dur.	Avg. Dur.	Usage Amount
5087	11377:04	2:14	$853.60

Date Time	I/O	Ext.	Name	CallerId/Dialed	City	St	Site	Ln	Type	Dur.	Amt.
04/09/07 09:56PM	O	4469	Terry Green	(714)281-8867	ORANGE	CA	Main	000-093	Intralata	0:14	0.06
04/09/07 09:56PM	O	4469	Terry Green	(714)281-8867	ORANGE	CA	Main	000-093	Intralata	0:14	0.06
04/09/07 09:42PM	O	4469	Terry Green	(323)264-0613	LOS ANGELES	CA	Main	005-090	Intralata	1:22	0.12
04/09/07 09:42PM	O	4469	Terry Green	(323)264-0613	LOS ANGELES	CA	Main	005-090	Intralata	1:22	0.12
04/09/07 08:20PM	O	4512	Next Estate	(909)627-0508	CHINO	CA	Main	000-093	Intralata	0:04	0.06

The final page shows the Extension Report and details the calls for the selected extension.



Total Calls	Total Dur.	Avg. Dur.	Usage Amount
6	43:30	7:15	$2.88

Date / Time	I / O	CallerId/Dialed	City	St	Site	Acc.	Ln	Type	Rate	Dur.	Amt.
04/09/07 07:32PM	O	(949)206-1919	SADDLEBACK VALLEY	CA	Main		000-092	Intralata	0.060	12:26	0.78
04/09/07 07:32PM	O	(949)206-1919	SADDLEBACK VALLEY	CA	Main		000-092	Intralata	0.060	12:26	0.78
04/09/07 06:40PM	O	(323)363-8752	LOS ANGELES	CA	Main		005-098	Intralata	0.060	2:04	0.18
04/09/07 06:40PM	O	(323)363-8752	LOS ANGELES	CA	Main		005-098	Intralata	0.060	2:04	0.18
03/29/07 07:32PM	O	(949)206-1919	SADDLEBACK VALLEY	CA	Main		000-092	Intralata	0.060	12:26	0.78
03/29/07 06:40PM	O	(323)363-8752	LOS ANGELES	CA	Main		005-098	Intralata	0.060	2:04	0.18

Security/Compliance Reports

All VXTracker Security/Compliance reports list summary totals including:

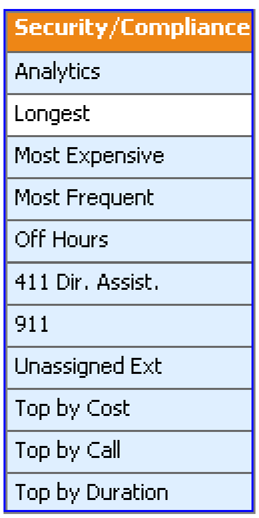
- **Number of Calls** –the total calls for the specified time period.
- **% of Total Calls** – this is the percentage of all calls.
- **Total Duration** –the total duration of all inbound and outbound calls.
- **Average Call Duration** - the average time of each call.
- **Total Cost of All Calls** – the total cost of all calls.
- **% of Total Call Costs** - the percentage of the total cost of all calls.
- **Average Cost per Call** – this shows the average cost of each call.
- **Average Cost per Minute** - this shows the average cost for each minute of all calls.

They also allow you to drill down into an individual extension to display the call record details for that extension.

Longest Calls Report

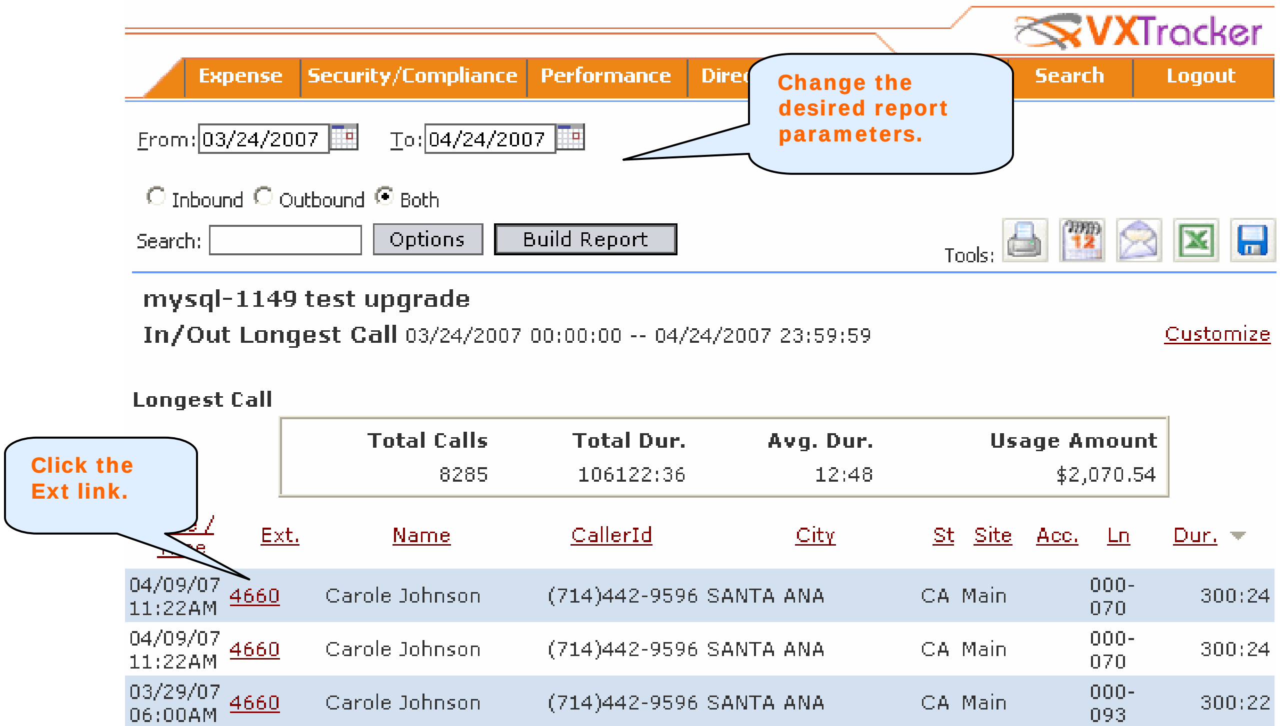
The Longest Calls report shows call details and summary totals for the longest duration outbound calls.

To open the Longest Calls report go to the **Security/Compliance** menu and select **Longest**.

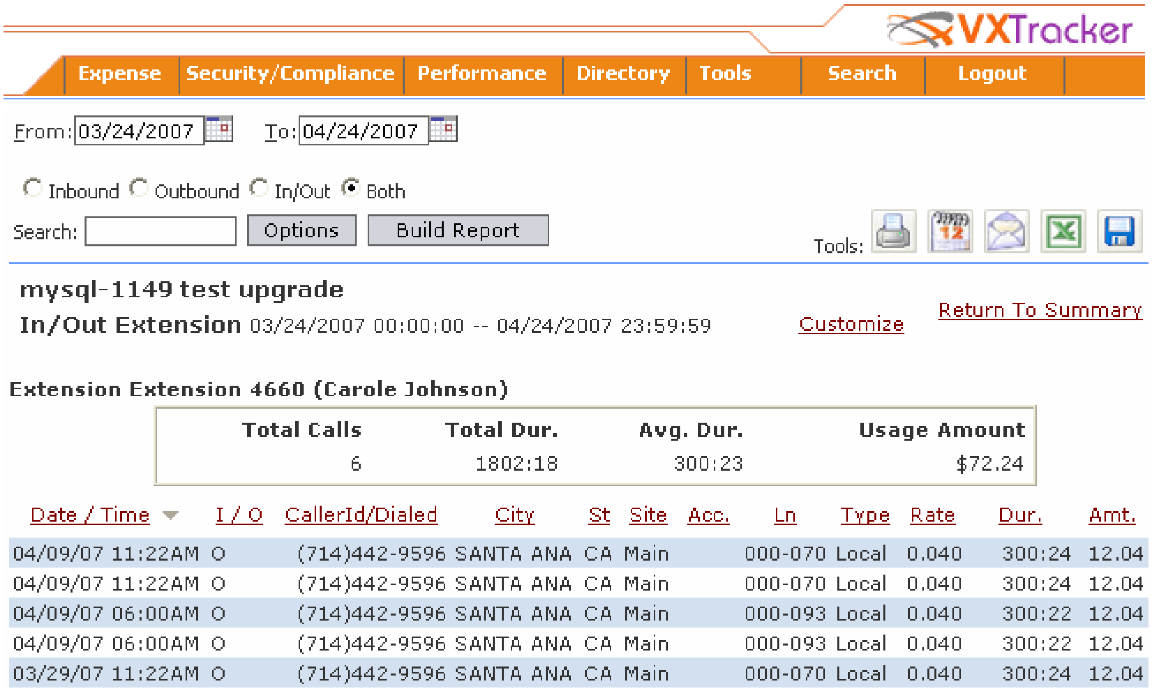


With this type of report as soon as you click the menu link a report is generated for the current day. You can change the report parameters to specify a new date range, select a specific type of report or add options. For details on filtering reports (Options button) please see the

Filtering Report section of this document. When finished adding all parameters click **Build Report**.



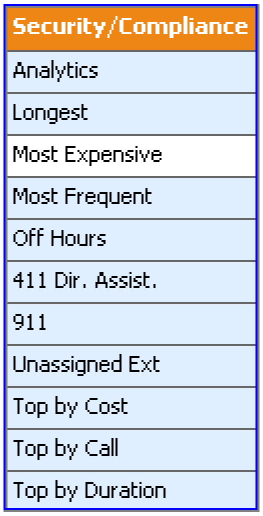
Click the **Ext**ension link to drill down to the Extension Report. This brings up the call record details for the specified extension.



Most Expensive Calls Report

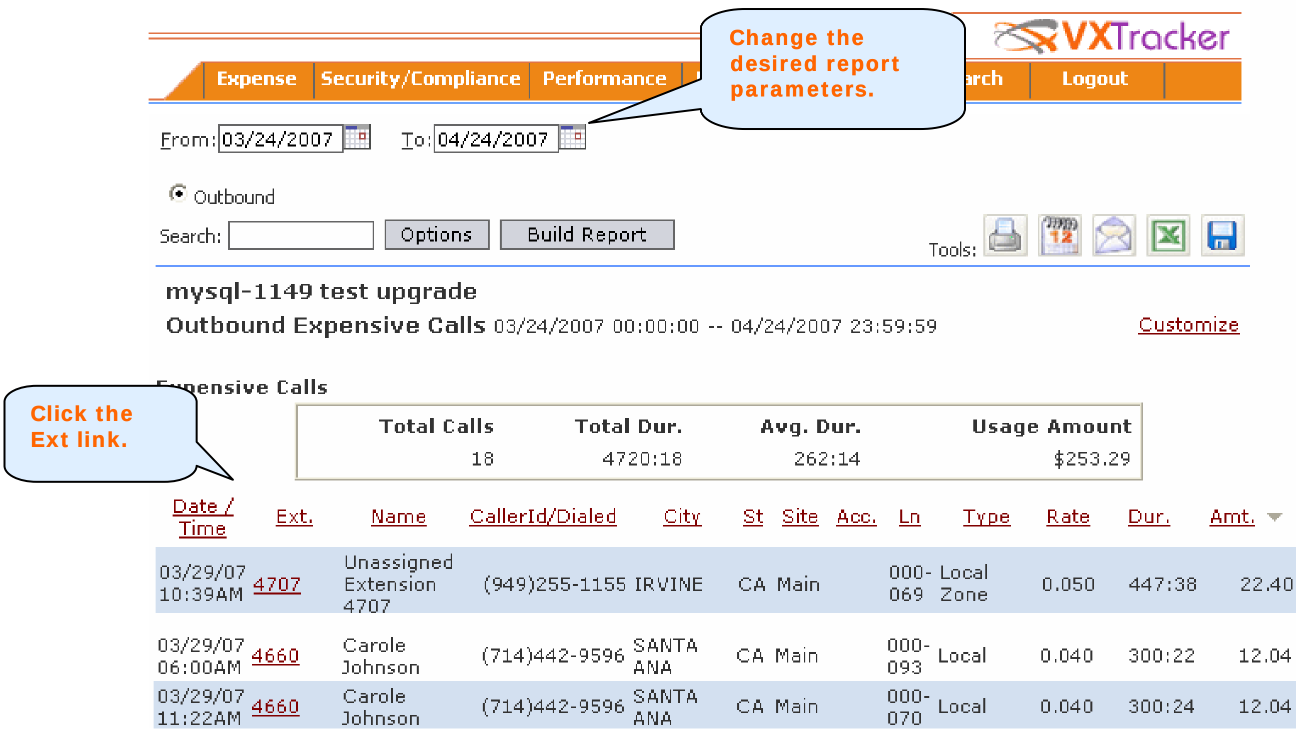
The Most Expensive Calls report shows call detail and summary totals for the most expensive outbound calls placed for the specified time period.

To open the Most Expensive Calls report go to the **Security/Compliance** menu and select **Most Expensive.**

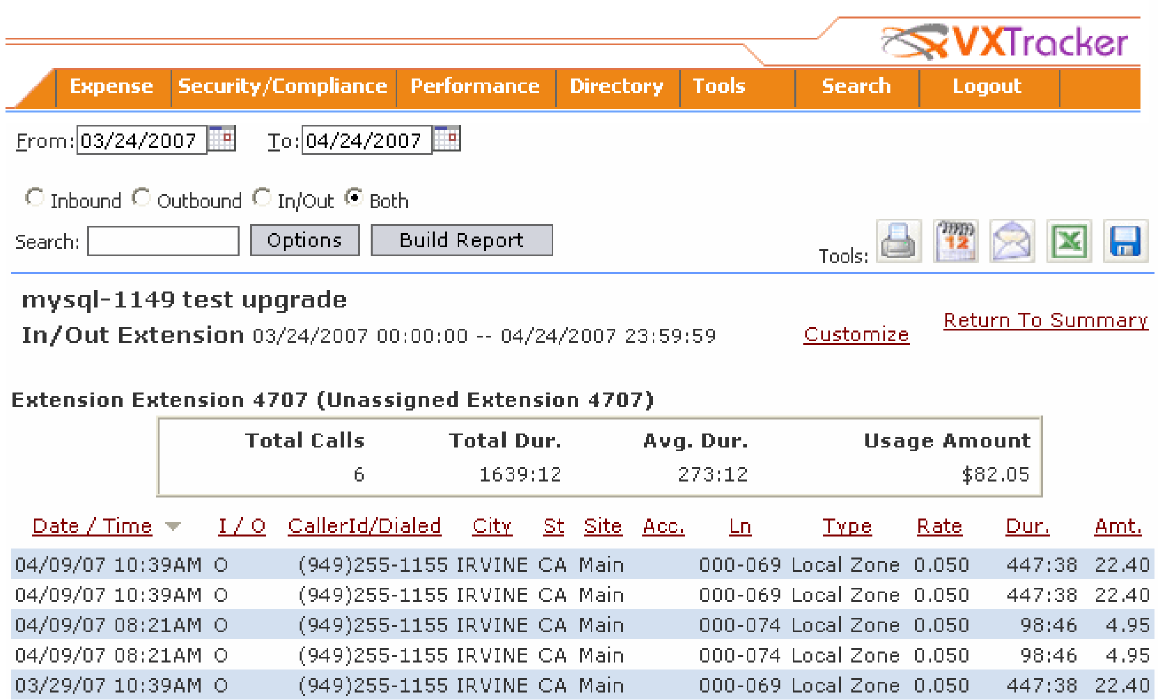


As with the Longest Call report this report opens a report for the current day when the menu is selected. You can change the report parameters to specify a new date range, select a specific type of report or add options. For details on filtering reports (Options button) please see the

Filtering Report section of this document. When finished adding all parameters click **Build Report.**



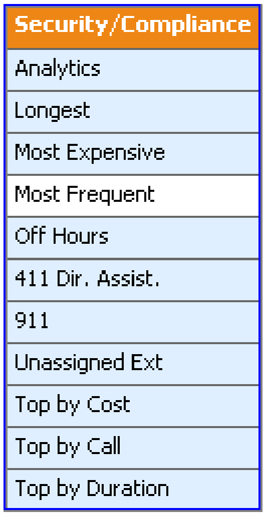
Click the **Ext**ension link to drill down to the Extension Report. This brings up the call record details for the specified extension.



Most Frequently Called Phone Numbers

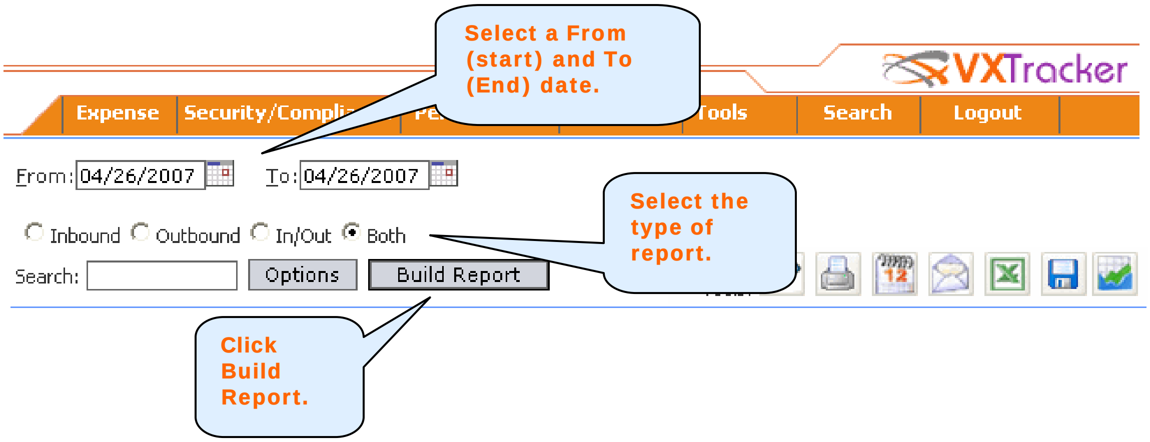
The Most Frequently Called Numbers report shows call detail and summary totals for the most frequently dialed phone numbers.

To open the Most Frequently Called report go to the **Security/Compliance** menu and select **Most Frequent.**

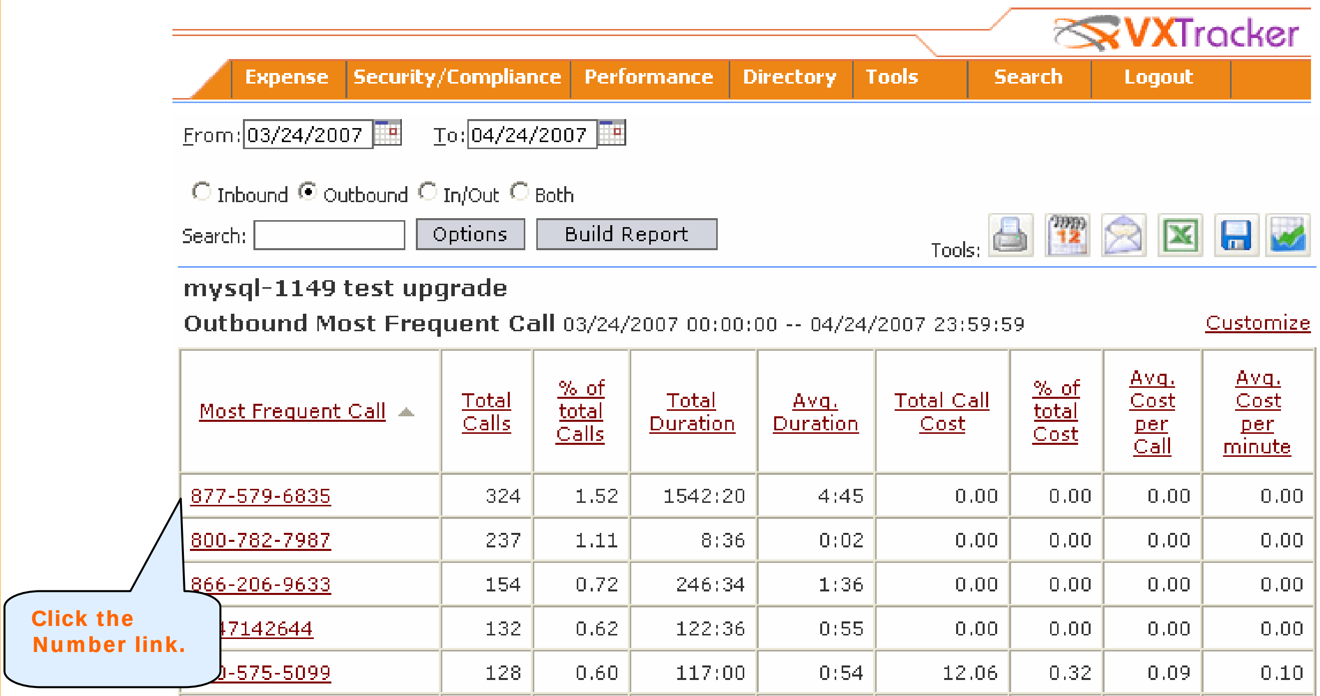


Next enter the report parameters such as the **From** and **To** dates and the **Type** of report. For details on filtering reports (Options button) please see the

Filtering Report section of this document. When finished adding all parameters click **Build Report**.

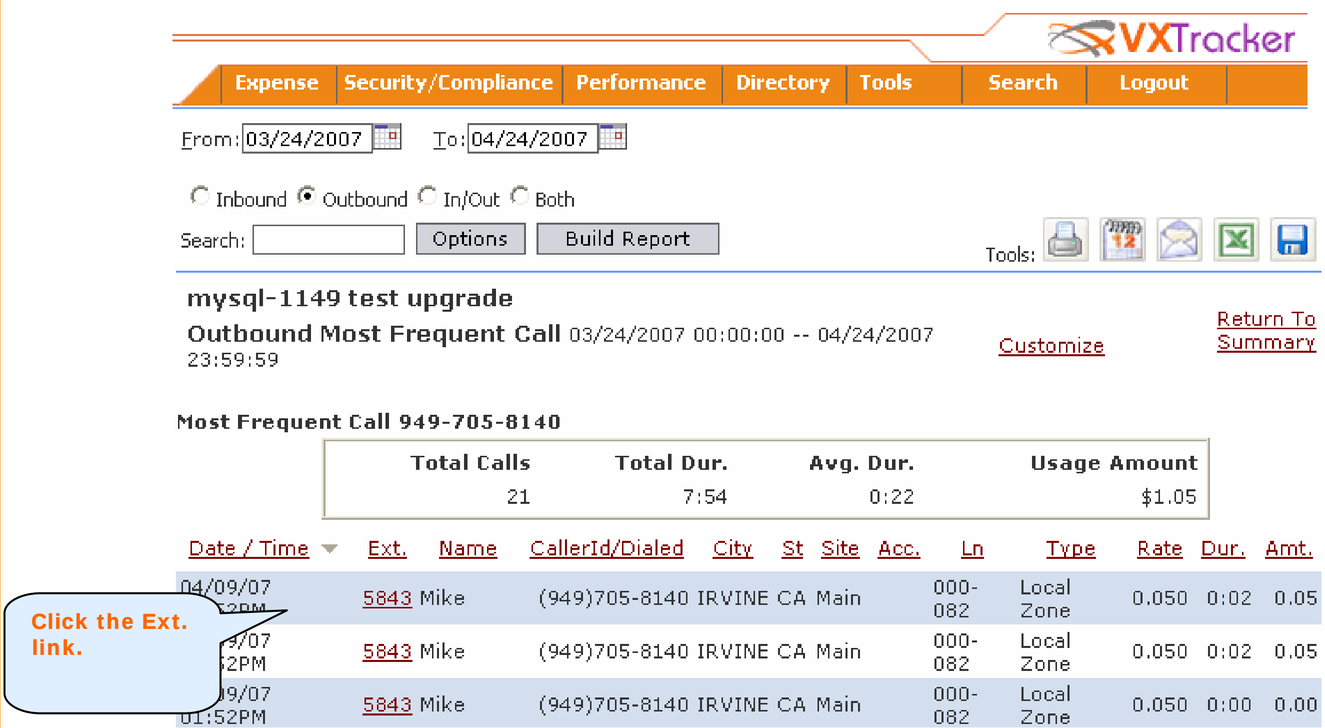


Click the link to a specific phone number to view specific call record data.



Most Frequent Call	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Call Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
877-579-6835	324	1.52	1542:20	4:45	0.00	0.00	0.00	0.00
800-782-7987	237	1.11	8:36	0:02	0.00	0.00	0.00	0.00
866-206-9633	154	0.72	246:34	1:36	0.00	0.00	0.00	0.00
7142644	132	0.62	122:36	0:55	0.00	0.00	0.00	0.00
-575-5099	128	0.60	117:00	0:54	12.06	0.32	0.09	0.10

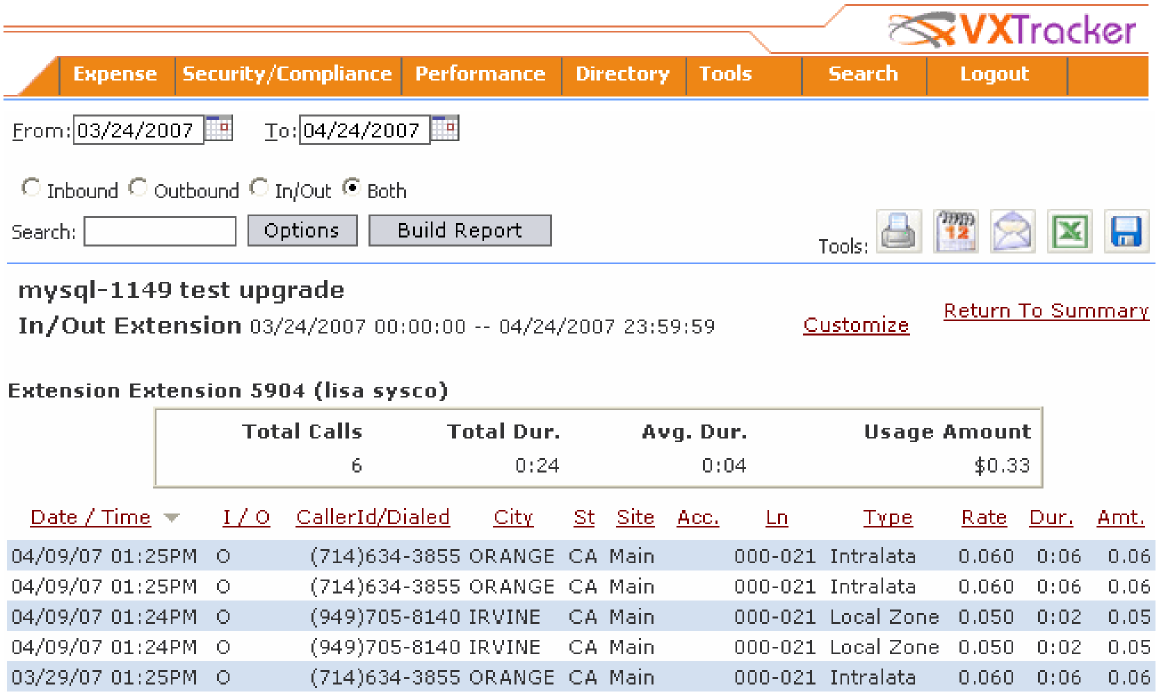
This will bring up a list of the extensions that were most frequently called. Click the **Ext**ension link to drill down to the Extension Report.



Total Calls	Total Dur.	Avg. Dur.	Usage Amount
21	7:54	0:22	$1.05

Date / Time	Ext.	Name	CallerId/Dialed	City	St	Site	Acc.	Ln	Type	Rate	Dur.	Amt.
04/09/07	5843	Mike	(949)705-8140	IRVINE	CA	Main		000-082	Local Zone	0.050	0:02	0.05
9/07 2PM	5843	Mike	(949)705-8140	IRVINE	CA	Main		000-082	Local Zone	0.050	0:02	0.05
9/07 01:52PM	5843	Mike	(949)705-8140	IRVINE	CA	Main		000-082	Local Zone	0.050	0:00	0.00

This brings up the call record details for the specified extension.



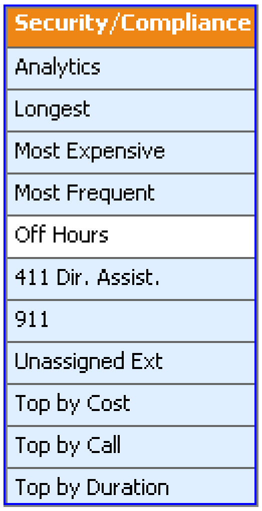
Total Calls	Total Dur.	Avg. Dur.	Usage Amount
6	0:24	0:04	$0.33

Date / Time	I / O	CallerId/Dialed	City	St	Site	Acc.	Ln	Type	Rate	Dur.	Amt.
04/09/07 01:25PM	O	(714)634-3855	ORANGE	CA	Main		000-021	Intralata	0.060	0:06	0.06
04/09/07 01:25PM	O	(714)634-3855	ORANGE	CA	Main		000-021	Intralata	0.060	0:06	0.06
04/09/07 01:24PM	O	(949)705-8140	IRVINE	CA	Main		000-021	Local Zone	0.050	0:02	0.05
04/09/07 01:24PM	O	(949)705-8140	IRVINE	CA	Main		000-021	Local Zone	0.050	0:02	0.05
03/29/07 01:25PM	O	(714)634-3855	ORANGE	CA	Main		000-021	Intralata	0.060	0:06	0.06

Off Hours Calls

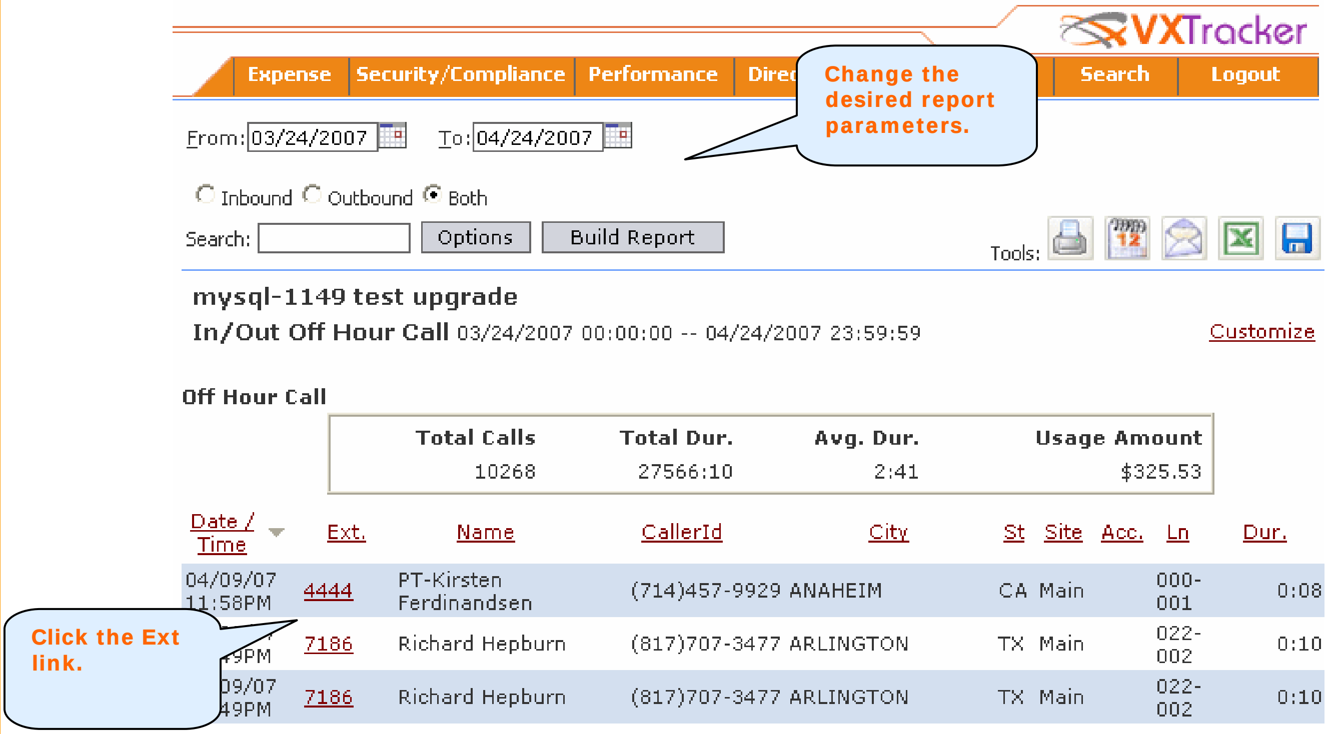
The Off Hours report shows call details and summary totals for outbound calls placed outside of regular business hours.

To open the Off Hours Calls report go to the **Security/Compliance** menu and select **Off Hours**.

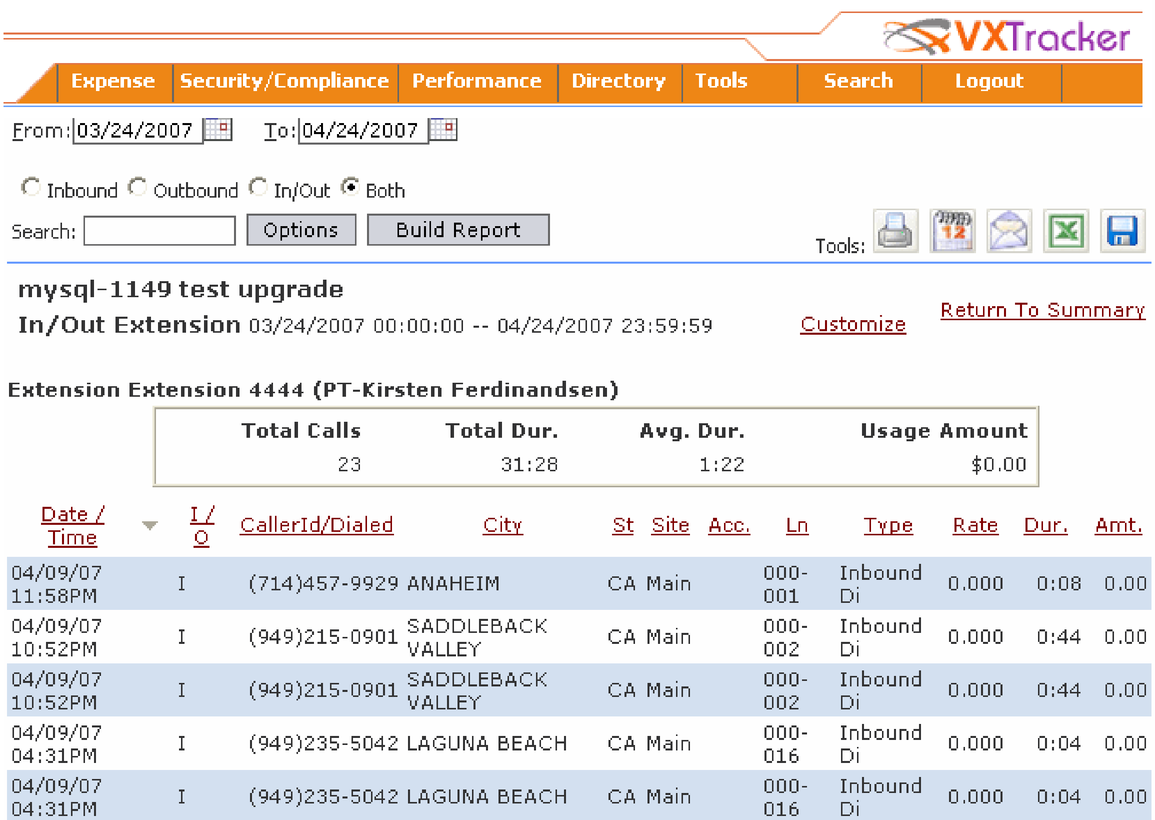


As with other Security/Compliance reports a report for the current day is automatically created for you when selecting **Off Hours** from the menu. You can change the report parameters to specify a new date range, select a specific type of report or add options. For details on filtering reports (Options button) please see the

Filtering Report section of this document. When finished adding all parameters click **Build Report**.



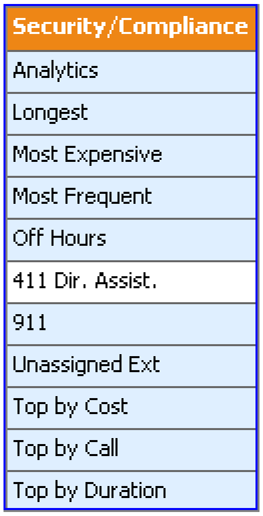
Click the **Ext**ension link to monitor and view all call record details.



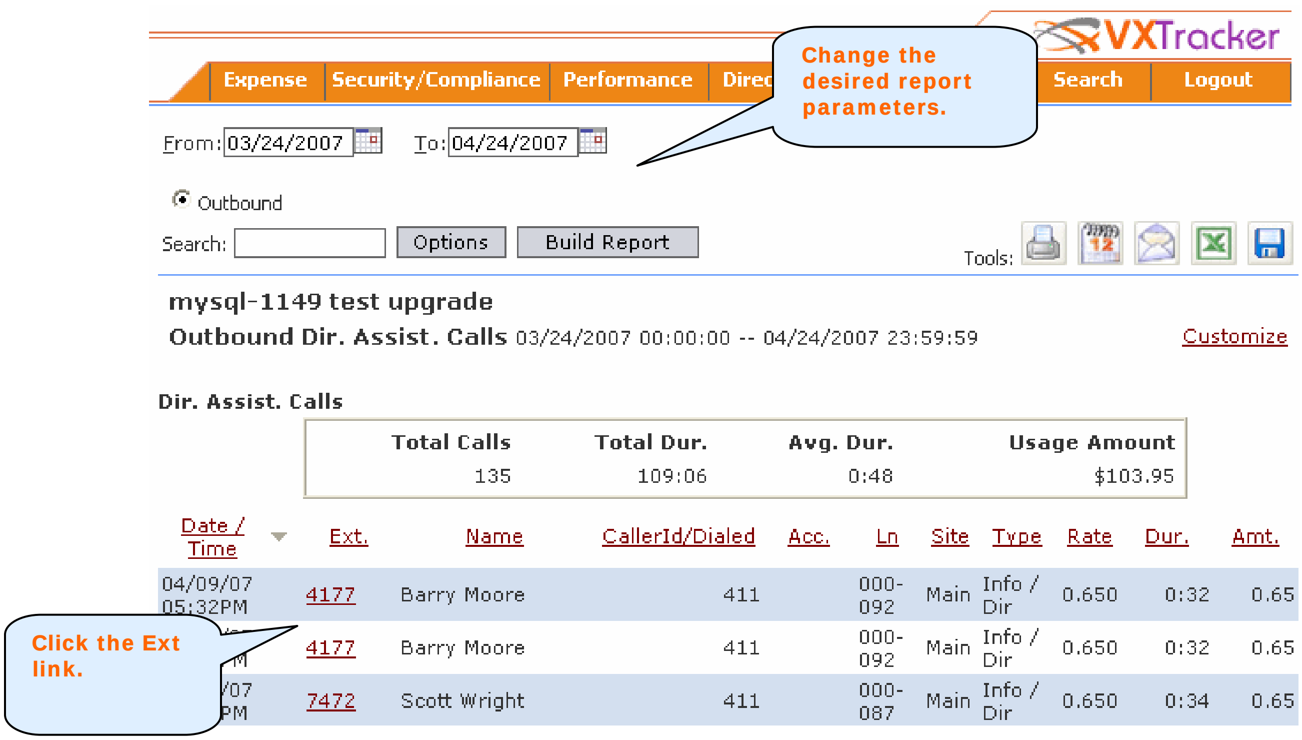
411 Calls Dir. Assist.

The Directory Assistance Calls report shows call details and summary totals for outbound calls placed to directory assistance.

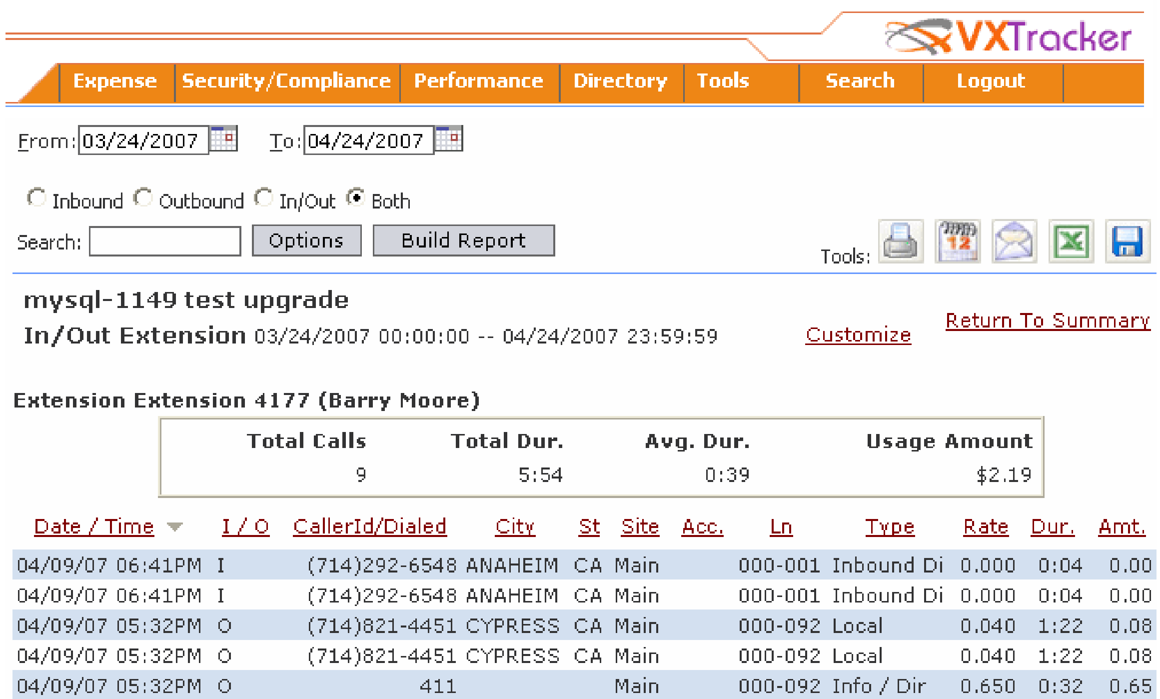
To open the 411 report go to the **Security/Compliance** menu and select **411**.



As with other Security/Compliance reports a report for the current day is automatically created for you when selecting **411** from the menu. You can change the report parameters to specify a new date range, select a specific type of report or add options. For details on filtering reports (Options button) please see the **Filtering Reports** section of this document. When finished adding all parameters click **Build Report**.



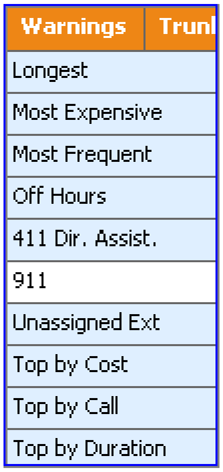
Click the **Ext**ension link to view all call record details for the specified extension.



911 Emergency Calls

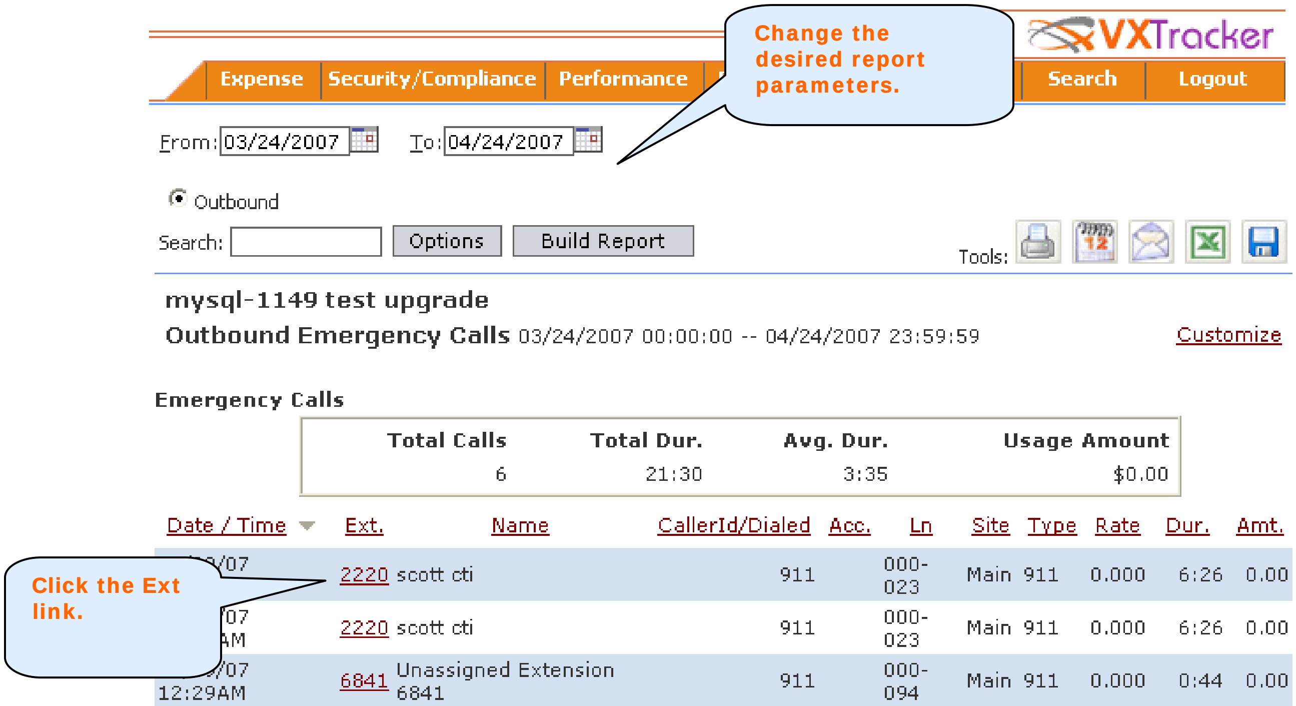
The 911 report shows call details and summary totals for outbound calls placed to 911.

To open the 911 report go to the **Security/Compliance** menu and select **911**.

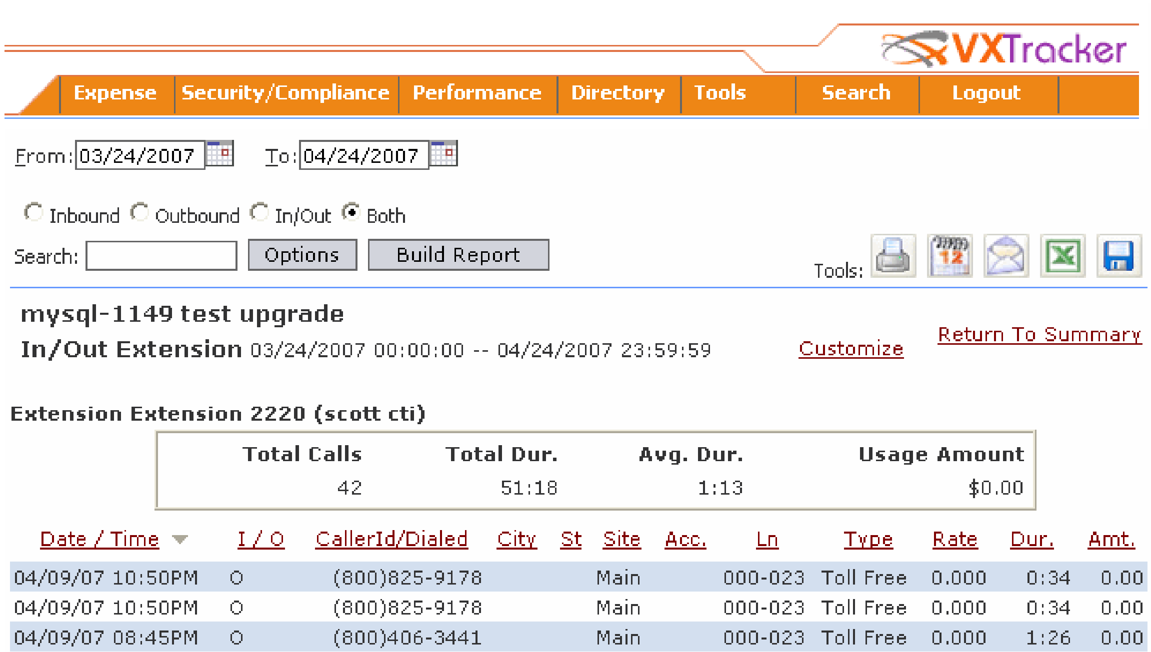


As with other Warning reports a report for the current day is automatically created for you when selecting **911** from the menu. You can change the report parameters to specify a new date range or add options. For details on filtering reports (Options button) please see the

Filtering Report section of this document. When finished adding all parameters click **Build Report**.



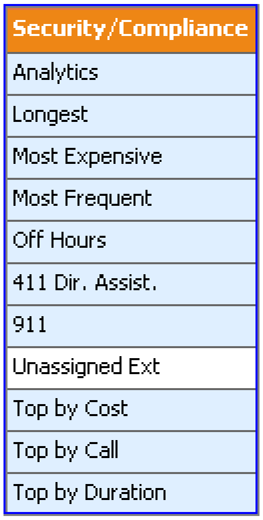
Click the **Ext**ension link to view all call record details for the specified extension.



Unassigned Extensions

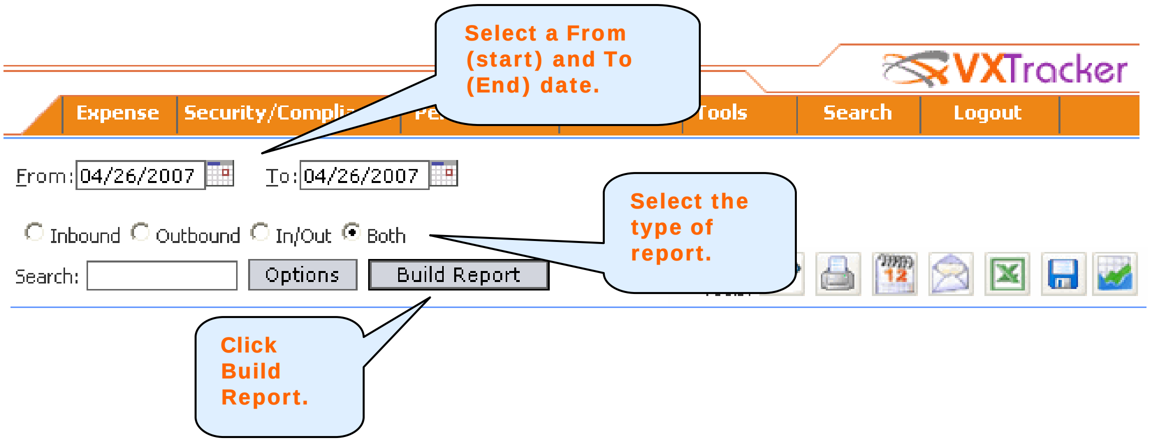
The Unassigned Extensions report shows call details and summary totals for calls that do not have an Accountable Entity (typically extensions and auth codes) assigned to a line (trunk).

To open the Unassigned Extensions report go to the **Security/Compliance** menu and select **Unassigned Extensions**.

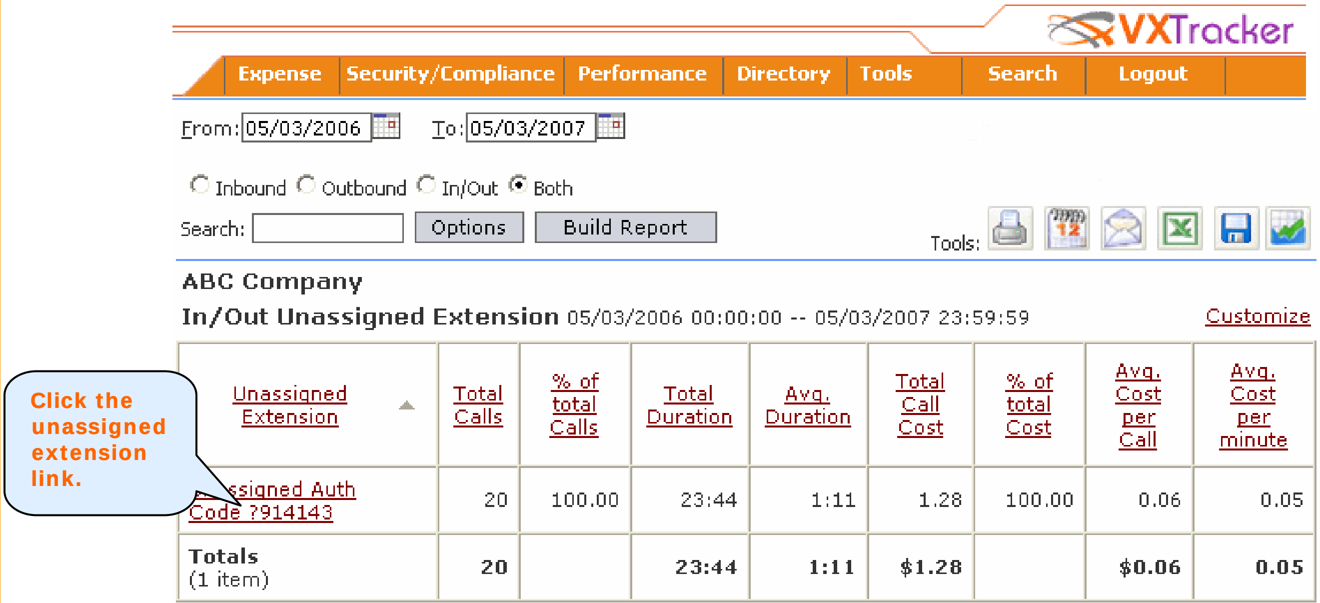


Next enter the report parameters such as the **From** and **To** dates and the **Type** of report. For details on filtering reports (Options button) please see the

Filtering Report section of this document. When finished adding all parameters click **Build Report**.



This will bring up a summary report of all of the unassigned extensions. Click the **Unassigned Extension** link to drill down to the Extension Report.

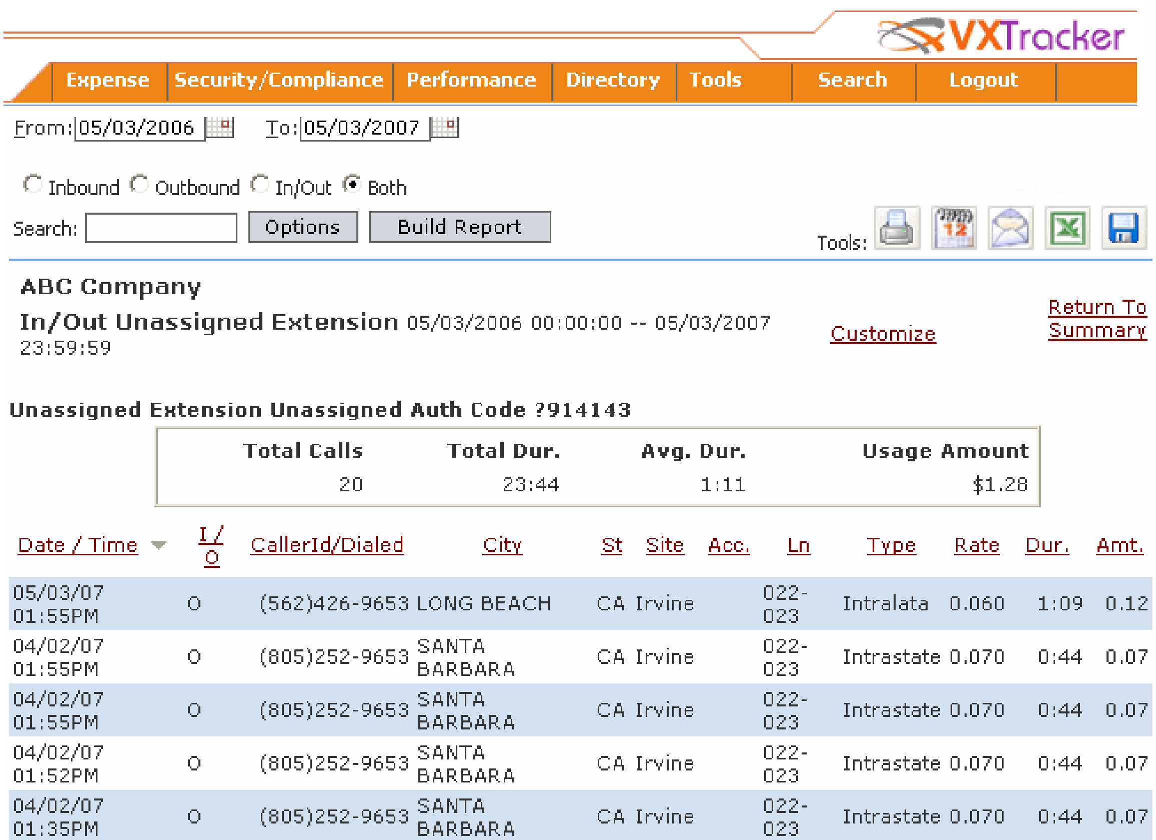


ABC Company

In/Out Unassigned Extension 05/03/2006 00:00:00 -- 05/03/2007 23:59:59 Customize

Unassigned Extension	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Call Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
Unassigned Auth Code ?914143	20	100.00	23:44	1:11	1.28	100.00	0.06	0.05
Totals (1 item)	**20**		**23:44**	**1:11**	**$1.28**		**$0.06**	**0.05**

This brings up the call record details for the specified extension.



ABC Company

In/Out Unassigned Extension 05/03/2006 00:00:00 -- 05/03/2007 23:59:59 Customize Return To Summary

Unassigned Extension Unassigned Auth Code ?914143

Total Calls	Total Dur.	Avg. Dur.	Usage Amount
20	23:44	1:11	$1.28

Date / Time	I / O	CallerId/Dialed	City	St	Site	Acc.	Ln	Type	Rate	Dur.	Amt.
05/03/07 01:55PM	O	(562)426-9653	LONG BEACH	CA	Irvine		022-023	Intralata	0.060	1:09	0.12
04/02/07 01:55PM	O	(805)252-9653	SANTA BARBARA	CA	Irvine		022-023	Intrastate	0.070	0:44	0.07
04/02/07 01:55PM	O	(805)252-9653	SANTA BARBARA	CA	Irvine		022-023	Intrastate	0.070	0:44	0.07
04/02/07 01:52PM	O	(805)252-9653	SANTA BARBARA	CA	Irvine		022-023	Intrastate	0.070	0:44	0.07
04/02/07 01:35PM	O	(805)252-9653	SANTA BARBARA	CA	Irvine		022-023	Intrastate	0.070	0:44	0.07

Top User Reports (By Cost of Call, Call Volume or Duration of Calls)

The Top User reports will include totals and call record details for extensions with the highest usage based on call cost, number of calls made or duration of outbound calls. The default view upon opening any of the reports will sort on the respective report name column showing the greatest or highest number first.

All of the Top User reports behave exactly like the other. This means that navigating in one is the same for all. Also the information is the same except for what the name of the report signifies. The definitions of each are:

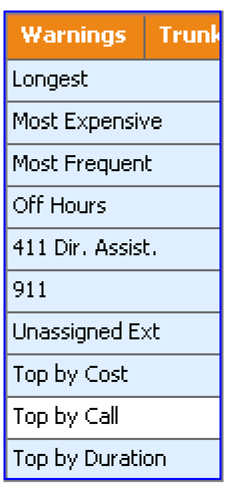
- **Top by Cost –** this report allows you to view and monitor the top most expensive outbound calls. This report is for Outbound calls only.
- **Top by Call –** this report allows you to view and monitor the extensions with the most calls.
- **Top by Duration –** this report allows you to view and monitor the extensions that have the longest calls.

Note: The number of calls viewed for any of these reports is determined by your VXTracker System Administrator. That could be any number of "Top" calls such as 20, 50 or 100.

The following example will use the Top by Call report to illustrate the Top by User reports.

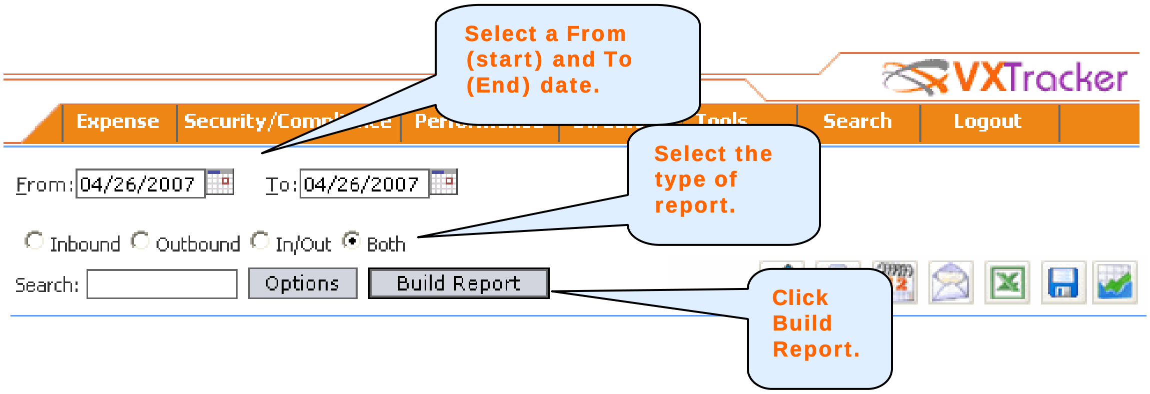
Top by Call

To open the Top by Call report go to the **Security/Compliance** menu and select **Top by Call**.

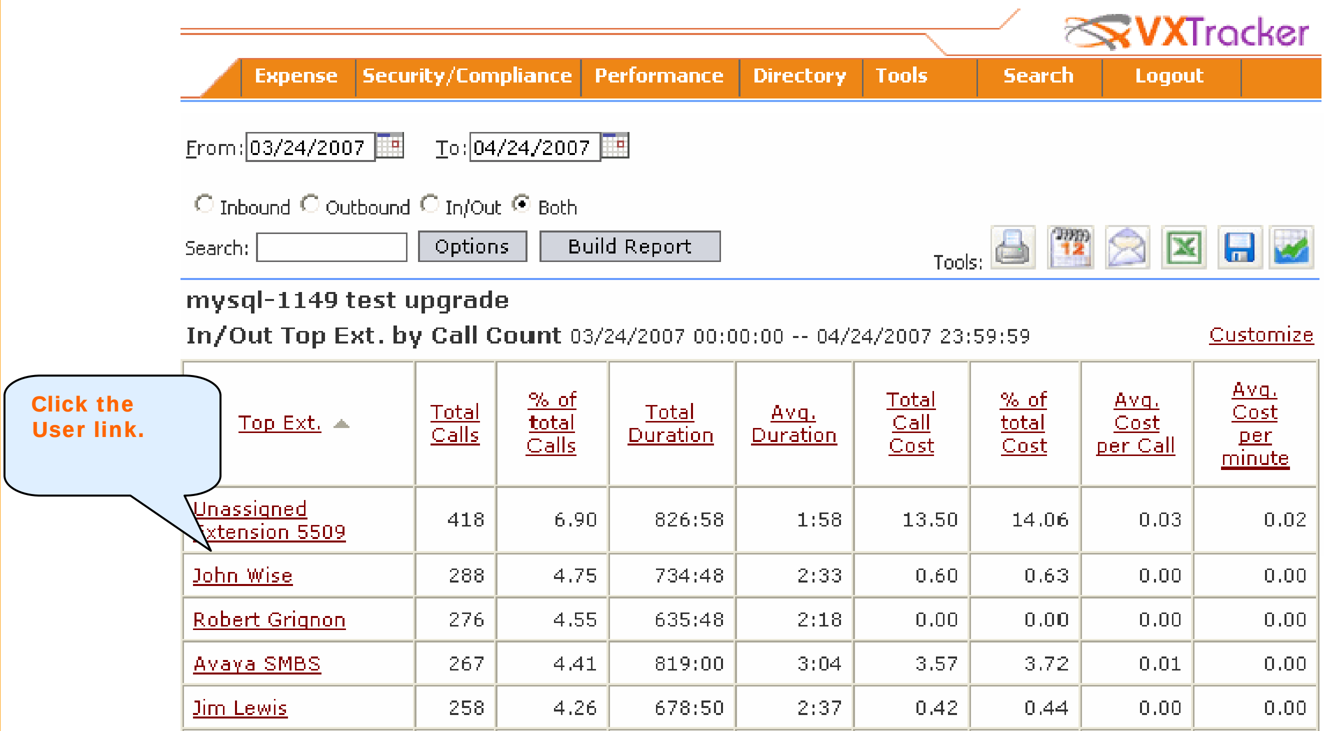


Next enter the report parameters such as the **From** and **To** dates and the **Type** of report. For details on filtering reports (Options button) please see the

Filtering Report section of this document. When finished adding all parameters click **Build Report.**

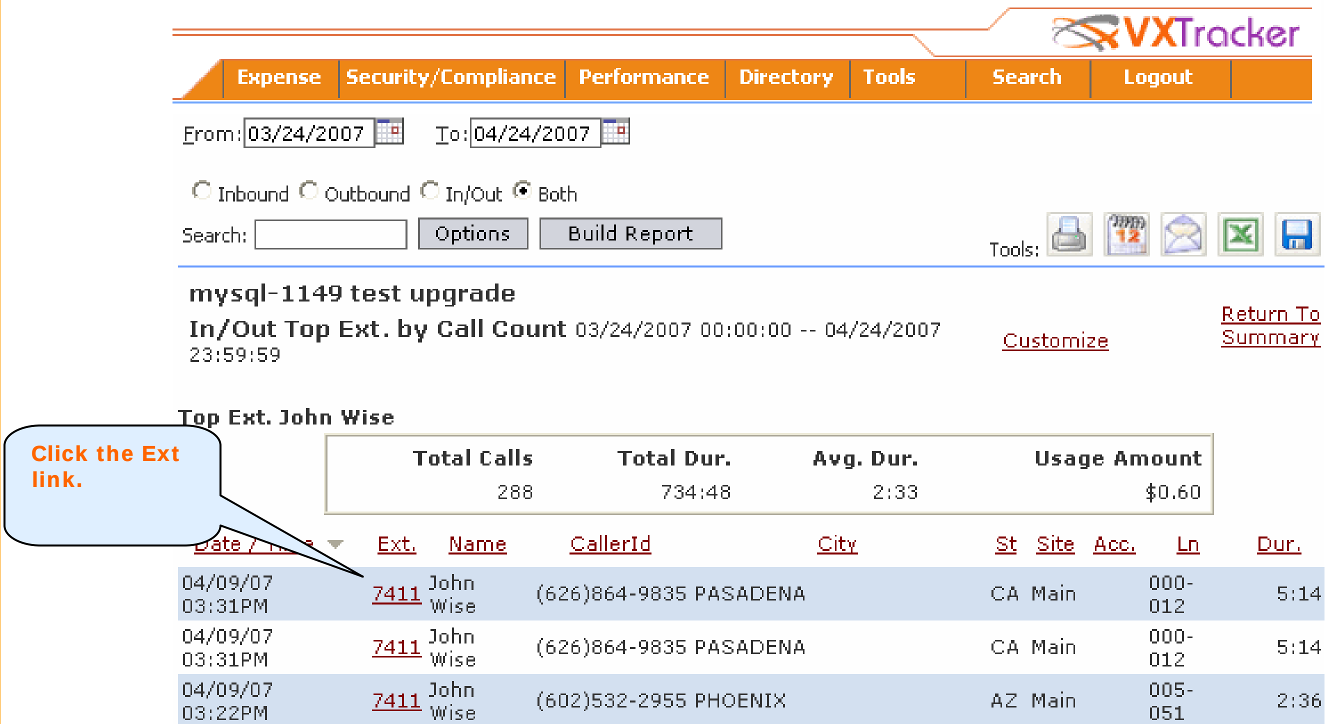


Once the report is run click the link to the desired **User.**



Top Ext.	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Call Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
Unassigned Extension 5509	418	6.90	826:58	1:58	13.50	14.06	0.03	0.02
John Wise	288	4.75	734:48	2:33	0.60	0.63	0.00	0.00
Robert Grignon	276	4.55	635:48	2:18	0.00	0.00	0.00	0.00
Avaya SMBS	267	4.41	819:00	3:04	3.57	3.72	0.01	0.00
Jim Lewis	258	4.26	678:50	2:37	0.42	0.44	0.00	0.00

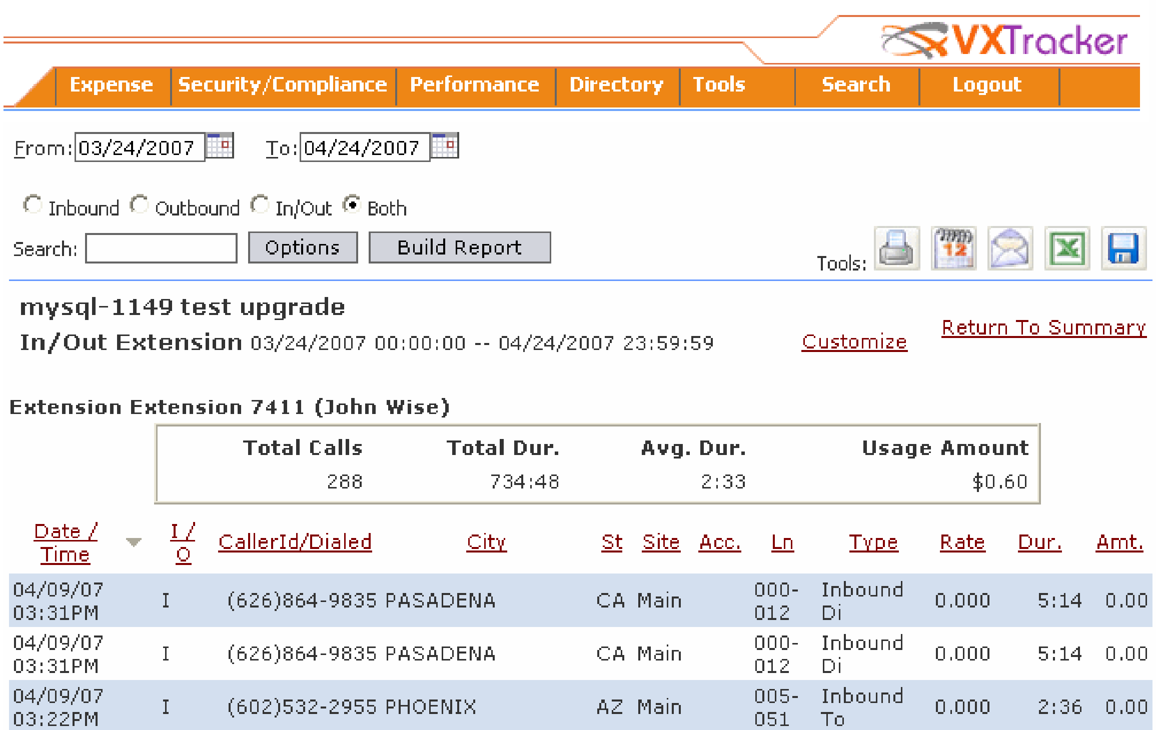
This will open the call record details for the User. Next click the link to the **Ext**ension.



Total Calls	Total Dur.	Avg. Dur.	Usage Amount
288	734:48	2:33	$0.60

Date / Time	Ext.	Name	CallerId	City	St	Site	Acc.	Ln	Dur.
04/09/07 03:31PM	7411	John Wise	(626)864-9835	PASADENA	CA	Main		000-012	5:14
04/09/07 03:31PM	7411	John Wise	(626)864-9835	PASADENA	CA	Main		000-012	5:14
04/09/07 03:22PM	7411	John Wise	(602)532-2955	PHOENIX	AZ	Main		005-051	2:36

This will open the Extension report with call record details for the selected extension.



Total Calls	Total Dur.	Avg. Dur.	Usage Amount
288	734:48	2:33	$0.60

Date / Time	I / O	CallerId/Dialed	City	St	Site	Acc.	Ln	Type	Rate	Dur.	Amt.
04/09/07 03:31PM	I	(626)864-9835	PASADENA	CA	Main		000-012	Inbound Di	0.000	5:14	0.00
04/09/07 03:31PM	I	(626)864-9835	PASADENA	CA	Main		000-012	Inbound Di	0.000	5:14	0.00
04/09/07 03:22PM	I	(602)532-2955	PHOENIX	AZ	Main		005-051	Inbound To	0.000	2:36	0.00

Performance and VoIP Reports

All VXTracker Trunk/Traffic Reports Trunk/Traffic reports list summary totals including:

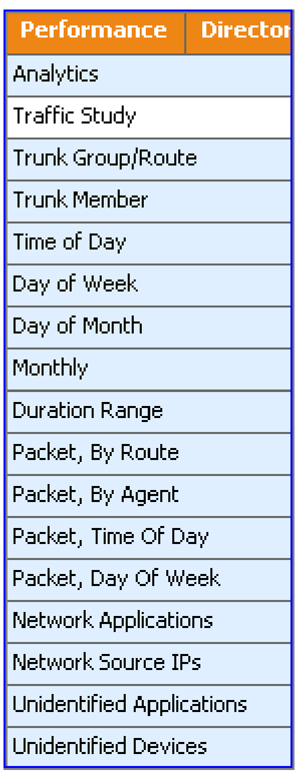
- **Number of Calls** –the total calls for the specified time period.
- **% of Total Calls** – this is the percentage of all calls.
- **Total Duration** –the total duration of all inbound and outbound calls.
- **Average Call Duration** - the average time of each call.
- **Total Cost of All Calls** – the total cost of all calls.
- **% of Total Call Costs** - the percentage of the total cost of all calls.
- **Average Cost per Call** – this shows the average cost of each call.
- **Average Cost per Minute** - this shows the average cost for each minute of all calls.

They also allow you to drill down into the respective division and department for summary level detail. Ultimately, you may drill down into an individual extension to display the call record details for that extension.

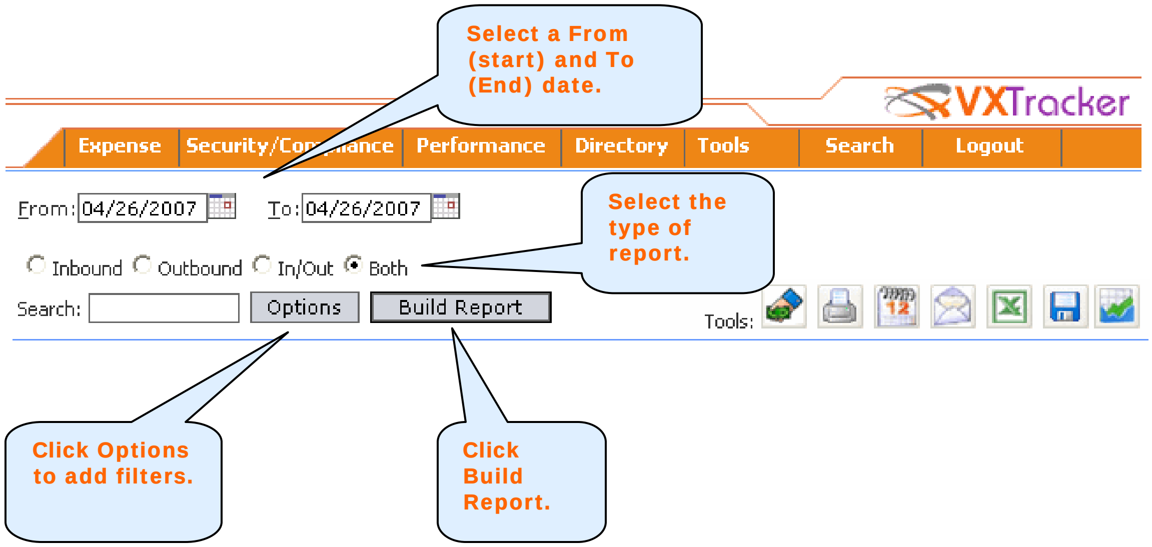
Traffic Study

The purpose of the Traffic Study report is to allow you to view the statistics for capacity, volume and cost for specific trunk groups.

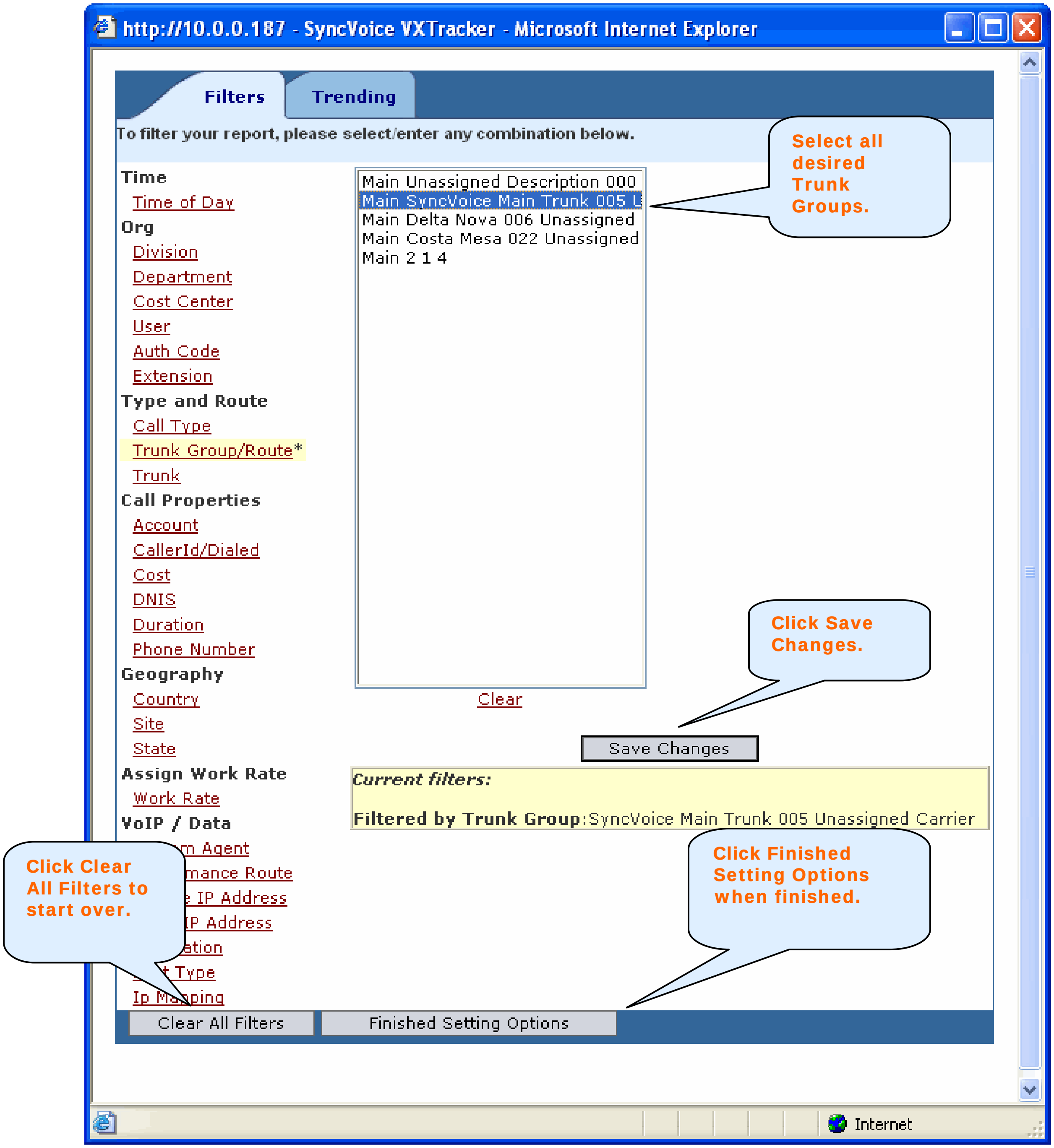
To open the Traffic Study report go to the **Performance** menu and select **Traffic Study**.



To build a Trunk Group report you will need to first select all desired report parameters, such as the **From** and **To** dates, and then choose the filter(s) with which to further quantify the criteria. In order to create a Traffic Study report filters must be selected.



To select the Trunk Groups Filters click the **Options** button to open the Filters dialog with a predefined Filters list.



Click the **Trunk Group / Route** link to open predefined list of trunk groups to select from. To choose multiple groups hold down the **Ctrl** or the **Shift** key when selecting the groups. When satisfied with the selection click **Save Changes** and if finished click **Finished Setting Options.** You can also **Clear All Filters** (selections) and start again if you wish to change the parameters. To allow for easy editing an asterisk (*) is placed next to the filter once it has been saved.

Once back into the Traffic Study report page click **Build Report** to complete the process. The following is an example of a Traffic Study report.

VXTracker

Expense | Security/Compliance | Performance | Directory | Tools | Search | Logout

From: 03/24/2007 To: 04/24/2007

Search: [ ] Options | Build Report   Tools:

mysql-1149 test upgrade

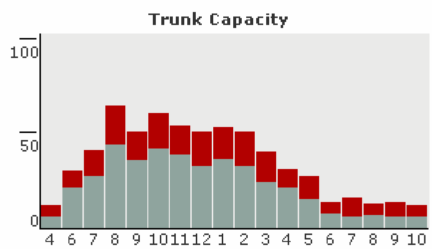
Traffic Study 03/24/2007 00:00:00 -- 04/24/2007 23:59:59

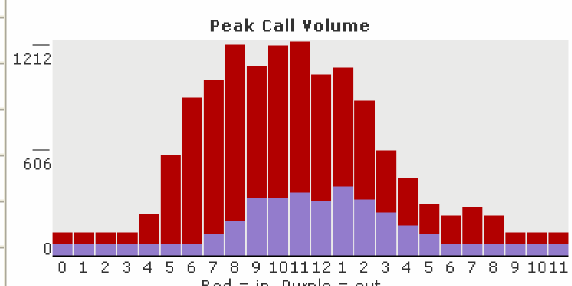
Filtered by Trunk Group: SyncVoice Main Trunk 005 Unassigned Carrier

Remove Filters

Site: Main, Trunk Group: SyncVoice Main Trunk

Capacity	Max. Concurrent Calls:	73
	Avg. Concurrent Calls:	10.67
	Max. Trunks Available:	115
	Max. Trunk Usage:	63.50%
	Avg. Trunk Usage:	9.28%
	Peak Usage Hour 1:	8:00 am
	Peak Usage Hour 2:	10:00 am
	Total All Trunks Busy:	0:00
	Total No Usage:	1200:00
Volume	Total Inbound Calls	12295
	Total Outbound Calls	2965
	Total Inbound Minutes	35198:36
	Total Outbound Minutes	7932:06
	Avg. Inbound Minutes	2:51
	Avg. Outbound Minutes	2:40
	Peak Inbound Hour 1	11:00 am
	Peak Inbound Hour 2	8:00 am
	Peak Outbound Hour 1	1:00 pm
	Peak Outbound Hour 2	11:00 am
	In vs. Out Calls	80.57% / 19.43%
	In vs. Out Minutes	81.61% / 18.39%
Cost	Total Inbound Cost	$0.00
	Total Outbound Cost	$595.18





Tariff	Total Calls	% of Total Calls	Total Minutes	% of Total Minutes	Total Cost	% of Total Cost
Inbound Toll	12128	79.48%	34712:02	80.48%	$0.00	0.00%
Intralata	1629	10.67%	3918:56	9.09%	$289.50	48.64%
Intrastate	1067	6.99%	3313:50	7.68%	$273.14	45.89%
Other	176	1.15%	485:48	1.13%	$0.00	0.00%
Local	153	1.00%	549:00	1.27%	$25.44	4.27%
Local Zone 3	64	0.42%	93:54	0.22%	$7.10	1.19%
Other	33	0.22%	12:00	0.03%	$0.00	0.00%
Inbound Direct	10	0.07%	45:12	0.10%	$0.00	0.00%
	15260		**43130:42**		**$595.18**	

The report is divided into three categories:

Capacity – this is the number of calls in a trunk group within a given period of time. If the number of calls exceeds or is under the trunk group capacity for any period of time it will be indicated by the amounts in the sub-categories. The Trunk Capacity graph shows the amount of calls in relationship to the actual trunk group capacity. In this example the amount of calls in relation to the trunk group capacity is low, telling us that there is room for many more calls (overtrunked). If the call volume were high then this would be a warning that the trunk group capacity might be reaching its limits (undertrunked).

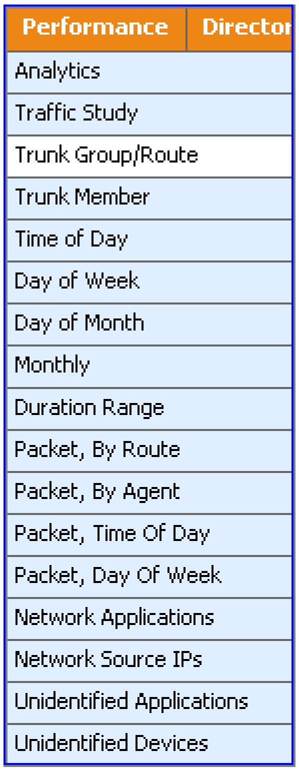
Volume – this is the number of calls inbound and outbound that access the trunk group throughout the time period (typically one day). The amount of calls is divided into several sub-categories indicating the usage for total, average and peak periods. The Peak Call Volume chart shows the call volume throughout the day indicating the highest peaks of usage.

Cost – this is the cost of all calls divided into sub-categories and further explained by specific cost details. The cost table shows the details statistics for all calls for the chosen trunk group(s).

Trunk Group / Route

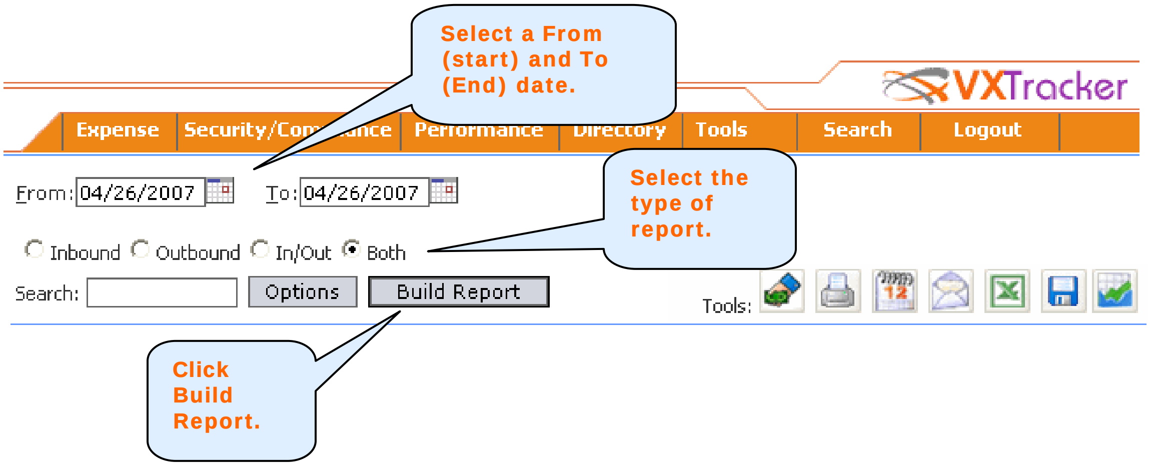
The purpose of the Trunk Group/Route report is to get a high level view of the available trunk groups and their usage. For example, this report can reveal problems like overtrunking and undertrunking. Overtrunking occurs when you have more trunk groups than necessary and the reciprocal, undertrunking, is when you don't have enough.

To open the Trunk Group/Route report go to the **Performance** menu and select **Trunk Group / Route**.



Next enter the report parameters such as the **From** and **To** dates and the **Type** of report. Unlike the Traffic Study report filters do not need to be selected for this report. However, if you wish to use filters please refer to the

Building Reports section of this document for details. When finished selecting all parameters click **Build Report**.



This report displays the call volume, duration and cost statistics by trunk group. Select a specific **Trunk Group** to drill down to the group members.

VXTracker

Expense | Security/Compliance | Performance | Directory | Tools | Search | Logout

From: 02/04/2007 To: 02/10/2007

Inbound Outbound In/Out Both

th: Options Build Report Tools:

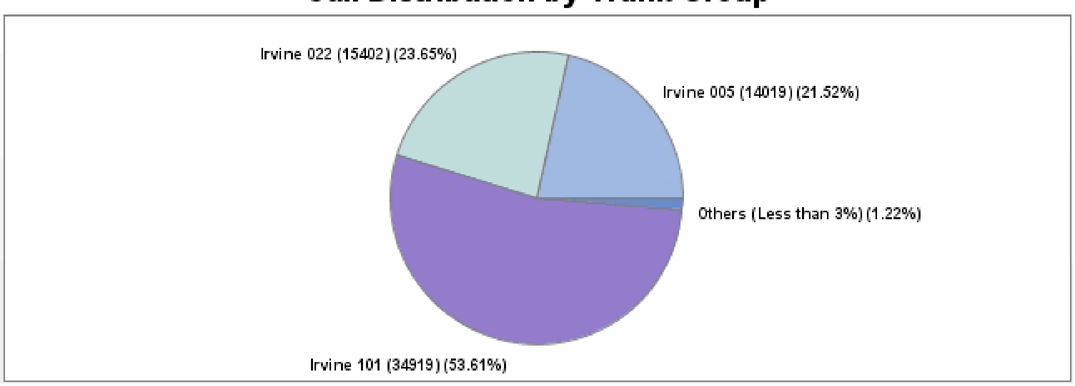
Click a Trunk Group to view detailed information.

Out Trunk Group 01/14/2007-02/14/2007 Customize

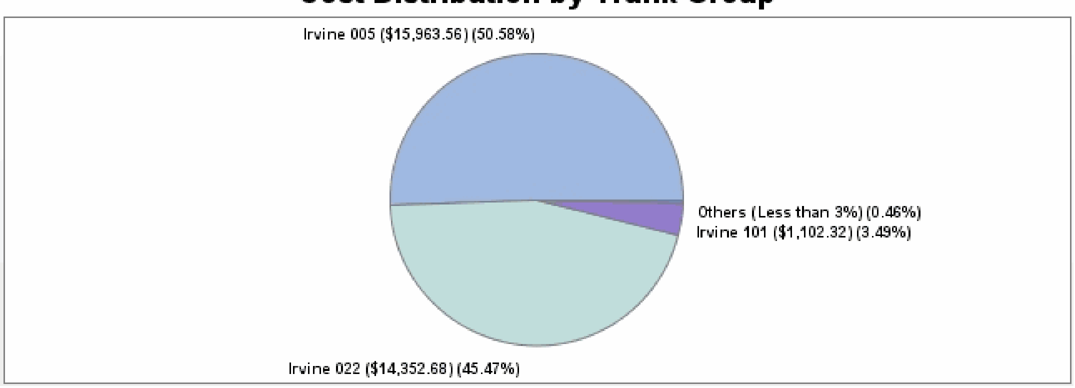
Trunk Group	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
Houston 001	153	0.23	399:40	2:36	0.00	0.00	0.00	0.00
Houston 002	305	0.47	1052:51	3:27	92.93	0.29	0.30	0.09
Irvine 005	14019	21.52	32272:28	2:18	15,963.56	50.58	1.14	0.49
Irvine 006	160	0.25	370:58	2:19	34.65	0.11	0.22	0.09
Irvine 011	178	0.27	198:47	1:07	16.09	0.05	0.09	0.08
Irvine 022	15402	23.65	33483:26	2:10	14,352.68	45.47	0.93	0.43
Irvine 101	34919	53.61	63777:44	1:49	1,102.32	3.49	0.03	0.02
Totals (7 items)	**65136**		**131555:54**	**2:01**	**$31,562.23**		**$0.48**	**0.24**

Generated: Wed Feb 14 09:50:42 PST 2007 at site "Irvine" by:Diana Guest

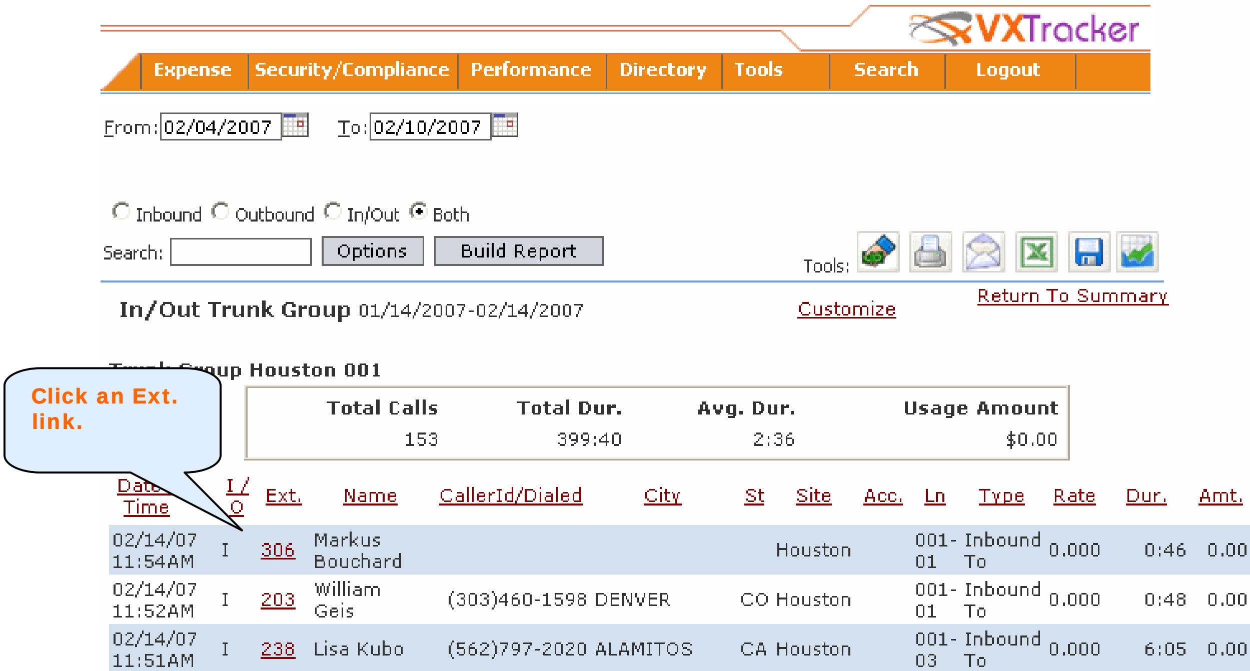
Call Distribution by Trunk Group



Cost Distribution by Trunk Group



This will open the call detail records for the selected group. Click an **Ext**ension to view the call record details for that extension.



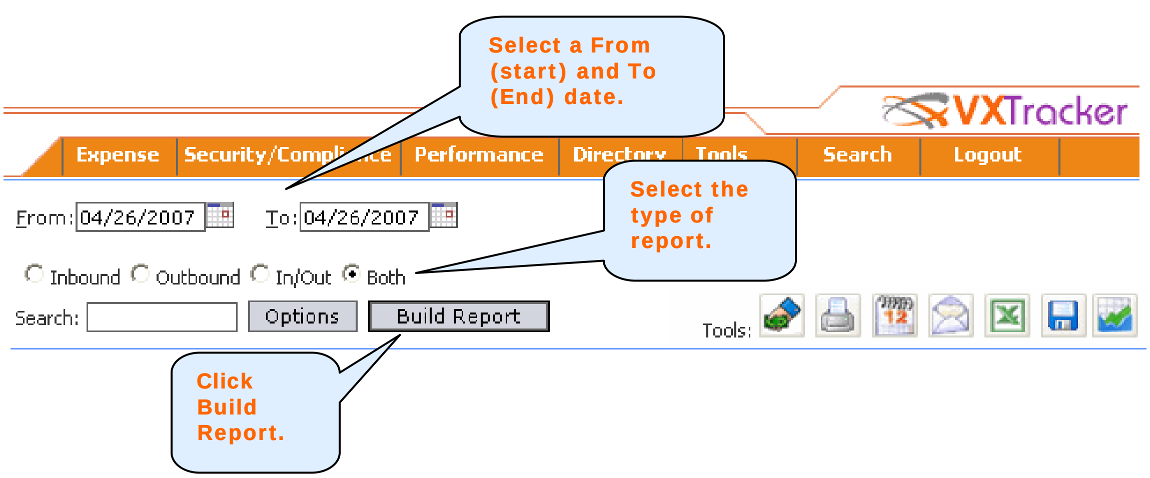
The final page displays Extension report with all call record details for the selected extension.

Trunk Member

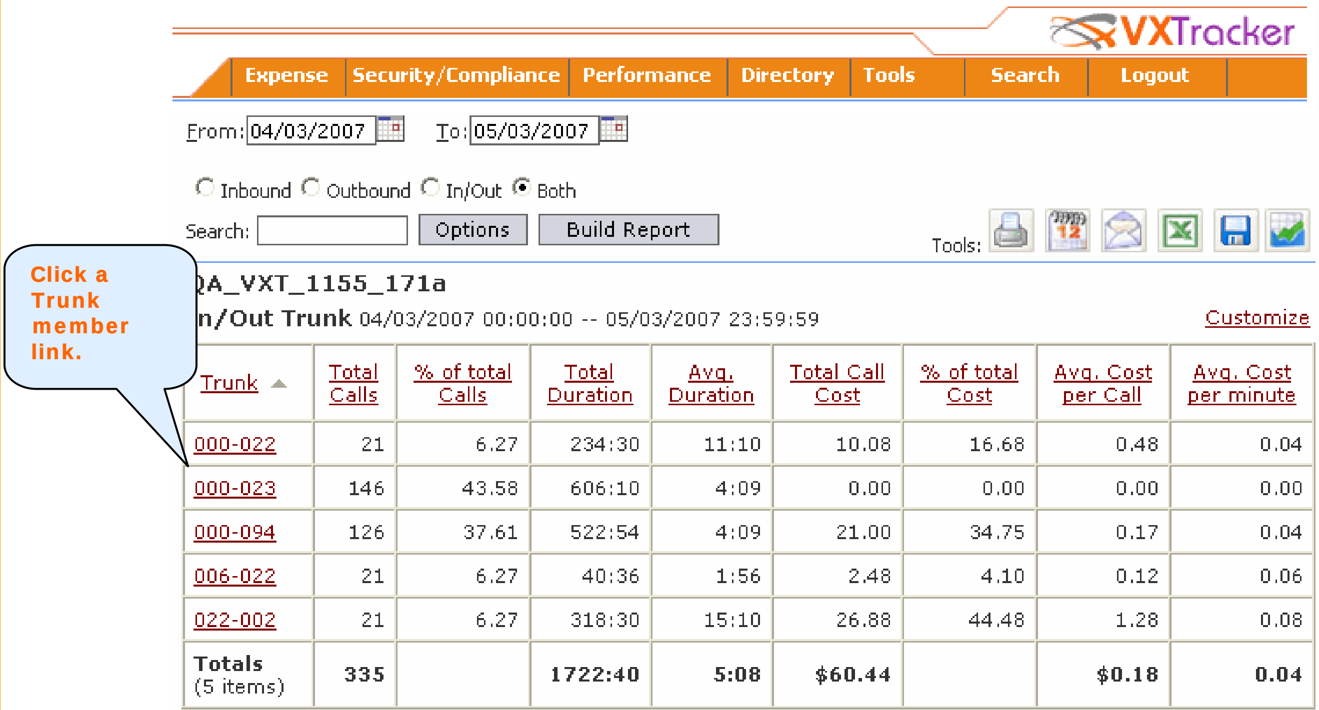
The Trunk Member report is similar to the Trunk Group report with the difference being that the data is that of a specific trunk member not the whole group. The purpose of the Trunk Member report is the same as the Trunk Group in that it offers a high level view of the available trunk members and their usage.

To open the Trunk Group/Route report go to the **Performance** menu and select **Trunk Member**.

Next enter the report parameters such as the **From** and **To** dates and the **Type** of report. For details on filtering please refer to the **Filtering Reports** section of this document. When finished adding all report parameters click **Build Report.**

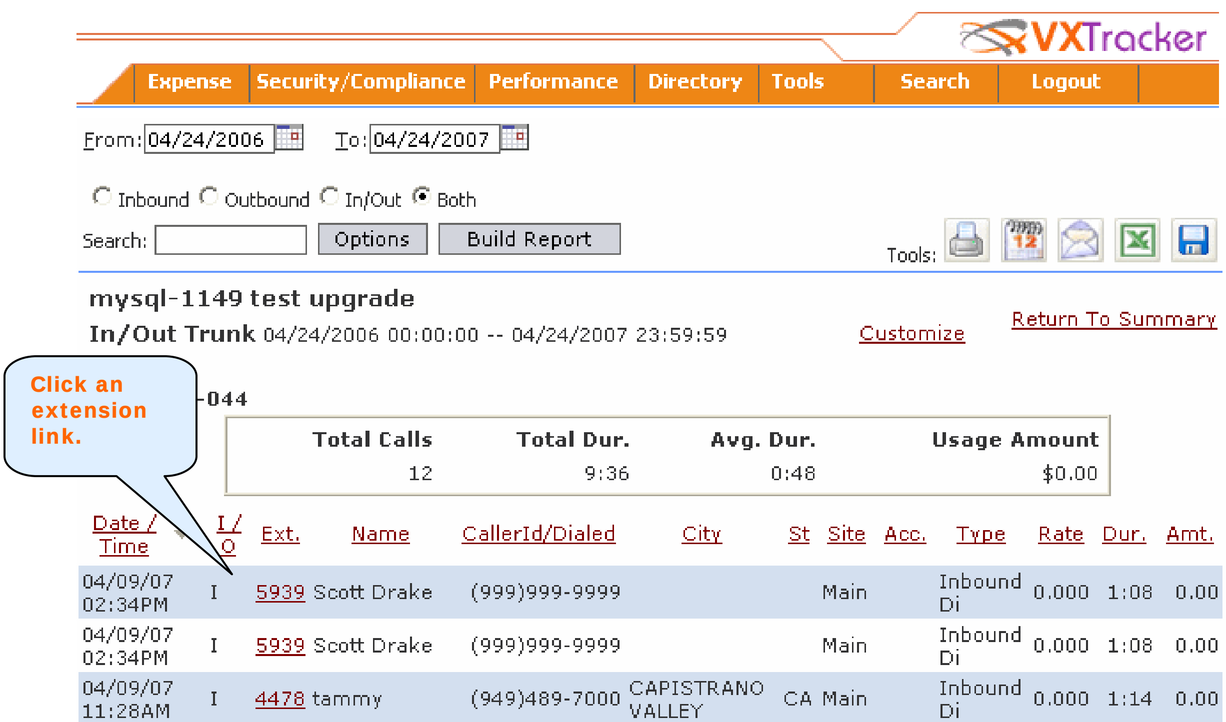


This report displays the call volume, duration and cost statistics by individual trunk members. To drill down into the report click the **Trunk** member link.



Trunk	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Call Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
000-022	21	6.27	234:30	11:10	10.08	16.68	0.48	0.04
000-023	146	43.58	606:10	4:09	0.00	0.00	0.00	0.00
000-094	126	37.61	522:54	4:09	21.00	34.75	0.17	0.04
006-022	21	6.27	40:36	1:56	2.48	4.10	0.12	0.06
022-002	21	6.27	318:30	15:10	26.88	44.48	1.28	0.08
Totals (5 items)	**335**		**1722:40**	**5:08**	**$60.44**		**$0.18**	**0.04**

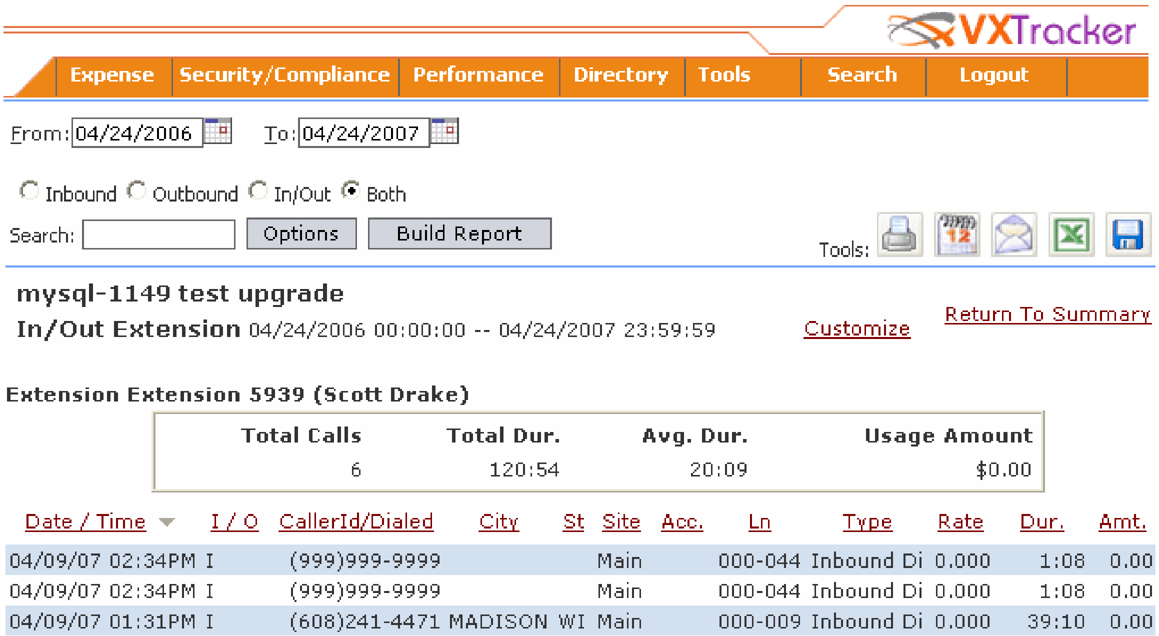
This page displays the individual extensions that are part of the trunk member. Click an **Ext**ension to view call detail records for a specific extension.



Total Calls	Total Dur.	Avg. Dur.	Usage Amount
12	9:36	0:48	$0.00

Date / Time	I / O	Ext.	Name	CallerId/Dialed	City	St	Site	Acc.	Type	Rate	Dur.	Amt.
04/09/07 02:34PM	I	5939	Scott Drake	(999)999-9999			Main		Inbound Di	0.000	1:08	0.00
04/09/07 02:34PM	I	5939	Scott Drake	(999)999-9999			Main		Inbound Di	0.000	1:08	0.00
04/09/07 11:28AM	I	4478	tammy	(949)489-7000	CAPISTRANO VALLEY	CA	Main		Inbound Di	0.000	1:14	0.00

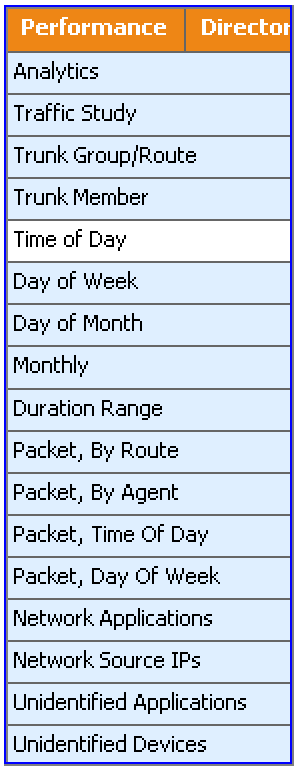
The final page displays the Extension report with call record details for the selected extension.



Call Distribution by Time of Day

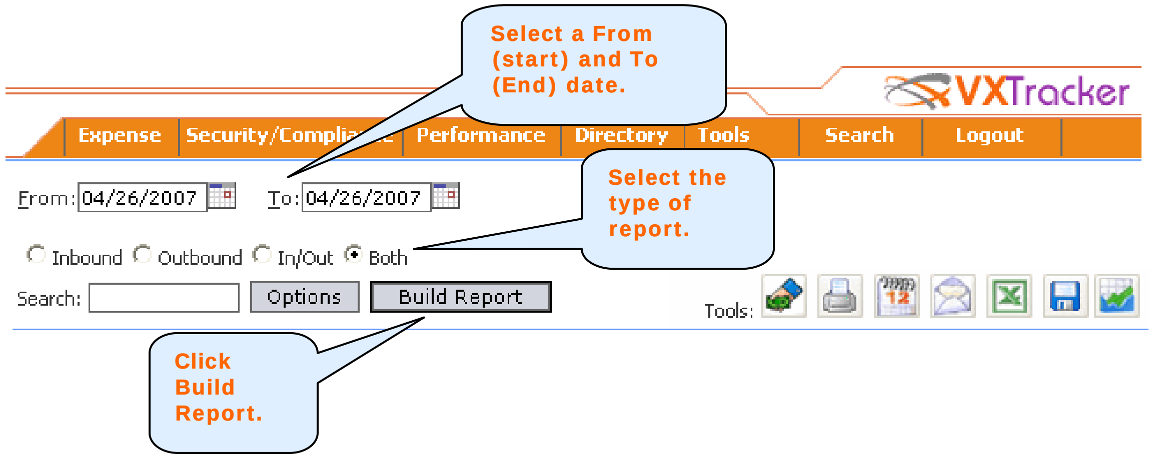
The purpose of the Time of Day report is to allow you to view and monitor calls for each hour of the day for a specified period of time. You can also view hourly peaks for a specific day or across multiple dates.

To open the Time of Day report go to the **Performance** menu and select **Time of Day.**

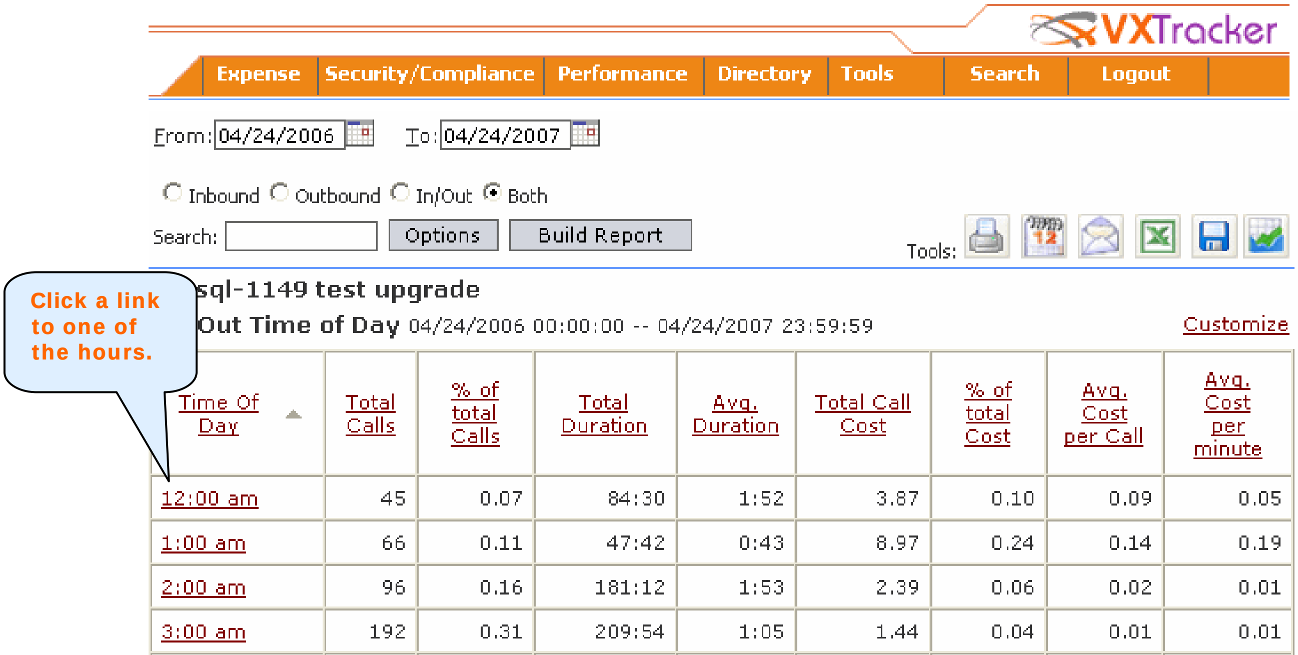


Next enter the report parameters such as the **From** and **To** dates and the **Type** of report. For details on filtering please refer to the

Building Reports section of this document. When finished adding all report parameters click **Build Report.**

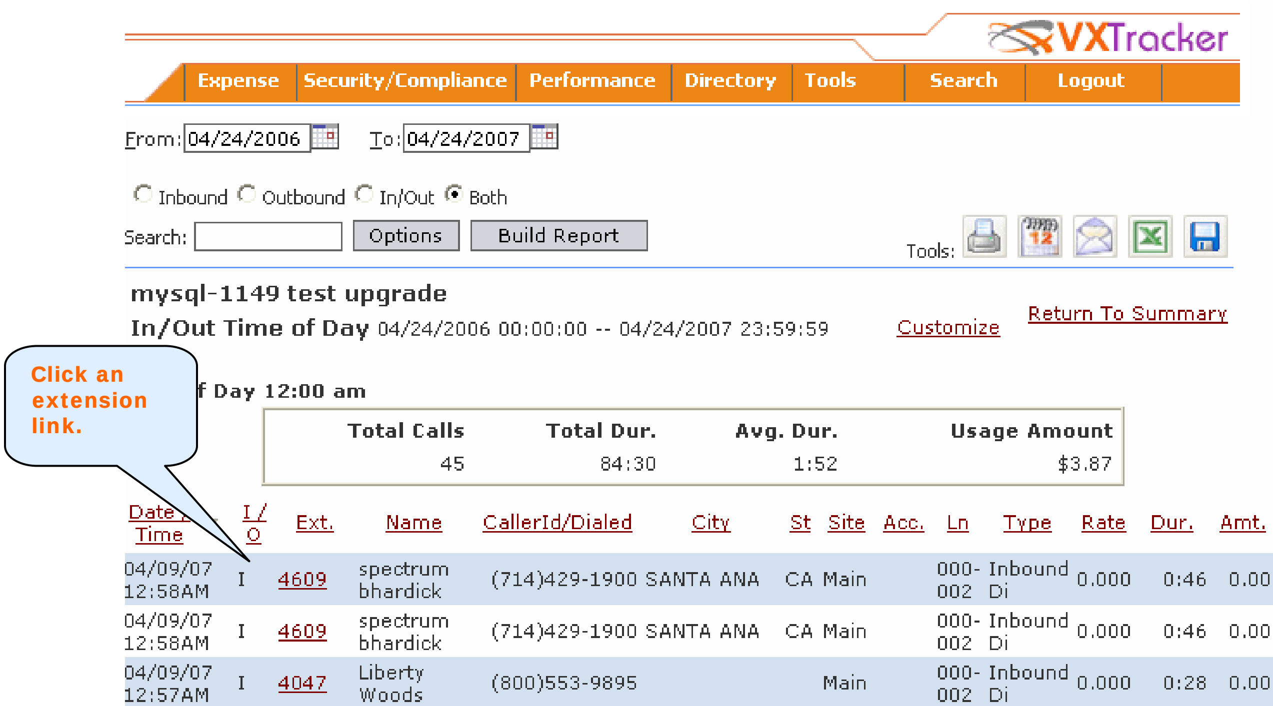


This will open the report summary view showing the calls for each hour of the day. Click any hour to drill down into the call record details.

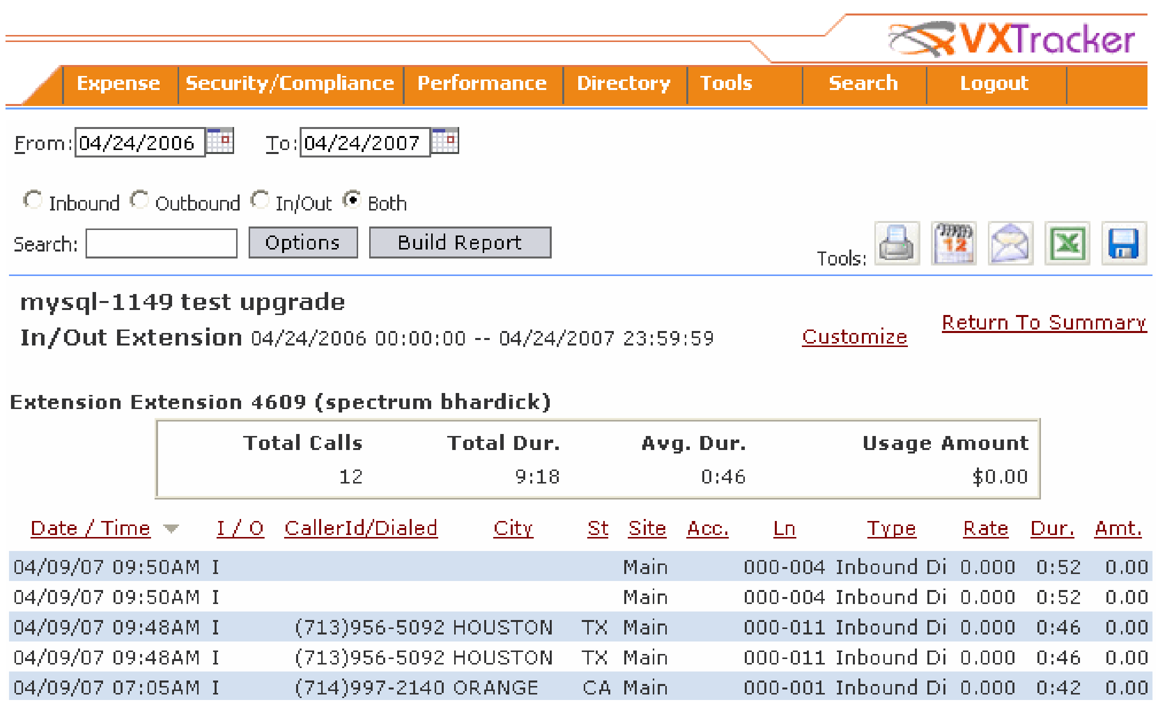


Time Of Day	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Call Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
12:00 am	45	0.07	84:30	1:52	3.87	0.10	0.09	0.05
1:00 am	66	0.11	47:42	0:43	8.97	0.24	0.14	0.19
2:00 am	96	0.16	181:12	1:53	2.39	0.06	0.02	0.01
3:00 am	192	0.31	209:54	1:05	1.44	0.04	0.01	0.01

Click a link to an **Ext**ension to view all calls for that extension for that day.



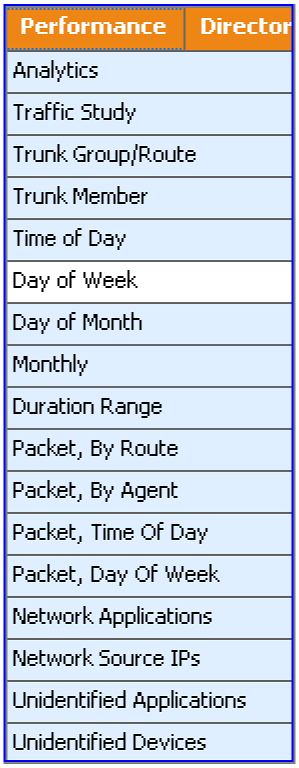
The final page displays the Extension report with call record details for the selected extension.



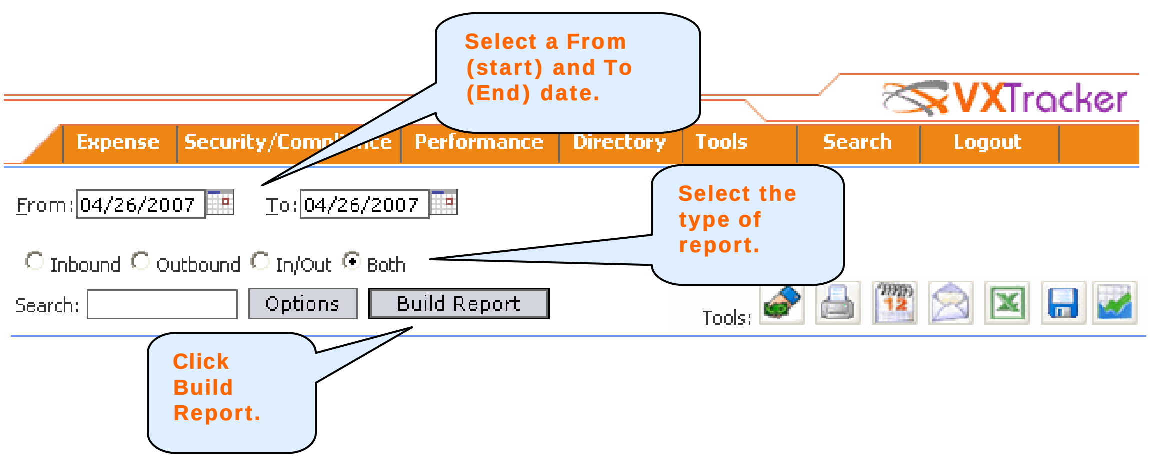
Call Distribution by Day of Week

The Day of Week report allows you to view call volume for each day of the week for a specified time period.

To open the Day of Week report go to the **Performance** menu and select **Day of Week**.

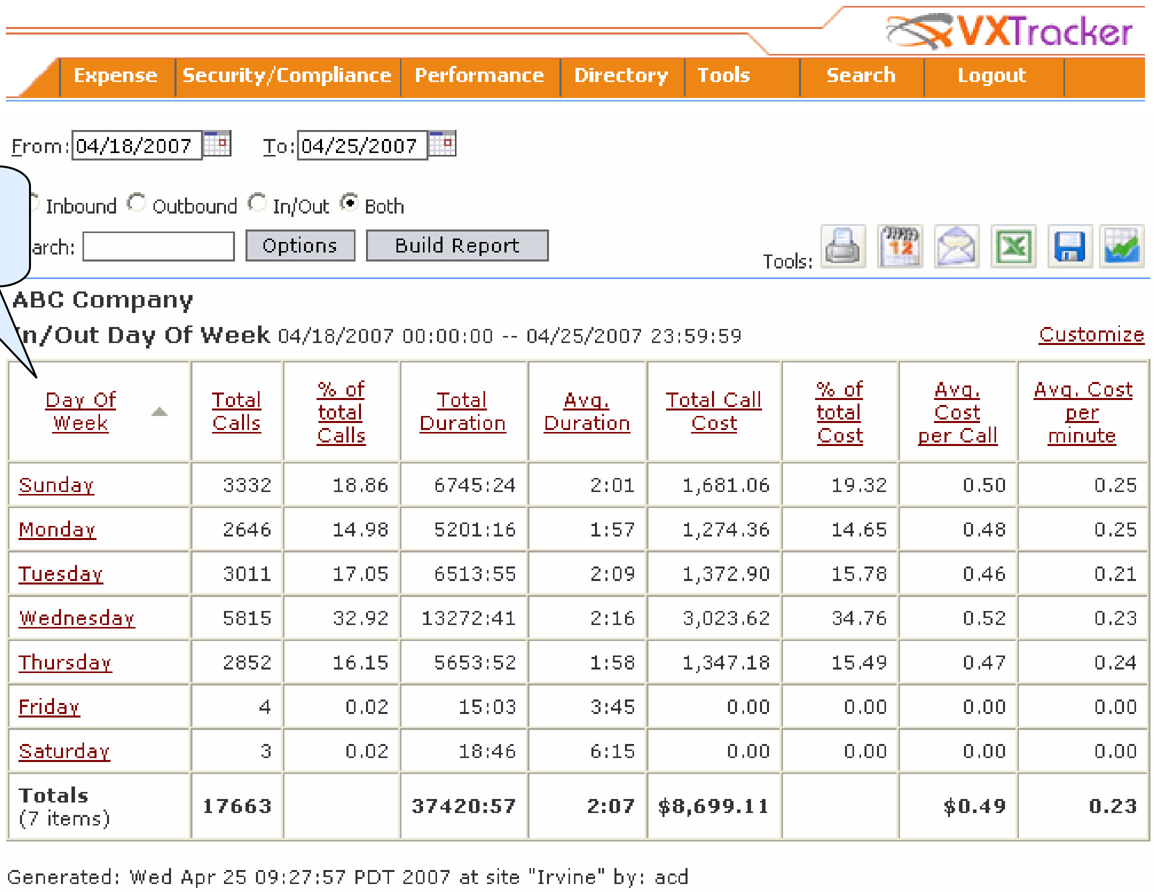


Next enter the report parameters such as the **From** and **To** dates and the **Type** of report. For details on filtering please refer to the **Filtering Reports** section of this document. When finished adding all report parameters click **Build Report.**

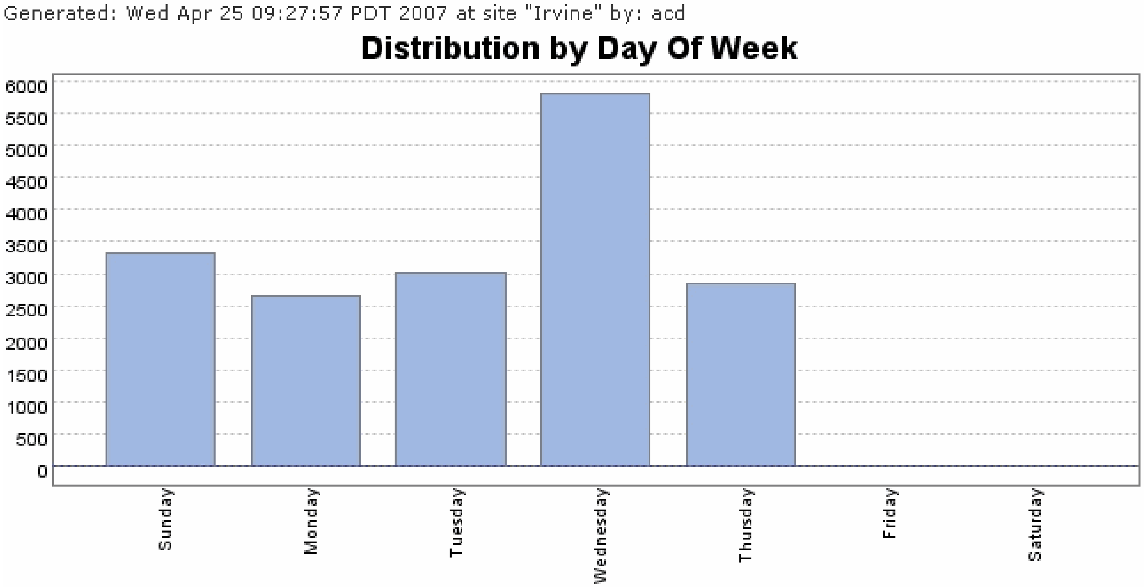


This opens the report summary with the total calls for each day of the week. Click on a specific **Day of the Week** to drill down into the calls for that day.

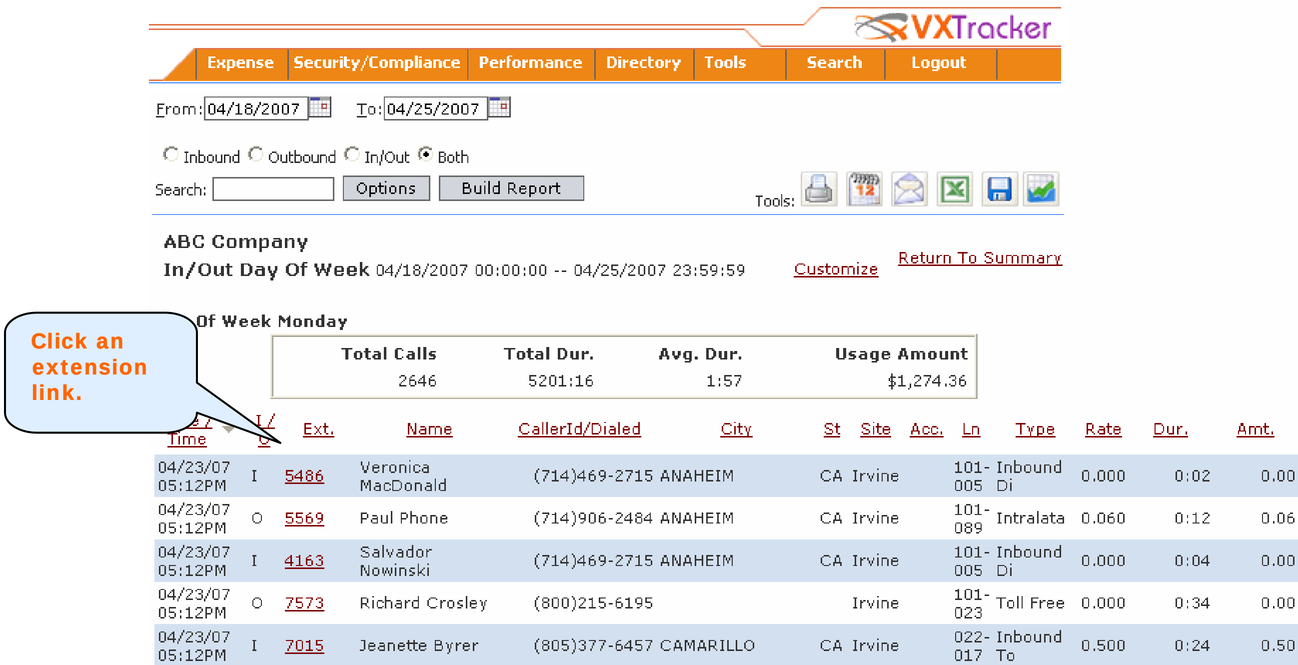
Click a Day of Week link.



Day Of Week	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Call Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
Sunday	3332	18.86	6745:24	2:01	1,681.06	19.32	0.50	0.25
Monday	2646	14.98	5201:16	1:57	1,274.36	14.65	0.48	0.25
Tuesday	3011	17.05	6513:55	2:09	1,372.90	15.78	0.46	0.21
Wednesday	5815	32.92	13272:41	2:16	3,023.62	34.76	0.52	0.23
Thursday	2852	16.15	5653:52	1:58	1,347.18	15.49	0.47	0.24
Friday	4	0.02	15:03	3:45	0.00	0.00	0.00	0.00
Saturday	3	0.02	18:46	6:15	0.00	0.00	0.00	0.00
Totals (7 items)	**17663**		**37420:57**	**2:07**	**$8,699.11**		**$0.49**	**0.23**



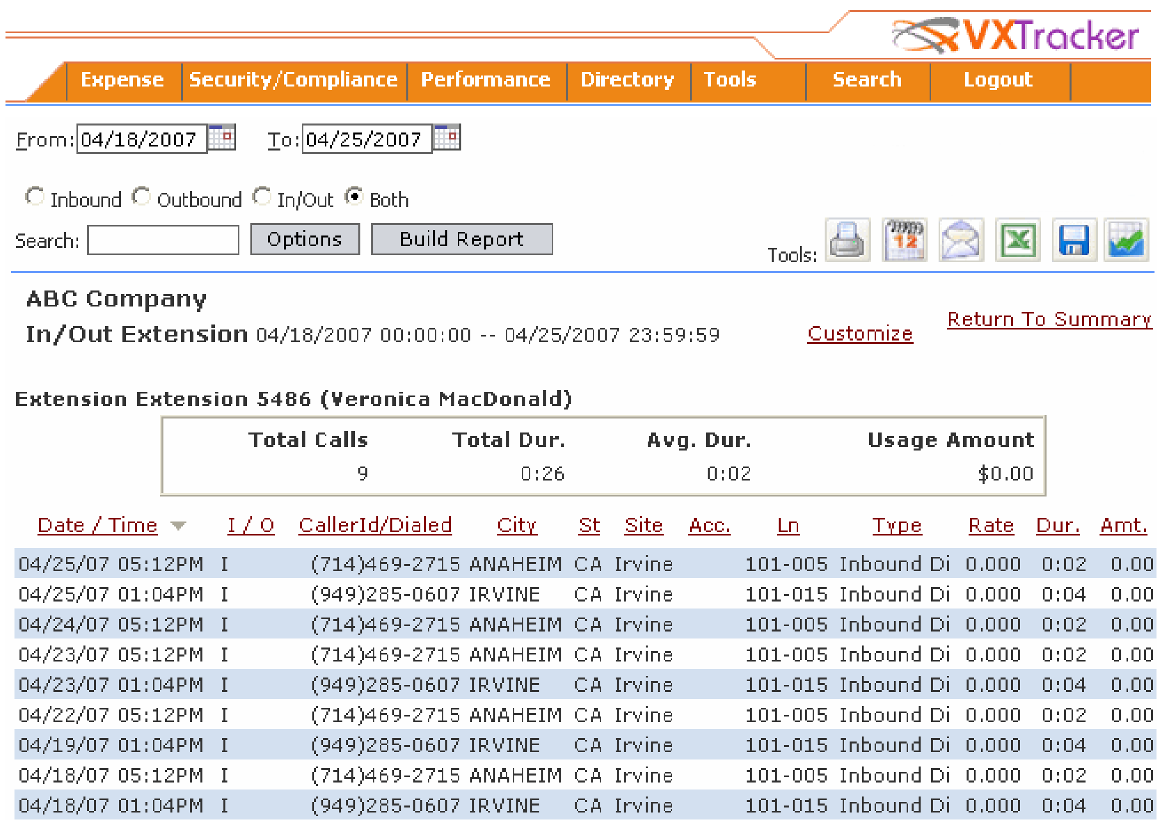
This displays the call record data for each call made that day. Click an **Ext**ension to drill down to the call record details for a specific extension.



Total Calls	Total Dur.	Avg. Dur.	Usage Amount
2646	5201:16	1:57	$1,274.36

Date / Time	I / O	Ext.	Name	CallerId/Dialed	City	St	Site	Acc.	Ln	Type	Rate	Dur.	Amt.
04/23/07 05:12PM	I	5486	Veronica MacDonald	(714)469-2715	ANAHEIM	CA	Irvine		101-005	Inbound Di	0.000	0:02	0.00
04/23/07 05:12PM	O	5569	Paul Phone	(714)906-2484	ANAHEIM	CA	Irvine		101-089	Intralata	0.060	0:12	0.06
04/23/07 05:12PM	I	4163	Salvador Nowinski	(714)469-2715	ANAHEIM	CA	Irvine		101-005	Inbound Di	0.000	0:04	0.00
04/23/07 05:12PM	O	7573	Richard Crosley	(800)215-6195			Irvine		101-023	Toll Free	0.000	0:34	0.00
04/23/07 05:12PM	I	7015	Jeanette Byrer	(805)377-6457	CAMARILLO	CA	Irvine		022-017	Inbound To	0.500	0:24	0.50

The final page displays the Extension report with call record details for the selected extension.



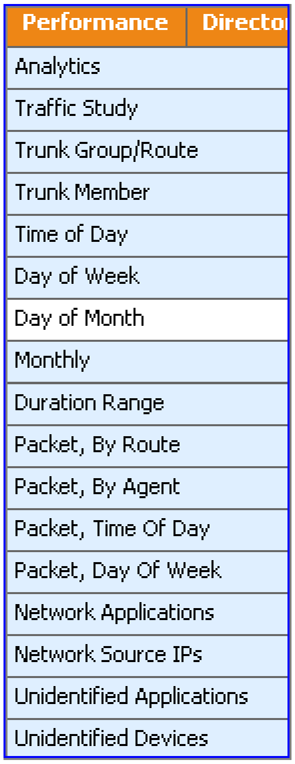
Total Calls	Total Dur.	Avg. Dur.	Usage Amount
9	0:26	0:02	$0.00

Date / Time	I / O	CallerId/Dialed	City	St	Site	Acc.	Ln	Type	Rate	Dur.	Amt.
04/25/07 05:12PM	I	(714)469-2715	ANAHEIM	CA	Irvine		101-005	Inbound Di	0.000	0:02	0.00
04/25/07 01:04PM	I	(949)285-0607	IRVINE	CA	Irvine		101-015	Inbound Di	0.000	0:04	0.00
04/24/07 05:12PM	I	(714)469-2715	ANAHEIM	CA	Irvine		101-005	Inbound Di	0.000	0:02	0.00
04/23/07 05:12PM	I	(714)469-2715	ANAHEIM	CA	Irvine		101-005	Inbound Di	0.000	0:02	0.00
04/23/07 01:04PM	I	(949)285-0607	IRVINE	CA	Irvine		101-015	Inbound Di	0.000	0:04	0.00
04/22/07 05:12PM	I	(714)469-2715	ANAHEIM	CA	Irvine		101-005	Inbound Di	0.000	0:02	0.00
04/19/07 01:04PM	I	(949)285-0607	IRVINE	CA	Irvine		101-015	Inbound Di	0.000	0:04	0.00
04/18/07 05:12PM	I	(714)469-2715	ANAHEIM	CA	Irvine		101-005	Inbound Di	0.000	0:02	0.00
04/18/07 01:04PM	I	(949)285-0607	IRVINE	CA	Irvine		101-015	Inbound Di	0.000	0:04	0.00

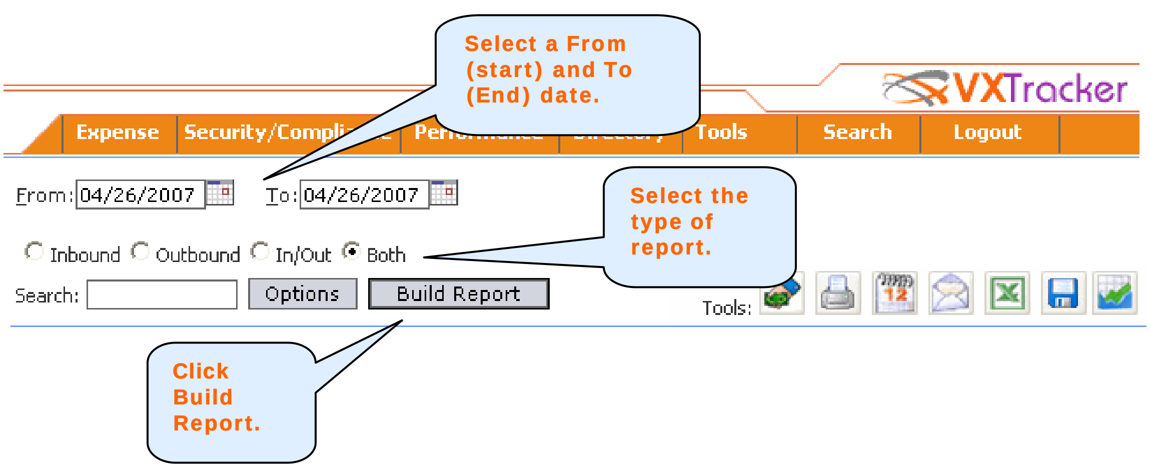
Call Distribution by Day of Month

The Day of Month report allows you to view call volume for each day of a specific month.

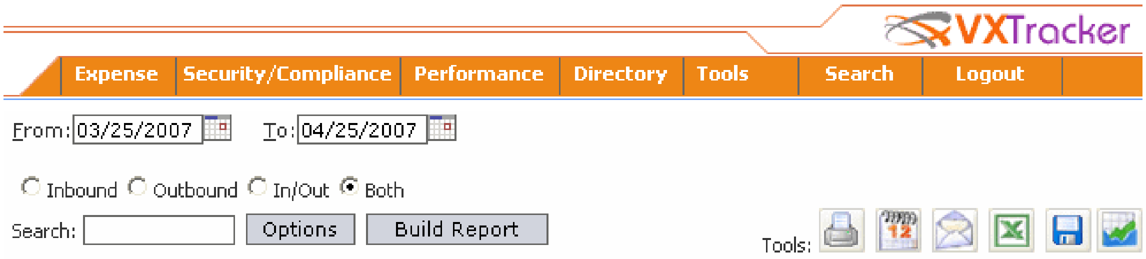
To open the Day of Month report go to the **Performance** menu and select **Day of Month.**



Next enter the report parameters such as the **From** and **To** dates and the **Type** of report. For details on filtering please refer to the **Filtering Reports** section of this document. When finished adding all report parameters click **Build Report.**



This opens the report summary with the total calls for each day of the month. Click on a specific **Day of the Month** to drill down to the calls for that day.

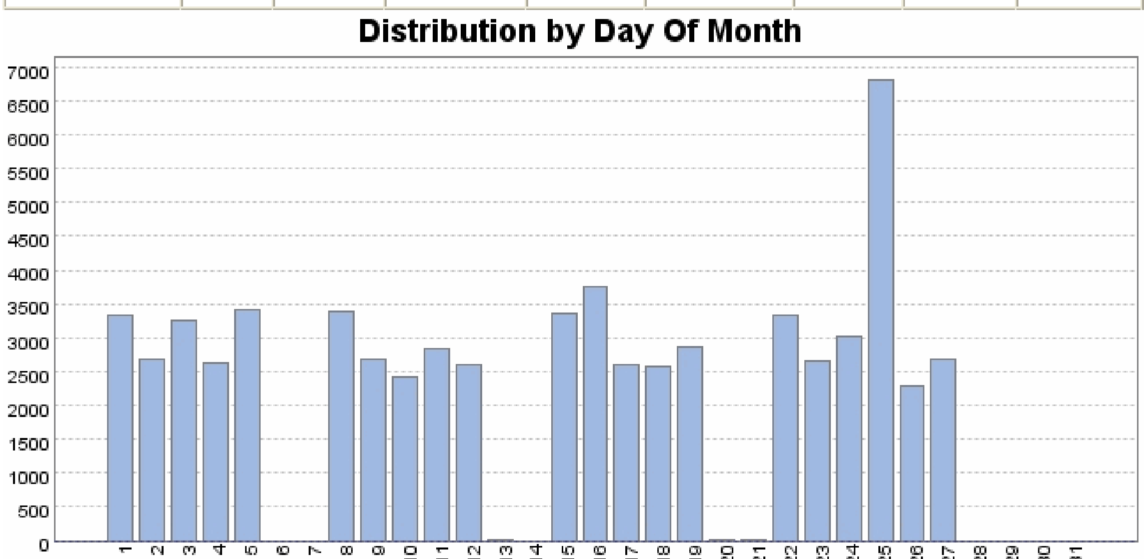


C Company

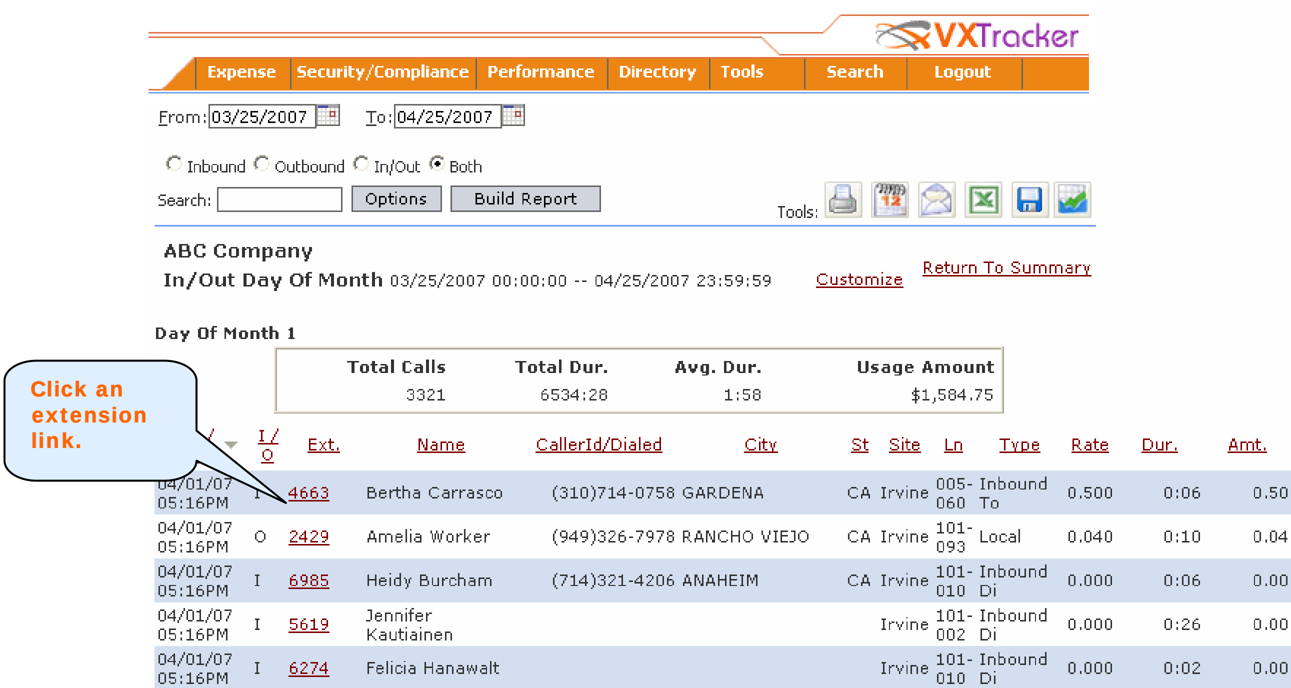
Out Day Of Month 03/25/2007 00:00:00 -- 04/25/2007 23:59:59 Customize

Click on a Day of the Month.

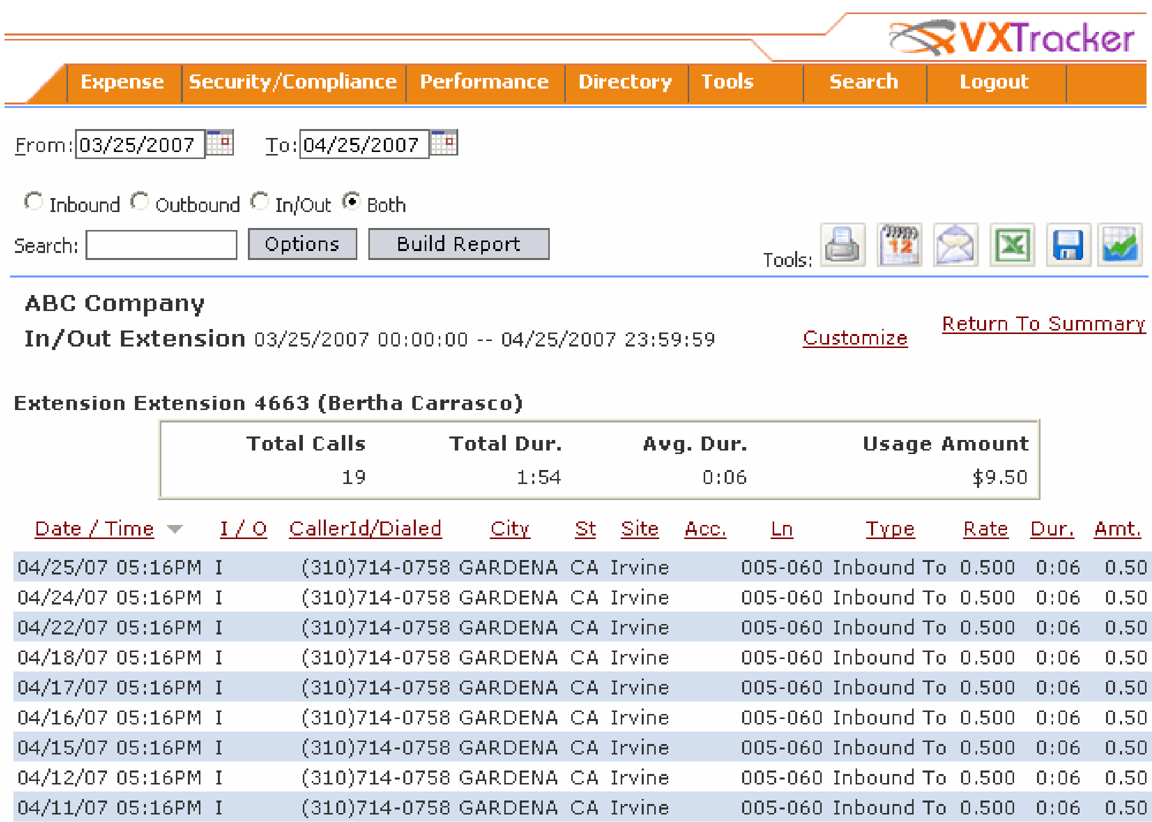
Day Of Month	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Call Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
1	3321	5.10	6534:28	1:58	1,584.75	5.02	0.48	0.24
2	2684	4.12	5335:36	1:59	1,317.00	4.17	0.49	0.25
3	3254	5.00	6459:36	1:59	1,555.35	4.93	0.48	0.24
4	2626	4.03	5178:38	1:58	1,225.56	3.88	0.47	0.24
5	3400	5.22	6907:46	2:01	1,682.98	5.33	0.49	0.24
6	0	0.00	0:00	0:00	0.00	0.00	0.00	0.00
7	0	0.00	0:00	0:00	0.00	0.00	0.00	0.00
8	3389	5.20	6717:22	1:58	1,631.45	5.17	0.48	0.24
9	2672	4.10	5284:44	1:58	1,266.15	4.01	0.47	0.24
10	2430	3.73	4965:26	2:02	1,175.53	3.72	0.48	0.24



This displays the call record data for each call made that day. Click an **Ext**ension to drill down to the call record details for a specific extension.



The final page displays the Extension report with call record details for the selected extension.

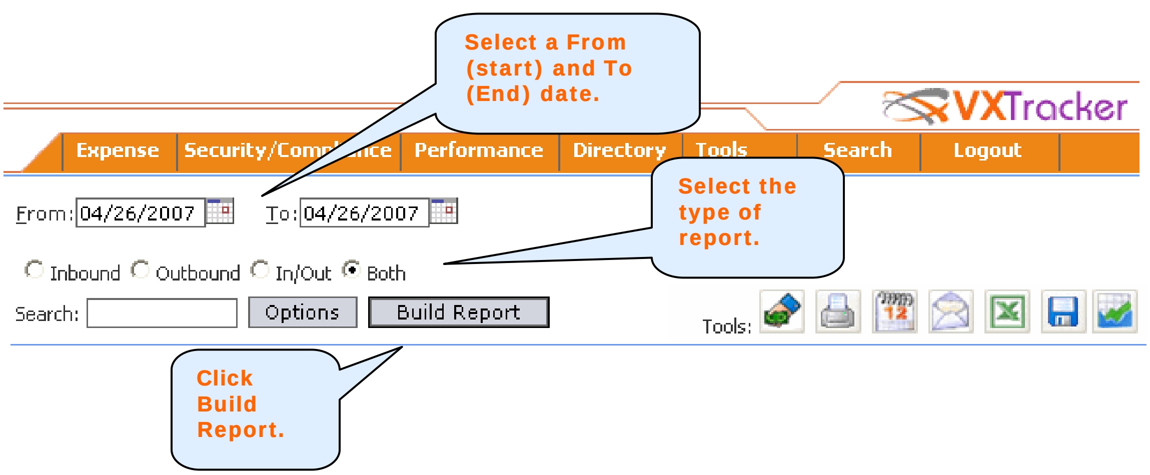


Call Distribution by Month

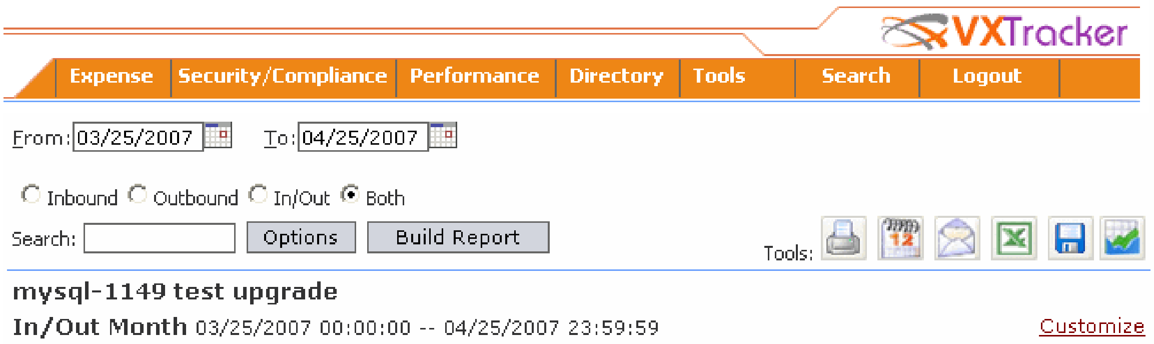
The Monthly report allows you to view call volume by months for a specified period of time.

To open the Monthly report go to the **Performance** menu and select **Monthly**.

Next enter the report parameters such as the **From** and **To** dates and the **Type** of report. For details on filtering please refer to the **Filtering Reports** section of this document. When finished adding all report parameters click **Build Report.**

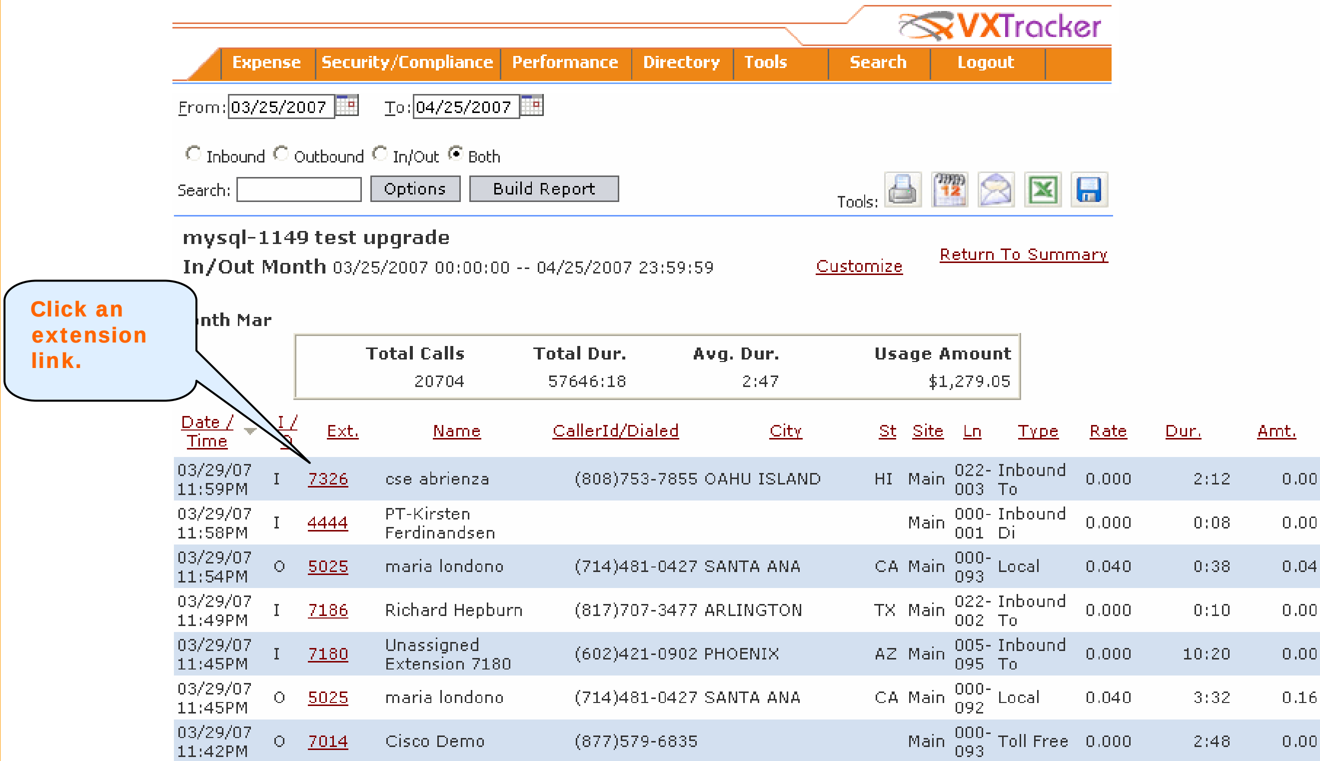


This opens the report summary with the total calls for each month. Click on a specific month to drill down into the calls for that month.

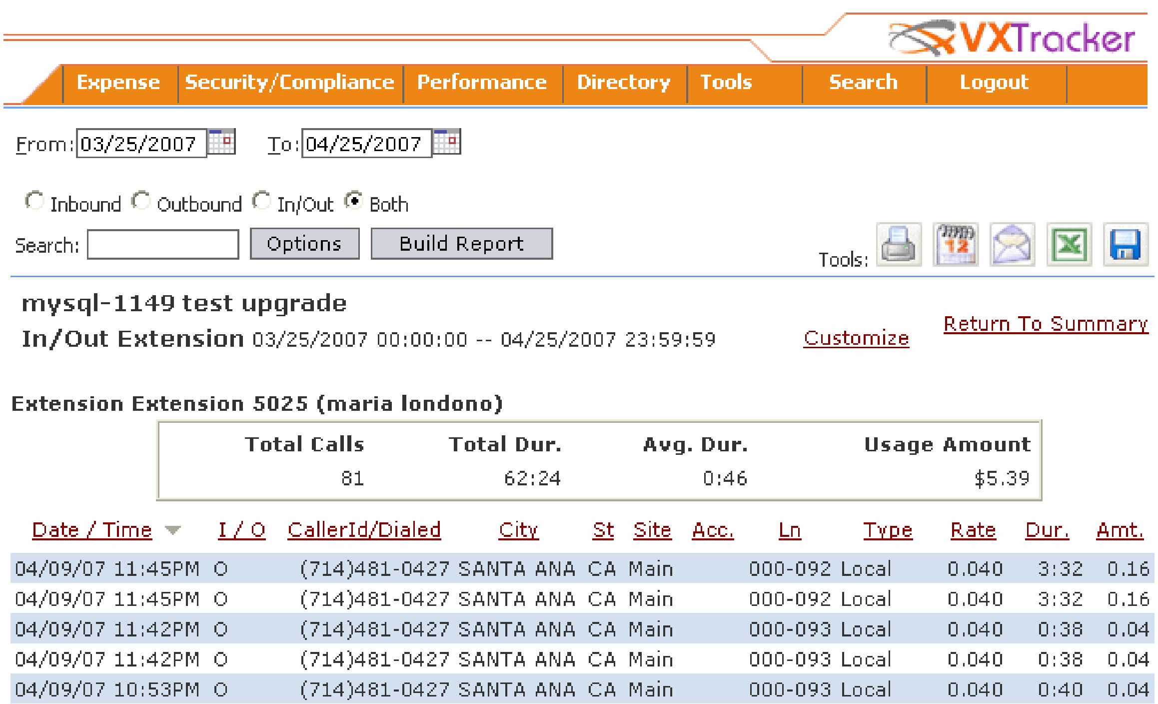


Month	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Call Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
Jan	0	0.00	0:00	0:00	0.00	0.00	0.00	0.00
Feb	0	0.00	0:00	0:00	0.00	0.00	0.00	0.00
Mar	20704	33.60	57646:18	2:47	1,279.05	34.04	0.06	0.02
Apr	40920	66.40	113309:56	2:46	2,478.49	65.96	0.06	0.02
May	0	0.00	0:00	0:00	0.00	0.00	0.00	0.00
Jun	0	0.00	0:00	0:00	0.00	0.00	0.00	0.00
Jul	0	0.00	0:00	0:00	0.00	0.00	0.00	0.00
Aug	0	0.00	0:00	0:00	0.00	0.00	0.00	0.00
Sep	0	0.00	0:00	0:00	0.00	0.00	0.00	0.00
Oct	0	0.00	0:00	0:00	0.00	0.00	0.00	0.00
Nov	0	0.00	0:00	0:00	0.00	0.00	0.00	0.00
Dec	0	0.00	0:00	0:00	0.00	0.00	0.00	0.00
Totals (12 items)	**61624**		**170956:14**	**2:46**	**$3,757.54**		**$0.06**	**0.02**

The call record data for each call made for each day of the month is displayed. Click the link to a specific **Ext**ension to view the call record details for a specific extension.



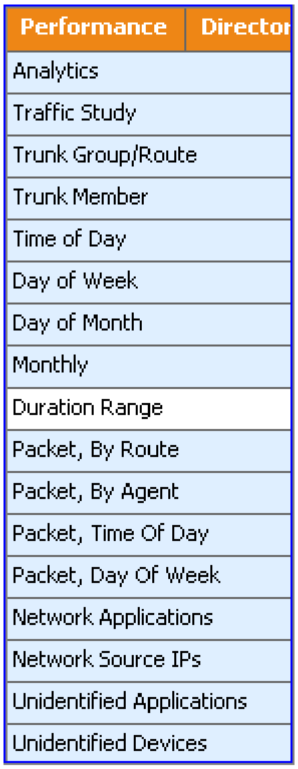
The final page displays the Extension report with call record details for the selected extension.



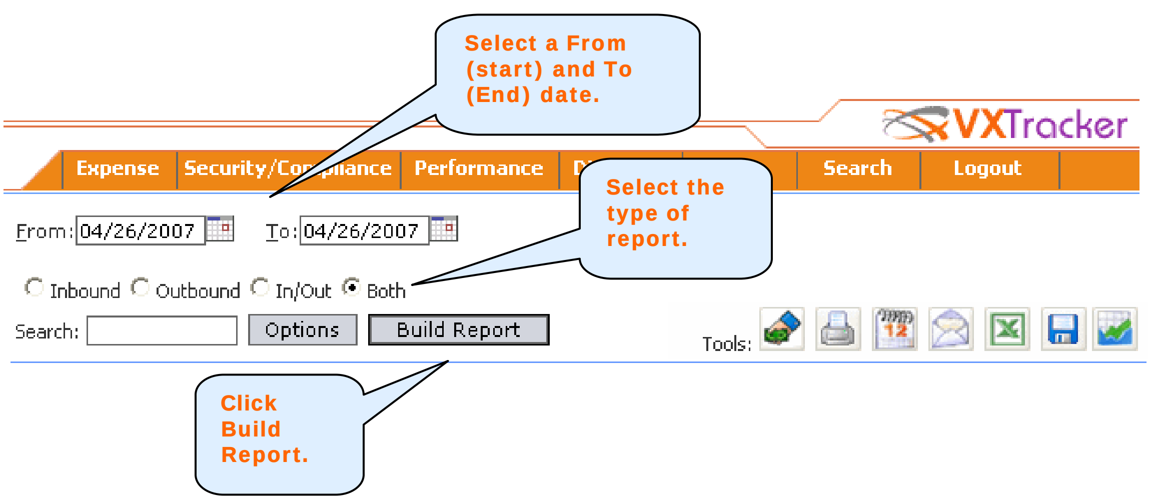
Call Distribution by Duration

The call Duration Range report allows you to view all calls, by length of call, within a specified period of time. The time periods are broken down into incremental time slots, typically under a minute to over ten minutes.

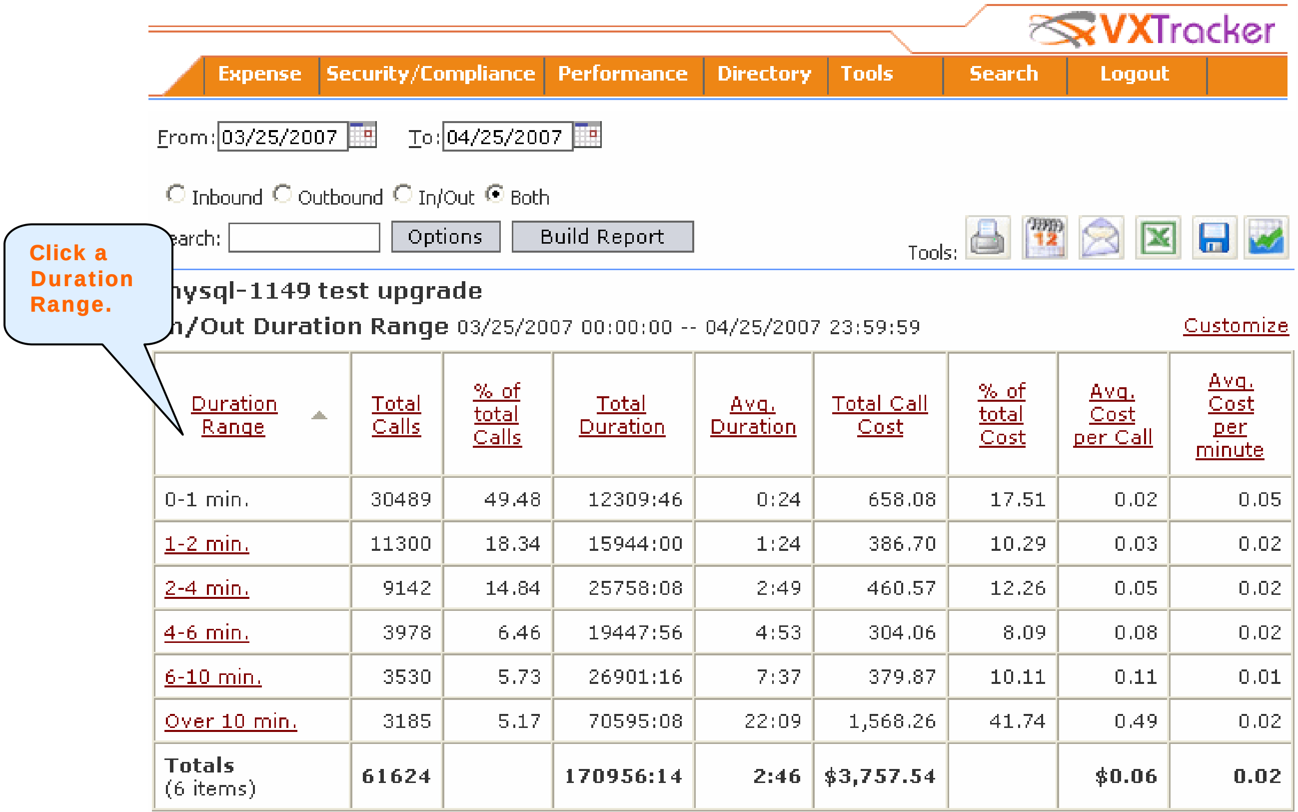
To open the Duration Range report go to the **Performance** menu and select **Duration Range**.



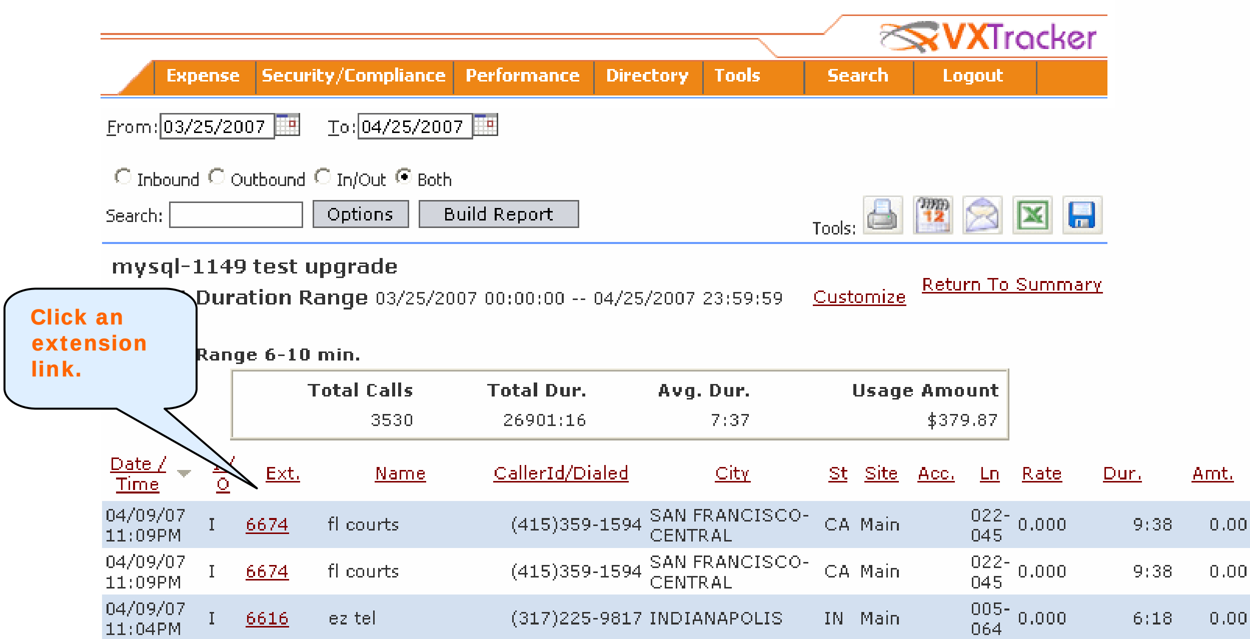
Next enter the report parameters such as the **From** and **To** dates and the **Type** of report. For details on filtering please refer to the **Filtering Reports** section of this document. When finished adding all report parameters click **Build Report.**



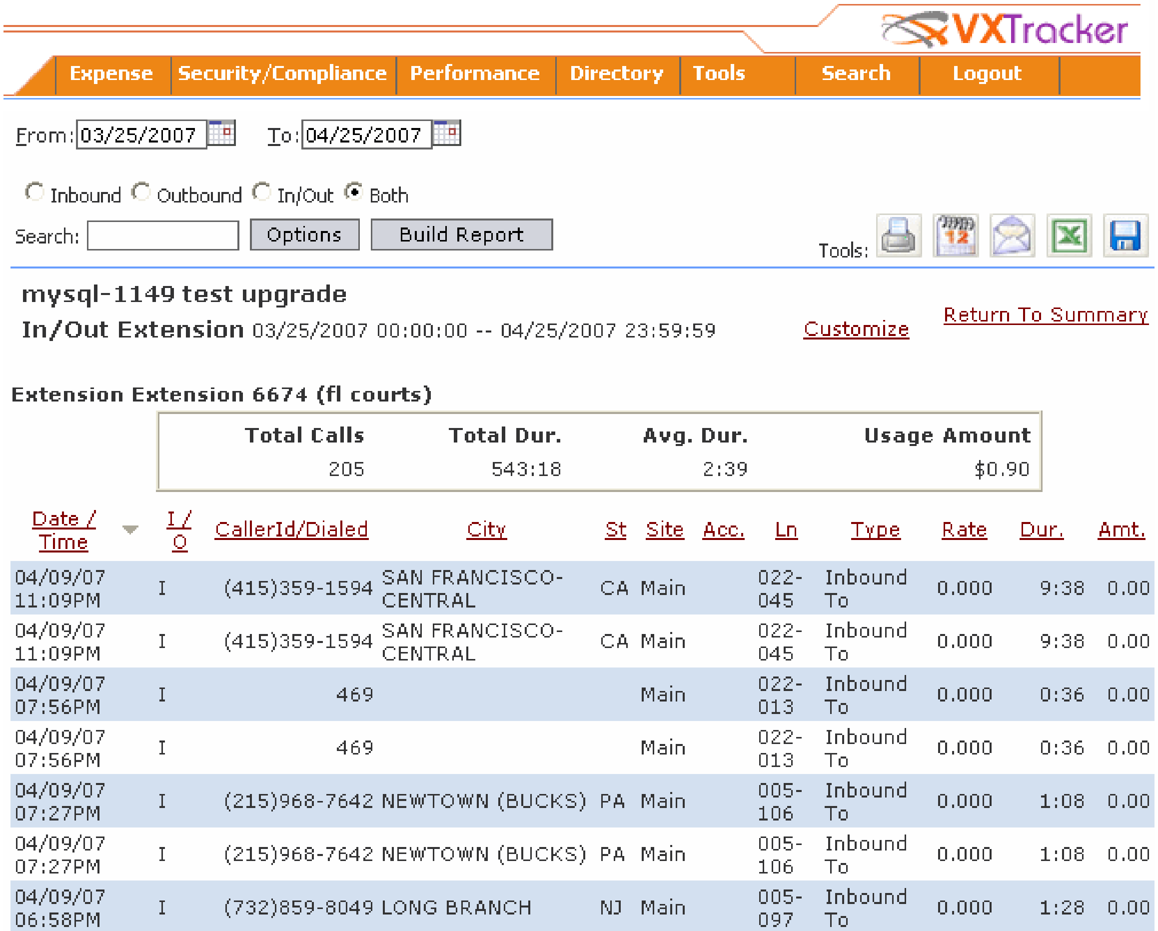
This opens the report summary with the total duration of all calls for the specified time period in predefined time slots. Click on a specific **Duration Range** to drill down to all calls within in the Duration Range.



This displays the call record data for each extension. Click an **Ext**ension to drill down to the call record details for that extension.



The final page displays the Extension report with call record details for the selected extension.



Total Calls	Total Dur.	Avg. Dur.	Usage Amount
205	543:18	2:39	$0.90

Date / Time	I / O	CallerId/Dialed	City	St	Site	Acc.	Ln	Type	Rate	Dur.	Amt.
04/09/07 11:09PM	I	(415)359-1594	SAN FRANCISCO-CENTRAL	CA	Main		022-045	Inbound To	0.000	9:38	0.00
04/09/07 11:09PM	I	(415)359-1594	SAN FRANCISCO-CENTRAL	CA	Main		022-045	Inbound To	0.000	9:38	0.00
04/09/07 07:56PM	I	469			Main		022-013	Inbound To	0.000	0:36	0.00
04/09/07 07:56PM	I	469			Main		022-013	Inbound To	0.000	0:36	0.00
04/09/07 07:27PM	I	(215)968-7642	NEWTOWN (BUCKS)	PA	Main		005-106	Inbound To	0.000	1:08	0.00
04/09/07 07:27PM	I	(215)968-7642	NEWTOWN (BUCKS)	PA	Main		005-106	Inbound To	0.000	1:08	0.00
04/09/07 06:58PM	I	(732)859-8049	LONG BRANCH	NJ	Main		005-097	Inbound To	0.000	1:28	0.00

VoIP Data Reports

All VXTracker VoIP (Voice Over IP) data reports allow for monitoring the movement of Voice Packets throughout the network. This is done by measuring and setting limitations on loss of Quality of Service (QoS) due to Delay, Jitter or Loss (DJL). The definitions of DJL, as applicable to VXTracker, are as follows:

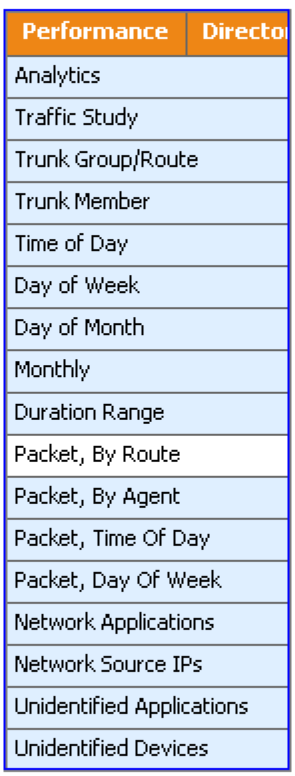
- **Delay** – this is the time taken from point-to-point in a network or from agent to agent. An example of delay is static or a bad connection.
- **Jitter** – this is the variation in Delay over time from point-to-point in a network or from agent to agent. Like Delay, Jitter causes degradation in the quality of the voice application.
- **Loss** – this is losing data packets along the data path, which severely degrades the voice application.

All VoIP Data reports display the maximum and averages for Delay, Jitter and Loss in milliseconds.

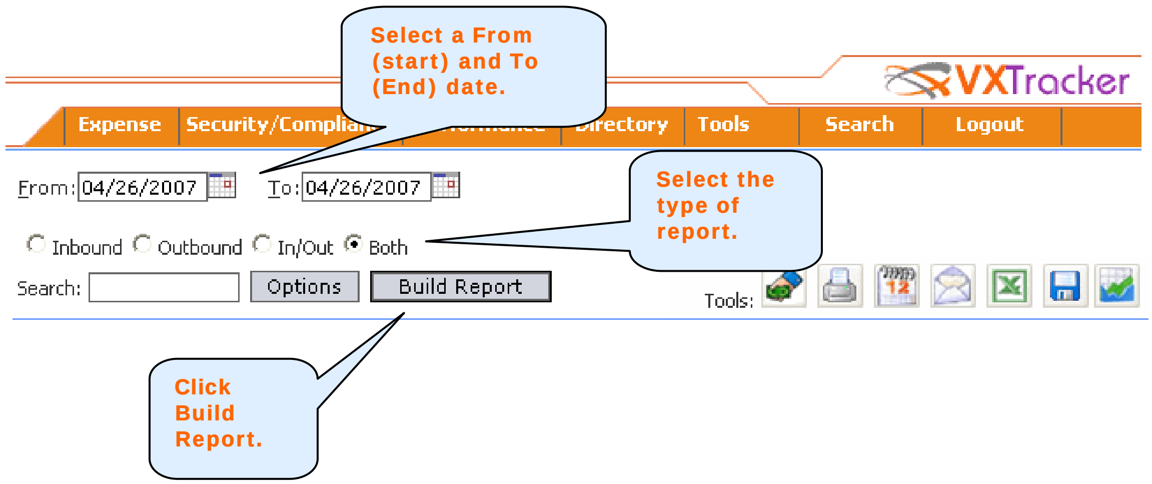
Packet by Route Report

The Packet by Route report shows summary data of all packets for specific routes. Routes are the paths that are created in VXTracker from one agent to another.

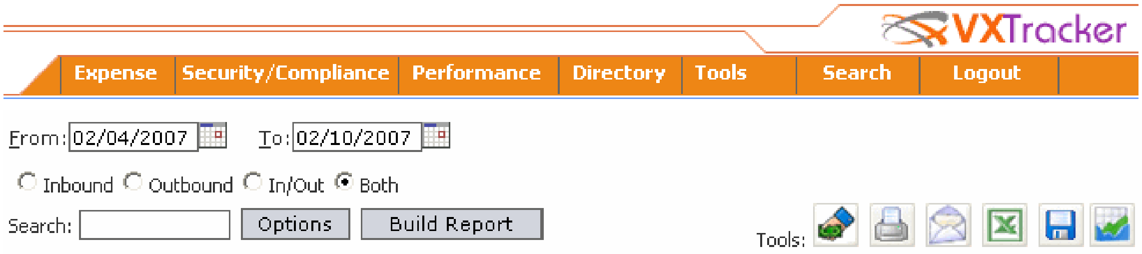
To open the Packet by Route report, go to the **Performance** menu and select **Packet, by Route.**



Next enter the report parameters such as the **From** and **To** dates and the **Type** of report. For details on filtering please refer to the **Filtering Reports** section of this document. When finished adding all report parameters click **Build Report.**

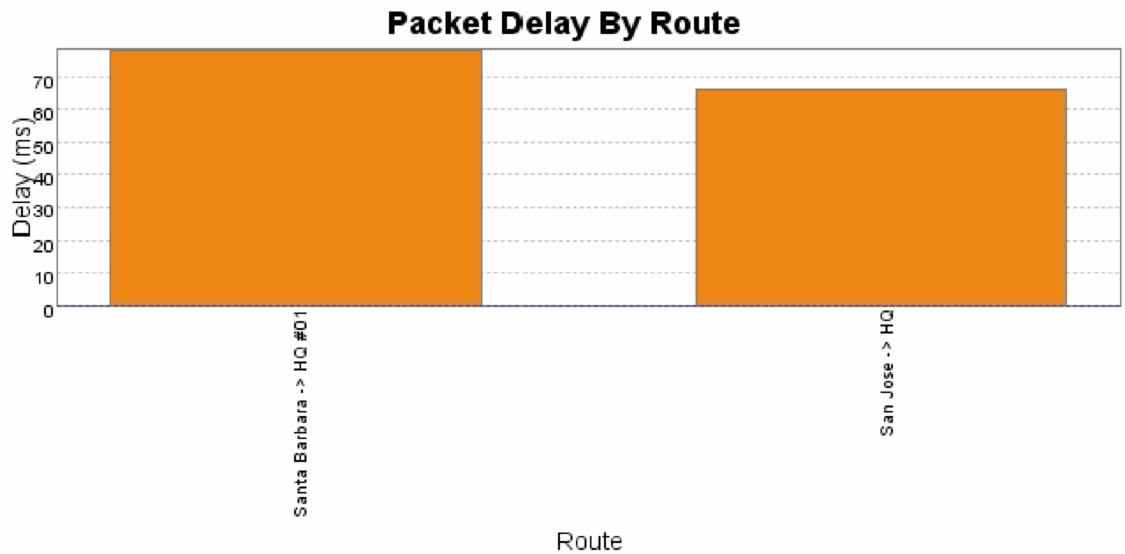


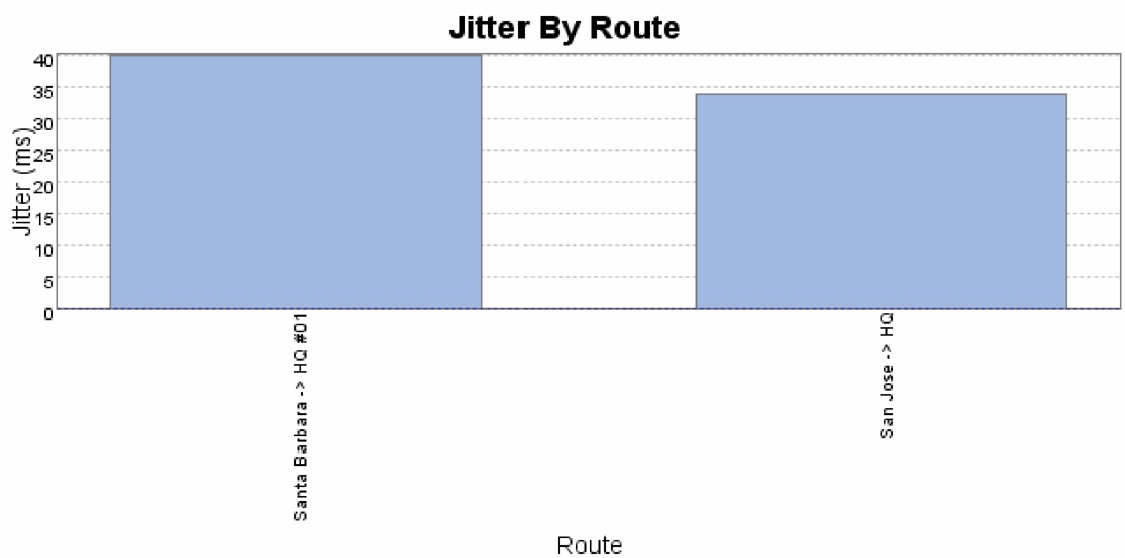
The following is an example of a Packet by Route summary report which displays the network performance by route (NetPerf Route).



Network Performance, Route 02/22/2007-02/22/2007

NetPerf Route	Max. Delay	Avg. Delay	Max. Jitter	Avg. Jitter	Max. Loss	Avg. Loss
San Jose -> HQ	235.2 ms	66.4 ms	97.8 ms	34.5 ms	2.0%	0.7%
Santa Barbara -> HQ #01	276.8 ms	78.1 ms	115.0 ms	40.6 ms	2.3%	0.8%
Totals:(2 item(s))	**276.8 ms**	**72.2 ms**	**115.0 ms**	**37.5 ms**	**2.3%**	**0.7 ms**

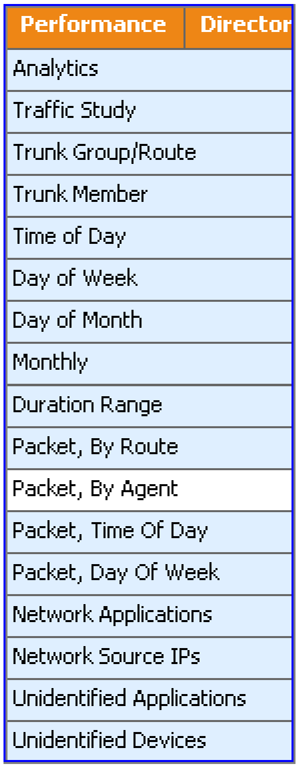




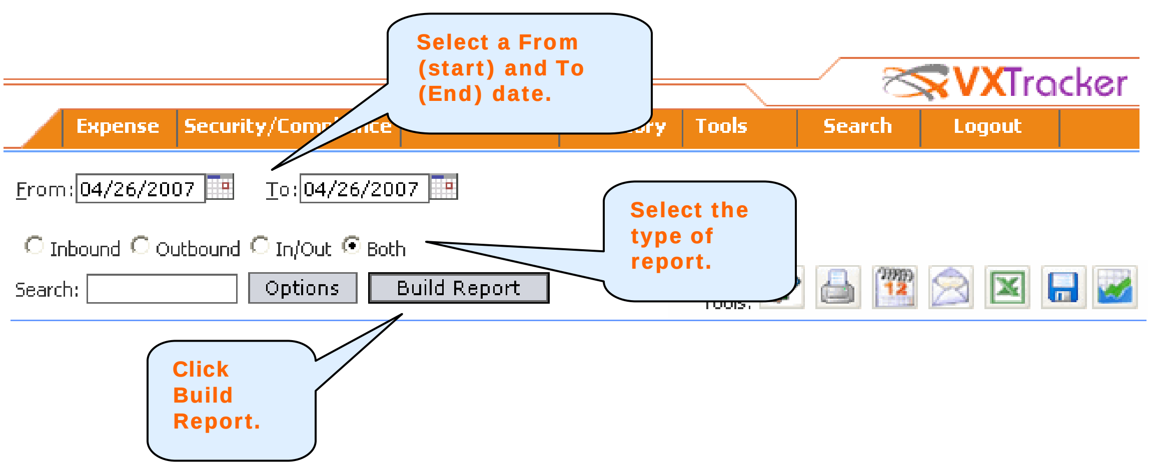
Packet by Agent Report

The Packet by Agent report shows summary data of all packets for specific agents. Agents are entities that collect and transfer data into VXTracker.

To open the Packet by Agent report, go to the **Performance menu** and select **Packet, by Agent.**



Next enter the report parameters such as the **From** and **To** dates and the **Type** of report. For details on filtering please refer to the **Filtering Reports** section of this document. When finished adding all report parameters click **Build Report.**



The following is an example of a Packet by Agent summary report which displays the network performance by System Agent.

VXTracker

Expense | Security/Compliance | Performance | Directory | Tools | Search | Logout

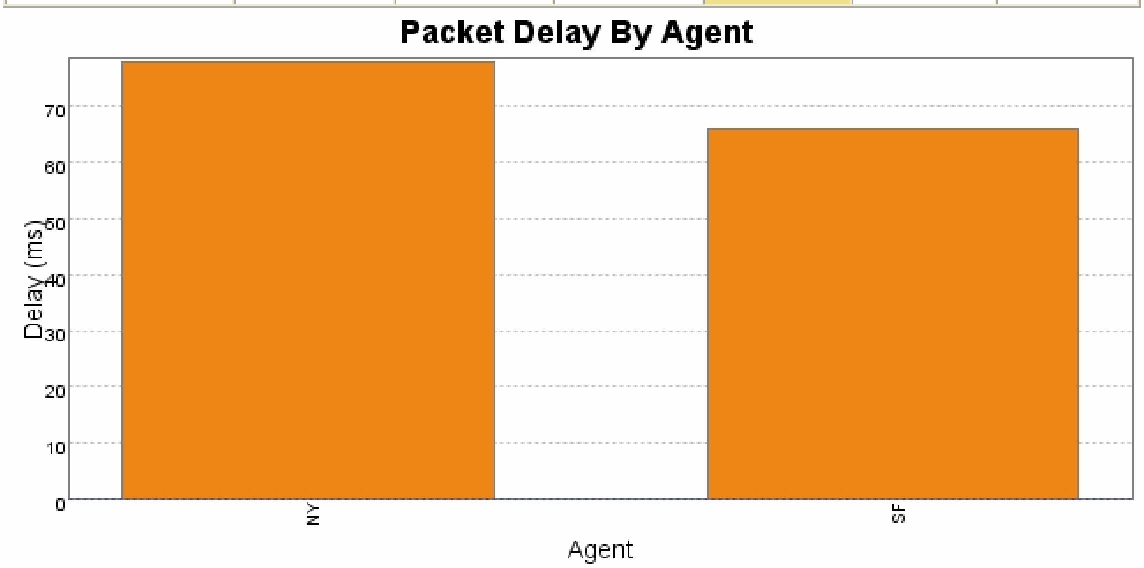
From: 04/25/2007 To: 04/25/2007

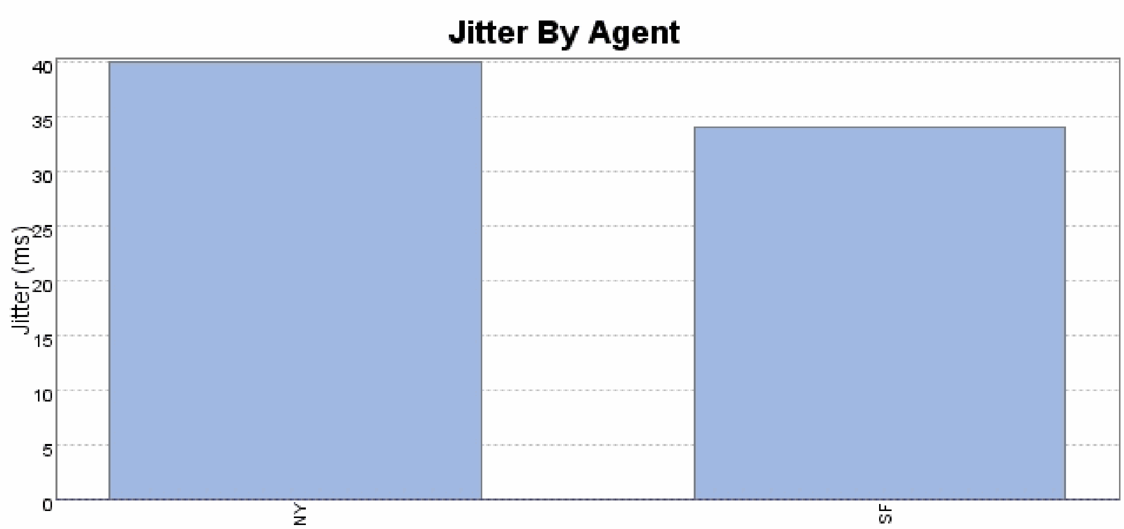
Search: Options Build Report Tools:

ABC Company

Network Performance 04/25/2007 00:00:00 -- 04/25/2007 23:59:59

System Agent	Max. Delay	Avg. Delay	Max. Jitter	Avg. Jitter	Max. Loss	Avg. Loss
NY	276.8 ms	78.1 ms	115.0 ms	40.6 ms	2.3%	0.8%
SF	235.2 ms	66.4 ms	97.8 ms	34.5 ms	2.0%	0.7%
Totals:(2 item(s))	**276.8 ms**	**72.2 ms**	**115.0 ms**	**37.5 ms**	**2.3%**	**0.7%**

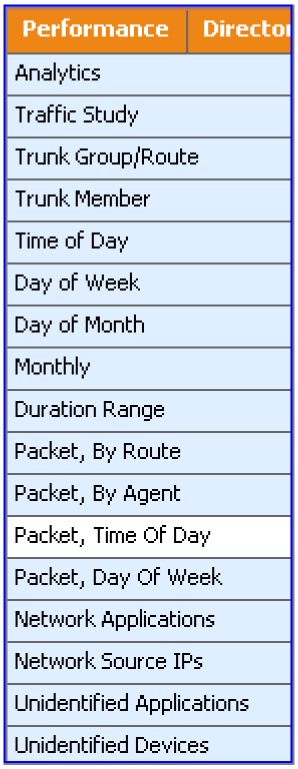




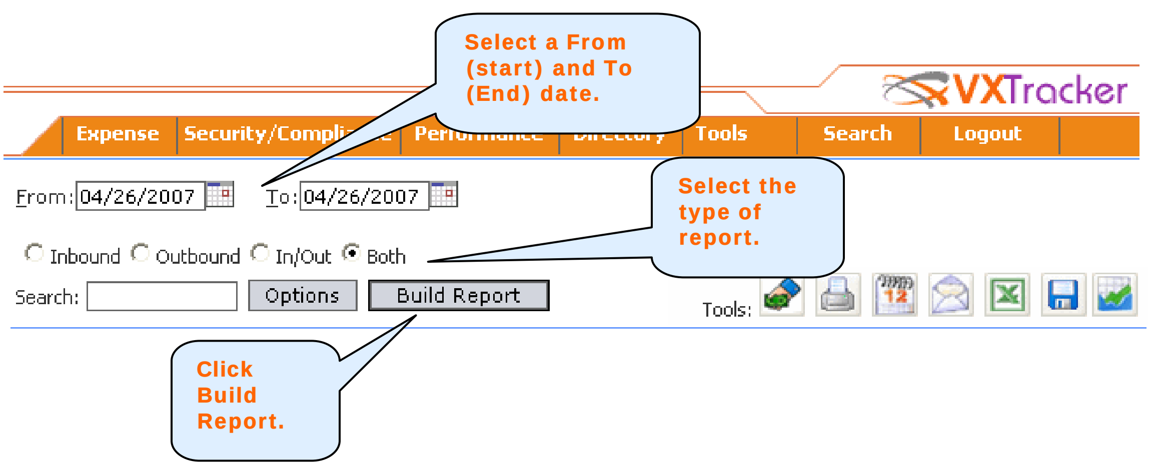
Packet by Time of Day Report

The Packet by Time of Day report shows summary data of all packets in one hour intervals during the day.

To open the Packet by Time of Day report, go to the **Performance menu** and select **Packet, Time of Day.**



Next enter the report parameters such as the **From** and **To** dates and the **Type** of report. For details on filtering please refer to the **Filtering Reports** section of this document. When finished adding all report parameters click **Build Report.**



The following is a sample of a Packet by Time of Day summary report which displays the network performance in hourly increments.

VXTracker

Expense | Security/Compliance | Performance | Directory | Tools | Search | Logout

From: 02/04/2007 To: 02/10/2007

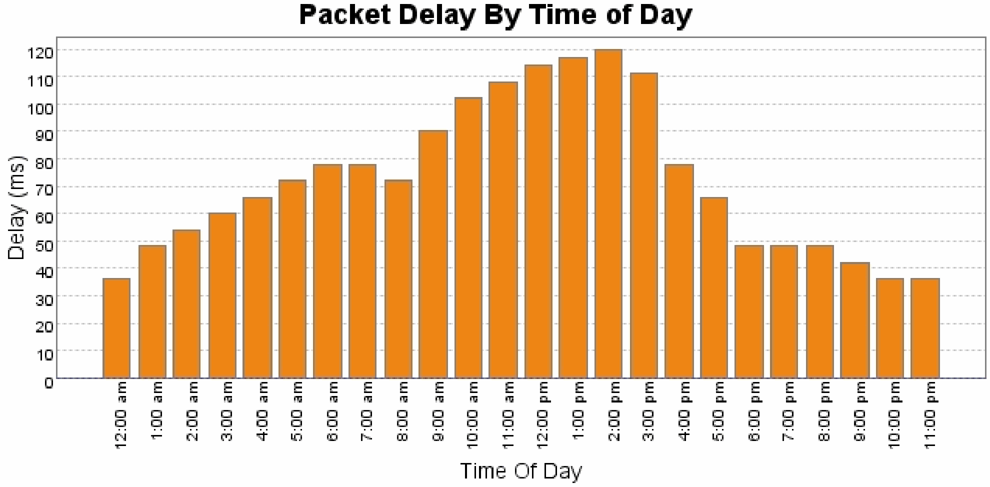
Inbound Outbound In/Out Both

Search: Options Build Report Tools:

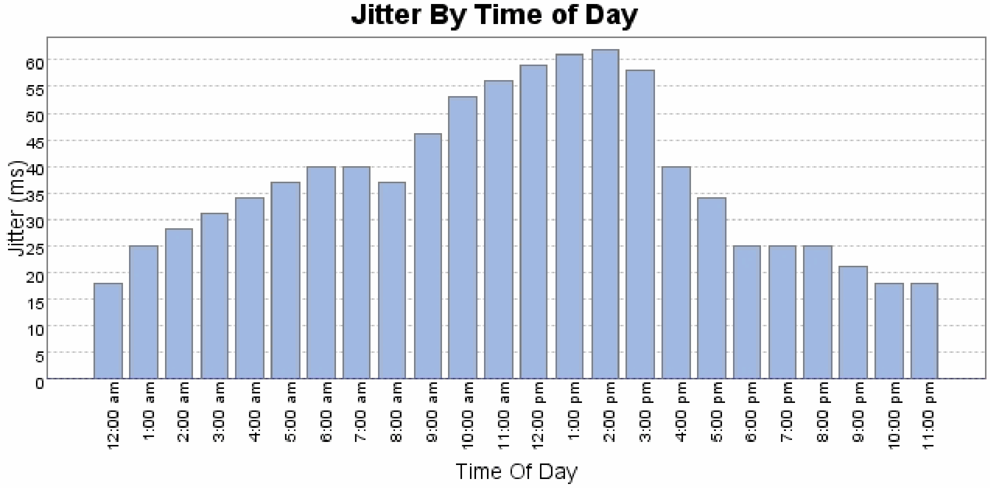
Network Performance, Time Of Day 02/22/2007-02/22/2007

Time Of Day	Max. Delay	Avg. Delay	Max. Jitter	Avg. Jitter	Max. Loss	Avg. Loss
12:00 am	83.0 ms	36.1 ms	34.5 ms	18.8 ms	0.7%	0.4%
1:00 am	110.7 ms	48.1 ms	46.0 ms	25.0 ms	0.9%	0.5%
2:00 am	124.5 ms	54.1 ms	51.8 ms	28.1 ms	1.0%	0.6%
12:00 pm	262.9 ms	114.2 ms	109.2 ms	59.4 ms	2.2%	1.2%
1:00 pm	271.2 ms	117.8 ms	112.7 ms	61.3 ms	2.2%	1.2%
2:00 pm	276.8 ms	120.3 ms	115.0 ms	62.5 ms	2.3%	1.2%
3:00 pm	257.4 ms	111.8 ms	106.9 ms	58.2 ms	2.1%	1.2%
4:00 pm	179.9 ms	78.2 ms	74.8 ms	40.6 ms	1.5%	0.8%
5:00 pm	152.2 ms	66.1 ms	63.2 ms	34.4 ms	1.3%	0.7%
Totals:(24 item(s))	**276.8 ms**	**72.2 ms**	**115.0 ms**	**37.5 ms**	**2.3%**	**0.7 ms**

Packet Delay By Time of Day



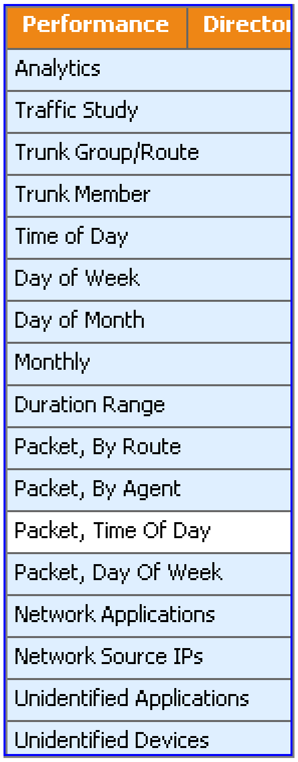
Jitter By Time of Day



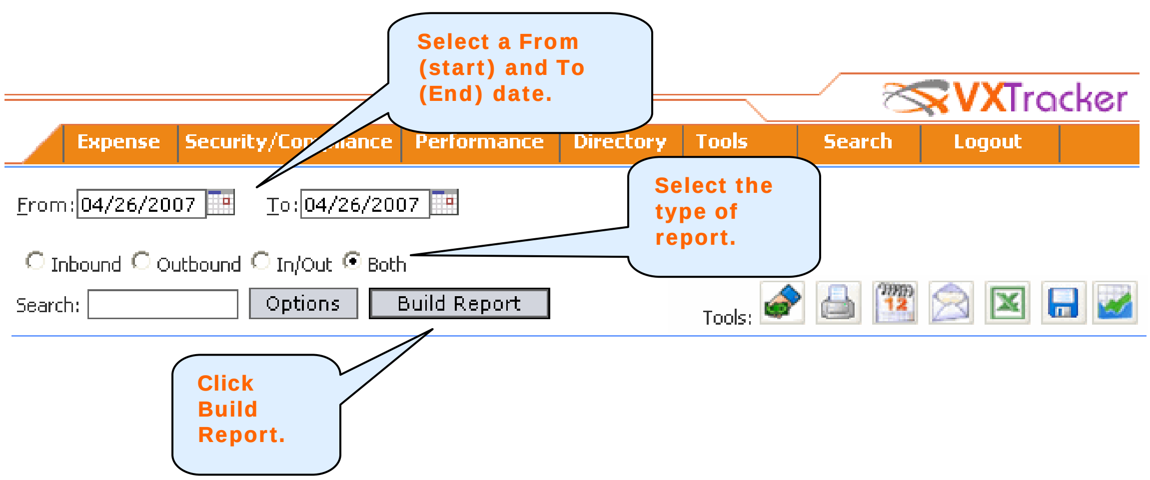
Packet by Day of Week Report

The Packet by Day of Week report displays summary data of all packets by the days of the week.

To open the Packet by Day of Week report, go to the **Performance** menu and select **Packet, Day of Week.**



Next enter the report parameters such as the **From** and **To** dates and the **Type** of report. For details on filtering please refer to the **Filtering Reports** section of this document. When finished adding all report parameters click **Build Report.**



The following is an example of a Packet by Day of Week summary report which displays the network performance in daily increments.

VXTracker

Expense | Security/Compliance | Performance | Directory | Tools | Admin | Start | Logout

From: 04/25/2007 To: 04/25/2007

Search: Options Build Report

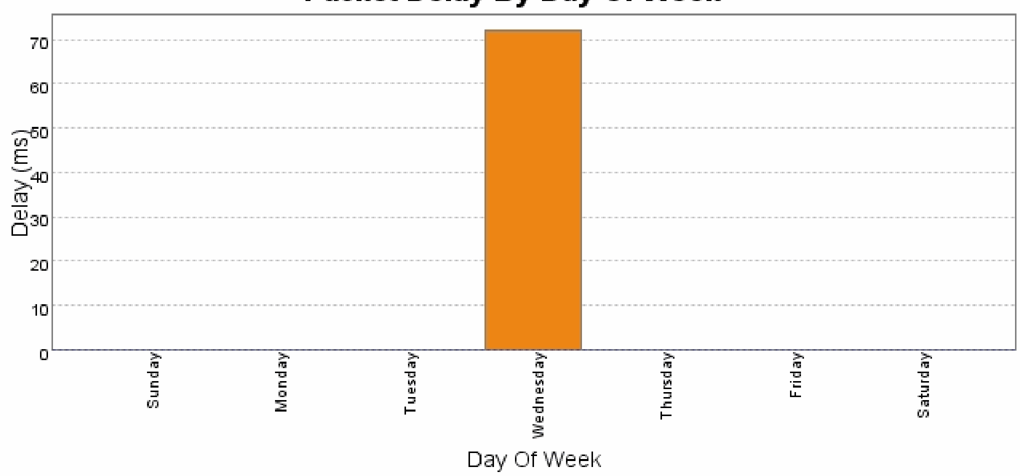
Tools:

ABC Company

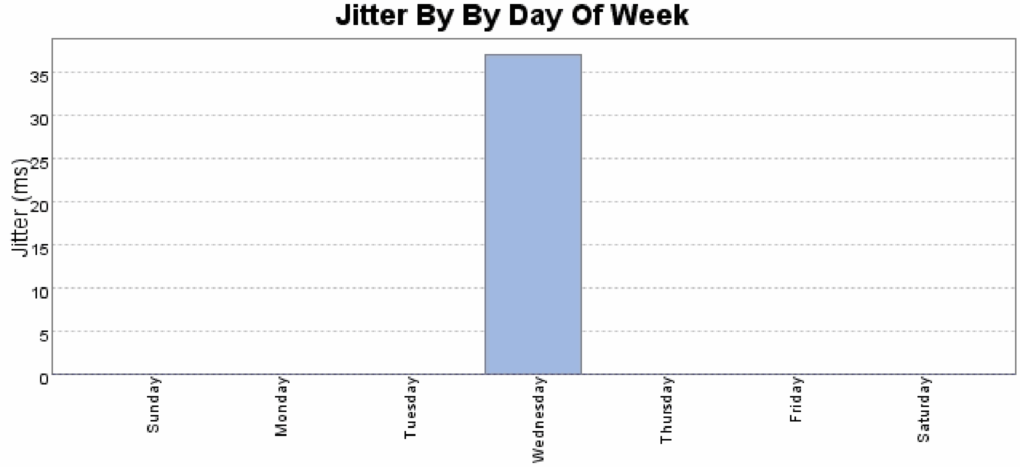
Network Performance, Day Of Week 04/25/2007 00:00:00 -- 04/25/2007 23:59:59

Day Of Week	Max. Delay	Avg. Delay	Max. Jitter	Avg. Jitter	Max. Loss	Avg. Loss
Sunday	0.0 ms	0.0 ms	0.0 ms	0.0 ms	0.0%	0.0%
Monday	0.0 ms	0.0 ms	0.0 ms	0.0 ms	0.0%	0.0%
Tuesday	0.0 ms	0.0 ms	0.0 ms	0.0 ms	0.0%	0.0%
Thursday	0.0 ms	0.0 ms	0.0 ms	0.0 ms	0.0%	0.0%
Wednesday	276.8 ms	72.2 ms	115.0 ms	37.5 ms	2.3%	0.7%
Friday	0.0 ms	0.0 ms	0.0 ms	0.0 ms	0.0%	0.0%
Saturday	0.0 ms	0.0 ms	0.0 ms	0.0 ms	0.0%	0.0%
Totals:(7 item(s))	**276.8 ms**	**10.3 ms**	**115.0 ms**	**5.4 ms**	**2.3%**	**0.1%**

Packet Delay By Day Of Week



Jitter By By Day Of Week

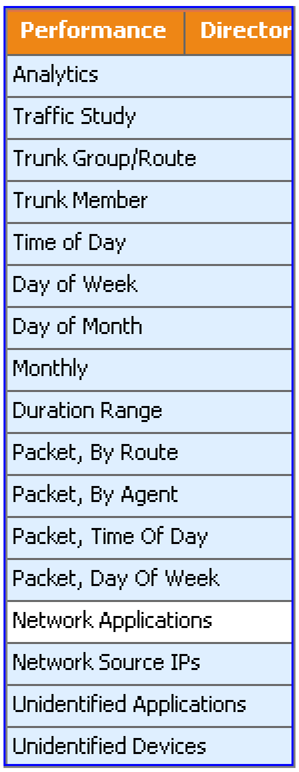


Network Applications Report

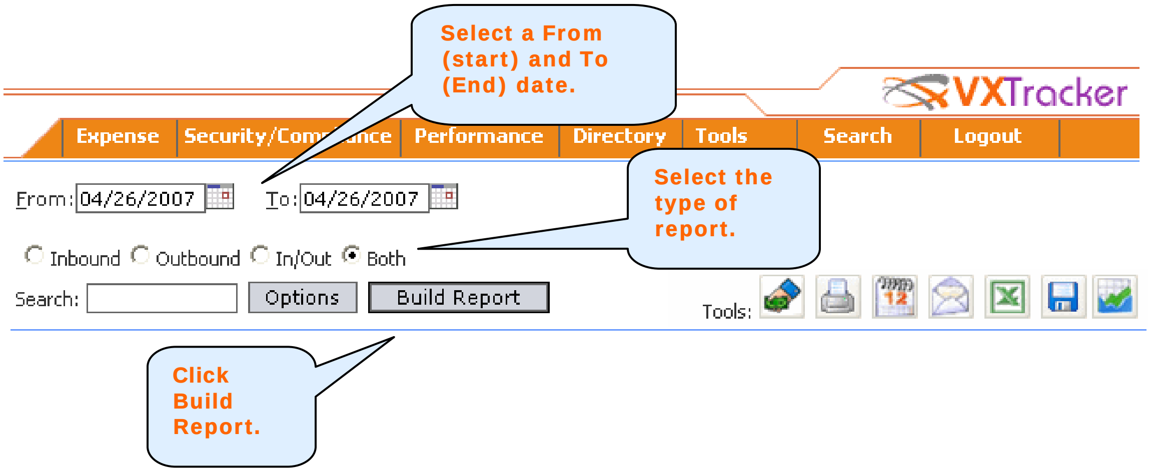
The Network Applications report, also referred to as the Network App report, shows summary data by application name and displays the bandwidth used by the applications within a given period of time. It lists summary totals including:

- **Application** – the name of the application or, if unidentified, the port number being tracked.
- **Total Bytes** - the total number of bytes being used.
- **% of Total Bytes** - the percentage of total bytes the application is using in relation to all of the bytes used by all of the applications.
- **Avg. kb per sec.** - the average number of kilobytes used per second.
- **Total Packets** - the total number of packets tracked.
- **% of Total Packets** - the percentage of total packets the application is using in relation to all of the packets used by all of the applications.

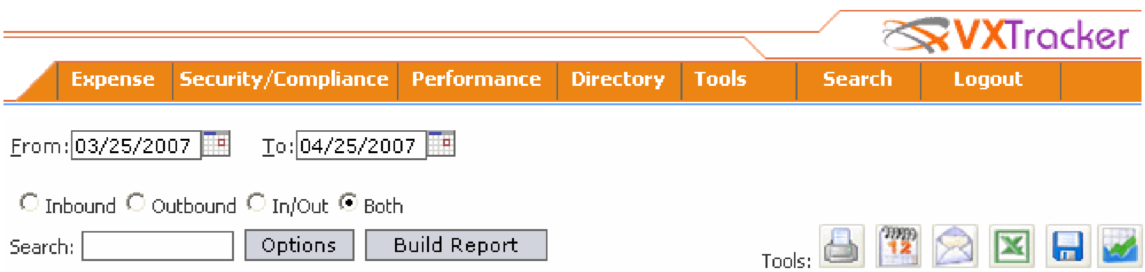
To open the Network Applications report, go to the **Performance** menu and select **Network Applications**.



Next enter the report parameters such as the **From** and **To** dates and the **Type** of report. For details on filtering please refer to the **Filtering Reports** section of this document. When finished adding all report parameters click **Build Report.**



The following is a sample of a Network Applications summary report.



ABC Company

Network Applications 04/25/2007 00:00:00 -- 04/25/2007 23:59:59

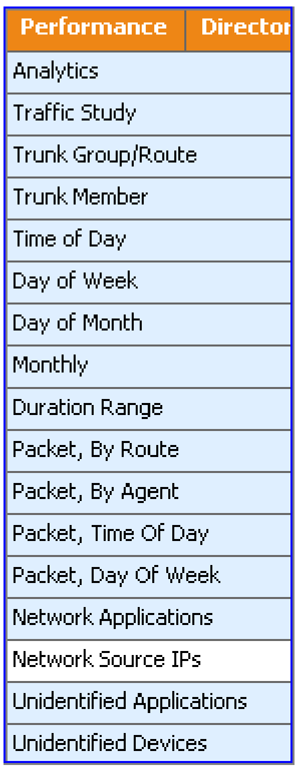
Application	Total Bytes	% of Total Bytes	Avg. Kb per sec.	Total Packets	% of Total Packets
VoIP	25,606,074.0 Kb	86.69	296.9	2,344,157	65.88
Http	1,877,641.2 Kb	6.36	22.2	469,996	13.21
POP-3	422,682.3 Kb	1.43	4.9	120,366	3.38
Unidentified App (4219)	382,885.8 Kb	1.30	62.2	25,164	0.71
Http 8080	348,321.2 Kb	1.18	10.8	55,314	1.55
Printer PDL Data Stream	286,792.6 Kb	0.97	14.2	23,112	0.65
MS-SQL Server	147,049.1 Kb	0.50	1.7	47,114	1.32
SSL	135,994.9 Kb	0.46	6.6	106,361	2.99
SMTP	56,278.3 Kb	0.19	0.7	12,799	0.36

Network Source IP Report

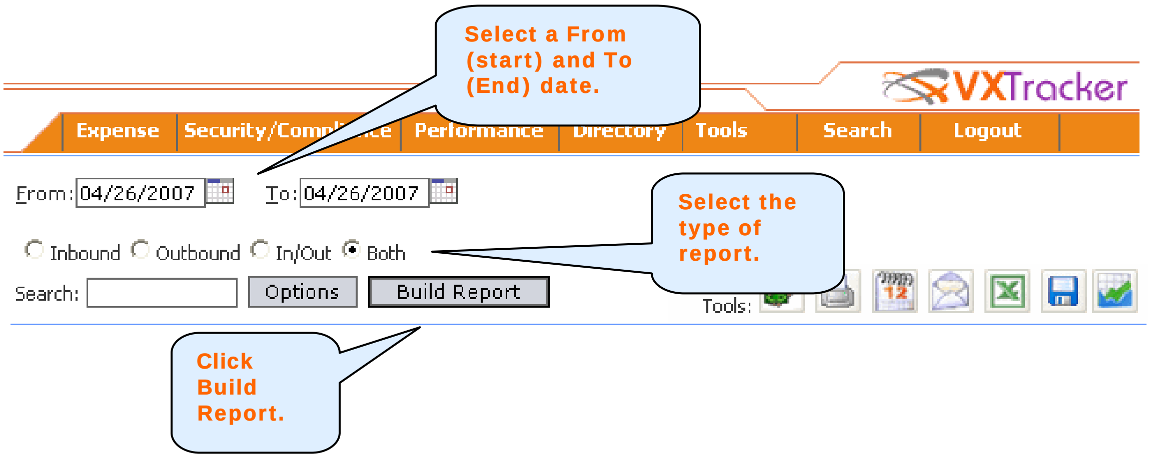
The Network Source IP report shows summary data by the network source IP address | name and displays the bandwidth used by the network source IPs for a given period of time. Similar to the Network Applications report it includes:

- **Source IP–** the IP address and name of the application being tracked. If unassigned it will be a MAC (Media Access Control) address.
- **Total Bytes** - the total number of bytes being used.
- **% of Total Bytes** - the percentage of total bytes the application is using in relation to all of the bytes used by all of the applications.
- **Avg. kb per sec.** - the average number of kilobytes used per second.
- **Total Packets** - the total number of packets tracked.
- **% of Total Packets** - the percentage of total packets the application is using in relation to all of the packets used by all of the applications.

To open the Network Source IP report, go to the **Performance** menu and select **Network Source IPs**.



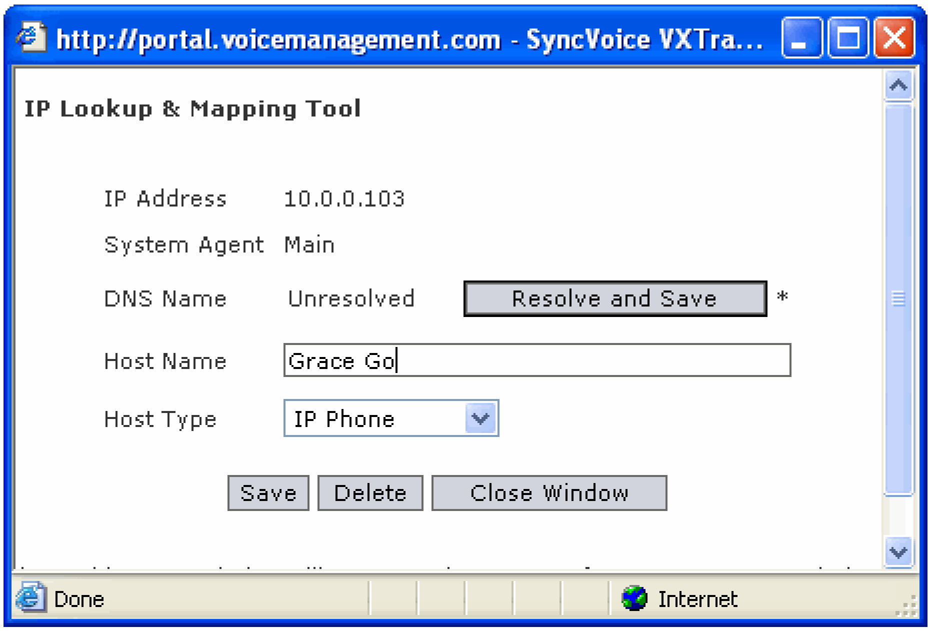
Next enter the report parameters such as the **From** and **To** dates and the **Type** of report. For details on filtering please refer to the **Filtering Reports** section of this document. When finished adding all report parameters click **Build Report.**



The following is a sample of a Network Source IPs summary report.

Source IP	Total Bytes	% of Total Bytes	Avg. Kb per sec.	Total Packets	% of Total Packets
10.0.0.103 gateway1	7,682,602.0 Kb	26.01	88.9	238,205	6.69
10.0.0.103 kerrylaptop.syncvoice.com	7,682,600.5 Kb	26.01	88.9	238,203	6.69
10.0.0.103 jay_workman.syncvoice.com	7,682,599.0 Kb	26.01	88.9	238,197	6.69
10.0.0.1 appserver1.syncvoice.com	471,798.7 Kb	1.60	5.5	517,902	14.55
10.0.0.1 appserver1.syncvoice.com	464,689.8 Kb	1.57	5.4	508,691	14.30
10.0.0.1 appserver1.syncvoice.com	463,033.3 Kb	1.57	5.4	507,376	14.26
10.0.0.11 goldmineserver.syncvoice.com	432,105.3 Kb	1.46	5.0	44,593	1.25
10.0.0.11 Goldmine Server	429,472.5 Kb	1.45	5.0	43,923	1.23

Click one of the **Source IP** links to open the IP Lookup & Mapping Tool dialog. In this example it shows that the Host Type is an IP Phone that belongs to Grace Go (Host Name). The DNS state is unresolved which means that it has not communicated with the DNS server and it is the main System Agent with an IP Address of 10.0.0.103. This information can be beneficial when troubleshooting or when looking for detailed information.

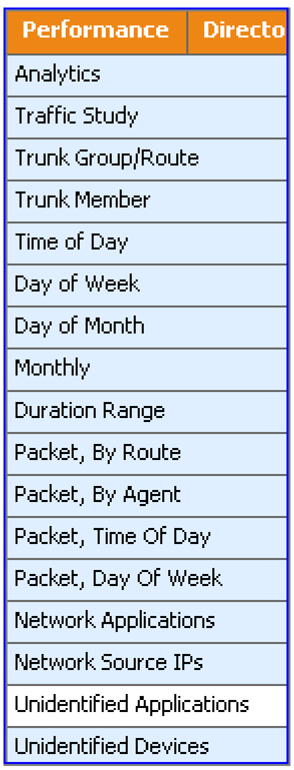


Unidentified Application Reports

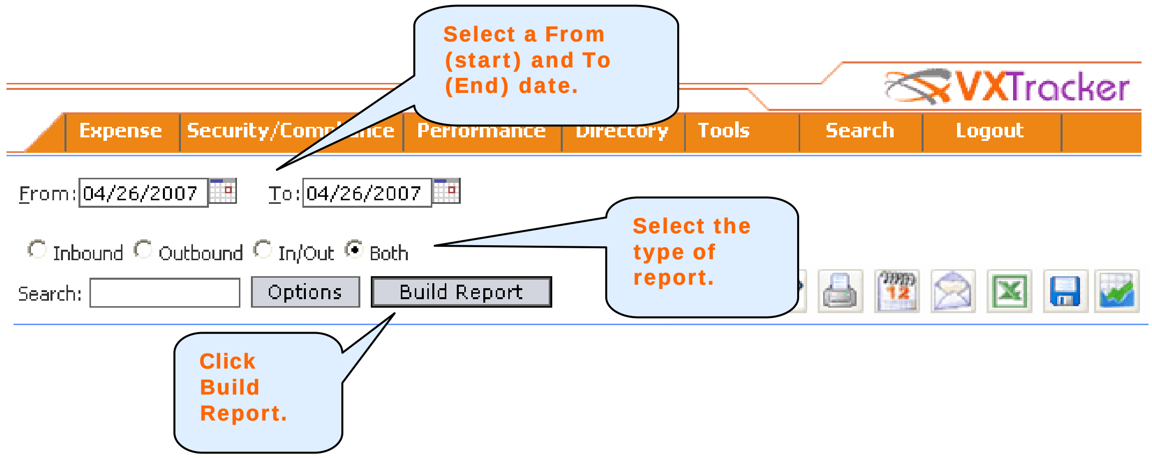
The Unidentified Applications report, also referred to as Unidentified App report, shows the summary of all statistics for any application that VXTracker cannot identify or that is not mapped in the system. Also similar to the Network Applications report this lists the summary totals which include:

- **Application** – the port number being tracked because the name is unidentified.
- **Total Bytes** - the total number of bytes being used.
- **% of Total Bytes** - the percentage of total bytes the application is using in relation to all of the bytes used by all of the applications.
- **Avg. kb per sec.** - the average number of kilobytes used per second.
- **Total Packets** - the total number of packets tracked.
- **% of Total Packets** - the percentage of total packets the application is using in relation to all of the packets used by all of the applications.

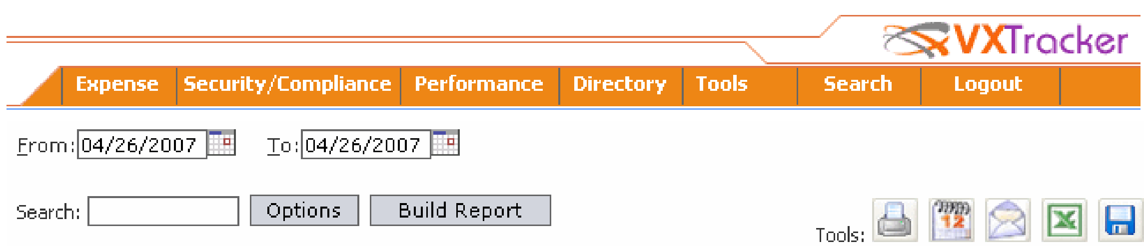
To open the Unidentified Applications report, go to the **Performance** menu and select **Unidentified Applications.**



Next enter the report parameters such as the **From** and **To** dates and the **Type** of report. For details on filtering please refer to the **Filtering Reports** section of this document. When finished adding all report parameters click **Build Report.**



The following is a sample of an Unidentified Applications summary report. To sort by any column simply click on the column header.



ABC Company

Unidentified Applications 04/26/2007 00:00:00 -- 04/26/2007 23:59:59

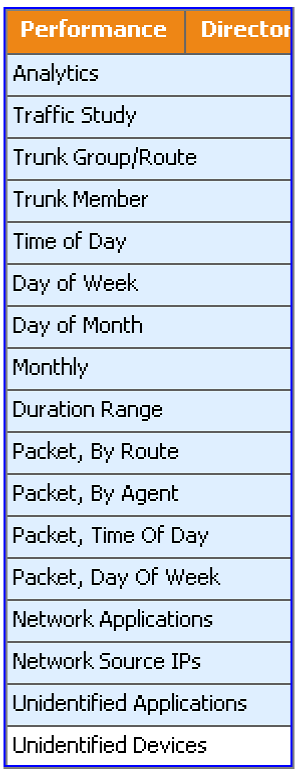
Application	Total Bytes	% of Total Bytes	Avg. Kb per sec.	Total Packets	% of Total Packets
Port -1	55,586.6 Kb	39.33	0.6	200,795	83.88
Port 5900	36,938.6 Kb	26.13	4.9	23,227	9.70
Port 4903	12,963.3 Kb	9.17	2.7	7,681	3.21
Port 28784	4,962.9 Kb	3.51	0.1	21	0.01
Port 58096	2,431.4 Kb	1.72	0.4	279	0.12
Port 28524	1,851.0 Kb	1.31	0.0	9	0.00
Port 37561	1,471.2 Kb	1.04	0.2	3	0.00

Unidentified Devices

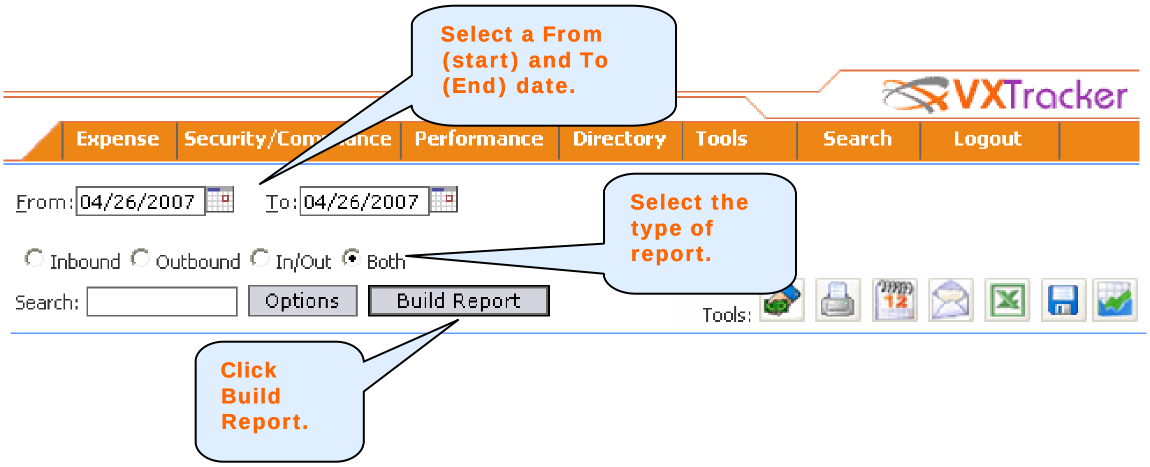
The Unidentified Devices report shows the summary of all statistics for any hardware device that VXTracker cannot identify or that is not mapped in the system. Similar to the Network Source IP report it includes:

- **Source IP**– the IP address and name of the application being tracked. If unassigned it will be a MAC (Medium Access Control) address.
- **Total Bytes** - the total number of bytes being used.
- **% of Total Bytes** - the percentage of total bytes the application is using in relation to all of the bytes used by all of the applications.
- **Avg. kb per sec.** - the average number of kilobytes used per second.
- **Total Packets** - the total number of packets tracked.
- **% of Total Packets** - the percentage of total packets the application is using in relation to all of the packets used by all of the applications.

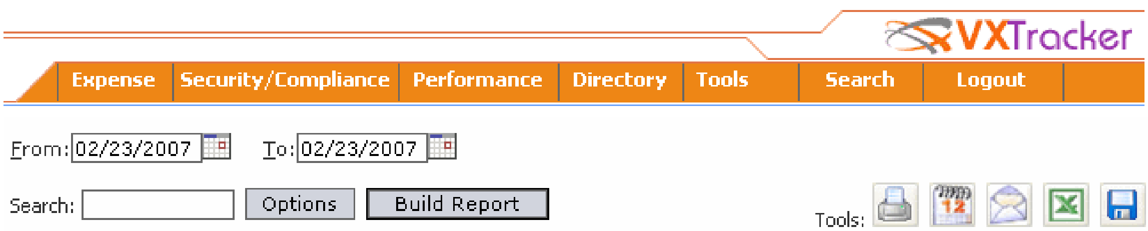
To open the Unidentified Devices report, go to the **VoIP** menu and select **Unidentified Devices**.



Next enter the report parameters such as the **From** and **To** dates and the **Type** of report. For details on filtering please refer to the **Filtering Reports** section of this document. When finished adding all report parameters click **Build Report.**



The following is a sample of an Unidentified Devices summary report.

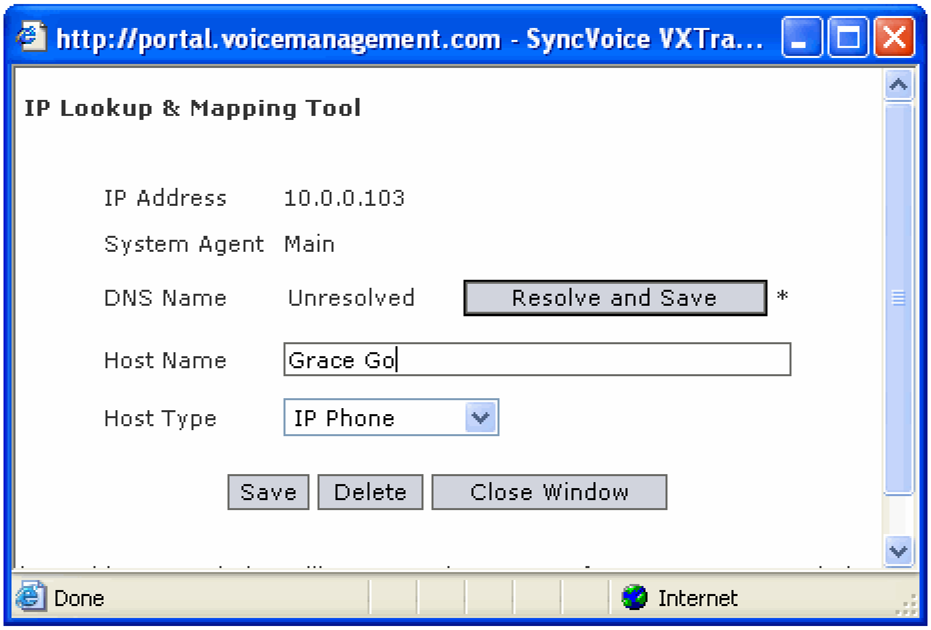


ABC Company

Unidentified Devices 02/23/2007-02/23/2007

Source IP	Total Bytes	% of Total Bytes	Avg. Kb per sec.	Total Packets	% of Total Packets
208.57.0.46	68,048.0 Kb	6.38	0.8	5,969	1.88
208.57.0.46	66,124.9 Kb	6.19	0.8	5,779	1.82
10.0.0.4	58,991.6 Kb	5.53	0.7	35,365	11.13
207.44.238.79	56,706.5 Kb	5.31	0.7	5,524	1.74
207.44.238.79	56,706.5 Kb	5.31	0.7	5,524	1.74
207.44.238.79	56,706.5 Kb	5.31	0.7	5,524	1.74
10.0.0.254	19,486.8 Kb	1.83	0.2	32,969	10.38
69.74.45.134	19,135.4 Kb	1.79	0.2	1,904	0.60

Click one of the **Source IP** links to open the IP Lookup & Mapping Tool. Using the Network Source IP report example, this shows that the Host Type is an IP Phone that belongs to Grace Go (Host Name). The DNS state is unresolved which means that it has not communicated with the DNS server and it is the main System Agent with an IP Address of 10.0.0.103. This information can be beneficial when troubleshooting or when looking for detailed information.



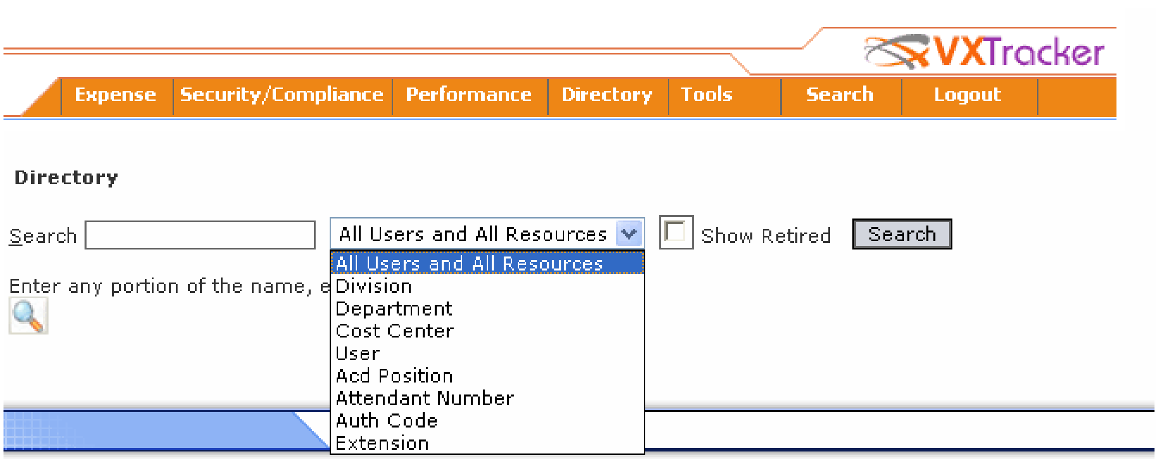
Directory

The VXTracker Directory now includes two views. Each view allows for searching of users, divisions, departments, extensions or any Accountable Entity (AE) that exists within an organization. Using the Classic view you can search the directory tree structure by typing in any part of a name, extension or resource. While using the Custom View you can dynamically search your company directory. By creating your own custom views you can organize and search according to your own specific needs. For example, you can organize a view using specific fields such as First Name, Last Name, and (Accountable Entity) AE. When searching you can then type in part or all of any of the fields and dynamically find search results as you type.

Classic View

To begin using the VXTracker Directory go to the **Directory** menu and select **Classic View.**

This will open the Directory with the search options. Type the name (or any portion of it), extension or resource that you want to search for and select the resource type. If desired select the **Show Retired** checkbox to include all retired AEs (Accountable Entities). Click **Search** when all parameters have been added.

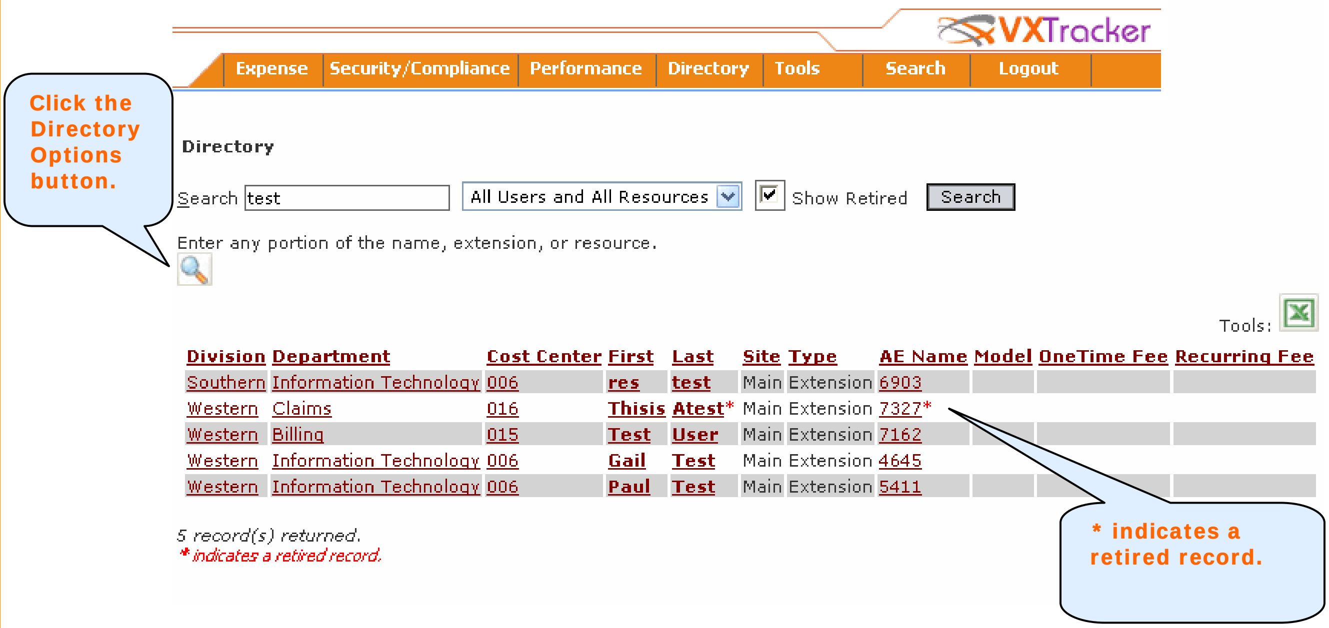


Some of the more commonly searched resources are:

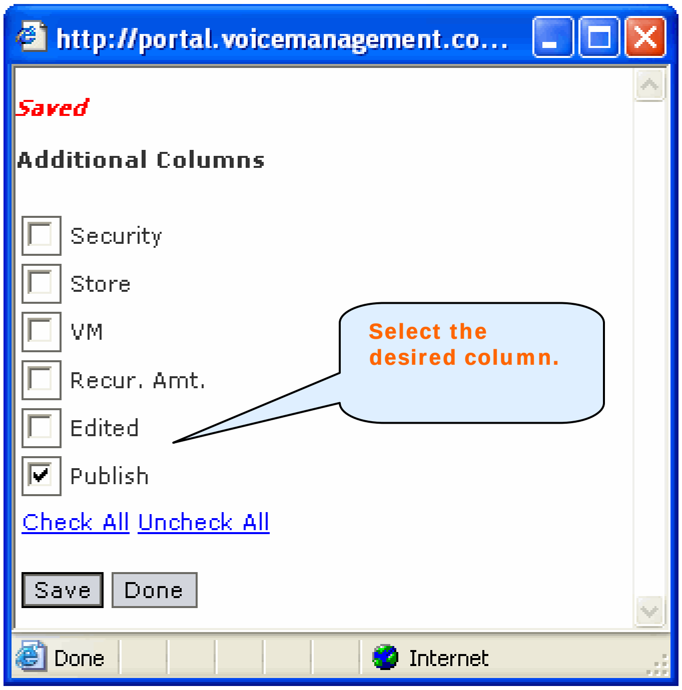
- **All Users and All Resources** - this searches everything within your organization. This may take longer but it is the most thorough.
- **Division** - a part of an organization such as the accounting division.
- **Department** - like a division this is a part of an organization such as the sales department.
- **Cost Center** - often affiliated with customer service.
- **User** - generally the person or resource receiving or making the calls.

- **Acd Position** – AE owned by a user who an ACD Agent ID in a queue.
- **Auth Code** - the authorization code that allows for management of toll calls.
- **Extension** - the number associated with an AE where calls are made, such as 2137.

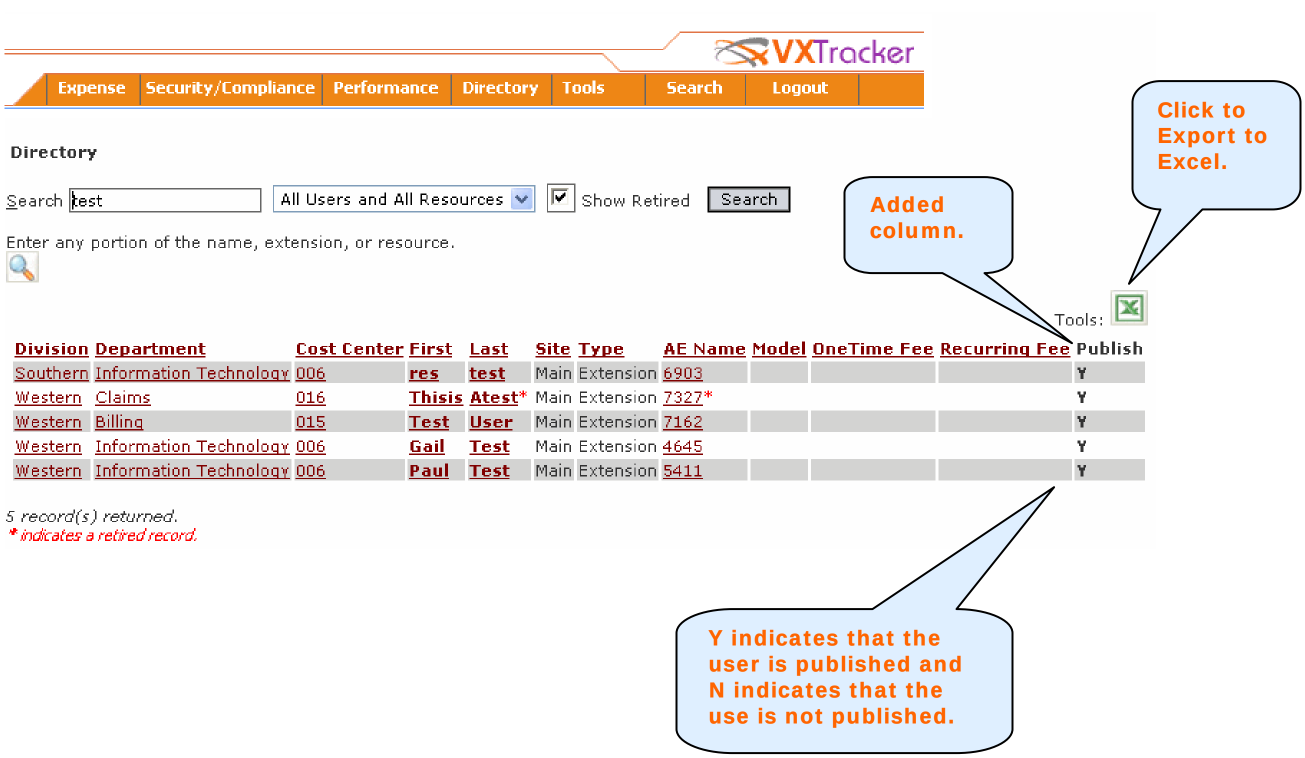
The following is a sample of a search result report generated in the VXTracker Directory. Notice that the retired records have a red asterisk next to them indicating that they are retired.



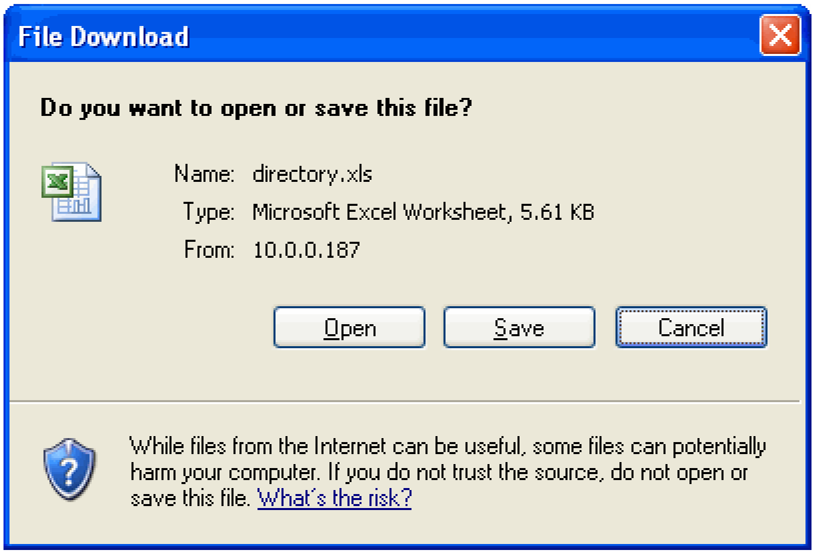
Options are also included in the Directory. These Options allow for additional columns to be added to the Directory page. Click the **Options** button to open the Options dialog. To add additional columns simply select the checkbox and click **Save** and **Done**.



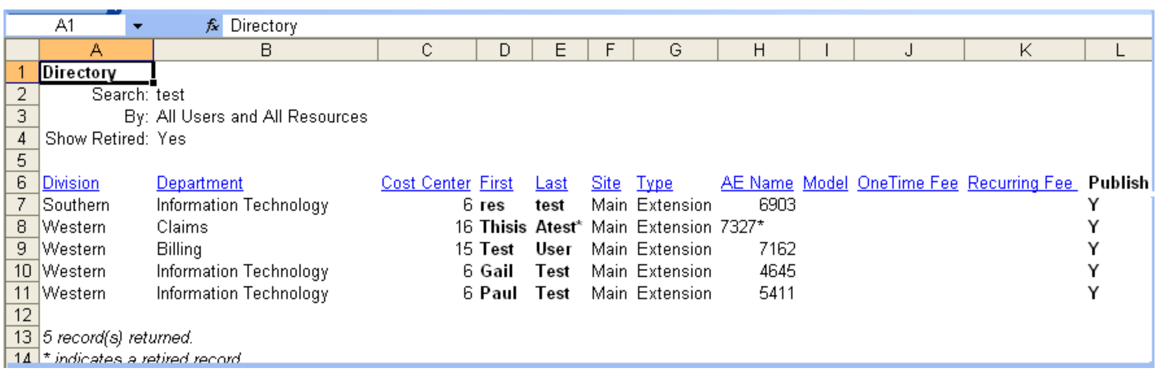
Then click the **Search** button to refresh the window and the newly added column will appear with all relevant information. In this example **Publish** is the selected column which indicates whether or not (**Y**es or **N**o) the user is published and visible within the company directory.



Finally you can export the Directory Search results to an Excel Spreadsheet for optional managing and editing purposes. By clicking the link to Excel the File Download dialog opens where you can choose to **Open, Save** or **Cancel** the export.



To generate a report for immediate viewing click **Open.**



	A	B	C	D	E	F	G	H	I	J	K	L
1	Directory											
2	Search:	test										
3	By:	All Users and All Resources										
4	Show Retired:	Yes										
5												
6	Division	Department	Cost Center	First	Last	Site	Type	AE Name	Model	OneTime Fee	Recurring Fee	Publish
7	Southern	Information Technology	6	res	test	Main	Extension	6903				Y
8	Western	Claims	16	Thisis	Atest*	Main	Extension	7327*				Y
9	Western	Billing	15	Test	User	Main	Extension	7162				Y
10	Western	Information Technology	6	Gail	Test	Main	Extension	4645				Y
11	Western	Information Technology	6	Paul	Test	Main	Extension	5411				Y
12												
13	5 record(s) returned.											
14	* indicates a retired record											

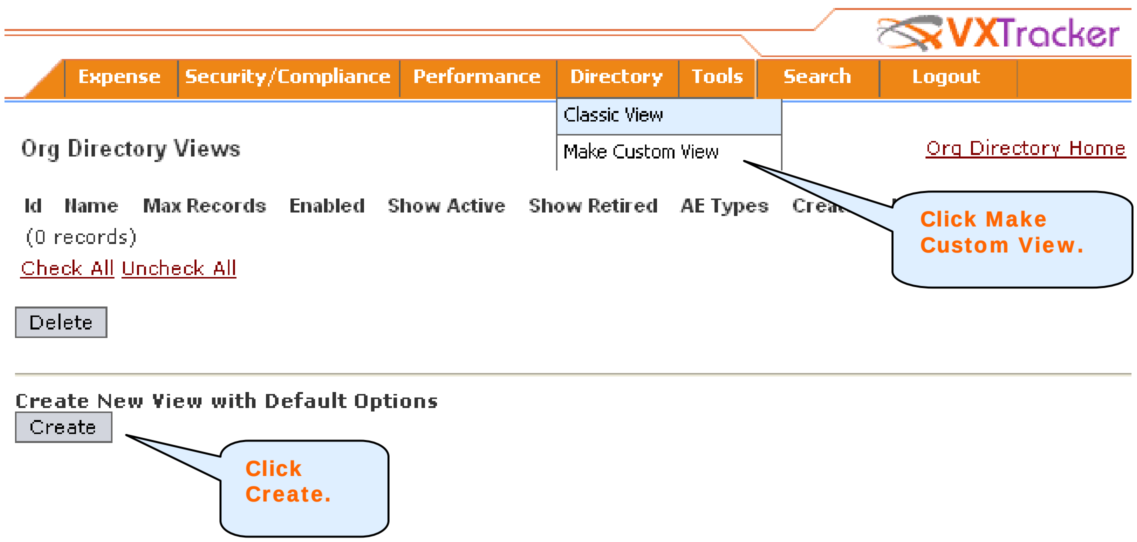
To edit the report at a later time click **Save** and to cancel out of the report click **Cancel**.

Custom View

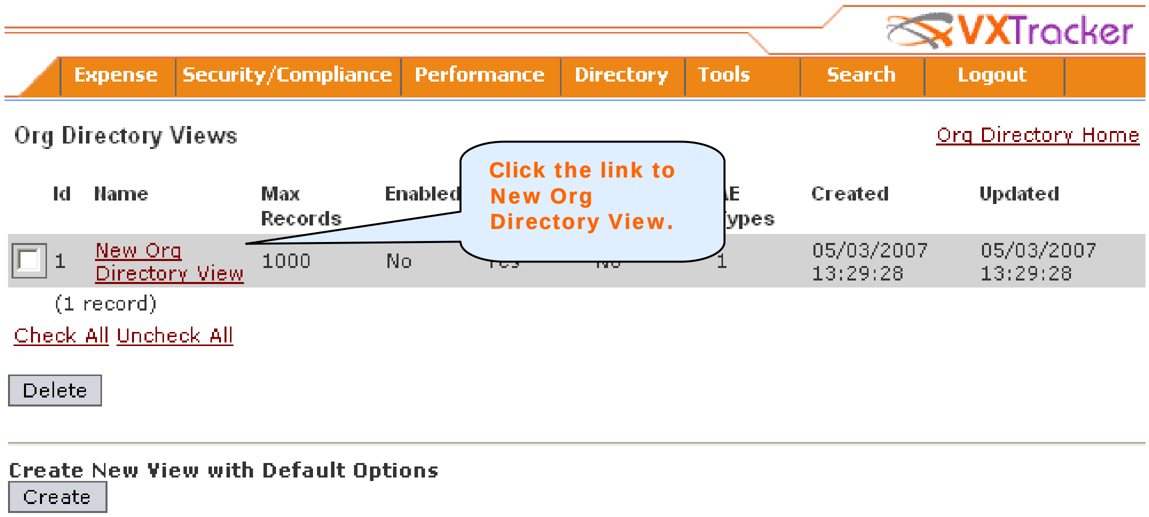
Step 1: Creating the Custom View

The following steps will go through the process of creating a sample Custom View and ways in which to use it.

From the **Directory** menu click the link to **Make Custom View** to bring up the Org Directory Views page. Then click the link to **Create**.



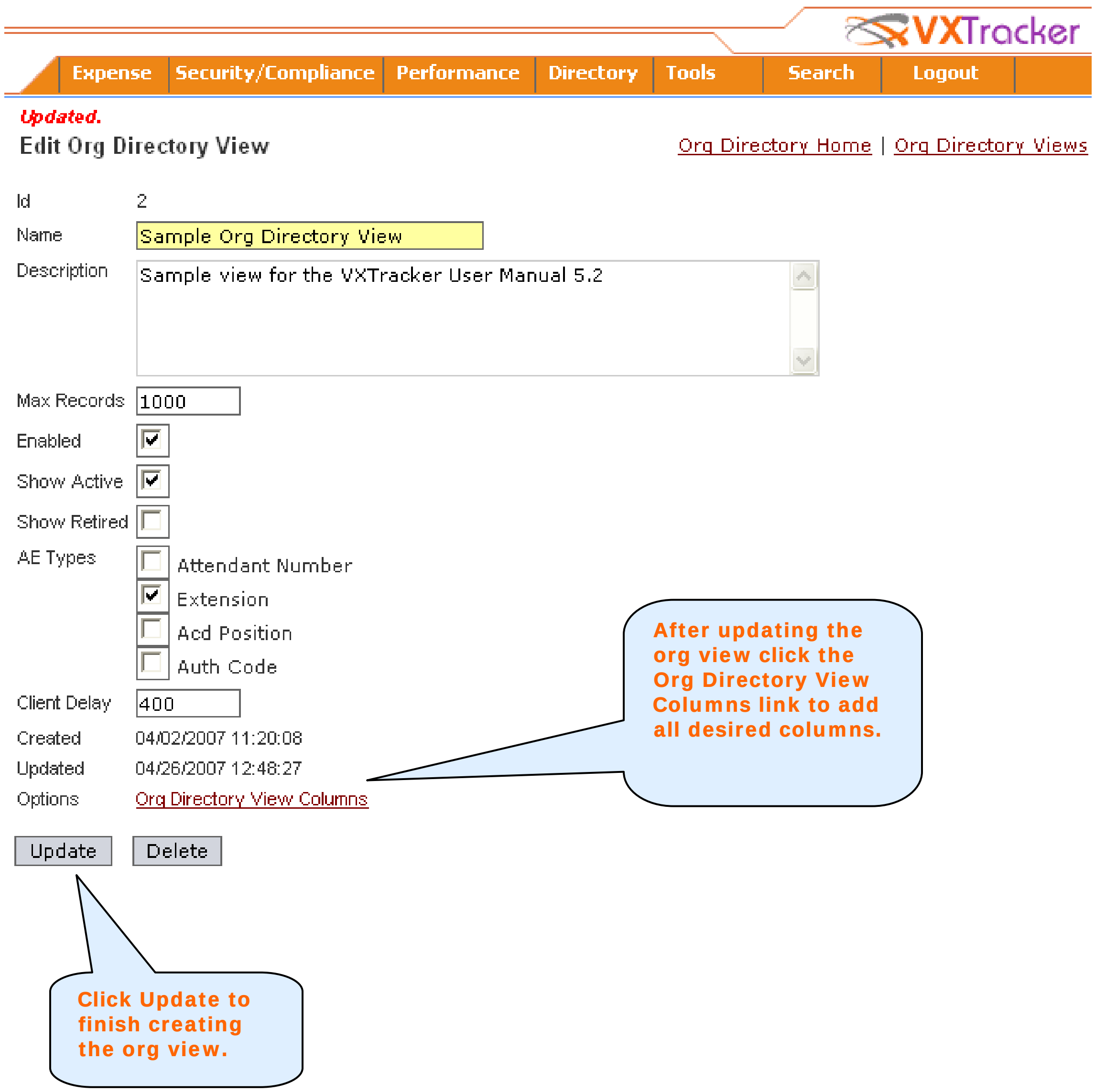
Once refreshed the page displays a new default blank directory. Click the link to **New Org Directory View** to start creating your new view.



This will open the Edit Org Directory View where you will add and select all necessary information for your org. These include:

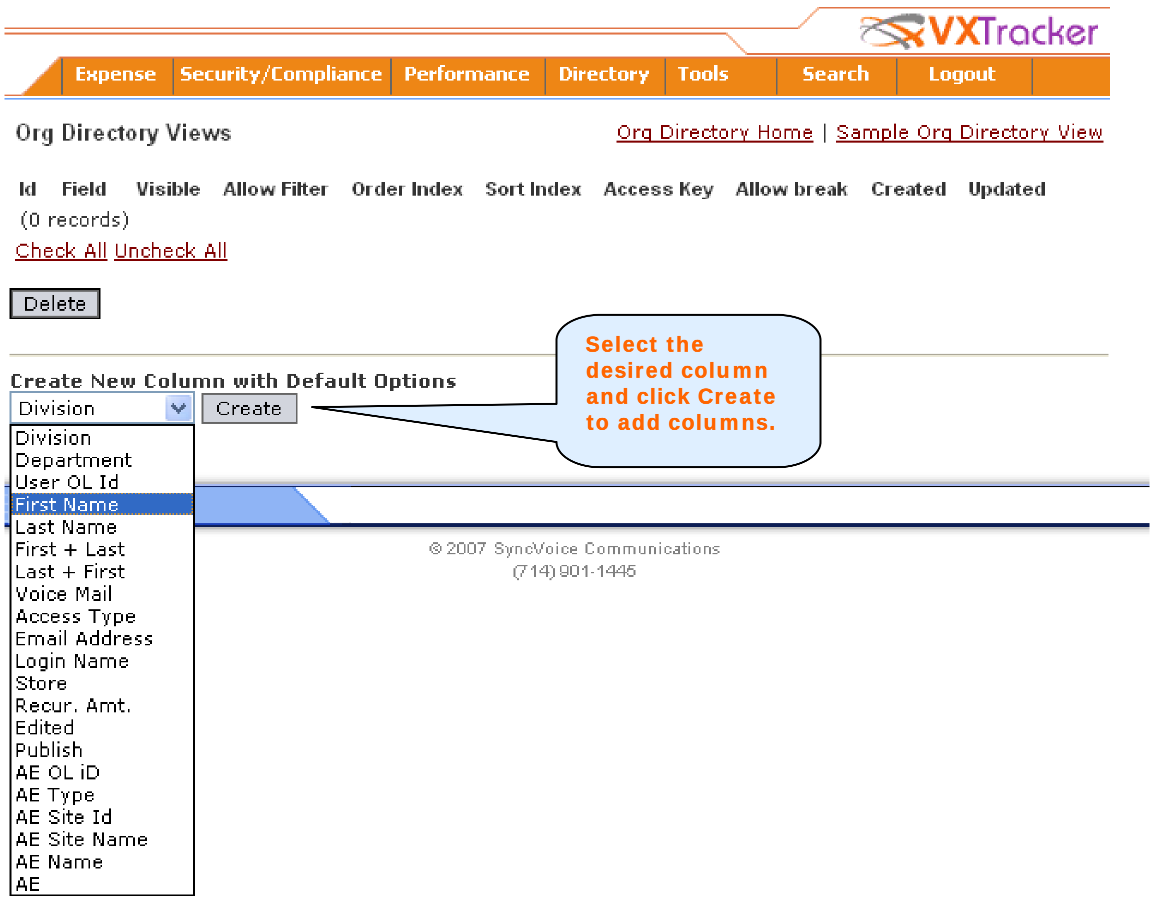
- **Name** – this is what your org view will be called.
- **Description** – this is what the org view is or whatever best describes this part of your org.
- **Max. Records** – these are the maximum amount of records displayed on one directory page.
- **Enabled** – check this to activate the custom view.
- **Show Active** – check this to display all current and active org members.
- **Show Retired** – check this to display all members that are no longer active or current members of the org.
- **All Types** – check all applicable Accountable Entities (AEs) that will belong to this org.
- **Client Delay** – this is the time that it takes for the page to refresh, in milliseconds, after the last keystroke is released (400 milliseconds is standard).
- **Created** – this is the creation date.
- **Updated** – this shows the date of the last time the org view was edited.
- **Options** – this link allows you to add or delete columns from your report.

Click **Update** to finish creating the org view.

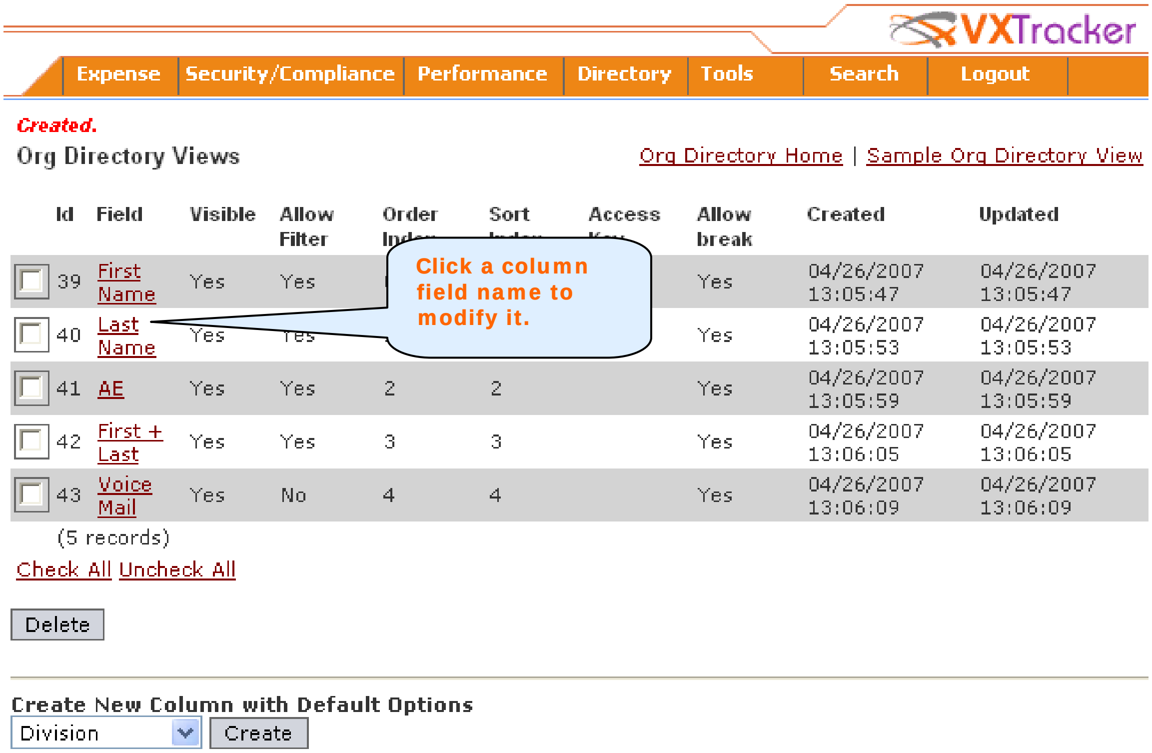


Once updated, click the link to **Org Directory View Columns** to add the specific columns that you want available for this view.

To add columns simply select a column name from the **Create New Column** drop-down menu and click **Create**. Repeat this for as many columns as you wish to add.



When finished adding columns they will be listed in the Org Directory Views table, click on any **Column (Field)** link to modify its existing values.



Id	Field	Visible	Allow Filter	Order Index	Sort Index	Access Key	Allow break	Created	Updated
39	First Name	Yes	Yes	[illegible]	[illegible]	[illegible]	Yes	04/26/2007 13:05:47	04/26/2007 13:05:47
40	Last Name	Yes	Yes	[illegible]	[illegible]	[illegible]	Yes	04/26/2007 13:05:53	04/26/2007 13:05:53
41	AE	Yes	Yes	2	2		Yes	04/26/2007 13:05:59	04/26/2007 13:05:59
42	First + Last	Yes	Yes	3	3		Yes	04/26/2007 13:06:05	04/26/2007 13:06:05
43	Voice Mail	Yes	No	4	4		Yes	04/26/2007 13:06:09	04/26/2007 13:06:09

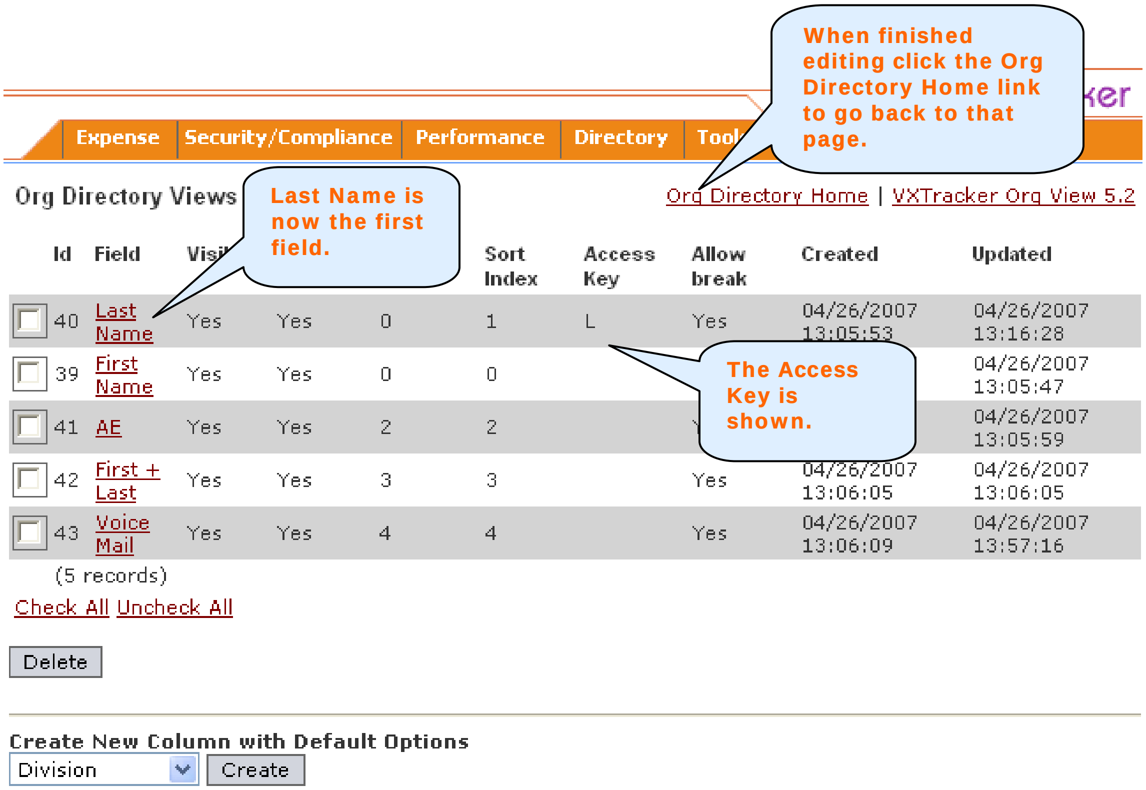
When opening any column link you will have the options to modify or view the following:

- **Id** – this is automatically added by the system each time a view is created.
- **Field** – this displays the column name.
- **Visible** – this allows you to view and sort by the column.
- **Allow Filter** - this determines whether or not there is a search field for the column in the view. If the allow filter is unchecked the column will appear with the search results but will **NOT** have a search field.
- **Order Index** – this is where in the row and column structure the Fields live, 1st, 2nd, 3rd etc. For example, if Last Name is set to 0 and AE is set to 5 then Last Name would be the first row/column and AE would be the last row/column.
- **Sort Index** – this determines the order in which the sort data is organized when searching the Directory. For example, if you set Department to 0, this will be the first column sort; if you set Email Address to 1 then this would be the second column sort and so on.
- **Access Key** – this is the same as a Hot Key or a user defined key sequence such as Ctrl + C for copy in Windows. This allows you to jump between fields when searching. Using L as the example you would be able to jump from the last field (or any other field) to the first field (Last Name) by keying Alt + L.
- **Allow Break** – checking this allows columns to wrap.
- **Created** – this is the date the view was created.
- **Updated** – this is the date that the view was last updated or modified.

Note: All of the above are actual column headers within the Org Directory Views page and what is in the columns are the choices selected on the Edit Org Directory View page.

To change a Field simply select or deselect it or type in the text box to modify it. For example, if you wanted the Last Name to be on the first row of the Custom view you could change the **Order Index** from **1** to **0** and click **Update** to complete the process.

To see the changes click the link to **Org Directory View Columns.** Note the Last Name is now first and the Access Key is now showing L as the Hot Key.



Org Directory Views

Org Directory Home | VXTracker Org View 5.2

	Id	Field	Visi			Sort Index	Access Key	Allow break	Created	Updated
☐	40	Last Name	Yes	Yes	0	1	L	Yes	04/26/2007 13:05:53	04/26/2007 13:16:28
☐	39	First Name	Yes	Yes	0	0				04/26/2007 13:05:47
☐	41	AE	Yes	Yes	2	2		Y		04/26/2007 13:05:59
☐	42	First + Last	Yes	Yes	3	3		Yes	04/26/2007 13:06:05	04/26/2007 13:06:05
☐	43	Voice Mail	Yes	Yes	4	4		Yes	04/26/2007 13:06:09	04/26/2007 13:57:16

(5 records)

Check All Uncheck All

Delete

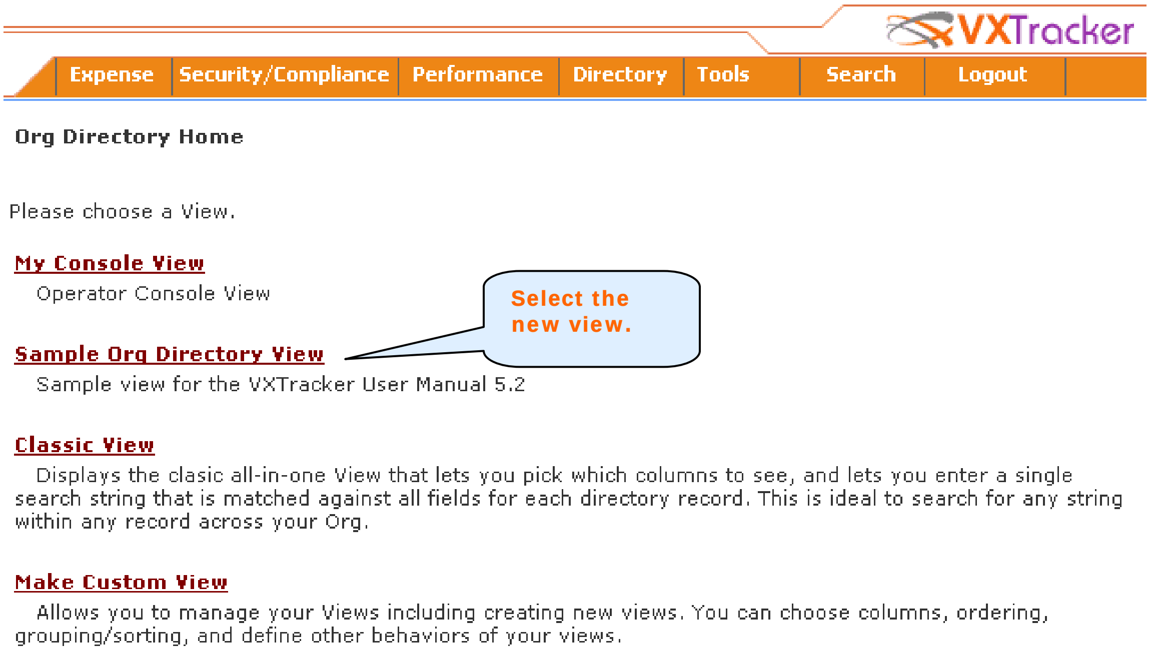
Create New Column with Default Options

Division Create

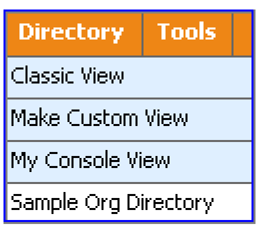
To delete a column select the checkbox next to it and click **Delete.** To return to the Org Directory Home page from the Org Directory Views page click the link (breadcrumb) to **Org Directory Home**.

Step 2: Using Your Custom View and Searching

Once back to the Org Directory Home page click the link to the newly created Custom View. In this example that is "Sample Org Directory View."

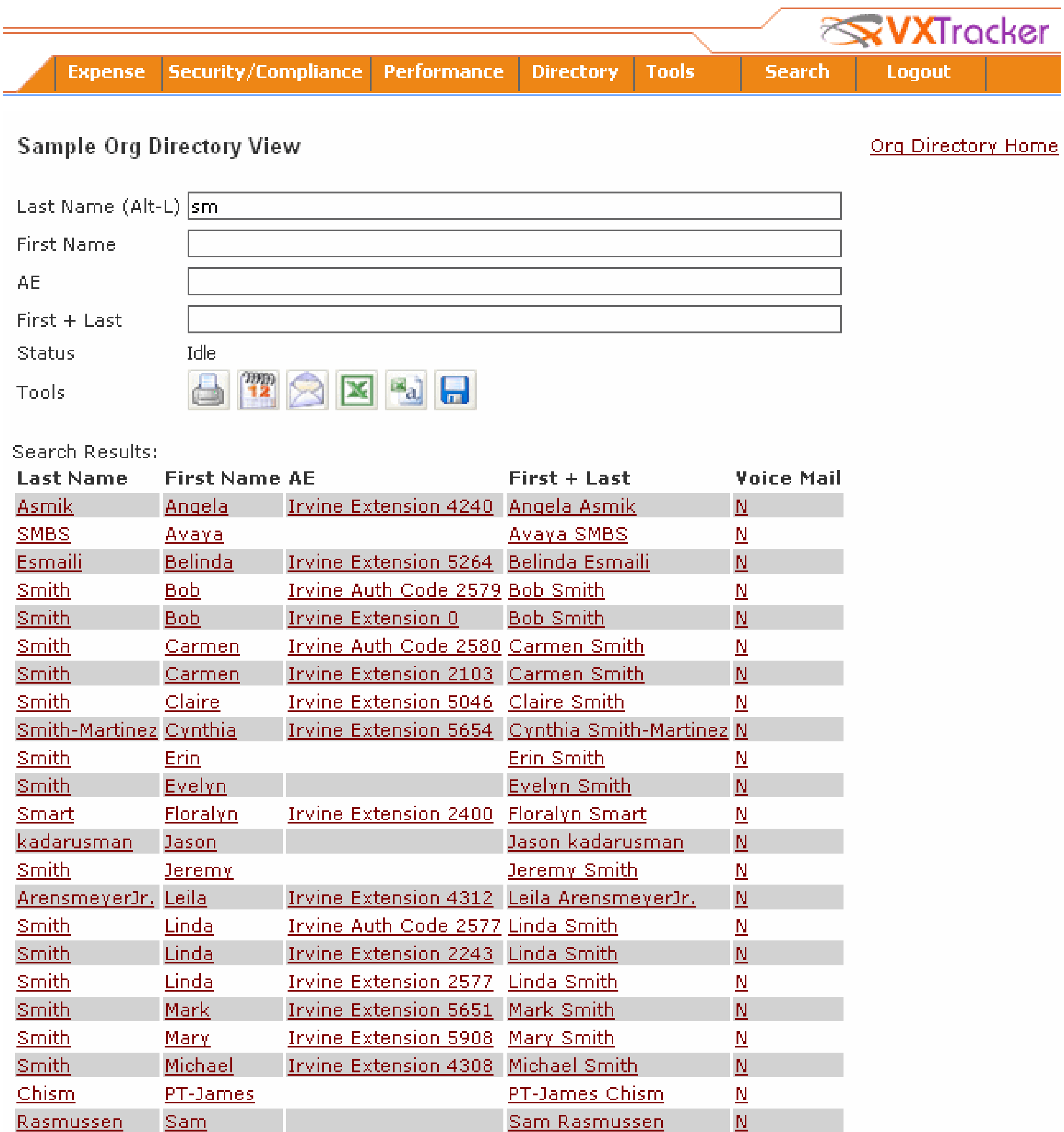


Note: You can also open the new view by going the **Directory** menu and selecting the newly created view. This is also how the view will be accessed for future editing.



This will open the Custom View search page. Here you can type in any or all of the column field parameters with which to search by. In this example we start with Last Name.

Simply type into the field and as you type the search results will automatically populate. This dynamic search function allows you to type in part or all of a word narrowing your search the more you type.



Sample Org Directory View

Org Directory Home

Last Name (Alt-L) sm

First Name

AE

First + Last

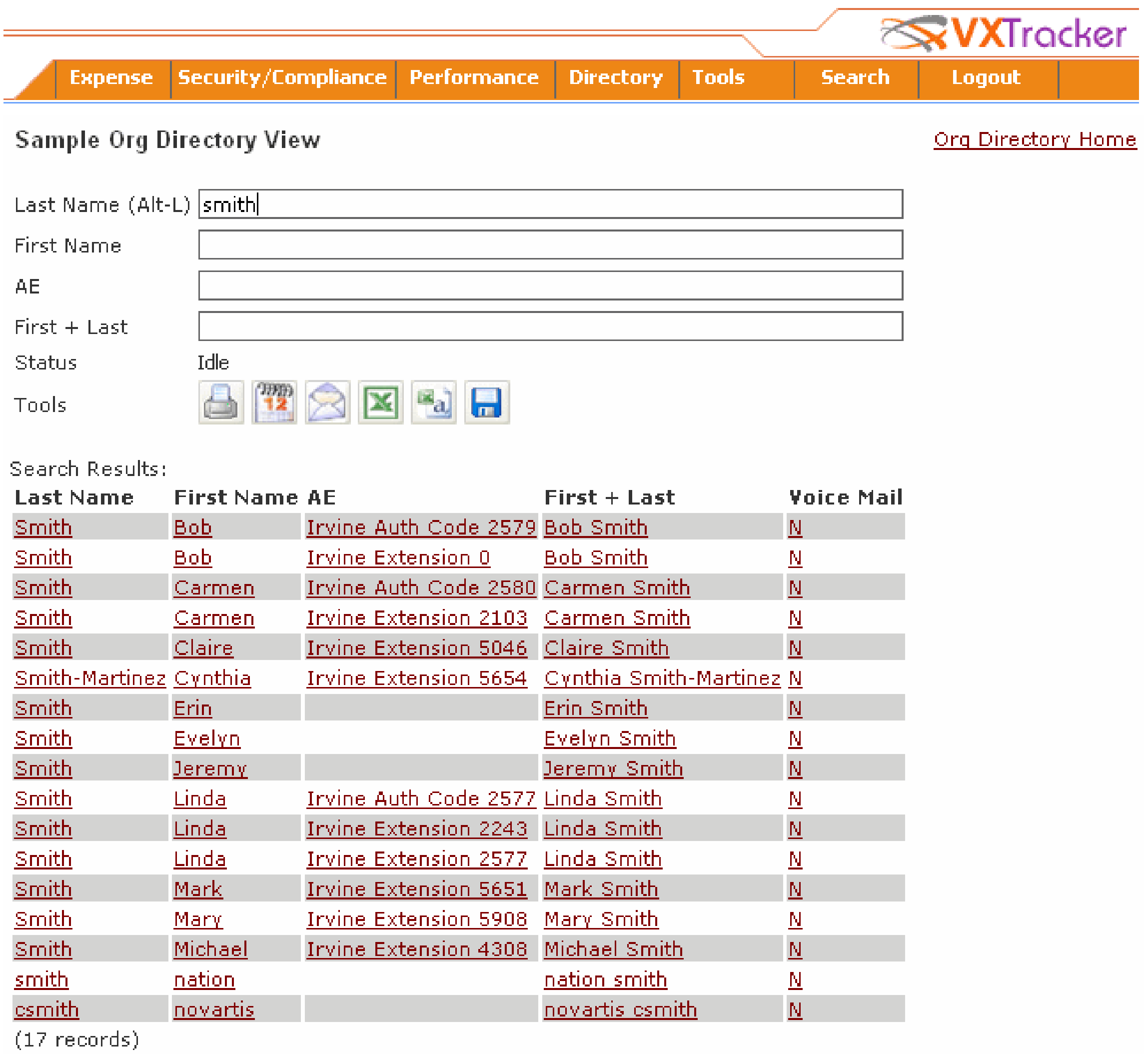
Status Idle

Tools

Search Results:

Last Name	First Name	AE	First + Last	Voice Mail
Asmik	Angela	Irvine Extension 4240	Angela Asmik	N
SMBS	Avaya		Avaya SMBS	N
Esmaili	Belinda	Irvine Extension 5264	Belinda Esmaili	N
Smith	Bob	Irvine Auth Code 2579	Bob Smith	N
Smith	Bob	Irvine Extension 0	Bob Smith	N
Smith	Carmen	Irvine Auth Code 2580	Carmen Smith	N
Smith	Carmen	Irvine Extension 2103	Carmen Smith	N
Smith	Claire	Irvine Extension 5046	Claire Smith	N
Smith-Martinez	Cynthia	Irvine Extension 5654	Cynthia Smith-Martinez	N
Smith	Erin		Erin Smith	N
Smith	Evelyn		Evelyn Smith	N
Smart	Floralyn	Irvine Extension 2400	Floralyn Smart	N
kadarusman	Jason		Jason kadarusman	N
Smith	Jeremy		Jeremy Smith	N
ArensmeyerJr.	Leila	Irvine Extension 4312	Leila ArensmeyerJr.	N
Smith	Linda	Irvine Auth Code 2577	Linda Smith	N
Smith	Linda	Irvine Extension 2243	Linda Smith	N
Smith	Linda	Irvine Extension 2577	Linda Smith	N
Smith	Mark	Irvine Extension 5651	Mark Smith	N
Smith	Mary	Irvine Extension 5908	Mary Smith	N
Smith	Michael	Irvine Extension 4308	Michael Smith	N
Chism	PT-James		PT-James Chism	N
Rasmussen	Sam		Sam Rasmussen	N

Next type in the entire name or word.



Sample Org Directory View

Org Directory Home

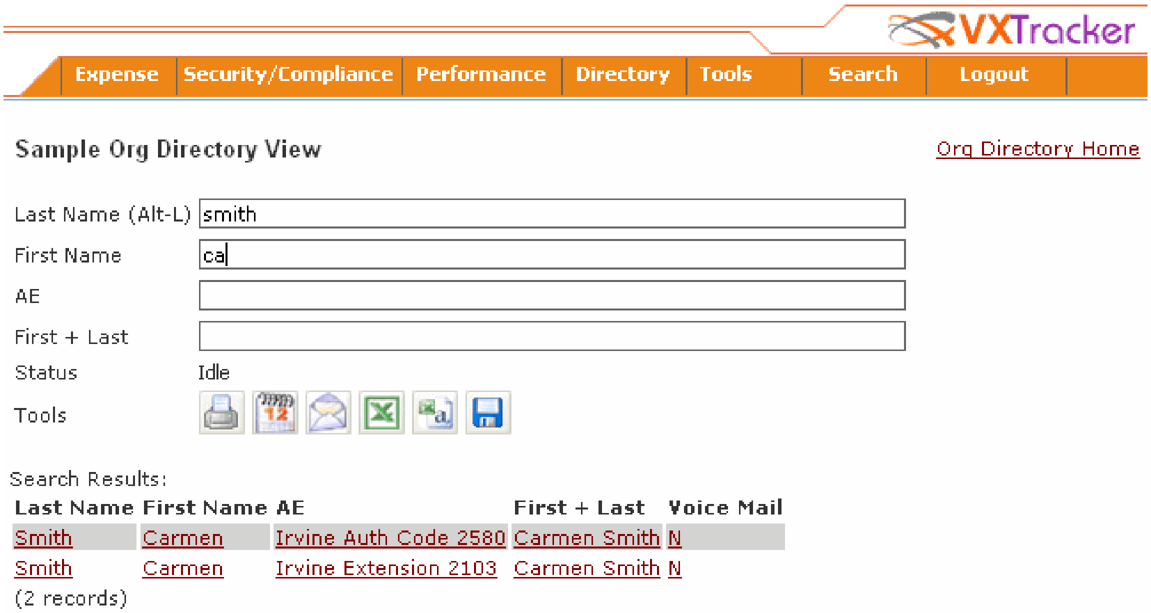
Last Name (Alt-L) smith
First Name
AE
First + Last
Status Idle
Tools

Search Results:

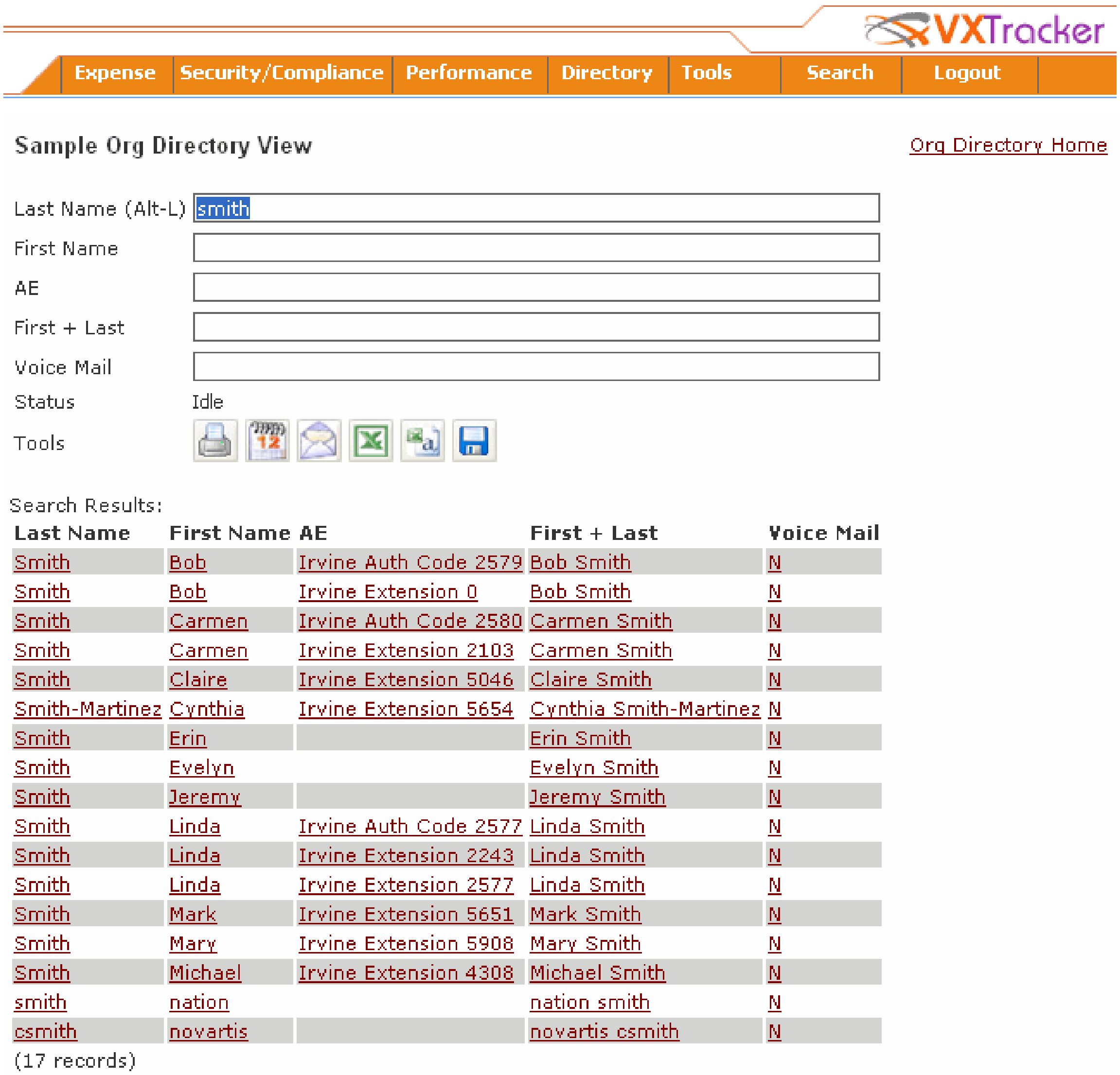
Last Name	First Name	AE	First + Last	Voice Mail
Smith	Bob	Irvine Auth Code 2579	Bob Smith	N
Smith	Bob	Irvine Extension 0	Bob Smith	N
Smith	Carmen	Irvine Auth Code 2580	Carmen Smith	N
Smith	Carmen	Irvine Extension 2103	Carmen Smith	N
Smith	Claire	Irvine Extension 5046	Claire Smith	N
Smith-Martinez	Cynthia	Irvine Extension 5654	Cynthia Smith-Martinez	N
Smith	Erin		Erin Smith	N
Smith	Evelyn		Evelyn Smith	N
Smith	Jeremy		Jeremy Smith	N
Smith	Linda	Irvine Auth Code 2577	Linda Smith	N
Smith	Linda	Irvine Extension 2243	Linda Smith	N
Smith	Linda	Irvine Extension 2577	Linda Smith	N
Smith	Mark	Irvine Extension 5651	Mark Smith	N
Smith	Mary	Irvine Extension 5908	Mary Smith	N
Smith	Michael	Irvine Extension 4308	Michael Smith	N
smith	nation		nation smith	N
csmith	novartis		novartis csmith	N

(17 records)

Finally type in part of the First Name to narrow the search down to one specific person. This type of search can be done starting with specific names, departments, locations or any org level or Accountable Entity (AE) that you wish to drill down into.



To test the Access Keys or Hot Keys place your cursor in the last field (**Voice Mail**) and key **Alt + L.** Your cursor will select the text in the first field (**Last Name**) automatically. Notice that the Access Keys are shown in parenthesis next to the field name.



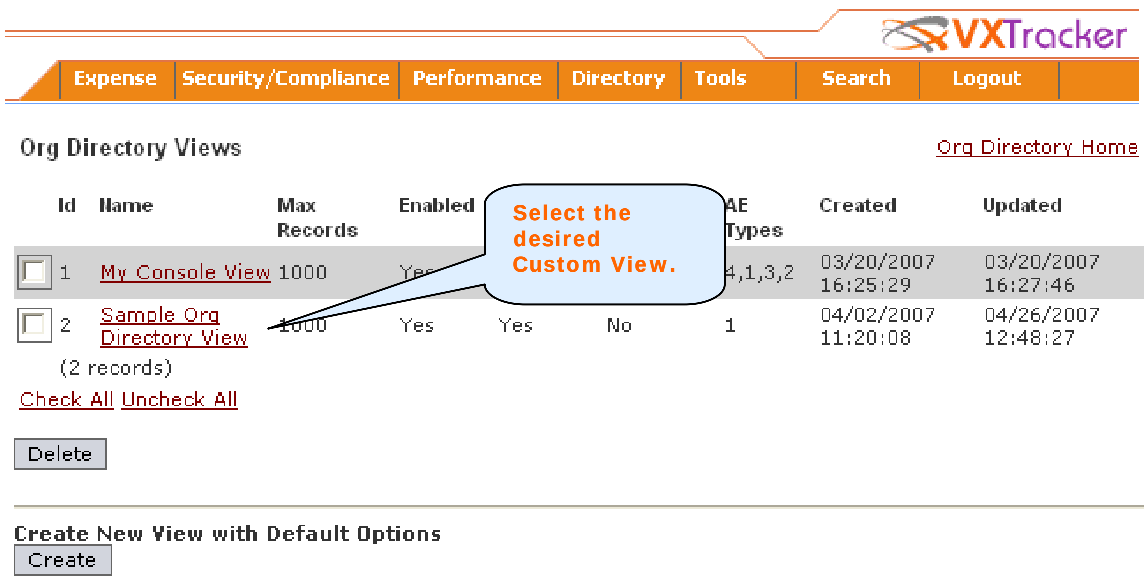
Last Name	First Name	AE	First + Last	Voice Mail
Smith	Bob	Irvine Auth Code 2579	Bob Smith	N
Smith	Bob	Irvine Extension 0	Bob Smith	N
Smith	Carmen	Irvine Auth Code 2580	Carmen Smith	N
Smith	Carmen	Irvine Extension 2103	Carmen Smith	N
Smith	Claire	Irvine Extension 5046	Claire Smith	N
Smith-Martinez	Cynthia	Irvine Extension 5654	Cynthia Smith-Martinez	N
Smith	Erin		Erin Smith	N
Smith	Evelyn		Evelyn Smith	N
Smith	Jeremy		Jeremy Smith	N
Smith	Linda	Irvine Auth Code 2577	Linda Smith	N
Smith	Linda	Irvine Extension 2243	Linda Smith	N
Smith	Linda	Irvine Extension 2577	Linda Smith	N
Smith	Mark	Irvine Extension 5651	Mark Smith	N
Smith	Mary	Irvine Extension 5908	Mary Smith	N
Smith	Michael	Irvine Extension 4308	Michael Smith	N
smith	nation		nation smith	N
csmith	novartis		novartis csmith	N

(17 records)

Step 3: Editing a Custom View

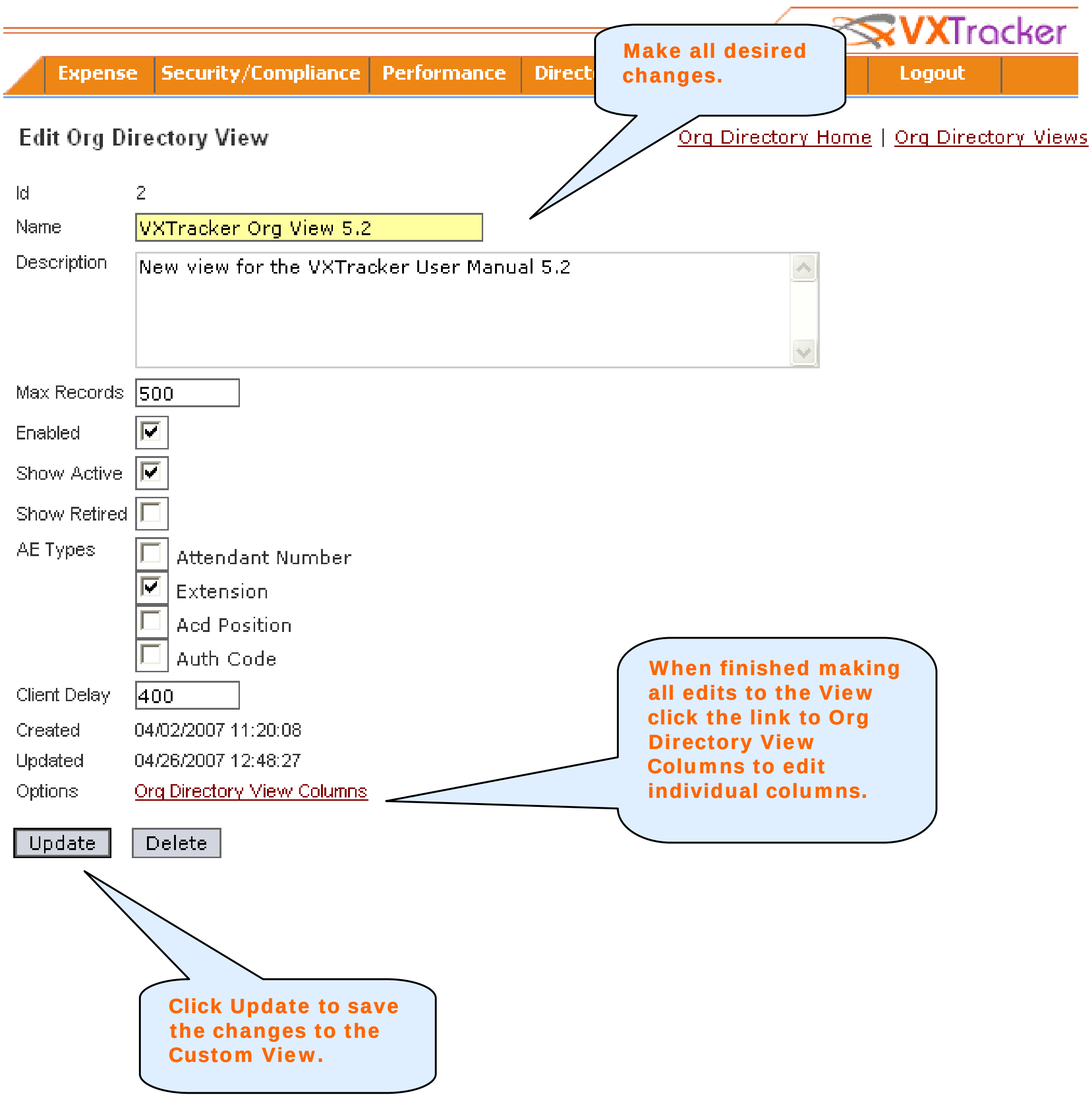
To edit an existing Custom View go back to the **Directory** menu and select **Make Custom View.**

Once into the Org Directory Views page select the existing Custom View desired (in this example that is "Sample Org Directory View").

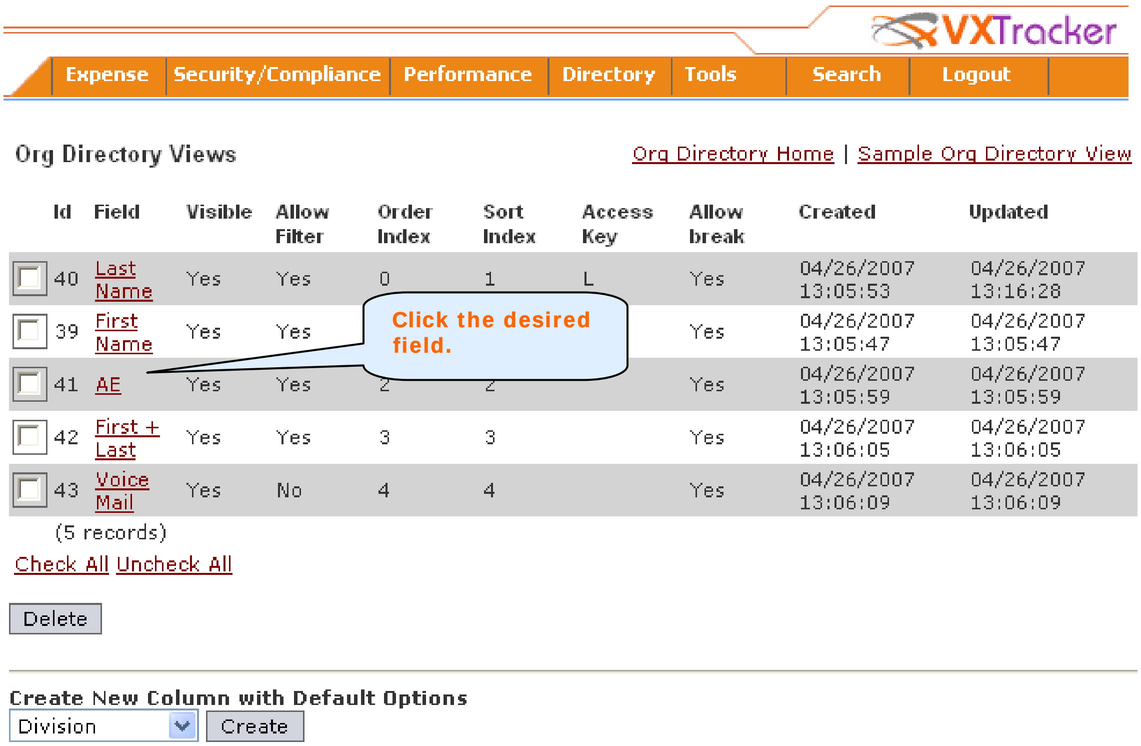


This will open the Edit Org Directory View where you can make any desired changes. For example, you can change the Name, Max Records that are shown in the search, and opt to see only Extensions with no other Accountable Entities (AEs). When finished making all desired changes click **Update** to save the changes.

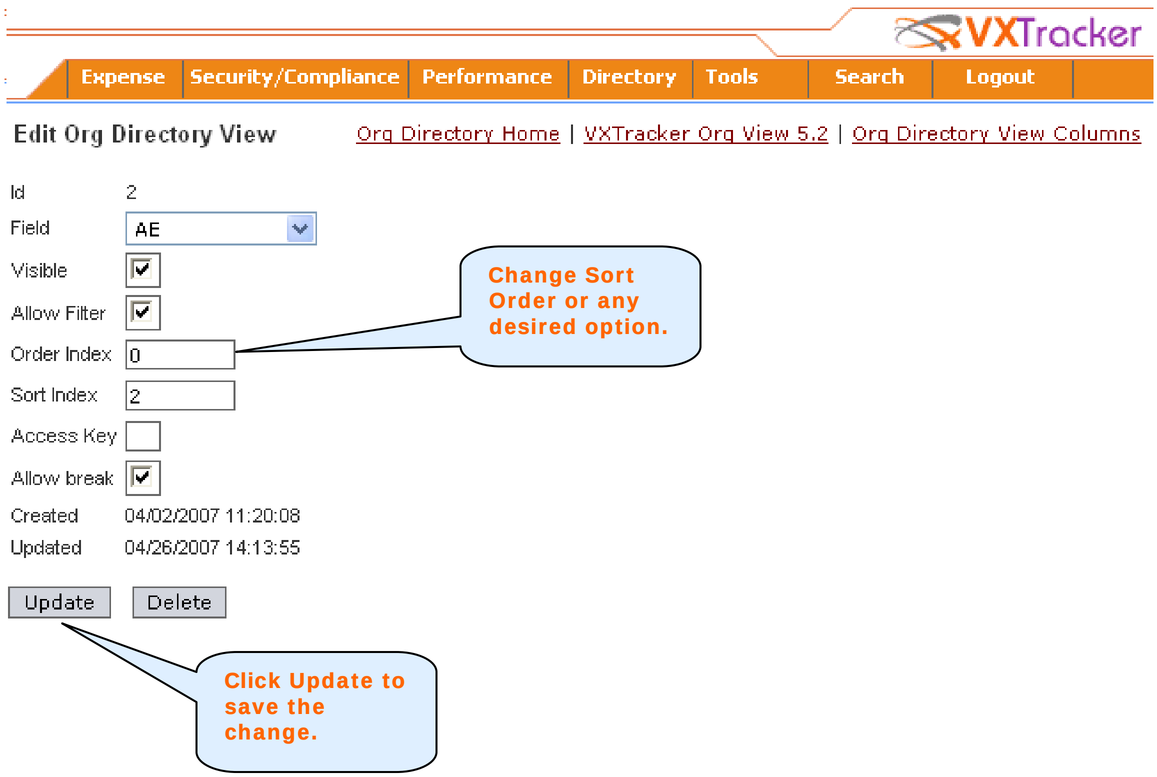
You can then click the **Org Directory View Columns** link to change the way the columns are viewed.



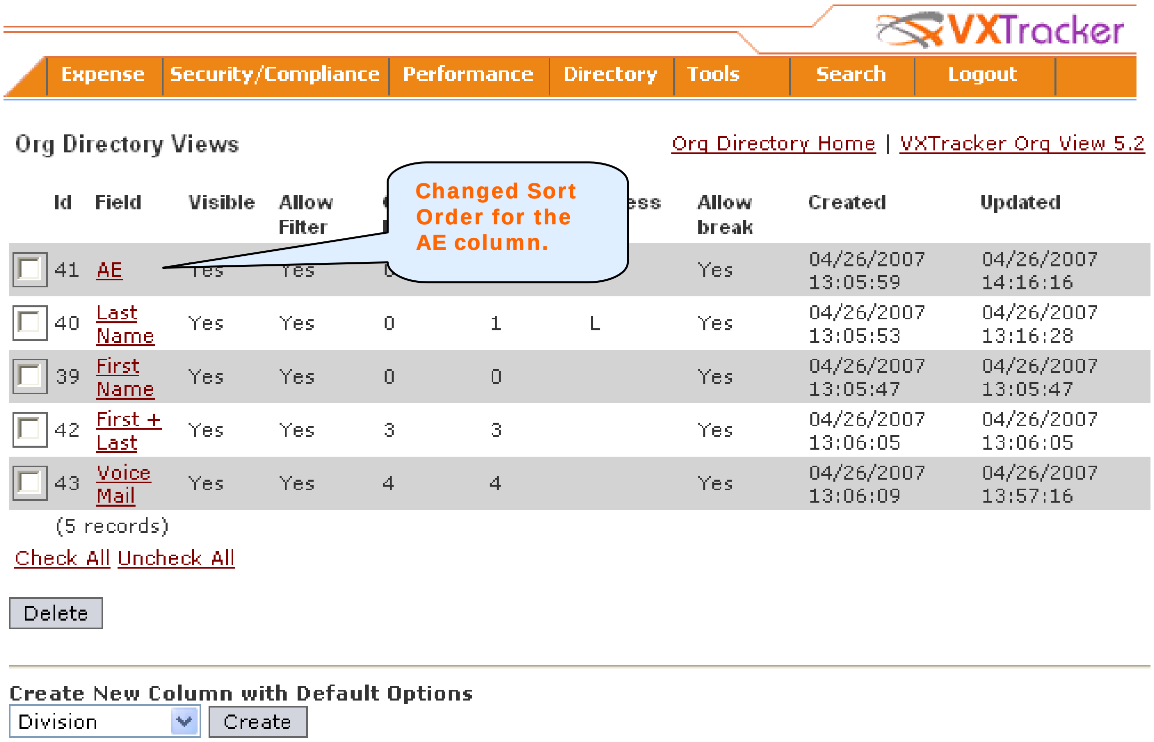
To make edits to a column click the link to the desired **Column (Field)**.



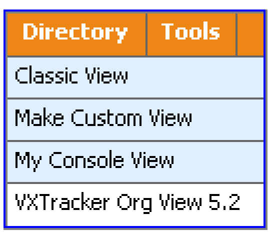
This will bring you to the Edit Org Directory View where you can change options. For example, you can click the link to **AE** (Org Directory View) and then change the **Order Index** (Edit Org Directory View) to **0** to make it the first field. Be sure to click **Update** to save any changes. When finished click the link to Org Directory View Columns to see the change(s).



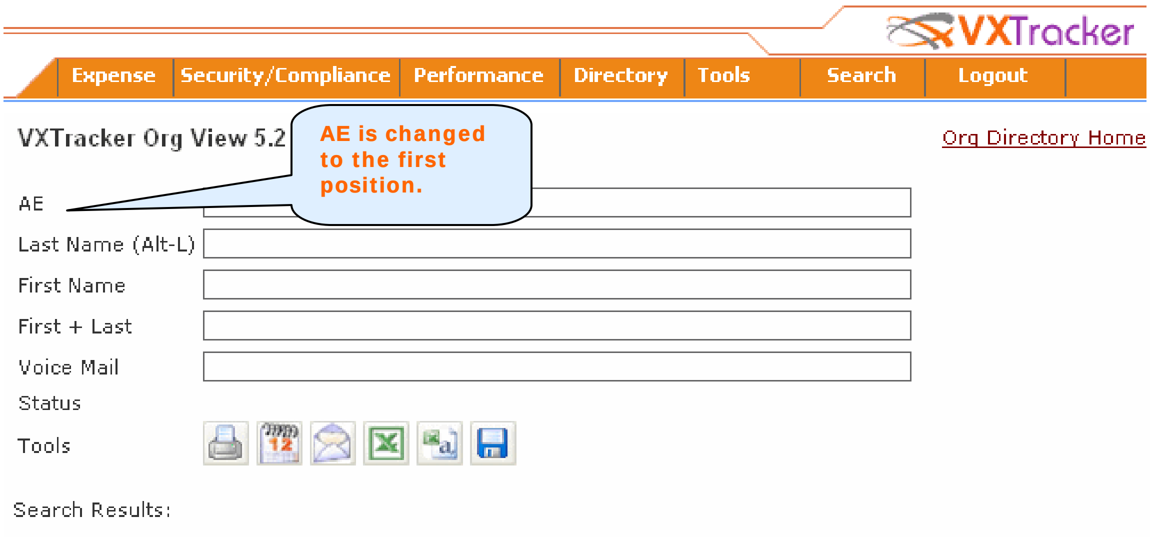
By changing the **Sort Order** to **0** the first field changes to reflect the updated view.



Next go back to the **Directory** menu and select the modified view (in this example that is now VXTracker Org View 5.2).



The Custom View search will now reflect the Accountable Entity (AE) field in first position.

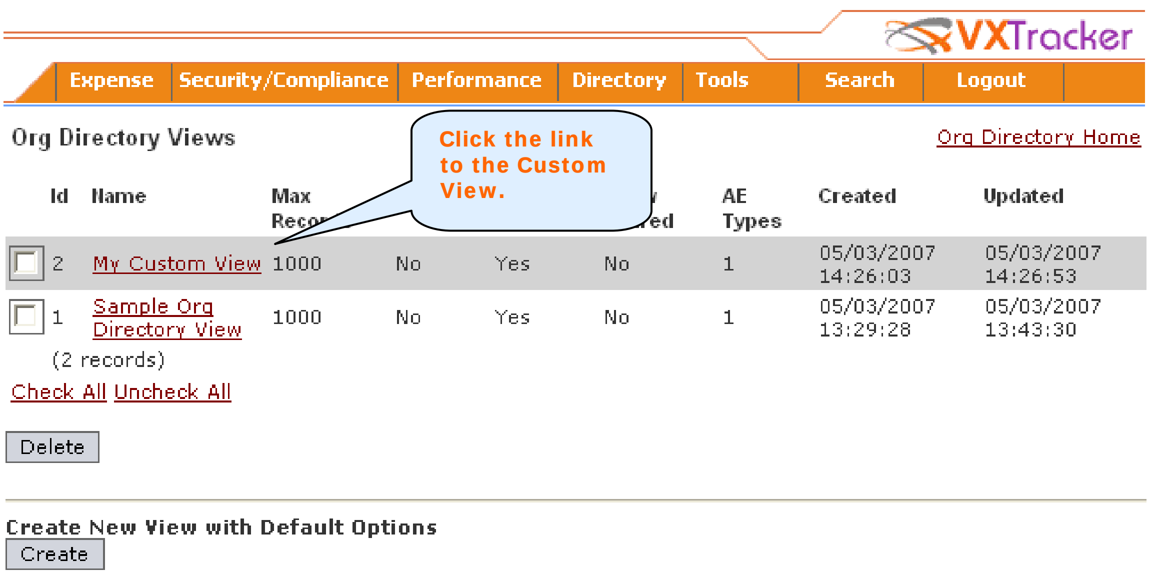


Step 4: Selecting the Custom Org Fields (User Definable)

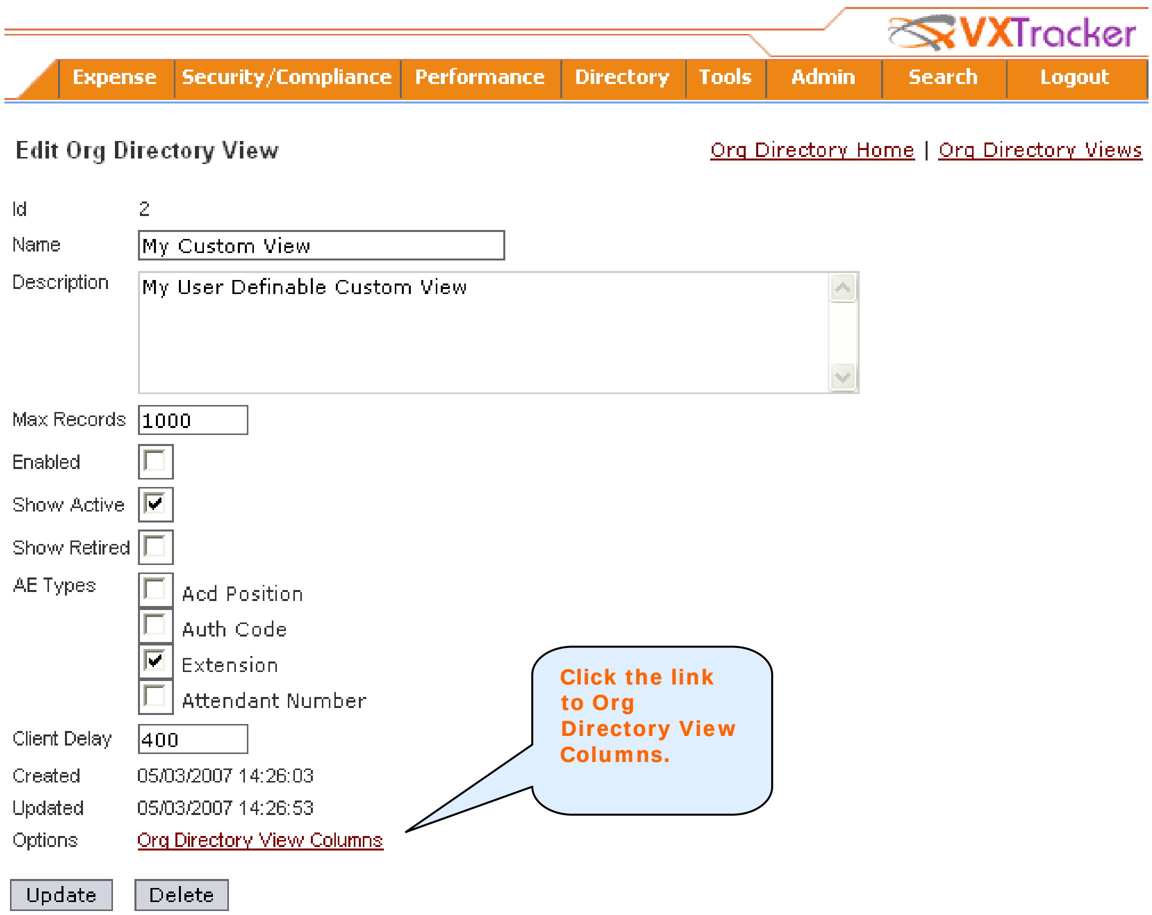
Before selecting the Custom Org Fields you will need to have created a Custom View, if you have not please refer to **Error! Reference source not found.**.

If you have already created a Custom View go to the **Directory** menu and select **Make Custom View.**

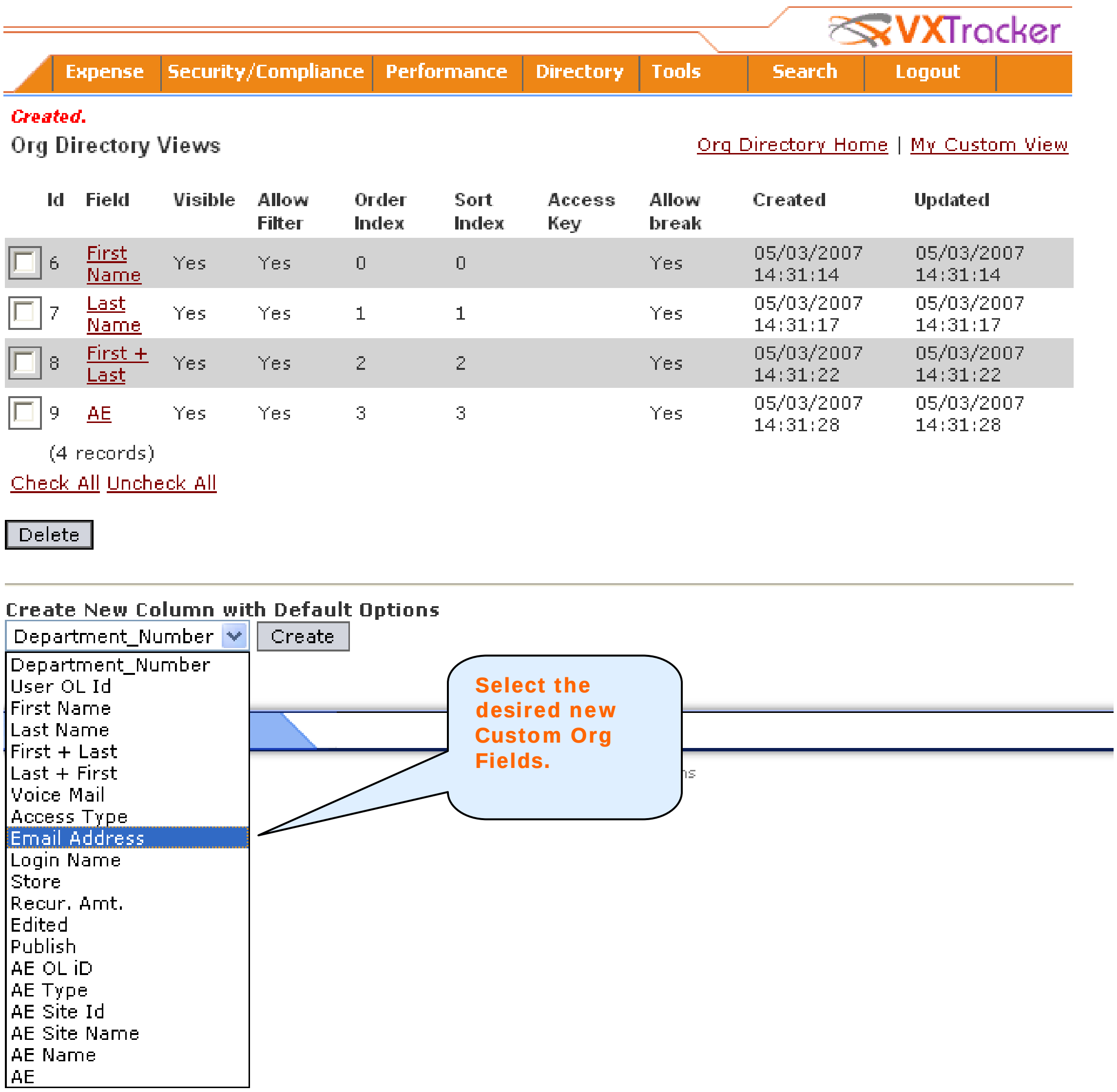
This will bring you to the Org Directory Views page where you will need to click the link to the Custom View ("My Custom View" in this example).



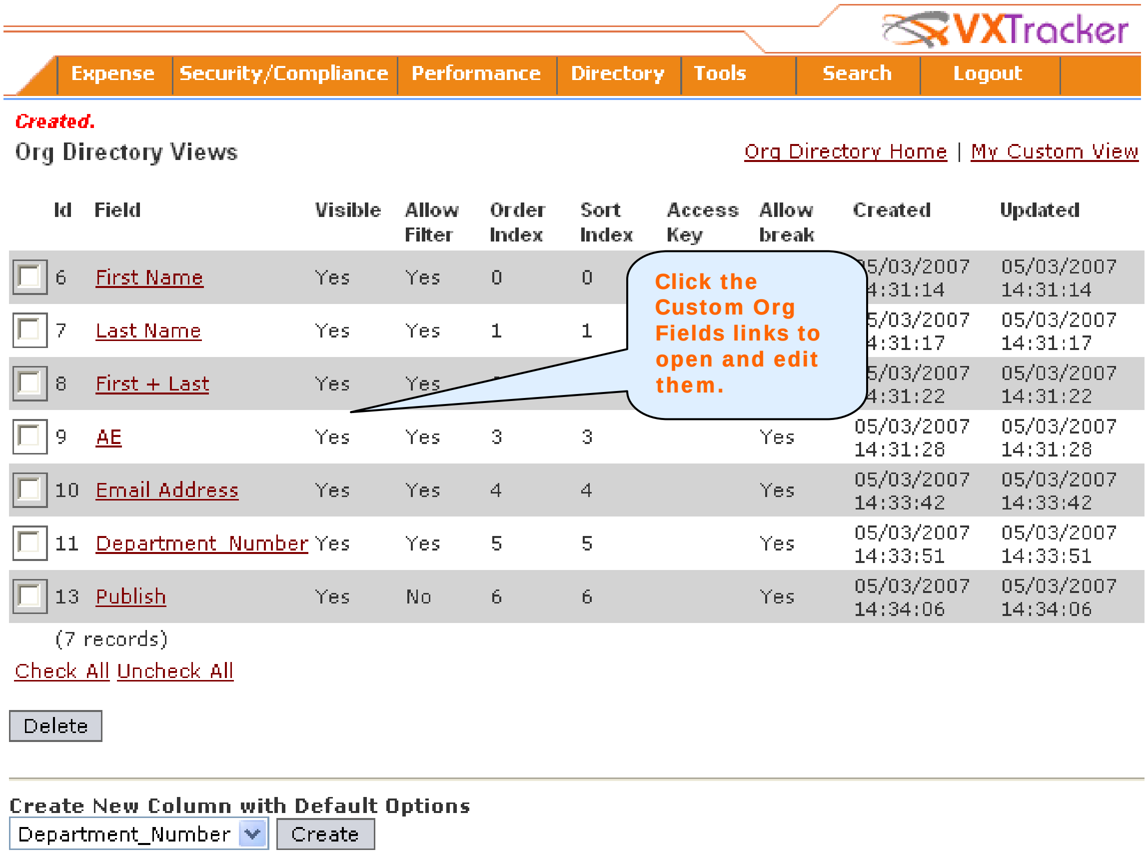
This opens the Edit Org Directory View page where you will need to click the link to **Org Directory View Columns.**



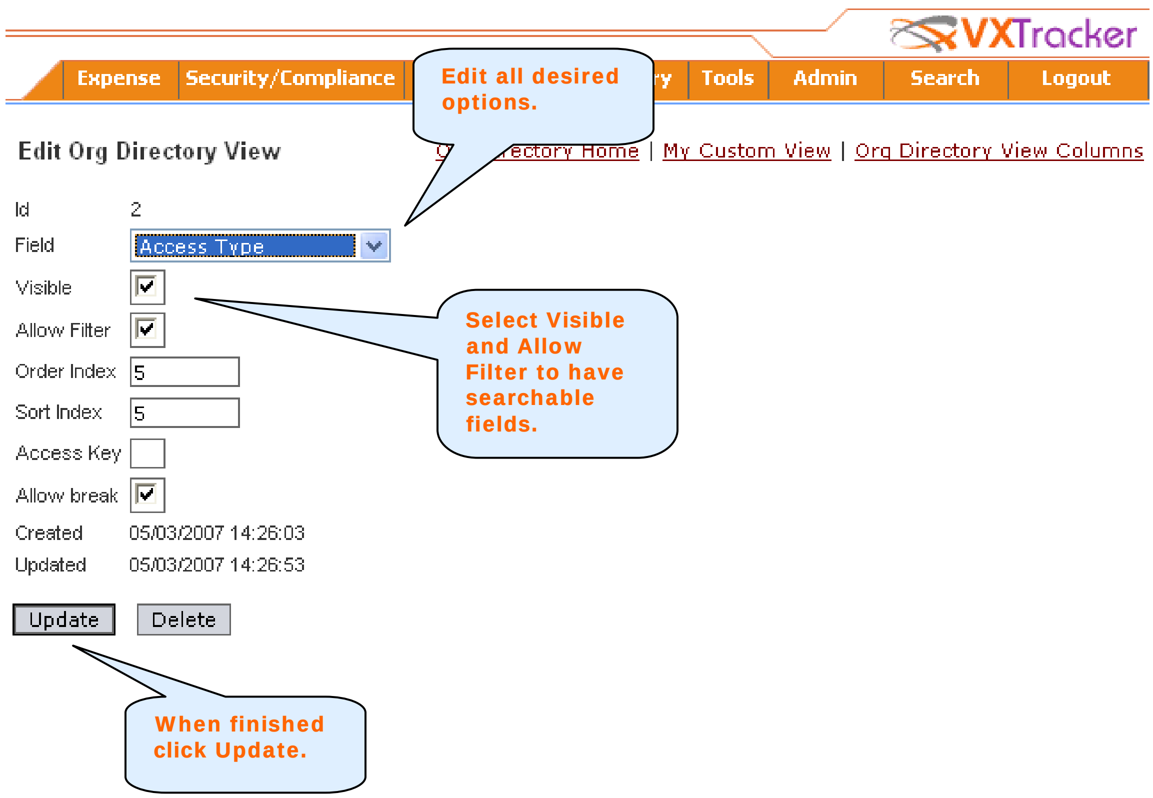
Once into the Org Directory Views page select the newly added Custom Org Fields from the **Create New Column** drop-down menu and click **Create** to add them to your Custom View.



Once finished adding all desired Custom Org Fields click the link to each field to open and edit them.



In the Edit Org Directory View page select all desired options such as selecting a new **Field** from the **Field** drop-down menu. If you want the Custom Org Field to be a searchable field in your Custom View make sure to check the **Visible** and the **Allow Filter** checkboxes. To complete the process click **Update**.



My Custom Reports

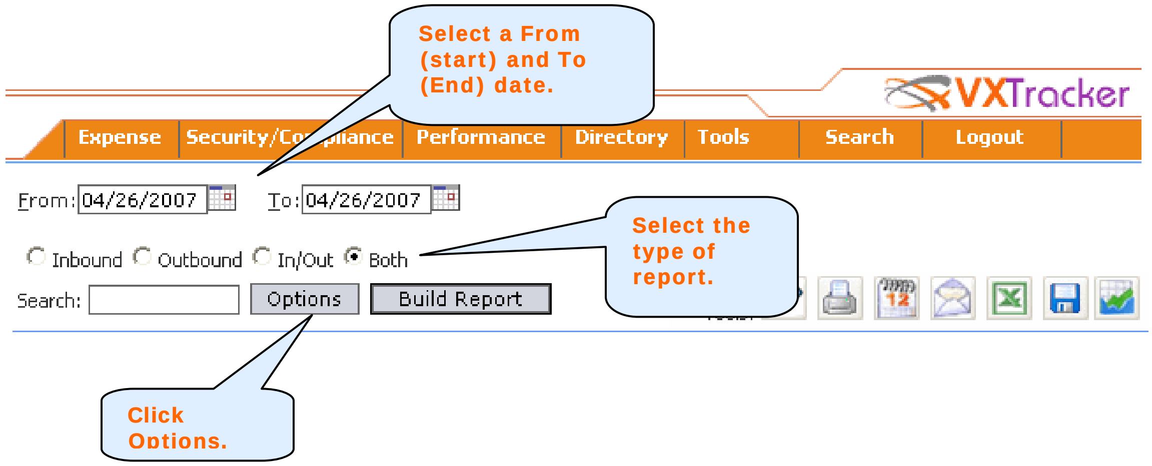
By creating Custom Reports you can save specific filtering options that can be used over and over again. For example, you can filter a report by a specific Cost Center and create it for all or just some of the calls; or you could filter by User and monitor only outgoing calls.

Custom Reports are a two step process and can be created from any of the VXTracker reports. In this example we will use the User report and specify a department. That way instead of running individual reports for all users we can generate one report with all users for a specific department.

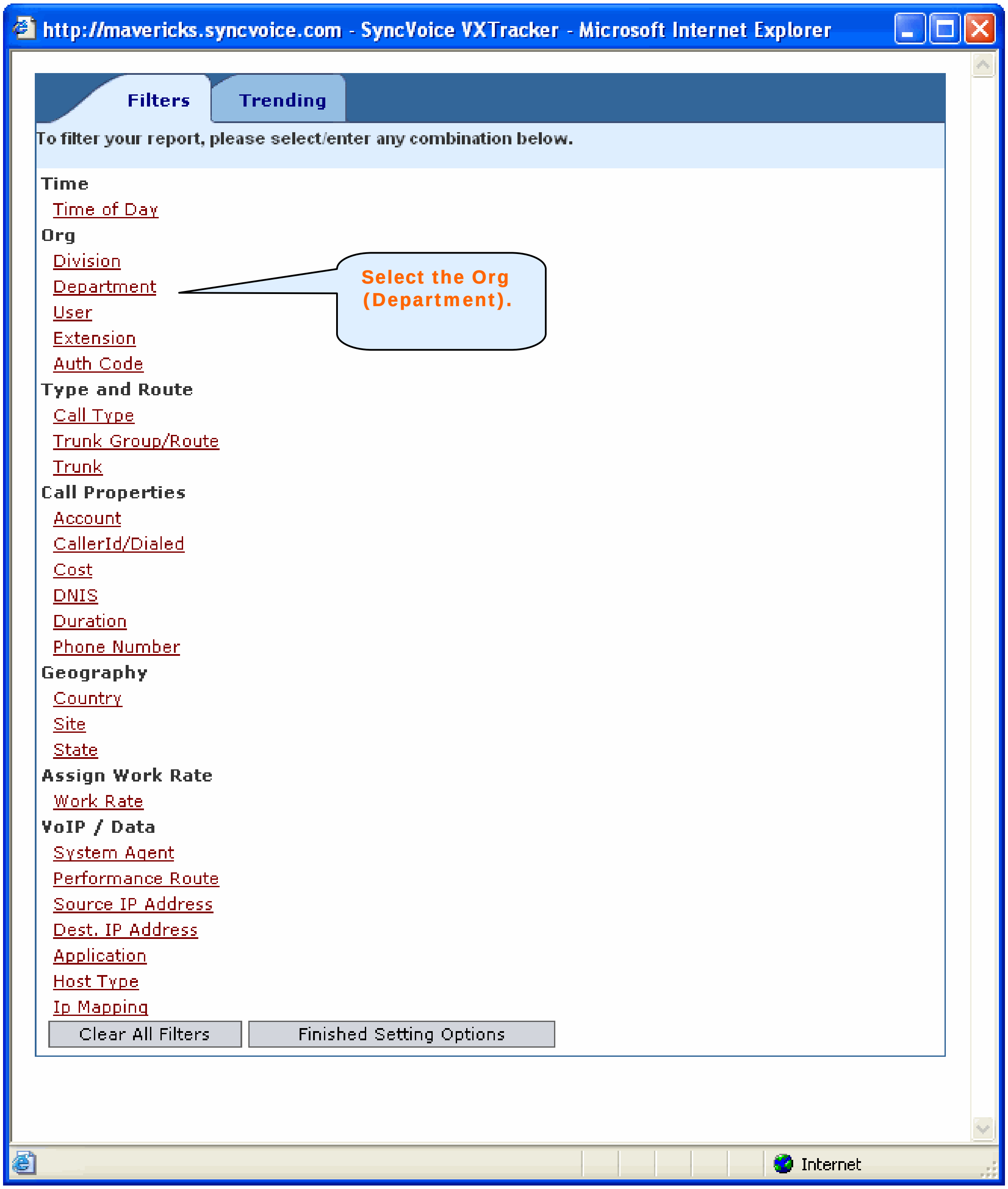
Step 1: Creating the Report

To get started go to the **Expense** menu and click **User**.

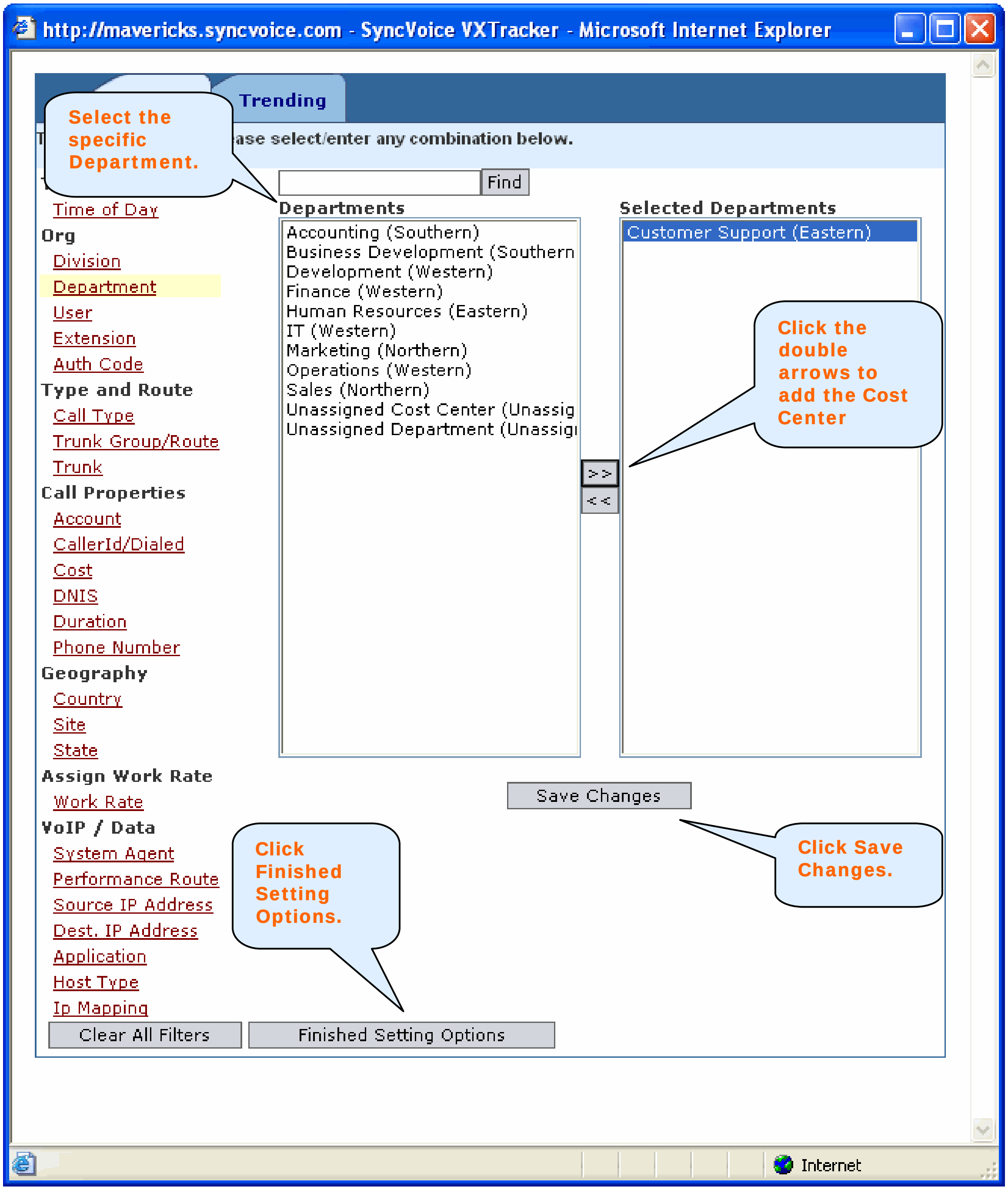
Next enter the report parameters such as the **From** and **To** dates and the **Type** of report. Then click the **Options** button to open the Options dialog.



From the Options dialog click the link to **Cost Center** from the **Org** column.

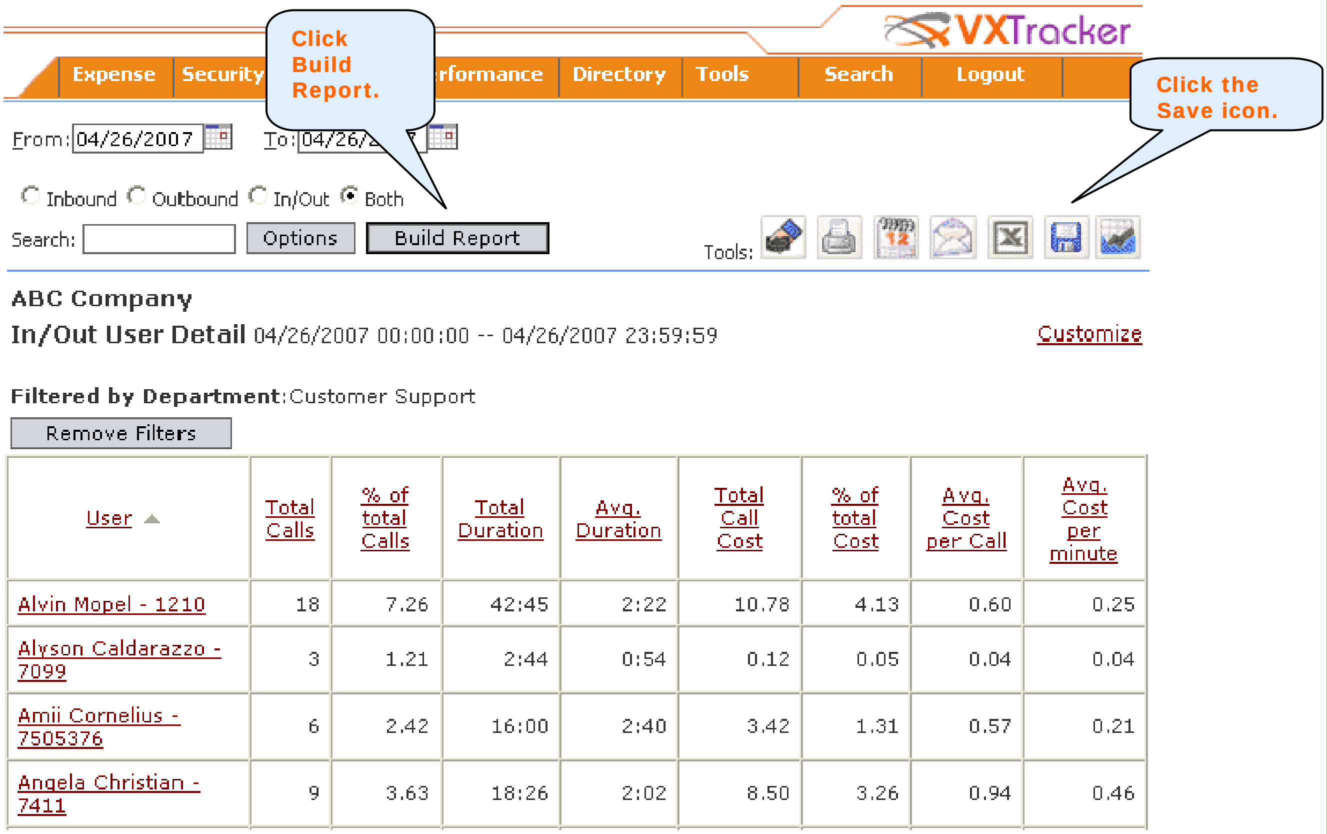


Then select a **Department** from the list and click the **double arrow** button to add it to the Selected Cost Centers list box. Next click **Save Changes** and **Finished Setting Options** to go back to the Report Options page.



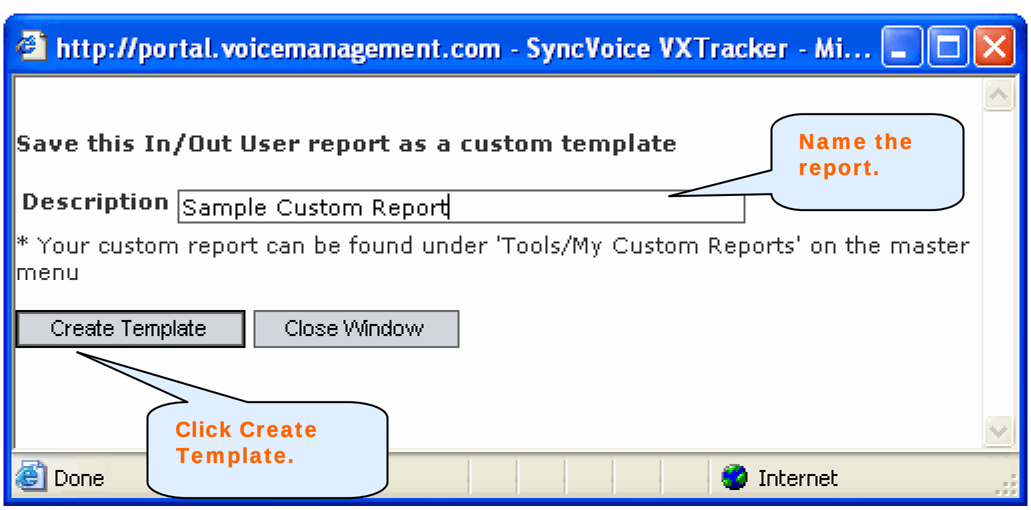
Tip: If you know the name or number of the department you can just type that into the **Find** field and click **Find** to automatically add it to the Selected Cost Centers list box.

Next click **Build Report** to generate the filtered report and then click the **Save** icon to save the report.



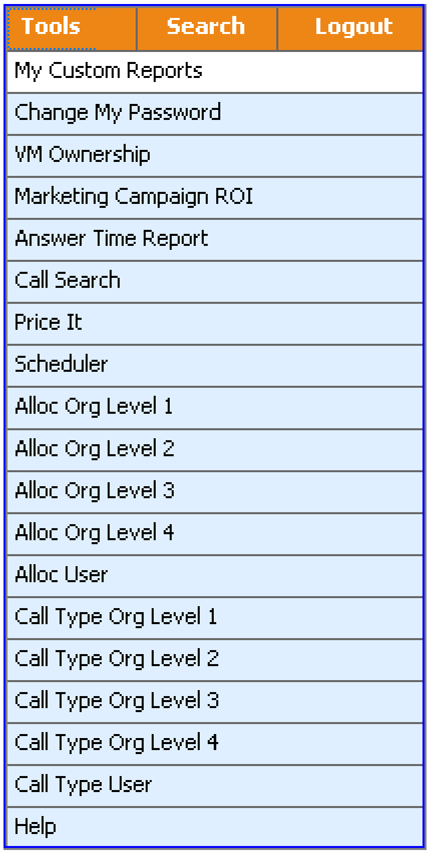
User	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Call Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
Alvin Mopel - 1210	18	7.26	42:45	2:22	10.78	4.13	0.60	0.25
Alyson Caldarazzo - 7099	3	1.21	2:44	0:54	0.12	0.05	0.04	0.04
Amii Cornelius - 7505376	6	2.42	16:00	2:40	3.42	1.31	0.57	0.21
Angela Christian - 7411	9	3.63	18:26	2:02	8.50	3.26	0.94	0.46

This will bring up the Save dialog with a **Description / Name** field and a **Create Template** button. First, name the report something that is meaningful so that it is easy to identify for future use. When finished click **Create Template** to complete the process.

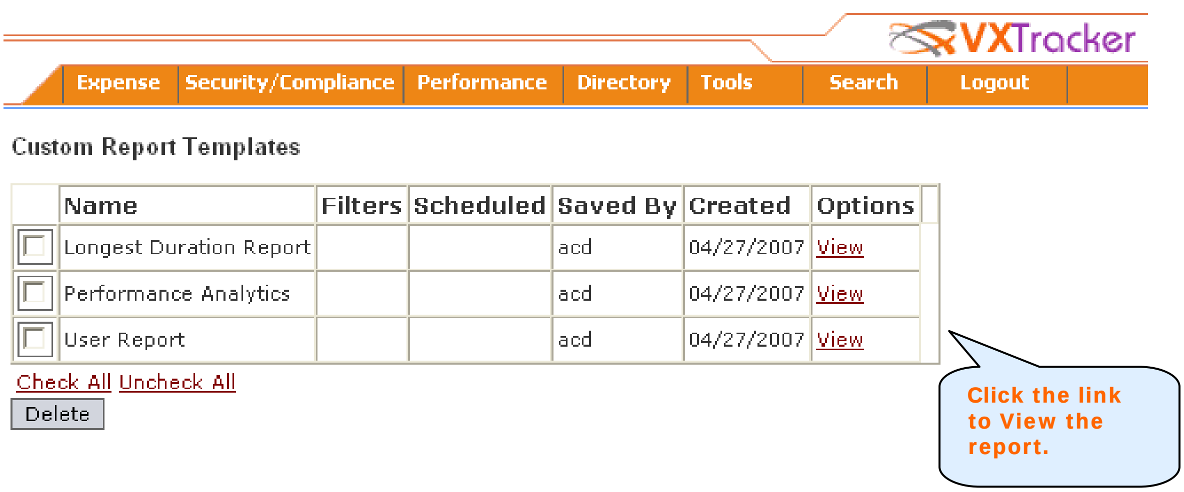


Step 2: Using the Report

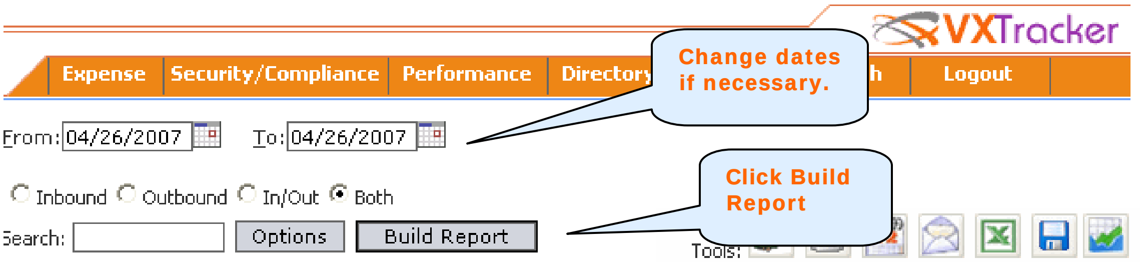
The next step in this process is to open My Custom Reports and use the report. To do this, go to the **Tools** menu and click **My Custom Reports**.



Then locate the report (if there are multiple reports) and click the link to **View** the report. To delete report templates check the box next to the report name and click the **Delete** button.



The system defaults for the My Custom Report is the current date. Therefore if the saved report dates differ from the current date then the **From** and **To** dates will need to be changed to reflect the desired report dates. Click **Build Report** to build the new report with the saved filtering options.



ABC Company

In/Out User Detail 04/27/2007 00:00:00 -- 04/27/2007 23:59:59 Customize

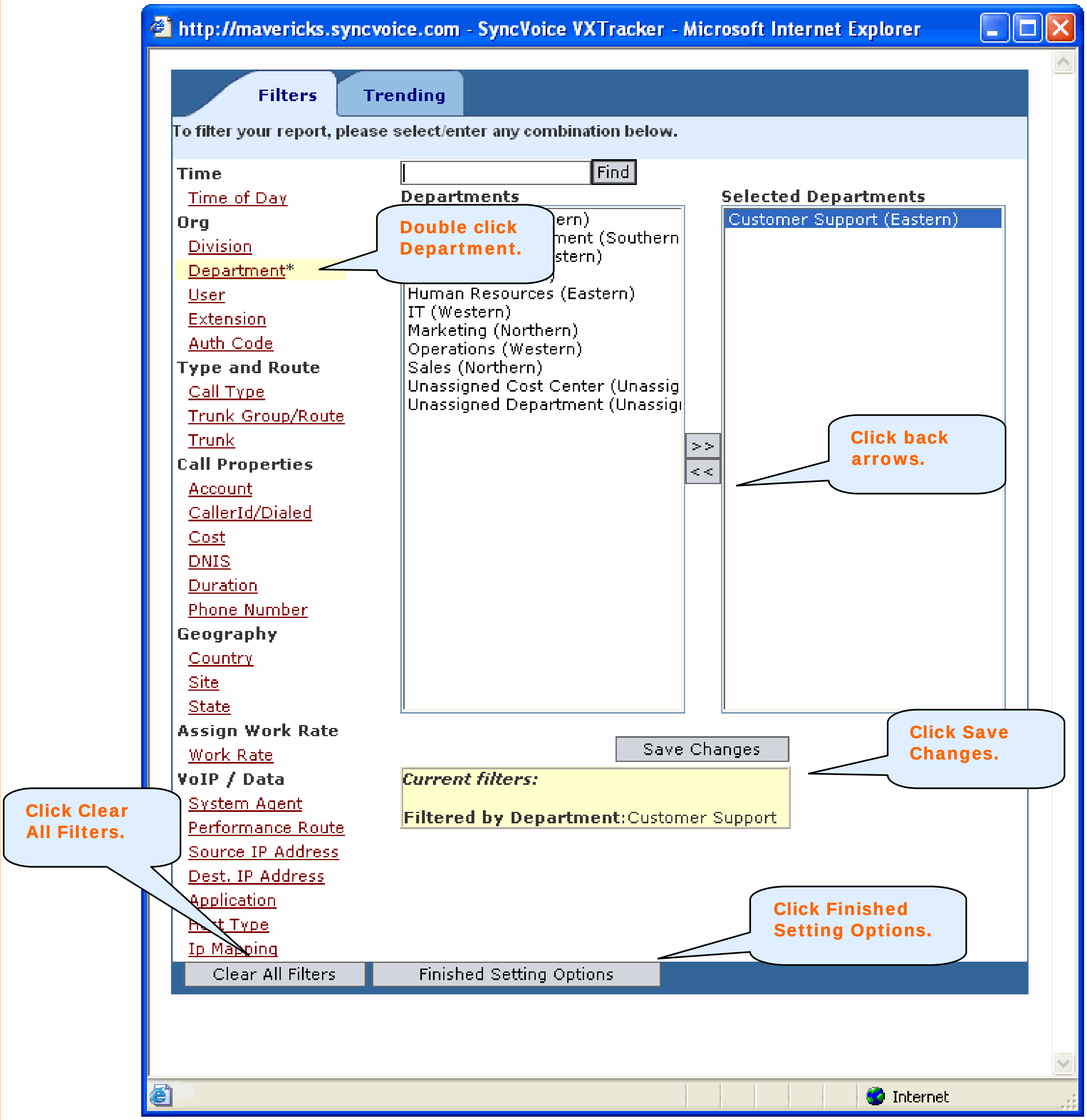
User	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Call Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
Aaron Artz - 6643	8	0.25	24:06	3:00	14.50	0.84	1.81	0.60
Aaron Wilder - 4786	5	0.15	24:54	4:58	1.28	0.07	0.26	0.05
Abner Jung - 4953	4	0.12	1:02	0:15	0.12	0.01	0.03	0.12
Adam Falker - 6270	2	0.06	1:30	0:45	0.24	0.01	0.12	0.16
Adam Ragonig - 4943	1	0.03	1:20	1:20	0.00	0.00	0.00	0.00
Aileen Nepomuceno - 5188	1	0.03	2:12	2:12	0.00	0.00	0.00	0.00
Alan Arteaga - 6642	7	0.22	16:52	2:24	10.50	0.61	1.50	0.62
Alan Nichols - 4527	3	0.09	3:28	1:09	0.40	0.02	0.13	0.12
Alejandra Yepez - 2408	1	0.03	0:28	0:28	0.00	0.00	0.00	0.00
Alexis Aguilar - 6461	1	0.03	0:40	0:40	0.04	0.00	0.04	0.06
Alfonso Student Worker - 2473	5	0.15	12:26	2:29	0.92	0.05	0.18	0.07
Alireza Douglas - 6267	2	0.06	5:48	2:54	0.00	0.00	0.00	0.00
Alisa Orlic - 232	1	0.03	6:40	6:40	0.00	0.00	0.00	0.00
Alush Moore - 5127	1	0.03	0:46	0:46	0.50	0.03	0.50	0.65
Alvin Mopel - 1210	18	0.56	42:45	2:22	10.78	0.63	0.60	0.25

Step 3: Removing Filters

VXTracker's custom reports can be created with single filtering options or multiple filtering options. These can be done with any of the VXTracker reports including: Activity, Warning, Traffic/Trunk and VoIP reports. It's important to note that when creating a custom report the saved settings will need to be cleared to create a new report without the saved settings. In other words the settings will need to be cleared or they will be added to the next custom report. To clear the settings simply backtrack to the report **(Expense| User)** and click the **Remove Filters** button.

User	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Call Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
Alvin Mopel - 1210	18	7.26	42:45	2:22	10.78	4.13	0.60	0.25
Alyson Caldarazzo - 7099	3	1.21	2:44	0:54	0.12	0.05	0.04	0.04
Amii Cornelius - 7505376	6	2.42	16:00	2:40	3.42	1.31	0.57	0.21
Angela Christian - 7411	9	3.63	18:26	2:02	8.50	3.26	0.94	0.46

Another option for removing filters is to go back into the Options dialog **(Expense | User | Options)** and double click to open the filter (Department in this example). Next click the back double arrows to deselect the filter and **Save Changes.** Finally clicking the **Clear All Filters** button will remove them as well, but note that this removes all filters not just single filters. When finished with either process click **Finished Setting Options** to complete the process.

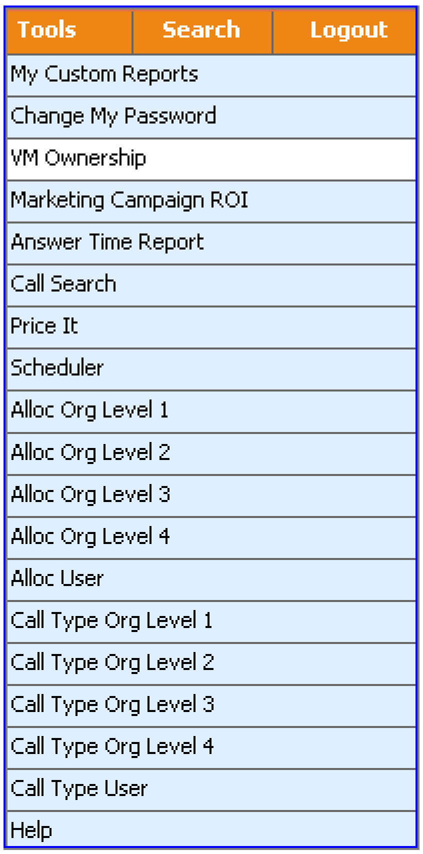


VXTracker Tools Menu

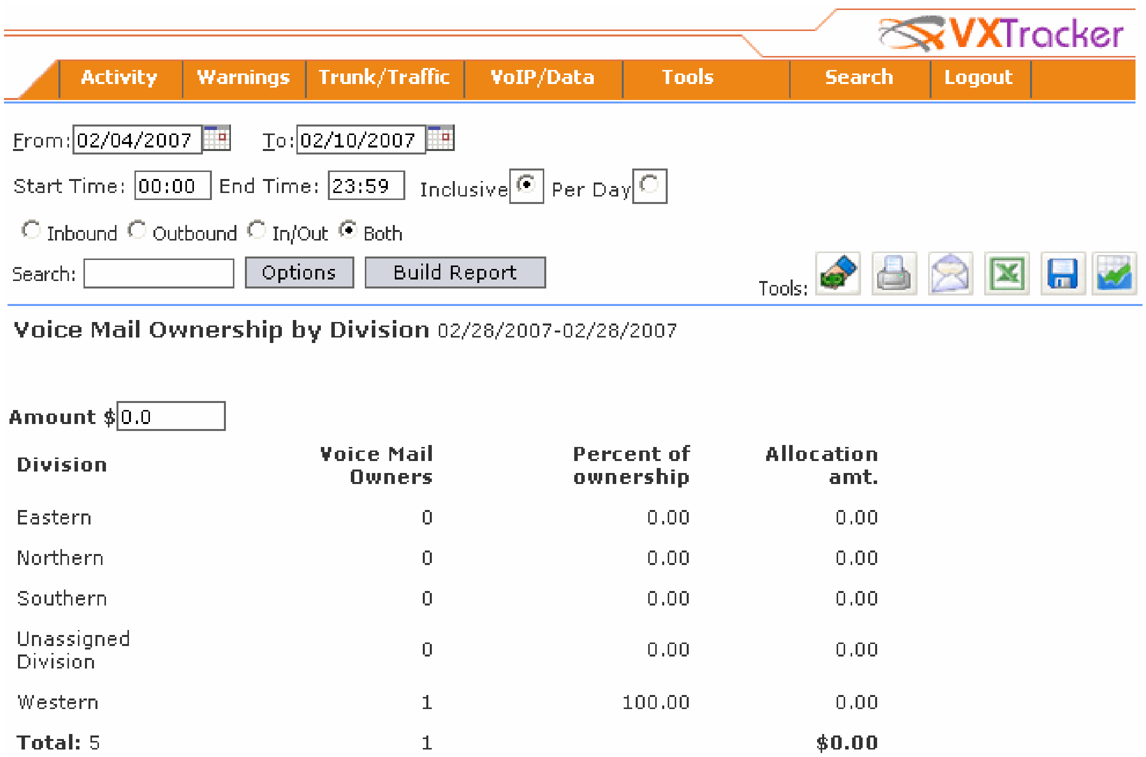
The VXTracker Tools menu offers various business related reports such as the Marketing Campaign ROI report and tools to assist you such as Help. For details regarding changing your password please refer to the **Changing Your Password** section of this manual and for details on creating custom reports please refer to the **My Custom Reports** section of this manual.

VM Ownership

The VM Ownership report generates a report of all users flagged as Voice Mail owners. It displays the percentage of ownership which is divided by the number of users in the division. To navigate to the VM Ownership report go to the **Tools** menu and select **VM Ownership**.



The following is an example of a VM Ownership report.



Voice Mail Ownership by Division 02/28/2007-02/28/2007

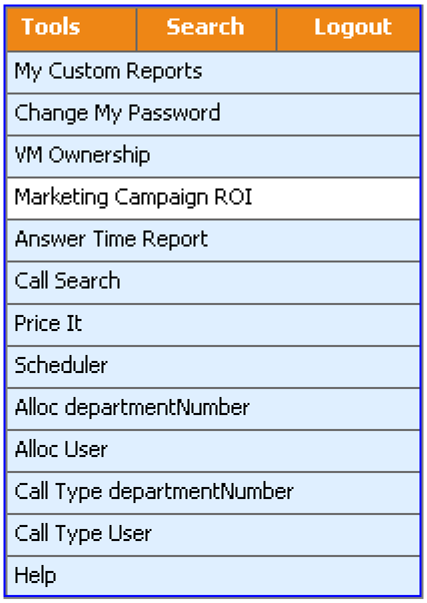
Amount $ 0.0

Division	**Voice Mail Owners**	**Percent of ownership**	**Allocation amt.**
Eastern	0	0.00	0.00
Northern	0	0.00	0.00
Southern	0	0.00	0.00
Unassigned Division	0	0.00	0.00
Western	1	100.00	0.00
Total: 5	1		**$0.00**

Marketing Campaign ROI

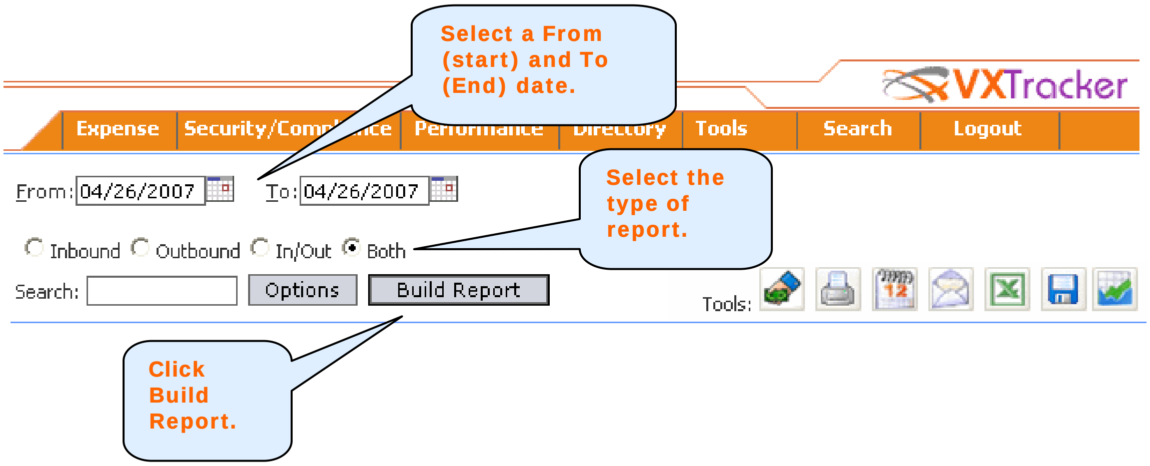
The Marketing Campaign ROI report generates a report of calls, based on DNIS (Dialed Number Identification Service) numbers and allows you to enter associated costs to calculate per call cost and total cost of specific marketing campaigns.

To open the Marketing Campaign ROI go to the **Tools** menu and select **Marketing Campaign ROI**.

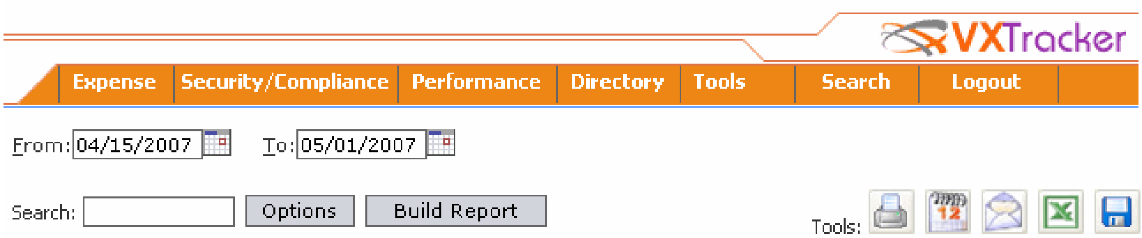


Next enter the report parameters such as the **From** and **To** dates and the **Type** of report. For details on filtering please refer to the

Building Reports section of this document. When finished adding all report parameters click **Build Report.**



The Marketing Campaign ROI (Return On Investment) report is unique in that you add costs to determine the actual amount spent during the life of a campaign. The initial display page will have a column called **Campaign Cost** that is zeroed out.



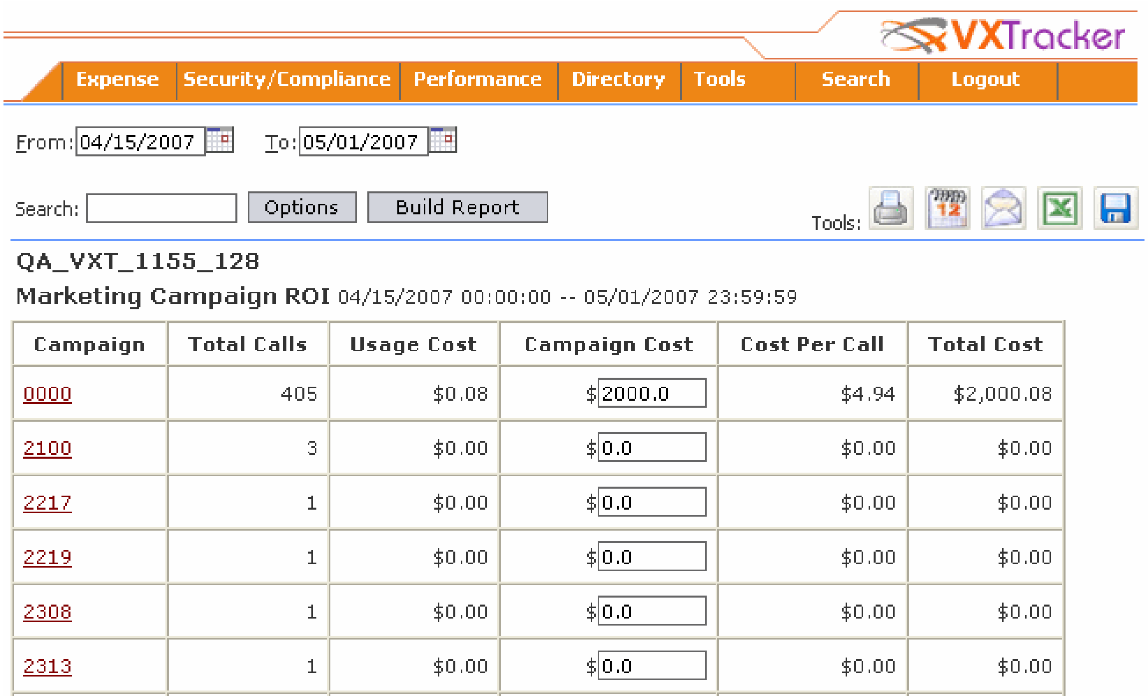
QA_VXT_1155_128

Marketing Campaign ROI 04/15/2007 00:00:00 -- 05/01/2007 23:59:59

Campaign	Total Calls	Usage Cost	Campaign Cost	Cost Per Call	Total Cost
0000	405	$0.08	$ 0.0	$0.00	$0.08
2100	3	$0.00	$ 0.0	$0.00	$0.00
2217	1	$0.00	$ 0.0	$0.00	$0.00
2219	1	$0.00	$ 0.0	$0.00	$0.00
2308	1	$0.00	$ 0.0	$0.00	$0.00
2313	1	$0.00	$ 0.0	$0.00	$0.00

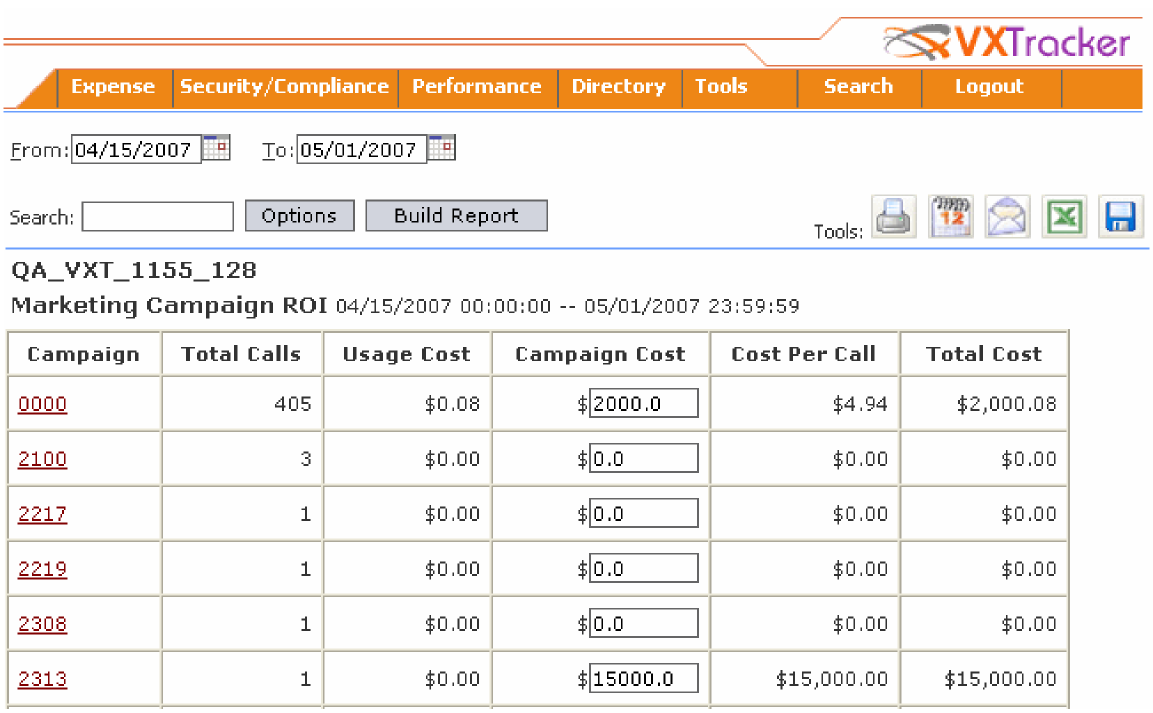
You will need to determine the cost of a specific campaign and add the total cost to the cost field. For example, assume Campaign 0000 is the radio ad campaign which cost $2000.00 for the month of February. Upon adding the number **2000** to the **Campaign Cost** and hitting the **Enter** key on your keyboard the **Cost Per Call** and

Total Cost columns are recalculated based on the **Campaign Cost** plus the **Usage Cost**.



Campaign	Total Calls	Usage Cost	Campaign Cost	Cost Per Call	Total Cost
0000	405	$0.08	$2000.0	$4.94	$2,000.08
2100	3	$0.00	$0.0	$0.00	$0.00
2217	1	$0.00	$0.0	$0.00	$0.00
2219	1	$0.00	$0.0	$0.00	$0.00
2308	1	$0.00	$0.0	$0.00	$0.00
2313	1	$0.00	$0.0	$0.00	$0.00

Taking this one step further, assume that Campaign 2313 is the television ad campaign which cost $15,000.00. Add the number **15000** to the **0104 Campaign Cost** and hit **Enter**. Now you can compare how much it cost to advertise on TV and how much it cost to advertise on radio. This comparative analysis can help in determining which campaigns to use in the future. These comparisons can be used for all of your company campaigns.

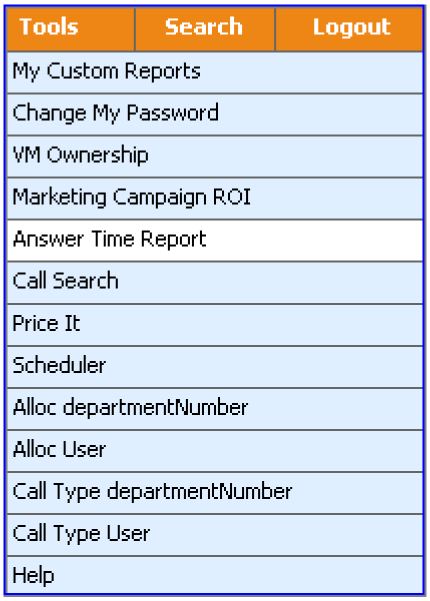


Campaign	Total Calls	Usage Cost	Campaign Cost	Cost Per Call	Total Cost
0000	405	$0.08	$2000.0	$4.94	$2,000.08
2100	3	$0.00	$0.0	$0.00	$0.00
2217	1	$0.00	$0.0	$0.00	$0.00
2219	1	$0.00	$0.0	$0.00	$0.00
2308	1	$0.00	$0.0	$0.00	$0.00
2313	1	$0.00	$15000.0	$15,000.00	$15,000.00

Answer Time Report

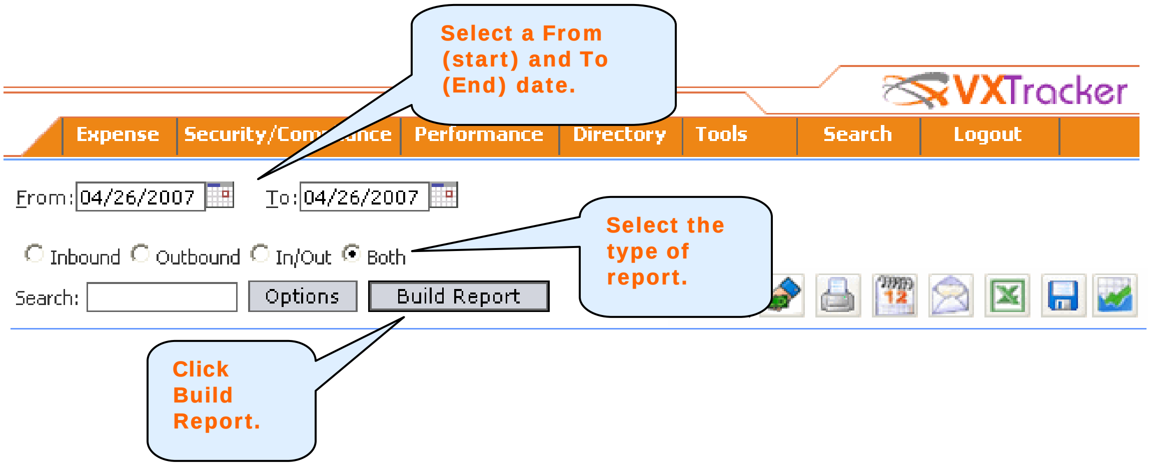
The Answer Time report was designed to display average and peak answer times on an hourly basis for a specified period of time. This allows for the monitoring of these times with specific call details shown in the report columns. A bar chart produced for each site expresses the total average answer time and peak answer time for each hour period.

To create an Answer Time report, go to the **Tools** menu and click **Answer Time Report**.



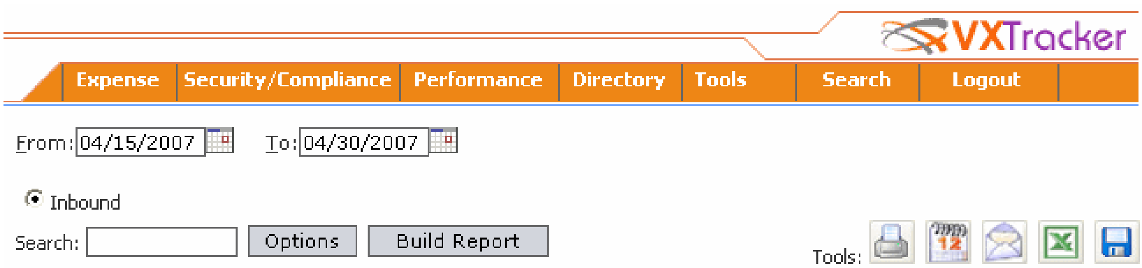
Next enter the report parameters such as the **From** and **To** dates and the **Type** of report. For details on filtering please refer to the

Building Reports section of this document. When finished adding all report parameters click **Build Report.**



Once created the report will have several columns including:

- **Time of Day** – the hour the calls were received.
- **Total Calls –** the total number of calls received during the period.
- **Unanswered Calls –** the number of unanswered calls for the period.
- **% < 20 secs. –** the percentage of total incoming calls for the period that have been answered in under 20 seconds.
- **% > 20 secs. –** the percentage of total incoming calls for the period that have not been answered in 20 seconds.
- **Avg. Answer Time –** the average answer time in seconds.
- **Peak Answer Time –** the longest time that was taken to answer a call.

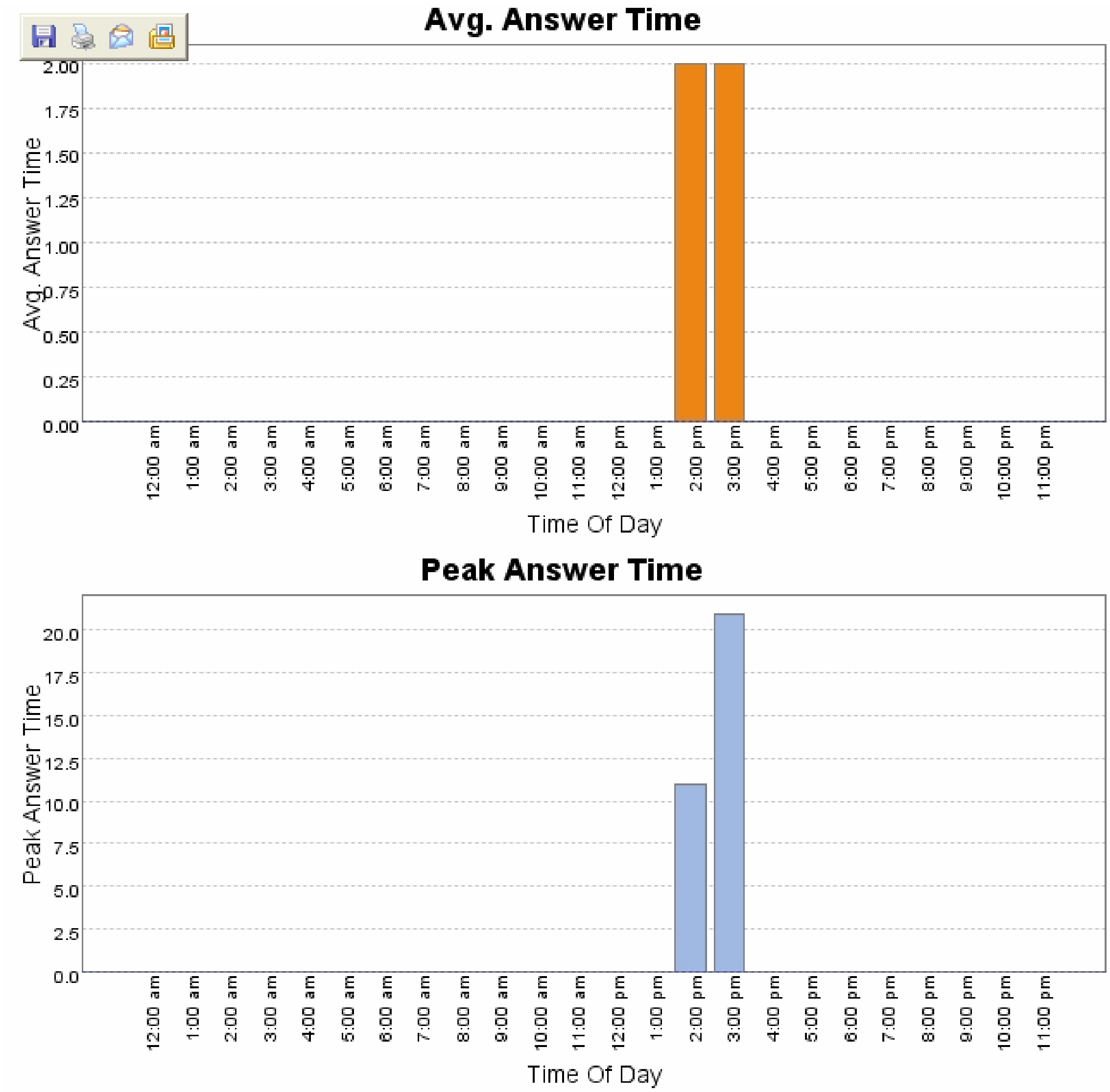


QA_VXT_1155_128

Answer Time 04/15/2007 00:00:00 -- 04/30/2007 23:59:59

Time Of Day	Total Calls	Unanswered Calls	% <= 20 secs.	# > 20 secs.	Avg. Answer Time	Peak Answer Time
12:00 am	11	0	100.00	0	0:00	0:00
1:00 am	7	0	100.00	0	0:00	0:00
2:00 am	10	0	100.00	0	0:00	0:00
3:00 am	46	0	100.00	0	0:00	0:00
4:00 am	144	0	100.00	0	0:00	0:00
5:00 am	359	0	100.00	0	0:00	0:00
6:00 am	680	0	100.00	0	0:00	0:00
7:00 am	847	0	100.00	0	0:00	0:00
8:00 am	1195	0	100.00	0	0:00	0:00

Finally a bar chart is created showing all of the average and peak answer times for each hour of the day.

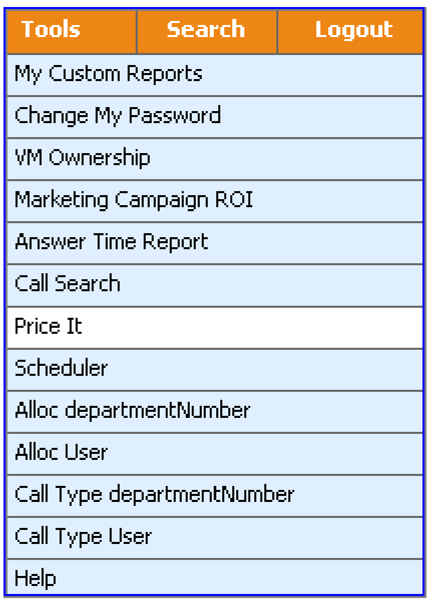


Price It

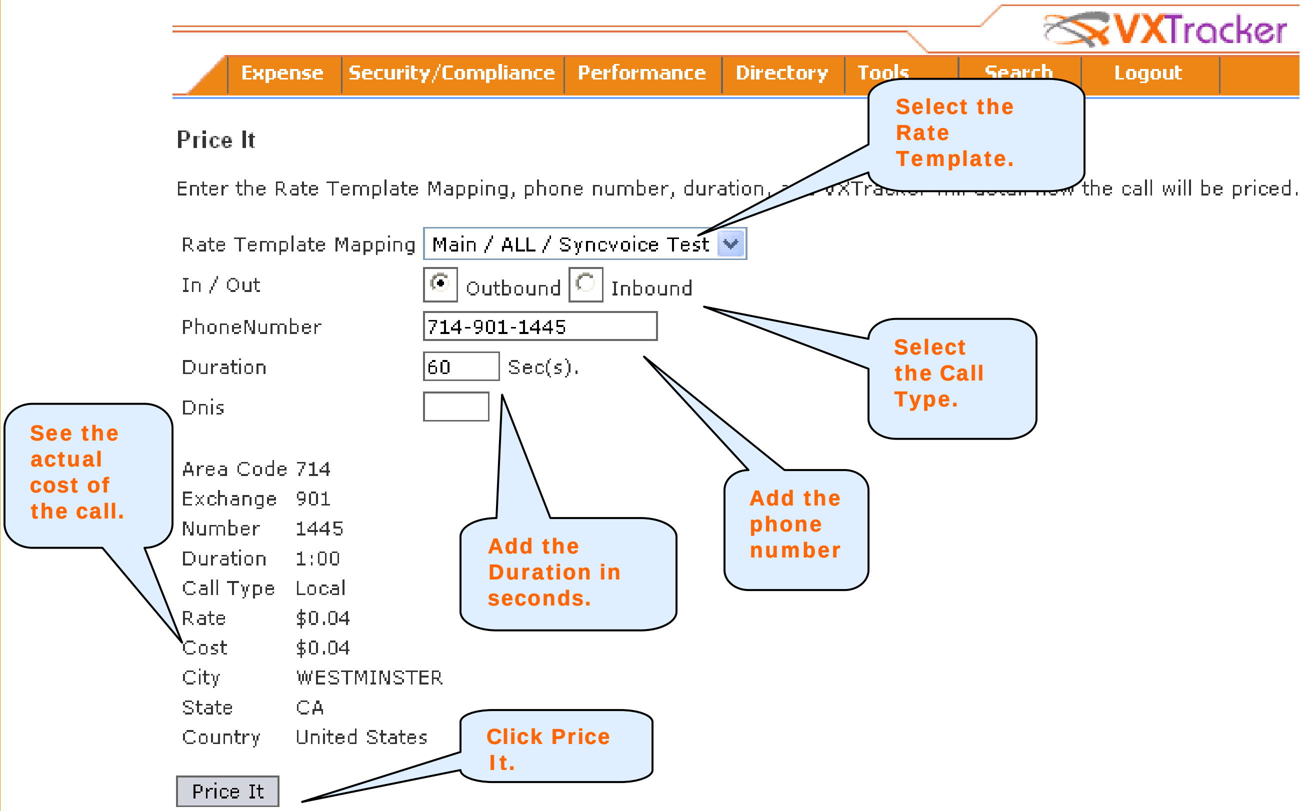
The Price It report is designed to assist you with determining the actual cost of calls. By comparing the actual cost to the "Price It" cost you can see if the call is being priced correctly. For example, by entering a Rate Template, phone number, duration (of call) and clicking the **Price It** button you can see the **Rate** and what the actual **Cost** of the call is suppose to be. You can then compare this to what is currently being charged (from a VXTracker report or phone bill) to determine if that is correct.

Another frequent use of this report is to compare different rate plans to see which is the most cost effective. For example there are two sites in your company, Site A makes numerous two minute phone calls and Site B makes many phone calls over 20 minutes. There are several rate plans from which you can choose. You then calculate the cost of all of the rate plans and compare them to what is currently being spent and select the one that best suits your needs.

To create a Price It report, go to the **Tools** menu and click **Price It**.



Next select the **Rate Template**, the **Type** of call, the **Phone Number**, **Duration** and DNIS (if applicable). Click **Price It** when you are finished to view the actual cost of the call.

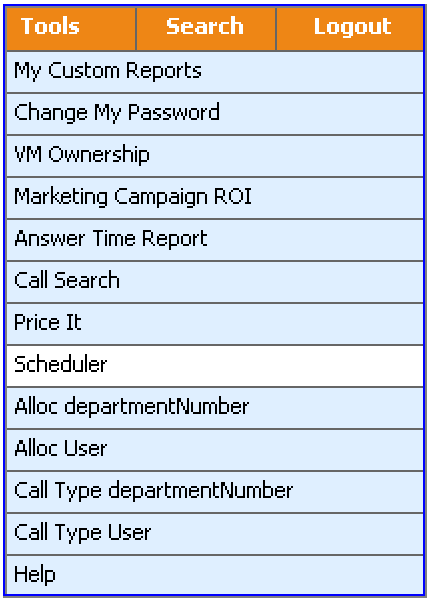


Note: This report is typically used for Outbound calls but can be used for Inbound calls too. The reason associated with using Inbound as the Call Type is typically for an 800 number or a number using a Dnis (Dialed Number Identification Service).

Scheduler

The VXTracker Scheduler gives you the ability to schedule jobs or reports on a continual and consistent basis. This then allows you the convenience of setting up a job one time and having it repeat with no manual intervention. You can however, edit and reschedule a job or report at any time.

To open the Scheduler go to the **Tools** menu and select **Scheduler.**

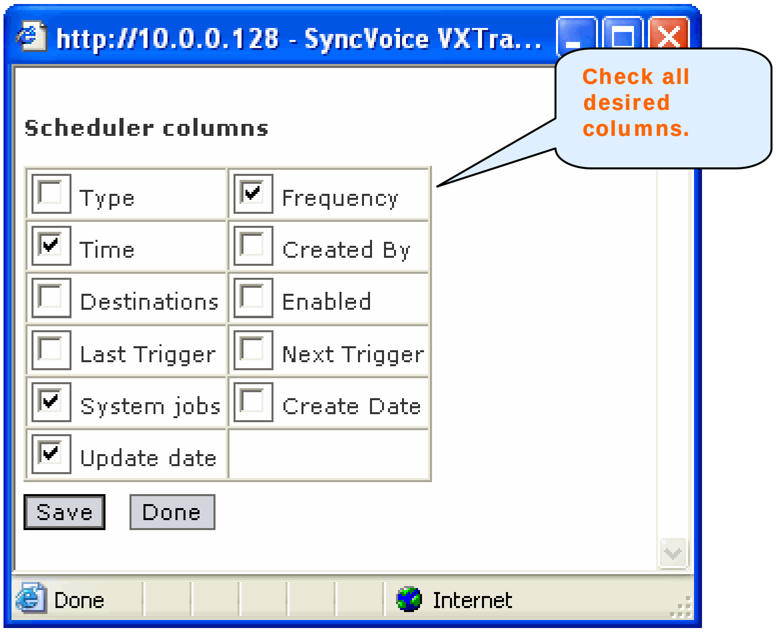


This will bring up the Scheduler page with several options.

The Scheduler has three default columns, they are:

- **Id** – this is the number assigned to the report (automatically generated by the system).
- **Sub Type** – this is the type of report that is scheduled (Inbound, Outbound, In/Out or Both).
- **Name** - this is the name of the job.

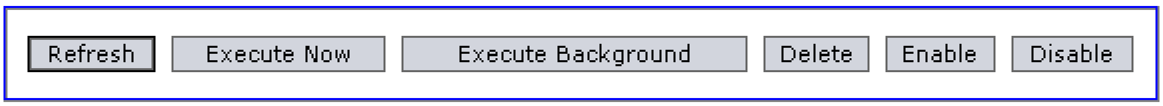
At the very top of the page is the **Options** icon which, when clicked, allows you to setup the columns that you desire. The columns shown on the Scheduler page are therefore determined by what is checked off in the Options dialog. The default columns are Id, Sub Type, and Name but the rest is determined by what you want to see when opening the page. To add more columns click the **Options** icon, check off the columns you desire, click **Save/Done** and the **Refresh** button on the Scheduler page.



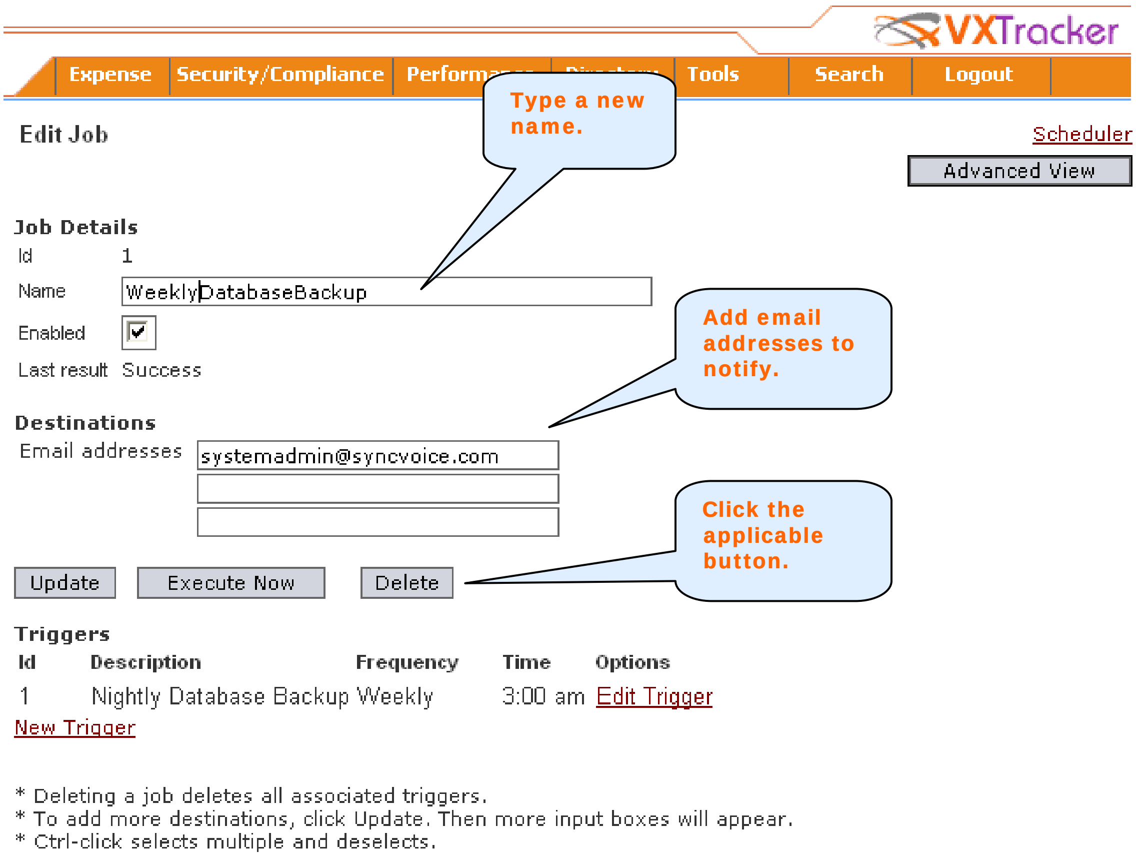
Once back to the Scheduler page hit **Enter** on your keyboard to refresh the report and view the selected columns.

The buttons on the Scheduler include:

- **Refresh** – click this to view any changes such as those discussed when selecting column options.
- **Execute Now** – click this to start a job or run a report at the present time.
- **Execute Background** – click this to start a job or run a report in the background (with no apparent interruption to the user).
- **Delete** – check the job/report you no longer wish to save and click this to delete it.
- **Enable** – check the checkbox next to the job/report that you want enabled and click this to enable it.
- **Disable** - check the checkbox next to the job/report that you want to disable and click this. Instead of deleting a job/report, disabling it may be a better option if you wish to reuse the job/report in the future.



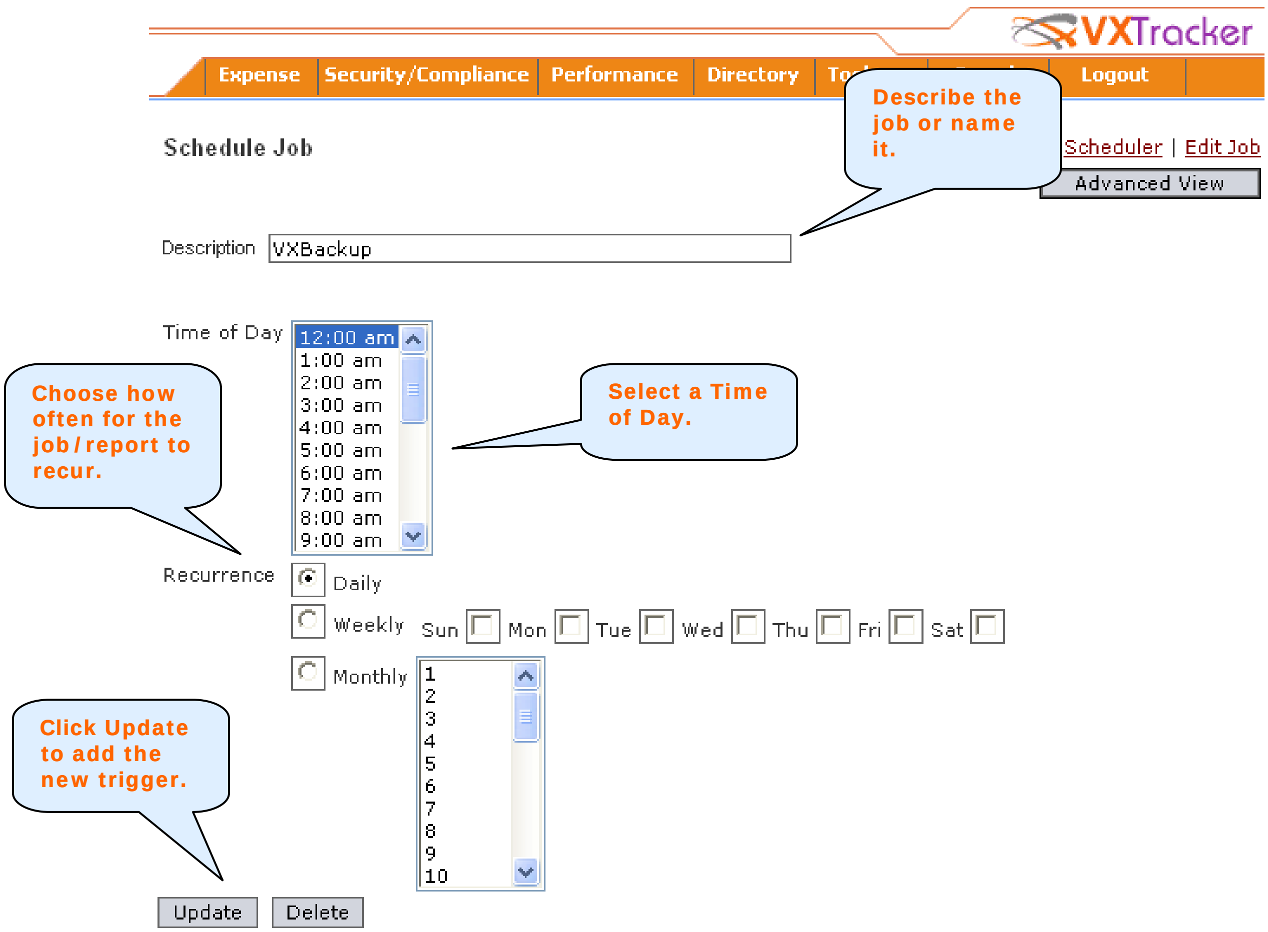
To edit an existing job click the **link** in the **Name** column and the Edit Job page will appear.



Under **Job Details** you can change the name and enable the scheduled job/report. Under **Destinations** you can add email addresses to notify when the scheduled report runs.

To save all changes click the **Update** button and to start a job/report click **Execute Now**. To delete a job/report click **Delete**.

You can also edit or add triggers from this page. Triggers initiate the execution of the job at a specified time. To create a new trigger click on the **New Trigger** link which will open the Schedule Job page. In the following example a job called VXBackup **(Description)** is scheduled to run **(Time of Day)** at midnight on a daily **(Recurrence)** basis.



Click **Create** to process the new trigger. This will take you back to the Edit Job page where the new trigger will be a link for future edits. To edit any of the triggers simply click the link to it and make any changes desired. The edit process is the same as when creating a new trigger only you will click the **Update** button instead of the **Create** button to process the trigger.

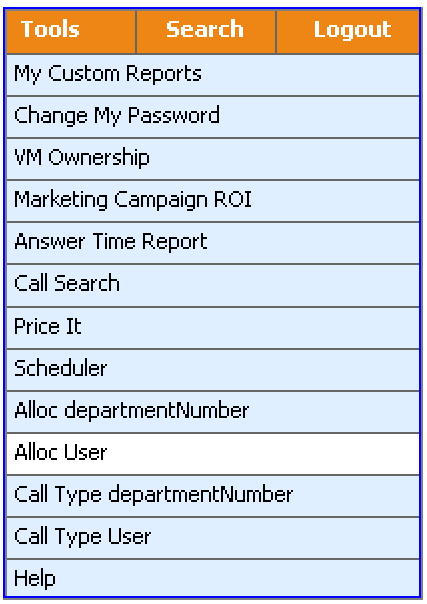
Allocate Division, Cost Center or User

The VXTracker Allocation reports allow you to determine just how much capital to allocate to specific organizational units within your company. This is determined by the total invoice amount divided by the percent of usage by each organizational unit.

The Allocation reports that are displayed in the Tools menu are determined by your Org Structure. For example, if you have an Org Structure with three levels such as Location, Cost Center and User, you will have Allocation reports for those specific Org Levels only.

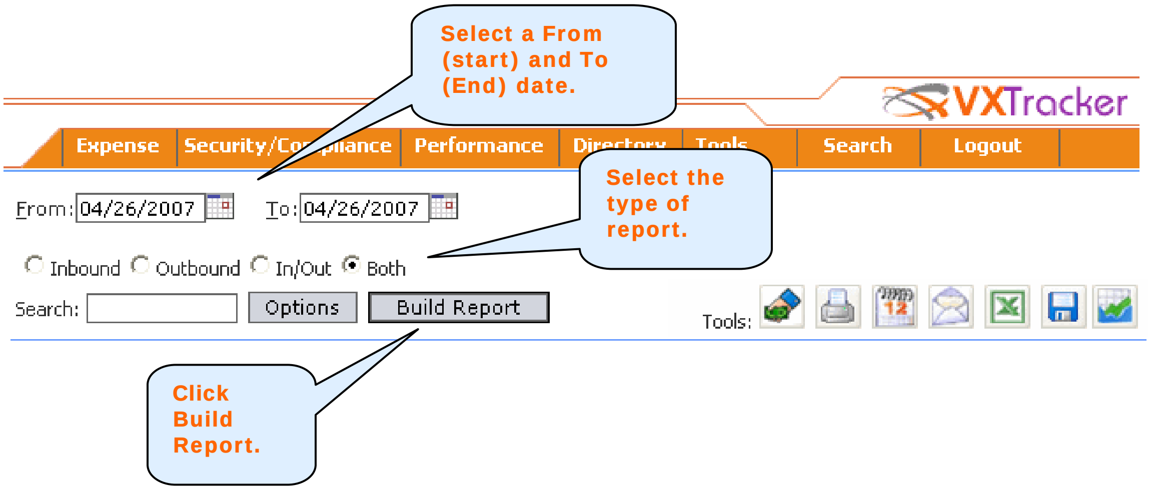
All of the Allocation reports work the same way, the only difference is that they display information pertinent to a specific Org Level. That said we will use the Alloc User report as an example for all of the Allocation reports.

To create an Allocation Division report, go to the **Tools** menu and select **Alloc User**.

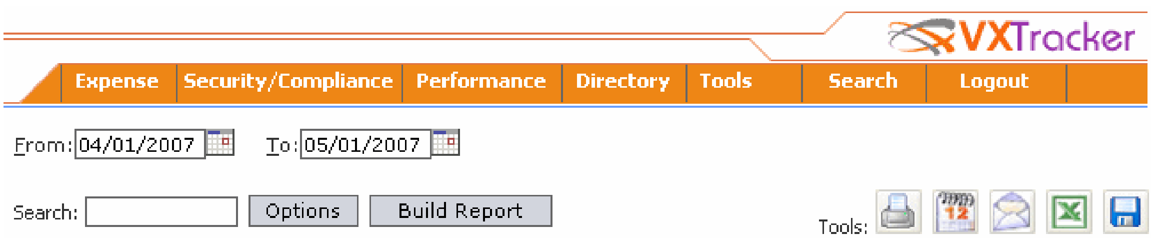


Next enter the report parameters such as the **From** and **To** dates and the **Type** of report. For details on filtering please refer to the

Building Reports section of this document. When finished adding all report parameters click **Build Report.**



Similar to the Marketing Campaign ROI report, the Allocation reports in VXTracker allow for user interaction and calculate data with the information that is input by the user. For example, if you have an invoice for $5,000.00, enter the amount into the **Amount of Invoice** field and hit the **Enter** key on your keyboard. The allocated amounts will then show based upon the percentage of usage for each division.



QA_VXT_1155_128

In/Out User Detail 04/01/2007 00:00:00 -- 05/01/2007 23:59:59

Amount of invoice $5000.0

User	% of usage	Alloc. amt.
Cameron Laughlin ?199613	0.01	$0.40
Carrie Woodruff 2228 - 2228	0.01	$0.48
George Wentworth	0.02	$0.80
Jenny Cho ?292093	0.00	$0.24
John Smith - 2103	0.00	$0.00
Jose Araiza ?378331	0.01	$0.32
Luke Wren - 2217	0.03	$1.60
Marie Velasquez 2219 - 2219	0.02	$0.84
Mike Anderson 2220 - 2220	0.00	$0.00
Sue Bellam 2205 - 2205	0.01	$0.64

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