

INFORTel[®]
for Windows
from Desktop to Enterprise...

Sample Reports

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Introduction to Infotel for Windows

Designed especially to meet the needs of today's over-worked, under-staffed telecommunications professional, Infotel for Windows is a user-friendly call accounting system that gives you the control to do your job more effectively. The reporting capabilities of Infotel for Windows make reporting easy. User-defined reports are exportable to various Windows applications and the Internet or corporate Intranet. The Auto-Report Scheduler lets you design and save reports to run automatically on a scheduled basis. The multi-level organizational structure mirrors your company's infrastructure with full reporting of up to four levels. And the addition of the robust SQL Server database makes it more powerful than ever -- regardless of the number of call records you need to process. Infotel for Windows gives you the power to achieve all your telemanagement goals... right at your fingertips!

Other benefits of the reporting capabilities of Infotel for Windows...

Phone Number Reporting: Gives you the ability to print the name of the person called or the caller, in addition to the phone number, which makes reports easy to read and provides additional information so managers can act upon the data.

User-defined Names: Reports can be labeled with the user's own nomenclature which eliminates confusion among those reading the call accounting reports.

Call Filters: Reports on only relevant data, allowing you to get the data you want and run reports that mirror your business practices.

Cost/Duration Filters: Filters calls based on the cost, letting you exclude short duration or very inexpensive calls, giving you the data you need to see.

User-definable Summarization: Allows you to format the report with the sub-totals and page breaks you need.

Continuous or Interval Report-time Selection: Allows you to print reports based on the time of day, which can help you detect off-hour phone abuse.

Automatic Number Identification (ANI) and Caller ID (CLID) Tracking: Displays the phone number of the calling party in your reports. This helps you detect abuse and misuse of your phone system, makes reports more useful and allows you to run surveys on the location of callers into your call center.

Dialed Number Identification Service (DNIS) Support: Identifies the telephone number that was called, which allows you to fine-tune your marketing efforts and improve customer service by providing information on the specific in-bound number dialed.

Custom Summary Reports: Allows you to create custom summary reports of all types with just the columns and subtotals you want.

Graphical Reports: Allows you to see trends and comparisons at a glance.

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Introduction to Infotel for Windows Reporting





Infotel for Windows reporting gives you the flexibility to define and run virtually hundreds of different reports, with very general or very specific information. Infotel for Windows is so easy to use that training needs are minimal. Even people who have never used Infotel for Windows can easily and quickly run reports. Its powerful filtering capabilities let you decide exactly what information you want to see, without bogging you down with unnecessary data.

Infotel for Windows offers text and graphical reports. Text reports are used for data that is best understood in table form, while the graphical reports display data that is best related visually. Graphical reports come in bar, line or pie chart format, depending on the optimal way the data should be displayed.

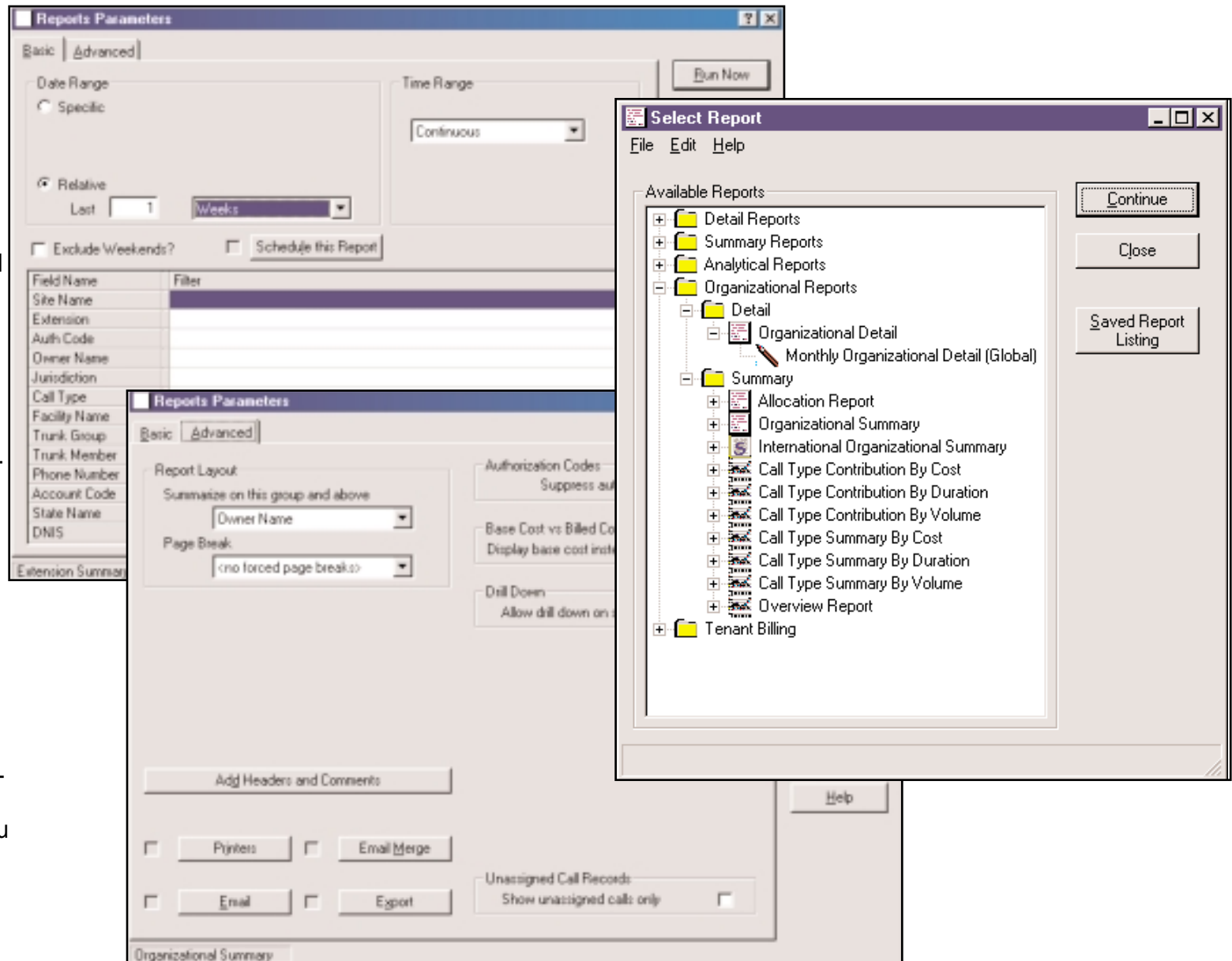
Infotel for Windows reports can be distributed in a number of ways. By default they are printed to the user's default printer. It is possible to send the reports to more than one printer. The reports can be e-mailed to multiple users. When e-mailing the text reports, the report file can be in Crystal Report format, HTML, Rich Text (RTF), Text (ASCII) or an Excel spreadsheet. Graphical reports can be in Crystal Report format, Rich Text (RTF) or in Excel, and can be exported in all of those formats. You can choose any combination of these ways to distribute the reports. This allows you to get reports into the hands of the personnel in exactly the format that they want. The reports can also be scheduled to run automatically, freeing up your time to handle other tasks.

This book provides a representative sampling of the management reports available in Infotel for Windows. It does not include every report created with every option. ISI reserves the right to change the content and layout of the reports at any time.

Running Reports

Choosing a report to run is easy. All the reports are listed in a tree-like structure. Standard reports are indicated by the  symbol while standard graphical reports are indicated by the  symbol. Custom reports are indicated by the  symbol. Reports marked with the  symbol indicate standard reports where you have saved various settings, such as date ranges, filters and sorting criteria. Once you chose a report, simply pick the date range, filters, sorting order and other options and then run the report.

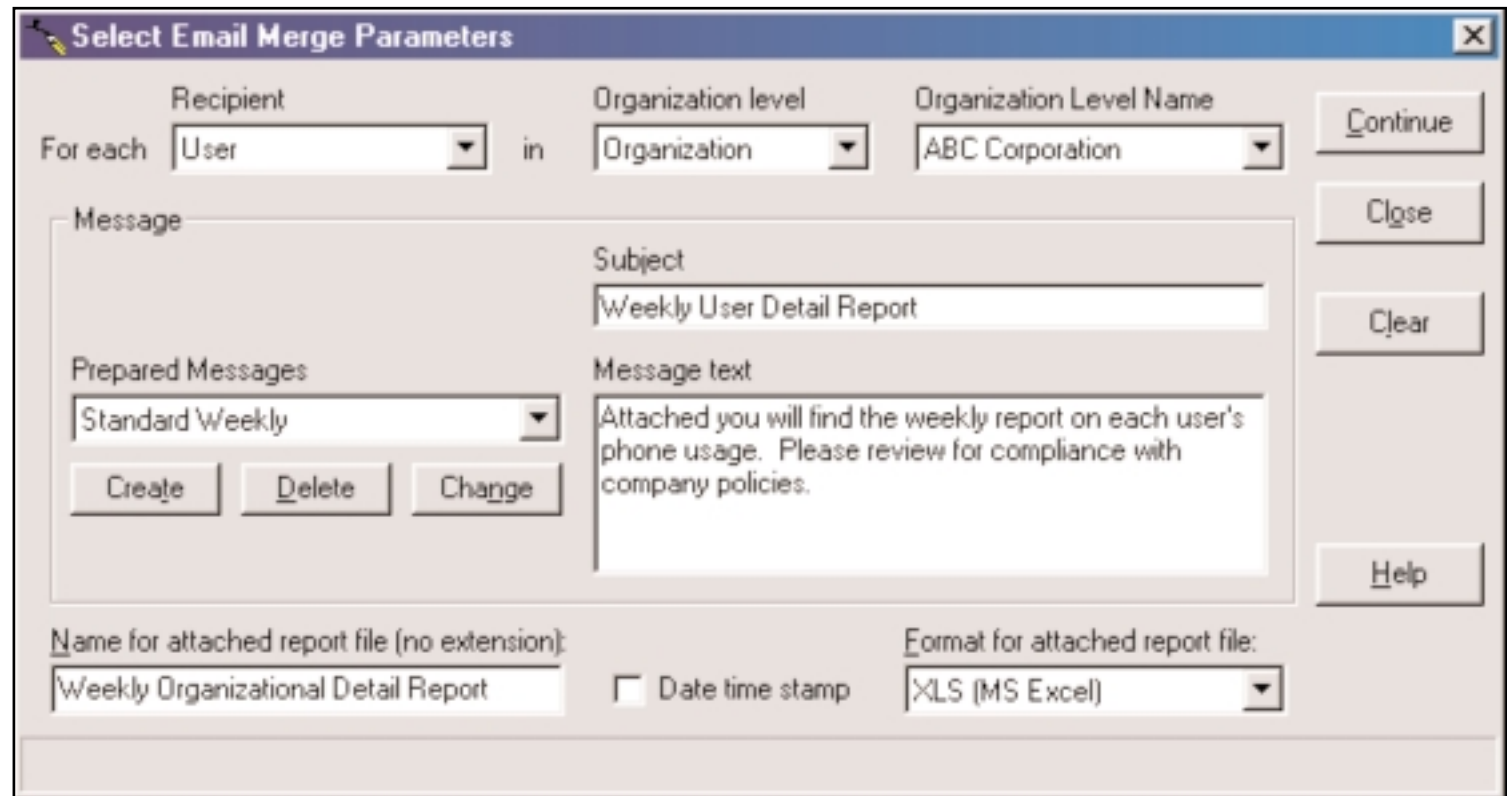
Infortel for Windows supports Detail, Summary, Analytical, Organizational and Tenant reports. There are more than 40 different standard reports. Users can customize these by choosing various date ranges, filtering by fields such as department and extension, summarizing the reports in different ways, sorting them differently and by choosing report-specific options. In addition, you can change the headers on the report and add comments to make them more meaningful to your organization.



The screenshot displays two overlapping windows from the Infotel software. The background window is titled 'Reports Parameters' and has two tabs: 'Basic' and 'Advanced'. The 'Basic' tab is active, showing options for 'Date Range' (Specific or Relative), 'Time Range' (Continuous), and 'Report Layout' (Summarize on this group and above). A table lists various fields for filtering, including Site Name, Extension, Auth Code, Owner Name, Jurisdiction, Call Type, Facility Name, Trunk Group, Trunk Member, Phone Number, Account Code, State Name, and DNS. The foreground window is titled 'Select Report' and shows a tree view of 'Available Reports'. The tree structure includes folders for Detail Reports, Summary Reports, Analytical Reports, and Organizational Reports. Under Organizational Reports, there are sub-folders for Detail and Summary. The 'Detail' folder contains 'Organizational Detail' and 'Monthly Organizational Detail (Global)'. The 'Summary' folder contains several reports, including 'Allocation Report', 'Organizational Summary', 'International Organizational Summary', and various 'Call Type' reports categorized by Cost, Duration, and Volume. Other reports include 'Overview Report' and 'Tenant Billing'. Buttons for 'Continue', 'Close', and 'Saved Report Listing' are visible on the right side of the 'Select Report' window.

E-mail Merge Capabilities

E-mail merge is available only for Organizational Reports. It makes it very easy to set up and send Organizational Reports to those who need them. Using the structure of the database and the access assigned in the Directory Database, the system sends reports on the correct part of the organization to the correct people. For example, you can set up an Organizational Report based on Department. By correctly assigning access rights, each department manager receives a report on just their department when the standard Organizational Report is run. This means you don't need to create a report for each department. The same capability exists at each organizational level.



The screenshot shows a dialog box titled "Select Email Merge Parameters". It contains several fields and buttons:

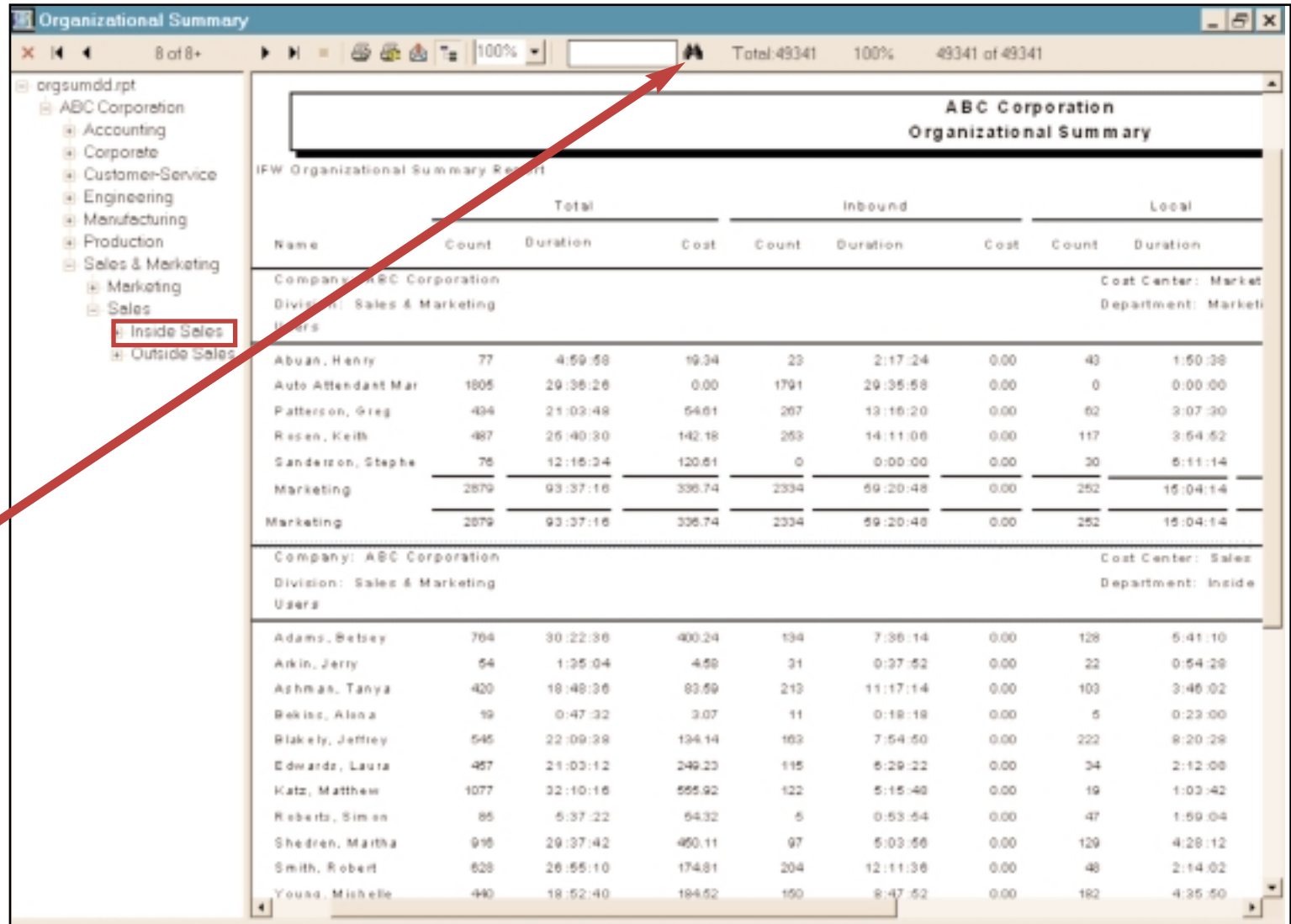
- Recipient:** "For each" dropdown set to "User", followed by "in" and "Organization level" dropdown set to "Organization".
- Organization Level Name:** Dropdown set to "ABC Corporation".
- Message:** A large text area for the message body, containing the text: "Attached you will find the weekly report on each user's phone usage. Please review for compliance with company policies."
- Subject:** Text field containing "Weekly User Detail Report".
- Prepared Messages:** Dropdown set to "Standard Weekly", with "Create", "Delete", and "Change" buttons below it.
- Name for attached report file (no extension):** Text field containing "Weekly Organizational Detail Report".
- Format for attached report file:** Dropdown set to "XLS (MS Excel)".
- Date time stamp:** An unchecked checkbox.
- Buttons:** "Continue", "Close", "Clear", and "Help" are located on the right side of the dialog.

This is the screen used to set-up E-mail Merge Reports. It allows you to set up the recipient, level of reporting, customize the e-mail message, including subject and message, date/time stamp the report, and specify the format of the report.

Report Navigator

Ever try to view a report on screen and have to search through the pages just to find the information that you need? With Infortel for Windows Report Navigator, answers are just a mouse click away. By clicking on the left side of the screen, you can quickly navigate through the report to find the detail or summary information you are looking for. Looking for the totals for the Inside Sales Group in the Sales and Marketing Department? Simply click on the entry and you will jump to that information.

Additionally, the Search Tool (located at the top of the screen) allows you to quickly search for data. Perhaps you are looking for a call to Saudi Arabia. Simply enter Saudi Arabia in the search screen and click the search tool, to find the call quickly. You can search for any text or numbers in the report.



The screenshot shows the 'Organizational Summary' report for ABC Corporation. The left sidebar contains a tree view with the following structure:

- orgsumdd.rpt
 - ABC Corporation
 - Accounting
 - Corporate
 - Customer-Service
 - Engineering
 - Manufacturing
 - Production
 - Sales & Marketing
 - Marketing
 - Sales
 - Inside Sales
 - Outside Sales

The main report area displays the following table:

ABC Corporation Organizational Summary								
IFW Organizational Summary Report								
	Total			Inbound			Local	
Name	Count	Duration	Cost	Count	Duration	Cost	Count	Duration
Company: ABC Corporation Cost Center: Market								
Division: Sales & Marketing Department: Market								
Users								
Abuan, Henry	77	4:59:58	19.34	23	2:17:24	0.00	43	1:50:38
Auto Attendant Mar	1805	29:38:26	0.00	1791	29:35:58	0.00	0	0:00:00
Patterson, Greg	434	21:02:48	54.61	267	12:16:20	0.00	62	3:07:30
Resen, Keith	487	25:40:30	142.18	263	14:11:06	0.00	117	3:54:52
Sanderson, Stepha	75	12:16:34	120.61	0	0:00:00	0.00	30	6:11:14
Marketing	2579	93:37:16	336.74	2334	59:20:48	0.00	252	15:04:14
Marketing	2579	93:37:16	336.74	2334	59:20:48	0.00	252	15:04:14
Company: ABC Corporation Cost Center: Sales								
Division: Sales & Marketing Department: Inside								
Users								
Adams, Betsy	764	30:22:36	400.24	134	7:36:14	0.00	128	5:41:10
Arkin, Jerry	54	1:35:04	4.58	31	0:37:52	0.00	22	0:54:29
Ashmas, Tanya	420	18:48:36	93.59	213	11:17:14	0.00	103	3:46:02
Bekias, Alana	59	0:47:32	3.07	11	0:18:18	0.00	5	0:23:00
Blakely, Jeffrey	545	22:09:38	134.14	163	7:54:50	0.00	222	8:20:38
Edwards, Laura	457	21:03:12	249.23	115	6:29:22	0.00	34	2:12:08
Katz, Matthew	1077	32:10:16	555.92	122	5:15:40	0.00	19	1:03:42
Roberts, Simon	85	5:37:22	54.32	5	0:53:54	0.00	47	1:59:04
Shedden, Martha	916	29:37:42	460.11	97	5:03:56	0.00	129	4:26:12
Smith, Robert	628	26:55:10	174.81	204	12:11:36	0.00	48	2:14:02
Yousa, Michelle	440	18:52:40	194.52	150	8:47:52	0.00	182	4:35:50

Detail Reports

Detail reports give you information on specific calls in an overall manner. There are five detail reports: Extension, Authorization Codes, User, Trunks and Account Codes. By using a Detail Report sorted by date and time, you are able to see a chronological history of calls placed during a specific time and date range. These reports allow you to determine periods of time when calling activity is heaviest or lightest for particular extensions, authorization codes, users, trunks or account codes.

The layout of the Extension Detail, Authorization Code Detail, User Detail and Account Code reports are very similar. An example of an Extension Detail Report is shown to the right. The Authorization, User Detail and Account Code Detail Reports have the same layout except they are summarized by Authorization Code, User and Account/Matter Code respectively. Also, the last column of the report is different for each. The last column on the Authorization Code Detail report is the extension that made the call. In the User Detail Report, the last column is the type which lists the extension and/or authorization code used to make the call, while the Account Code Detail report has an indicator to show if an authorization code was used to make the call. This User Detail Report makes it easy to see a particular person's usage when they have more than one line assigned to them, for example a phone line and a data line for a modem.

This column shows the Account and Matter codes for users who purchased Infortel for Windows Professional Services Package, otherwise, it shows just the account codes.

ABC Corporation Detail By Extension								
IFW Detail Report by Extension				From 1/8/2001 at 12:00 AM through 1/12/2001 at 11:59 PM				
Call Date and Time	Duration	Cost	Facility	Call Type	Phone Number	Location	Auth	Account / Matter
Site: Chicago (1)(Continued)								
Extension: 261 (Continued)								
1/9/2001	11:26	0:04:06	0.00 T1	INB		INCOMING		
1/9/2001	13:26	0:01:56	0.00 T1	INB		INCOMING		
1/10/2001	12:27	0:02:00	0.56 T1	LD	800-421-4655	TOLL FREE SERVICE		
1/10/2001	16:51	0:16:38	0.00 T1	INB		INCOMING		
1/11/2001	13:14	0:03:52	0.42 T1	LCL	708-423-8833	OAK LAWN, IL		
1/12/2001	13:56	0:01:54	0.21 T1	LCL	773-539-5269	CHICAGO, IL	*	
1/12/2001	16:03	0:00:18	0.00 T1	INB		INCOMING	*	
1/12/2001	16:11	0:02:04	0.21 T1	LCL	708-423-8833	OAK LAWN, IL	*	
Extension: 261		1:16:06	2.01	Call Count:		15		
Site: Chicago (1)								
Extension: 264								
1/8/2001	07:06	0:02:20	0.00	Inbound Calls		INCOMING		
1/8/2001	09:32	0:00:26	0.00	Central Office		INCOMING		
1/8/2001	10:20	0:00:36	0.00	Central Office		INCOMING		
1/8/2001	11:54	0:02:24	0.84	Central Office	937-293-3269	DAYTON, OH		CON2/ACT
1/8/2001	12:20	0:01:56	0.00	Central Office		INCOMING		
1/8/2001	12:22	0:02:16	0.32	Central Office	312-729-7370	CHICAGO, IL		
1/8/2001	12:46	0:00:16	0.28	Central Office	650-555-1212	INFORMATION		CON2/ACT
1/8/2001	12:47	0:01:28	0.56	Central Office	408-557-1900	SAN JOSE W, CA		CON1/POST
1/8/2001	12:51	0:01:18	0.56	Central Office	714-593-4143	HNTNGTNBCH, CA		CON2/ACT
1/8/2001	12:58	0:02:24	0.84	Central Office	510-687-1181	FRMT NWRK, CA		CON2/ACT
1/8/2001	13:03	0:00:56	0.28	Central Office	559-278-8375	FRESNO, CA		CON1/POST
1/8/2001	13:05	0:02:56	0.84	Central Office	310-532-6100	GARDENA, CA		CON1/POST
1/8/2001	13:14	0:01:12	0.56	Central Office	909-826-5473	RIVERSIDE, CA		CON2/ACT
1/8/2001	13:16	0:01:08	0.56	Central Office	858-646-2861	LA JOLLA, CA		CON2/ACT
1/8/2001	13:18	0:02:22	0.32	T1	773-702-3122	CHICAGO, IL		
2/14/2001				181				10:30:37AM

Trunk Detail Reports



ABC Corporation Detail by Trunks

IFW Trunk Detail Report

From 01/08/2001 at 12:00 AM through 01/12/2001 at 11:59 PM

Call Date and Time	Duration	Call Cost	Call Type	Trunk	Phone Number	Location	Type
Site: Chicago (1) (Continued)				Trunk Group: 005 (Continued)			
Facility: Central Office (Continued)				Trunk Member: 015 (Continued)			
01/08/2001 08:19	0:05:50	0.00	INB	005.015		INCOMING	223 (Ext.)
01/08/2001 09:06	0:01:12	0.00	INB	005.015		INCOMING	403 (Ext.)
01/08/2001 09:23	0:01:14	0.00	INB	005.015		INCOMING	403 (Ext.)
01/08/2001 09:39	0:04:56	0.00	INB	005.015		INCOMING	214 (Ext.)
01/08/2001 09:40	0:00:22	0.00	INB	005.015		INCOMING	551 (Ext.)
01/08/2001 10:03	0:00:30	0.28	LD	005.015	1-714-704-2548	ORANGE, CA	273 (Ext.)
01/08/2001 10:05	0:00:32	0.00	INB	005.015		INCOMING	559 (Ext.)
01/08/2001 10:06	0:03:26	0.00	INB	005.015		INCOMING	268 (Ext.)
01/08/2001 10:13	0:00:46	0.28	LD	005.015	1-219-872-5150	MICHIGANCY, IN	278 (Ext.)
01/08/2001 10:16	0:00:10	0.28	LD	005.015	1-972-209-8289	GRAND PRAR, TX	243 (Ext.)
01/08/2001 10:18	0:05:00	0.95	LD	005.015	1-815-544-3280	BELVIDERE, IL	291 (Ext.)
01/08/2001 10:34	0:03:02	0.76	LD	005.015	1-618-826-5071	CHESTER, IL	248 (Ext.)
01/08/2001 10:39	0:00:56	0.28	LD	005.015	1-516-555-1212	INFORMATION	212 (Ext.)
01/08/2001 10:49		0.00					551 (Ext.)
01/08/2001 10:54	0:00:16	0.19	LD	005.015	1-815-874-9421	NEWMILFORD, IL	293 (Ext.)
01/08/2001 10:55	0:00:22	0.28	LD	005.015	1-201-261-1286	ORADELL, NJ	201 (Ext.)
01/08/2001 11:09	0:00:10	0.00	INB	005.015		INCOMING	559 (Ext.)
01/08/2001 11:26	0:00:22	0.28	LD	005.015	1-360-650-3768	BELLINGHAM, WA	273 (Ext.)
01/08/2001 11:26	0:08:44	2.52	LD	005.015	1-360-650-3344	BELLINGHAM, WA	273 (Ext.)
01/08/2001 11:50	0:03:28	0.00	INB	005.015		INCOMING	208 (Ext.)
01/08/2001 11:51		0.00					559 (Ext.)
01/08/2001 12:09	0:00:42	0.00	INB	005.015		INCOMING	270 (Ext.)
01/08/2001 12:09	0:01:36	0.00	INB	005.015		INCOMING	216 (Ext.)
01/08/2001 12:36	0:01:24	0.00	INB	005.015		INCOMING	404 (Ext.)
01/08/2001 13:00	0:09:06	0.00	INB	005.015		INCOMING	243 (Ext.)
01/08/2001 13:00	0:00:42	0.00	INB	005.015		INCOMING	440 (Ext.)
01/08/2001 13:16	0:01:08	0.56	LD	005.015	1-858-646-2861	LA JOLLA, CA	264 (Ext.)
01/08/2001 13:32	0:00:34	0.00	INB	005.015		INCOMING	551 (Ext.)
01/08/2001 13:52	0:00:46	0.00	INB	005.015		INCOMING	212 (Ext.)
01/08/2001 14:07	0:00:20	0.28	LD	005.015	1-973-490-7250	MORRISTOWN, NJ	220 (Ext.)

03/22/2001

88

10:54:43AM

Knowing trunk utilization allows you to more accurately manage your telephone facilities and save costs. This report shows how you can list all calls going over a selected trunk group and trunk member. You can review the trunk utilization by the source of calls, duration and cost.

Summary Reports



Trunk Summary Report

ABC Corporation Trunks Summary															
IFW Trunk Summary												From 1/8/2001 at 12:00 AM through 1/12/2001 at 11:59 PM			
	Total			Inbound			Local			Long Distance			All Others		
	Count	Duration	Cost	Count	Duration	Cost	Count	Duration	Cost	Count	Duration	Cost	Count	Cost	
Site: Chicago														Trunk Group: 005	
Facility Name: Central Office														Trunk Member	
001	157	8:13:58	0.00	157	8:13:58	0.00	0	0:00:00	0.00	0	0:00:00	0.00	0	0.00	
002	140	5:26:58	0.00	140	5:26:58	0.00	0	0:00:00	0.00	0	0:00:00	0.00	0	0.00	
003	159	7:42:02	0.00	159	7:42:02	0.00	0	0:00:00	0.00	0	0:00:00	0.00	0	0.00	
004	149	8:17:28	0.00	149	8:17:28	0.00	0	0:00:00	0.00	0	0:00:00	0.00	0	0.00	
005	158	7:16:56	0.00	158	7:16:56	0.00	0	0:00:00	0.00	0	0:00:00	0.00	0	0.00	
006	149	8:36:00	1.68	148	8:30:48	0.00	0	0:00:00	0.00	1	0:05:12	1.68	0	0.00	
007	145	9:05:44	0.00	145	9:05:44	0.00	0	0:00:00	0.00	0	0:00:00	0.00	0	0.00	
008	167	6:26:34	0.00	167	6:26:34	0.00	0	0:00:00	0.00	0	0:00:00	0.00	0	0.00	
009	143	10:07:58	5.60	137	9:45:34	0.00	1	0:07:22	0.84	5	0:15:02	4.76	0	0.00	
010	150	7:47:44	8.82	146	7:16:22	0.00	1	0:03:18	0.42	3	0:28:04	8.40	0	0.00	
011	150	8:43:14	5.60	144	8:25:14	0.00	0	0:00:00	0.00	6	0:18:00	5.60	0	0.00	
012	156	8:52:14	6.44	145	8:33:30	0.00	0	0:00:00	0.00	11	0:18:44	6.44	0	0.00	
013	166	7:45:16	18.87	144	6:47:44	0.00	1	0:00:30	0.11	21	0:57:02	18.76	0	0.00	

Infotel for Windows provides text and graphical summary reports. The text Summary Reports provide information on calls at a consolidated level. Mirroring the Detail Report, there are five summary reports:

- Extension
- Authorization Codes
- User
- Trunks
- Account Codes

These reports allow you to see overall what type of activity is taking place. The layout of all of the Summary Reports is the same. They just summarize by a different item.

User Summary Report

ABC Corporation User Summary														
IFW Summary Report by User												From 1/8/2001 at 12:00 AM through 1/12/2001 at 11:59 PM		
	Total			Inbound			Local			Long Distance			All Others	
	Count	Duration	Cost	Count	Duration	Cost	Count	Duration	Cost	Count	Duration	Cost	Count	Cost
Abuan, Henry	17	0:48:58	4.21	5	0:02:14	0.00	11	0:39:14	1.97	1	0:07:30	2.24	0	0.00
Ackerman, Richard	117	1:50:34	2.89	1	0:11:22	0.00	6	1:09:28	1.01	110	0:29:44	1.88	0	0.00
Adams, Betsey	446	18:19:34	319.96	30	1:51:30	0.00	53	1:53:56	12.09	358	14:17:48	307.87	5	0.00
Arguello, Gabriel	909	16:52:46	0.00	909	16:52:46	0.00	0	0:00:00	0.00	0	0:00:00	0.00	0	0.00
Arkin, Jerry	65	9:26:34	25.19	17	2:37:58	0.00	48	6:48:36	25.19	0	0:00:00	0.00	0	0.00
Ashman, Tanya	138	6:56:46	63.90	53	2:09:56	0.00	40	1:43:48	9.86	37	2:57:46	54.04	8	0.00
Ayers, Lawrence	104	6:44:36	20.83	38	3:40:32	0.00	43	2:21:12	11.59	14	0:28:38	9.24	9	0.00
Beckman, Charles	21	1:28:32	0.34	14	1:17:18	0.00	7	0:11:14	0.34	0	0:00:00	0.00	0	0.00
Bekins, Alona	3	0:07:14	0.00	3	0:07:14	0.00	0	0:00:00	0.00	0	0:00:00	0.00	0	0.00
Bennett, Roger	118	4:37:44	50.38	45	0:51:16	0.00	24	0:43:14	3.06	29	2:35:30	47.32	20	0.00
Berens, Stacey	142	13:33:04	66.56	49	6:38:32	0.00	25	2:37:26	6.12	68	4:17:06	60.44	0	0.00
Blakely, Jeffrey	168	6:01:24	28.69	61	2:35:36	0.00	52	2:03:32	9.65	28	0:56:32	19.04	27	0.00

Summary Reports

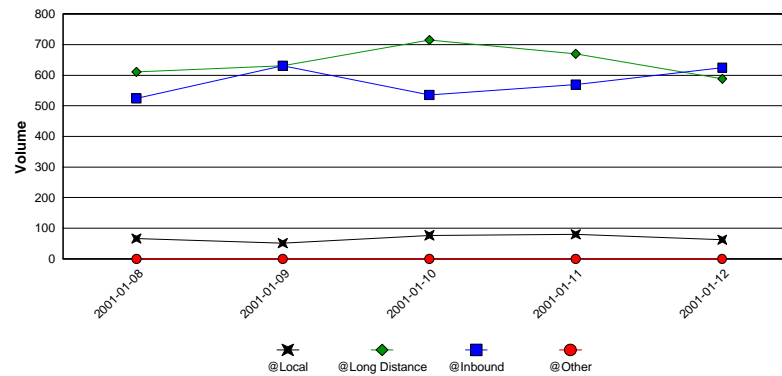
Graphical Trunk - Call Traffic



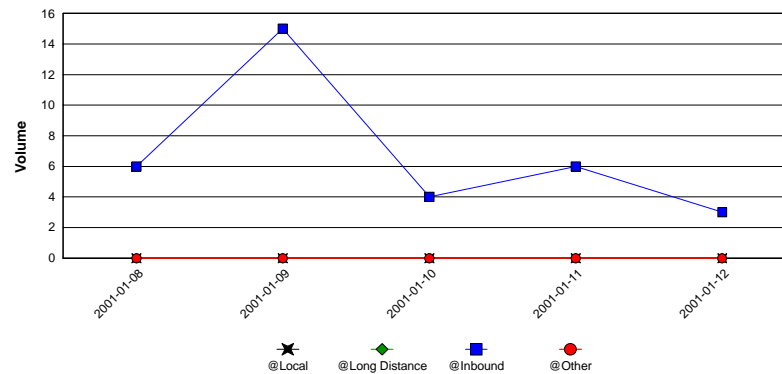
ABC Corporation
Call Traffic by Volume

IFW Call Traffic Report By Volume
From 1/8/2001 at 12:00 AM through 1/12/2001 at 11:59 PM

Site: **Chicago**
Facility: **Central Office**
Trunk Group: **005**



Site: **Chicago**
Facility: **DID**
Trunk Group: **003**

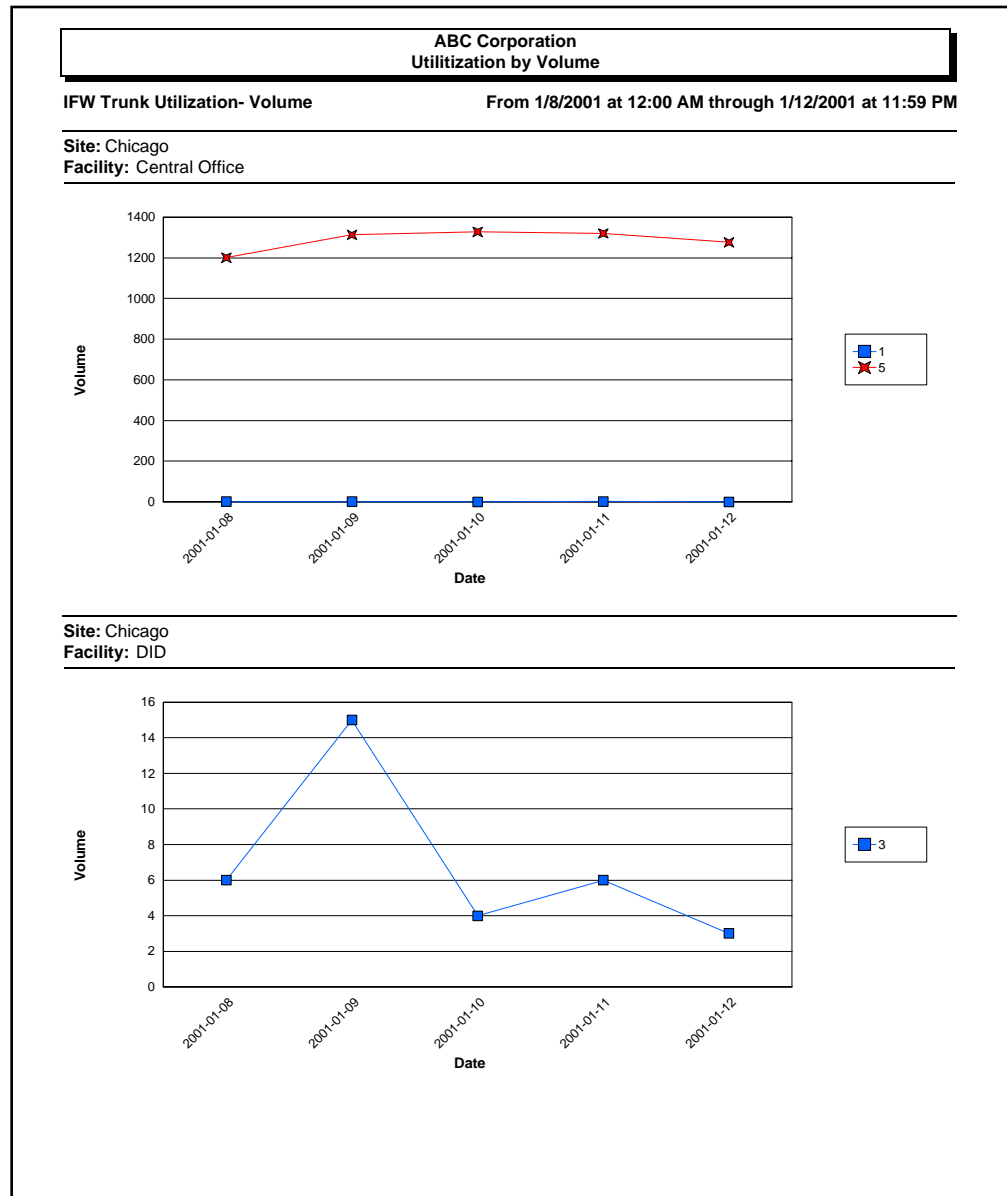


Call Traffic Reports provide an analysis of trunk usage by call type over time. Three versions of the report are available: Volume (call count), Cost or Duration. You can run the report by an hourly, daily, weekly or monthly basis.

The report is a line chart with one line for Local, Long Distance, Inbound and Other. When summarized on Trunk Group, there is one chart for each Trunk Group. When summarized on Facility, there is one chart for each Facility.

Summary Reports

Graphical Trunk - Utilization



Utilization Reports show the trunk utilization trends over time. Three versions of the report are available: Volume (call count), Cost or Duration. You can run the report by an hourly, daily, weekly or monthly basis.

The report is a line chart with one line for each member of the summarization choice. When summarized on Trunk Group, there is one line for each Trunk Group. When summarized on Facility, there is one line for each Facility.

Analytical Reports

Analytical reports are used to help control the usage of your phone system. They allow you to look at the data in a variety of different ways. These include various ranking and count reports as well as examining what numbers and area codes are called.

Analytical reports include:

Ranking

- Frequently Dialed Numbers by Department, page 13
- Frequently Dialed Numbers by Cost Center
- Frequently Dialed Numbers by Division
- Frequently Dialed Numbers by Company
- Frequently Dialed Numbers-Site/Extension, page 13
- Frequently Dialed Numbers-Site
- Rank by Cost, page 14
- Rank by Duration, page 14

Area Code

- Area Code/Exchange Detail, page 15
- Area Code/Exchange Summary, page 15

DNIS

- DNIS Detail, page 16
- DNIS Summary, page 16

Phone Number

- Digits Dialed Detail, page 17
- Digits Dialed Summary, page 17
- Phone Number Detail, page 18
- Phone Number Summary, page 18

Other

- Call Count by Hour, page 19
- Call Count by User, page 20
- Call Type Summary, page 21
- Jurisdiction Summary, page 22
- No Calls, page 23

Analytical Reports

Ranking



Frequently Dialed Number by Department

ABC Corporation Freq. Dialed Numbers by Department								
IFW Frequently Dialed Numbers Report (1)				From 1/8/2001 at 12:00 AM through 1/9/2001 at 11:59 PM				
Phone Number	Location	#Call	Duration		Cost			
			Total	Average	Total	Average	Per Minute	
Company: ABC Corporation Division: Accounting Cost Center: Administration Department: Acct.-Admin								
630-896-8053	AURORA, IL	3	00:09:16	00:03:05	\$1.16	\$0.39	0.13	
305-296-9900	KEY WEST, FL	2	00:03:50	00:01:55	\$1.12	\$0.56	0.29	
909-467-0817	ONTARIO, CA	2	00:01:48	00:00:54	\$0.56	\$0.28	0.31	
630-990-6229	HINSDALE, IL	1	00:13:26	00:13:26	\$0.37	\$0.37	0.03	
407-875-4502	WINTERPARK, F	1	00:12:02	00:12:02	\$3.36	\$3.36	0.28	
800-946-0743	TOLL FREE SERV	1	00:05:52	00:05:52	\$1.68	\$1.68	0.29	
630-990-4835	HINSDALE, IL	1	00:05:02	00:05:02	\$0.17	\$0.17	0.03	
972-235-2999	RICHARDSON, T	1	00:03:28	00:03:28	\$1.12	\$1.12	0.32	

Ranking reports are designed to quickly let you see calls ranked by how they are called, their cost and their duration. When you do a ranking report, you can choose how many items you want ranked. For example, you could say you wanted to see the 10 or 25 most frequently called numbers by department. The default number of calls to rank is the top 10.

The Frequently Dialed Number reports allow you to identify frequently called numbers by Department, Cost Center, Division, Company, Site/Extension and Site. The layout of these reports is identical except for what level of the organization they summarize on and their title. Included is information on both duration and cost.

Frequently Dialed Number by Site/Extension

ABC Corporation Freq. Dialed Numbers-Site/Extension								
IFW Frequently Dialed Numbers by Site and Extension				From 1/8/2001 at 12:00 AM through 1/12/2001 at 11:59 PM				
Phone Number	Location	#Call	Duration		Cost			
			Total	Average	Total	Average	Per Minute	
Site: Chicago (1) Ext: 201								
312-280-9277	CHICAGO, IL	10	00:51:22	00:05:08	\$5.81	\$0.58	0.11	
	453 INTERNAL	8	00:11:02	00:01:22	\$0.00	\$0.00	0.00	
410-268-7595	ANNAPOLIS, MD	6	01:02:42	00:10:27	\$18.20	\$3.03	0.29	
952-988-3241	MINNEAPOLS, M	6	00:30:36	00:05:06	\$9.52	\$1.59	0.31	
	289 INTERNAL	5	00:37:40	00:07:32	\$0.00	\$0.00	0.00	
	223 INTERNAL	5	00:28:18	00:05:39	\$0.00	\$0.00	0.00	
	454 INTERNAL	5	00:08:46	00:01:45	\$0.00	\$0.00	0.00	
	456 INTERNAL	5	00:08:20	00:01:40	\$0.00	\$0.00	0.00	
	455 INTERNAL	5	00:05:32	00:01:06	\$0.00	\$0.00	0.00	
630-241-1922	DOWNSERSGRV, I	4	00:23:46	00:05:56	\$2.64	\$0.66	0.11	

Analytical Reports

Ranking by Cost and Duration Reports



Ranking by Cost

ABC Corporation Rank by Cost							
IFW Ranking Report by Greatest Call Cost				From 1/8/2001 at 12:00 AM through 1/12/2001 at 11:59 PM			
Date	Time	Duration	Facility	Cost	Phone Number	Location	Extension
Site: Chicago (1)							
1/11/2001	17:39	05:00:22	Central Office	50.68	404-878-5510	ATLANTA, GA	251-Lester, Donald
1/9/2001	14:57	00:26:34	Central Office	46.71	345-949-1234	CAYMAN IS, CJ	219-Garrison, Craig
1/11/2001	13:11	01:51:16	Central Office	31.36	212-650-4787	NEW YORK, NY	303-Peterson, Jack
1/10/2001	10:55	01:37:56	Central Office	27.44	843-785-5033	HILTONHEAD, SC	303-Peterson, Jack
1/10/2001	13:57	01:28:06	Central Office	24.92	515-698-4679	DES MOINES, IA	237-Harris, Charles
1/8/2001	15:49	01:27:42	Central Office	24.64	408-573-6199	SAN JOSE W, CA	388-Miller, Ellen
1/8/2001	11:31	01:22:32	Central Office	23.24	650-988-8399	MOUNTAINVW, CA	244-Staples, Kyle
1/12/2001	9:01	01:19:20	Central Office	22.40	404-827-1200	ATLANTA, GA	271-Engineering Lab Phone
1/9/2001	10:55	01:17:22	T1	21.84	800-946-0743	TOLL FREE SERVICE	294-Sellers, Matt
1/9/2001	15:57	01:16:50	Central Office	21.56	650-988-8399	MOUNTAINVW, CA	244-Staples, Kyle

As their names imply, the Ranking by Cost and Duration Reports analyze the calls by ranking them by either cost or duration. Instead of showing frequently dialed numbers, these reports provide information on individual calls and help management pinpoint exceptional calls that may need to be investigated. It is important to use both reports because the calls with the greatest cost are not automatically the ones with the longest duration. The sample reports attached demonstrate this fact.

Ranking by Duration

ABC Corporation Rank by Duration							
IFW Ranking Report by Greatest Call Duration				From 1/8/2001 at 12:00 AM through 1/12/2001 at 11:59 PM			
Date	Time	Duration	Facility	Cost	Phone Number	Location	Extension
Site: Chicago (1)							
1/11/2001	17:39	05:00:22	Central Office	50.68	404-878-5510	ATLANTA, GA	251-Lester, Donald
1/10/2001	16:14	02:30:42	Inbound Calls	0.00		INCOMING	224-Berens, Stacey
1/12/2001	12:02	01:52:58	Central Office	0.00		INCOMING	271-Engineering Lab Phon
1/11/2001	13:11	01:51:16	Central Office	31.36	212-650-4787	NEW YORK, NY	303-Peterson, Jack
1/9/2001	11:54	01:48:32	Central Office	0.00		INCOMING	595-2400 baud, Microdata
1/8/2001	7:57	01:46:02	T1	0.00	877-847-9224	TOLL FREE SERVICE	201-Tremblay, Lindsey
1/11/2001	10:04	01:42:56	Inbound Calls	0.00		INCOMING	245-Leahy, Kathy
1/10/2001	10:55	01:37:56	Central Office	27.44	843-785-5033	HILTONHEAD, SC	303-Peterson, Jack
1/10/2001	13:57	01:28:06	Central Office	24.92	515-698-4679	DES MOINES, IA	237-Harris, Charles

Analytical Reports

Area Code Detail and Summary



Area Code Detail

ABC Corporation Area Code Detail									
IFW Area Code Exchange Detail Report					From 1/8/2001 at 12:00 AM through 1/12/2001 at 11:59 PM				
Call Date and Time	Duration	Cost	Facility	Call Type	Phone Number	Location	Type		
Area Code Group: CALIFORNIA (Continued)					Area Code:925(Continued)				
Area Code Region: CA:CONCORD AREA (Continued)									
1/11/2001	13:20	0:00:22	0.28	Central Office	LD	925-944-2687	WALNUT CRK, CA	269	(Ext.)
1/10/2001	11:07	0:01:14	0.56	Central Office	LD	925-973-9700	BISHOP RCH, CA	338	(Ext.)
1/10/2001	15:46	0:10:14	3.08	Central Office	LD	925-973-9700	BISHOP RCH, CA	338	(Ext.)
CA:CONCORD AREA		0:23:20	8.40	Call Count:				12	
925		0:23:20	8.40	Call Count:				12	
Area Code Group: CALIFORNIA					Area Code:559				
Area Code Region: CA:FRESNO									
1/8/2001	13:03	0:00:56	0.28	Central Office	LD	559-278-8375	FRESNO, CA	264	(Ext.)
1/10/2001	12:02	0:01:56	0.56	Central Office	LD	559-435-5500	FRESNO, CA	273	(Ext.)
1/8/2001	17:23	0:03:18	1.12	Central Office	LD	559-562-5911	LINDSAY, CA	264	(Ext.)

Area Code Summary

ABC Corporation Area Code Summary															
IFW Area Code Exchange Summary Report								From 1/8/2001 at 12:00 AM through 1/12/2001 at 11:59 PM							
Total			Inbound			Local			Long Distance			All Others			
Count	Duration	Cost	Count	Duration	Cost	Count	Duration	Cost	Count	Duration	Cost	Count	Duration	Cost	
Area Code Group: CALIFORNIA (Continued)								Area Code:925(Continued)							
Area Code Region: CA:CONCORD AREA (Continued)															
All Area Code-Exchanges															
925,817	2	0:03:10	1.12	0	0:00:00	0.00	0	0:00:00	0.00	2	0:03:10	1.12	0	0:00:00	0.00
925,824	1	0:00:20	0.28	0	0:00:00	0.00	0	0:00:00	0.00	1	0:00:20	0.28	0	0:00:00	0.00
925,904	1	0:01:18	0.56	0	0:00:00	0.00	0	0:00:00	0.00	1	0:01:18	0.56	0	0:00:00	0.00
925,944	2	0:02:04	0.84	0	0:00:00	0.00	0	0:00:00	0.00	2	0:02:04	0.84	0	0:00:00	0.00
925,973	2	0:11:28	3.64	0	0:00:00	0.00	0	0:00:00	0.00	2	0:11:28	3.64	0	0:00:00	0.00
925	12	0:23:20	8.40	0	0:00:00	0.00	0	0:00:00	0.00	12	0:23:20	8.40	0	0:00:00	0.00
Area Code Group: CALIFORNIA								Area Code:559							
Area Code Region: CA:FRESNO															
All Area Code-Exchanges															

Area Code Reports allow you to analyze where calls are coming from and going to by area code or by area code/exchange. This helps track customer service and other outbound personnel's productivity. This report can be run at one of four group levels: Area Code/Exchange, Area Code, Area Code Group and Area Code Region.

Analytical Reports

DNIS Detail and Summary Reports



DNIS Detail

ABC Corporation DNIS Code Detail						
From 1/8/2001 at 12:00 AM through 1/8/2001 at 11:59 PM						
Call Date and Time	Duration	Cost	Facility	Phone Number	Type	
DNIS Code Group: Sales						
DNIS Code: 7756: Standard						
1/8/2001	08:30	0:00:38	0.00	Inbound Calls		270 (Ext)
1/8/2001	08:33	0:00:32	0.00	Inbound Calls		201 (Ext)
1/8/2001	08:34	0:00:42	0.00	Inbound Calls		454 (Ext)
1/8/2001	08:38	0:10:08	0.00	Inbound Calls		488 (Ext)
1/8/2001	08:40	0:02:46	0.00	Inbound Calls		284 (Ext)
1/8/2001	08:45	0:00:48	0.00	Inbound Calls		456 (Ext)
1/8/2001	08:46	0:00:28	0.00	Inbound Calls		239 (Ext)
1/8/2001	08:50	0:00:04	0.00	Inbound Calls		243 (Ext)
1/8/2001	08:53	0:01:46	0.00	Inbound Calls		207 (Ext)
1/8/2001	08:57	0:00:20	0.00	Inbound Calls		232 (Ext)
1/8/2001	08:57	0:00:38	0.00	Inbound Calls		01 (Ext)

DNIS Summary

ABC Corporation DNIS Code Summary						
IFW DNIS Summary Report						
From 1/8/2001 at 12:00 AM through 1/8/2001 at 11:59 PM						
	Total Calls	Total Duration	Total Cost	Average	Average Cost	
DNIS Code Group: Sales						
7756	244	7:39:32	9.76	0:01:53	0.04	
7757	162	11:20:24	11.34	0:04:12	0.07	
7758	81	6:28:48	5.67	0:04:48	0.07	
Sales	587	25:28:44	26.77	0:03:08	0.05	
DNIS Code Group: Support						
5234	513	87:46:48	51.30	0:10:16	0.10	
5235	650	65:00:00	52.00	0:06:00	0.08	
Support	1163	152:46:48	103.30	0:07:53	0.09	
Grand Total:	1650	178:15:32	598.07	0:06:29	0.08	

DNIS Reports give you information on who called your company and which extension was called, by DNIS (Dialed Number Identification Service) Group. This is useful for tracking items like different advertising campaigns where each one has a separate toll-free number, or in tracking which support group is getting more calls.

Analytical Reports

Digits Dialed Detail and Summary



Digits Dialed Detail

ABC Corporation Digits Dialed Detail						
IFW Detail Report by Digits Dialed						
From 01/08/2001 at 12:00 AM through 01/08/2001 at 11:59 PM						
Call Date and Time	Duration	Cost	Call Type	Facility Name	Type	
Site: Chicago (1)						
01/08/2001 10:07	0:00:34	0.28	LD	Central Office	269 (Ext.)	
01/08/2001 10:07	0:01:10	0.56	LD	Central Office	269 (Ext.)	
1-408-983-2001		0.84		Call Count:	2	
Site: Chicago (1)						
01/08/2001 15:19	0:00:26	0.28	LD	Central Office	273 (Ext.)	
1-409-768-1211		0.28		Call Count:	1	
Site: Chicago (1)						

Digits Dialed Summary

ABC Corporation Digits Dialed Summary														
IFW Digits Dialed Summary Report														
From 1/8/2001 at 12:00 AM through 1/12/2001 at 11:59 PM														
	Total			Inbound			Local			Long Distance			All Others	
	Count	Duration	Cost	Count	Duration	Cost	Count	Duration	Cost	Count	Duration	Cost	Count	Cost
Site: Chicago(Continued)														
1-215-345-2200	1	0:00:58	\$0.28	0	0:00:00	\$0.00	0	0:00:00	\$0.00	1	0:00:58	\$0.28	0	\$0.00
1-215-521-6522	1	0:01:14	\$0.56	0	0:00:00	\$0.00	0	0:00:00	\$0.00	1	0:01:14	\$0.56	0	\$0.00
1-215-521-6693	2	0:02:22	\$1.12	0	0:00:00	\$0.00	0	0:00:00	\$0.00	2	0:02:22	\$1.12	0	\$0.00
1-215-555-1212	1	0:01:18	\$0.56	0	0:00:00	\$0.00	0	0:00:00	\$0.00	1	0:01:18	\$0.56	0	\$0.00
1-215-581-4849	1	0:00:24	\$0.28	0	0:00:00	\$0.00	0	0:00:00	\$0.00	1	0:00:24	\$0.28	0	\$0.00
1-215-628-0800	3	0:10:26	\$3.36	0	0:00:00	\$0.00	0	0:00:00	\$0.00	3	0:10:26	\$3.36	0	\$0.00
1-215-663-6000	1	0:01:18	\$0.56	0	0:00:00	\$0.00	0	0:00:00	\$0.00	1	0:01:18	\$0.56	0	\$0.00
1-215-682-1085	4	0:03:22	\$1.40	0	0:00:00	\$0.00	0	0:00:00	\$0.00	4	0:03:22	\$1.40	0	\$0.00
1-215-699-7733	1	0:01:04	\$0.28	0	0:00:00	\$0.00	0	0:00:00	\$0.00	1	0:01:04	\$0.28	0	\$0.00
1-215-731-2027	1	0:00:48	\$0.28	0	0:00:00	\$0.00	0	0:00:00	\$0.00	1	0:00:48	\$0.28	0	\$0.00
1-215-775-6465	1	0:02:36	\$0.84	0	0:00:00	\$0.00	0	0:00:00	\$0.00	1	0:02:36	\$0.84	0	\$0.00

There are two types of Phone Number Reports available. Both track what numbers are being called. They can be used to track specific numbers or to look for patterns in the outgoing phone calls.

Digits Dialed Reports provide information specifically on the digits dialed to make the calls.

Analytical Reports

Phone Number Dialed Detail and Summary Reports



Phone Number Detail

ABC Corporation Phone Number Detail						
From 01/08/2001 at 12:00 AM through 01/08/2001 at 11:59 PM						
Call Date and Time	Duration	Cost	Facility	Call Type	Type	
Site: Chicago			Phone Number Group: Customers			
Customer M, 1-312-245-1924						
01/08/2001	15:40	0:01:02	0.14	Central Office	LCL	268 (Ext.)
Customer M, 1-312-245-1924		0:01:02	0.14	Call Count:		1
Site: Chicago			Phone Number Group: Customers			
Customer I, 1-703-714-6919						
01/08/2001	09:01	0:00:48	0.28	Central Office	LD	321 (Ext.)
01/08/2001	09:03	0:42:42	12.04	Central Office	LD	321 (Ext.)
01/08/2001	09:48	0:20:56	5.88	Central Office	LD	321 (Ext.)
01/08/2001	10:09	0:59:46	16.80	Central Office	LD	321 (Ext.)
01/08/2001	11:47	0:05:16	1.68	Central Office	LD	298 (Ext.)
01/08/2001	12:30	0:00:46	0.28	Central Office	LD	243 (Ext.)

The other Phone Number Report uses the Phone Number ID database. Using the Phone Number ID database, you can label a specific phone number with a name.

The Phone Number Reports display the same information as the Digits Dialed Reports, but it is organized by the data in the Phone Number ID database. Only those phone numbers identified in the Phone Number ID database are reported. This is useful to track those numbers called that are of highest importance to the organization. Examples of these numbers are specific clients or competitors.

Phone Number Summary

ABC Corporation Phone Number Summary														
IFW Phone Number Summary							From 1/8/2001 at 12:00 AM through 1/12/2001 at 11:59 PM							
Phone Name/No.	Total			Inbound			Local			Long Distance			All Others	
	Count	Duration	Cost	Count	Duration	Cost	Count	Duration	Cost	Count	Duration	Cost	Count	Cost
Site:Chicago Phone No. Group:Customers														
Customer B, 1-212-806-6084	1	0:08:28	2.52	0	0:00:00	0.00	0	0:00:00	0.00	1	0:08:28	2.52	0	0.00
Customer E, 1-630-990-4855	3	0:19:18	0.62	0	0:00:00	0.00	3	0:19:18	0.62	0	0:00:00	0.00	0	0.00
Customer I, 1-703-714-6919	23	3:44:04	65.24	0	0:00:00	0.00	0	0:00:00	0.00	23	3:44:04	65.24	0	0.00
Customer M, 1-312-245-1924	3	0:02:32	0.39	0	0:00:00	0.00	3	0:02:32	0.39	0	0:00:00	0.00	0	0.00
Hinsdale Company, 1-630-990-4835	2	0:06:14	0.34	0	0:00:00	0.00	2	0:06:14	0.34	0	0:00:00	0.00	0	0.00
United Parcel Service, 1-800-651-9638	20	0:22:46	6.64	0	0:00:00	0.00	0	0:00:00	0.00	20	0:22:46	6.64	0	0.00

Analytical Reports

Call Count by Hour



ABC Corporation Call Count by Hour													
IFW Call Count by Hour Report												From 01/08/2001 at 12:00 AM through 01/12/2001 at 11:59 PM	
	Count of calls placed during these one hour intervals												Total Calls
	12:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	
01/08/2001													
AM Totals	1	1	1	1	3	6	6	44	150	233	297	227	970
PM Totals	173	226	263	270	207	67	19	7	3	5	2	3	1,245
01/09/2001													
AM Totals	1	6	2	4	2	5	11	58	161	219	283	269	1,021
PM Totals	186	222	294	278	225	86	24	7	8	3	1	3	1,337
01/10/2001													
AM Totals	0	1	0	0	5	4	3	72	163	266	304	251	1,069
PM Totals	197	268	271	310	204	62	20	8	8	0	4	1	1,353
01/11/2001													
AM Totals	1	1	1	1	1	5	4	52	178	274	293	212	1,023
PM Totals	183	269	309	279	214	99	24	11	1	1	1	0	1,391
01/12/2001													
AM Totals	1	1	1	1	2	3	8	67	179	262	264	255	1,044
PM Totals	173	245	242	276	229	96	20	15	11	5	2	0	1,314
Grand Total AM	4	10	5	7	13	23	32	293	831	1,254	1,441	1,214	5,127
Grand Total PM	912	1,230	1,379	1,413	1,079	410	107	48	31	14	10	7	6,640
02/19/2001													
1													
5:09:21PM													

The "Other" reports in the Analytical section provide additional ways of looking at the data.

The Call Count by Hour Report allows you to tell when your system is most heavily used and when the slow times are. This report gives an overview of the entire organization. It can help in planning staffing or other resources.

Analytical Reports

Call Count by User



ABC Corporation Call Count by User													
IFW Call Count by User Report												From 1/8/2001 at 12:00 AM through 1/12/2001 at 11:59 PM	
	Count of calls placed during these one hour intervals												Total Calls
	12:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	
Abuan, Henry													
1/8/2001													
AM Totals	0	0	0	0	0	0	0	0	0	0	0	0	0
PM Totals	0	0	0	0	0	1	0	0	0	0	0	0	1
1/9/2001													
AM Totals	0	0	0	0	0	0	0	0	2	0	0	0	2
PM Totals	0	0	0	0	1	1	0	0	0	0	0	0	2
1/11/2001													
AM Totals	0	0	0	0	0	0	0	0	0	0	0	0	0
PM Totals	0	0	0	1	0	1	0	0	0	0	0	0	2
1/12/2001													
AM Totals	0	0	0	0	0	0	0	0	1	1	1	0	3
PM Totals	1	0	1	0	3	0	0	0	0	0	0	0	5
AM Totals	0	0	0	0	0	0	0	0	3	1	1	0	5
PM Totals	1	0	1	1	4	3	0	0	0	0	0	0	10
Ackerman, Richard													
1/8/2001													
AM Totals	0	0	0	0	0	0	0	0	2	2	1	1	6
PM Totals	0	1	1	3	3	2	1	0	1	2	0	0	14
1/9/2001													
AM Totals	0	2	0	0	0	0	0	0	1	2	2	1	8
PM Totals	0	1	0	1	2	0	0	0	1	0	0	2	7
1/10/2001													
AM Totals	0	0	0	0	0	0	0	0	0	2	1	0	3
PM Totals	0	3	1	0	0	0	0	0	0	0	0	1	5
1/11/2001													
AM Totals	0	0	0	0	0	0	2	0	3	4	3	2	14
PM Totals	4	4	2	4	2	4	0	0	0	0	0	0	20
1/12/2001													
AM Totals	0	0	0	0	0	0	0	1	0	0	6	6	13
PM Totals	1	2	3	2	2	0	0	1	2	1	0	0	14
2/16/2001													
						1							10:48:59AM

The Call Count by User Report looks at the same data as the Call Count by Hour Report, and provides information on when calls were made but displays the information by user. It is different from the User Summary Report in that it does not document duration or cost but when calls are made by specific users.

Analytical Reports

Call Type Summary



**ABC Corporation
Call Type Summary**

IFW Call Type Report
From 01/08/2001 at 12:00 AM through 01/12/2001 at 11:59 PM

	Total Calls	Total Duration	Total Cost	Average Duration	Average Cost
Site: Chicago					
Inbound	6,186	279:33:14	0.00	0:02:42	0.00
Info/Assist	74	2:00:10	18.20	0:01:37	0.25
Internal	1,492	31:24:50	0.00	0:01:15	0.00
International	4	0:05:40	12.72	0:01:25	3.18
Local	2,201	110:24:24	493.02	0:03:00	0.22
Long Distance	4,192	189:54:16	3,714.23	0:02:43	0.89
Chicago					
Grand Total	14,149	613:22:34	4,238.17	0:02:36	0.30

The Call Type Summary Report gives an overview of the types of calls made in a specific time period. It breaks the calls down into the system defined call type groups.

Analytical Reports

Jurisdiction Summary



ABC Corporation Jurisdiction Summary					
IFW Jurisdiction Summary					
From 1/8/2001 at 12:00 AM through 1/12/2001 at 11:59 PM					
	Count	Total Duration	Total Cost	Average Duration	Average Cost
Site: Chicago					
Facility: Central Office					
Country: United States					
Canada	23	0:52:32	27.97	0:02:17	1.22
Caribbean	8	0:41:58	79.90	0:05:14	9.99
Hawaii	34	0:49:10	17.12	0:01:26	0.50
Inbound	2890	145:23:52	196.66	0:03:01	0.07
Info Long Dist.	65	0:47:20	42.33	0:00:43	0.65
Interstate/InterLATA	2982	162:40:24	3,028.40	0:03:16	1.02
Intrastate/InterLATA	97	7:29:12	91.75	0:04:37	0.95
Intrastate/IntraLATA	2	0:10:14	2.16	0:05:07	1.08
Local	336	20:48:38	173.09	0:03:42	0.52
Puerto Rico/Virgin Islands	5	0:15:26	5.04	0:03:05	1.01
United States	6442	339:58:46	3,664.42	0:03:09	0.57
Central Office	6442	339:58:46	3,664.42	0:03:09	0.57
Site: Chicago					
Facility: DID					
Country: United States					
Inbound	34	0:54:08	1.69	0:01:35	0.05
United States	34	0:54:08	1.69	0:01:35	0.05
DID	34	0:54:08	1.69	0:01:35	0.05
Site: Chicago					
Facility: Inbound Calls					
Country: United States					
Inbound	2284	126:49:46	130.13	0:03:19	0.06
United States	2284	126:49:46	130.13	0:03:19	0.06
Inbound Calls	2284	126:49:46	130.13	0:03:19	0.06
Site: Chicago					
Facility: Internal					
Country: United States					
Internal	921	26:17:32	0.00	0:01:42	0.00
United States	921	26:17:32	0.00	0:01:42	0.00
Internal	921	26:17:32	0.00	0:01:42	0.00
Site: Chicago					
Facility: T1					
Country: United States					
Inbound	366	18:56:06	20.68	0:03:06	0.06
Info Local	69	1:59:34	18.20	0:01:43	0.26
International	3	0:05:36	11.13	0:01:52	3.71
Intrastate/IntraLATA	1	0:00:16	0.12	0:00:16	0.12
Local	1671	91:30:48	386.94	0:03:17	0.23
Toll Free	633	31:38:56	485.84	0:02:59	0.77

The Jurisdiction Summary Report gives similar information to the Call Type Summary Report but breaks it down into more specific call types.

Analytical Reports

No Calls



ABC Corporation No Calls Report		
IFW No Calls Report		
From 1/8/2001 at 12:00 AM through 1/12/2001 at 11:59 PM		
Name	Site	Extension
Company: ABC Corporation		
Division: Accounting		
Cost Center: Administration		
Department: Acct.-Admin		
Furillo, Janet	Chicago(1)	125
Payroll Modem	Chicago(1)	313
Company: ABC Corporation		
Division: Corporate		
Cost Center: Consulting		
Department: Consulting		
Adams, Joe	Chicago(1)	387
Bently, Mark	Chicago(1)	389
Meadows, Talia	Chicago(1)	386
Nunez, Carlos	Chicago(1)	345
Zagroba, Simon	Chicago(1)	372
Company: ABC Corporation		
Division: Corporate		
Cost Center: Corporate		
Department: Corporate		
Cervantes, Frank	Chicago(1)	333
Corporate Conference Room	Chicago(1)	221
Costin, Deirdra	Chicago(1)	373
Pepper, Karrie	Chicago(1)	375
Company: ABC Corporation		
Division: Corporate		
Cost Center: Corporate		
Department: Human Resources		
Radloff, Doug	Chicago(1)	241
Rayburn, Greg	Chicago(1)	360
Womack, Sandra	Chicago(1)	235
Company: ABC Corporation		
Division: Customer-Service		
Cost Center: Field Services		
Department: Installation		
CAC Modem	Chicago(1)	310
CAC Modem	Chicago(1)	306
Schick, Arthur	Chicago(1)	489
Company: ABC Corporation		
Division: Customer-Service		
Cost Center: Field Services		
Department: Training		
Sporek, Sheryl	Chicago(1)	490
Training Room	Chicago(1)	371
Training Room	Chicago(1)	370
Company: ABC Corporation		
Division: Customer-Service		
Cost Center: Help Desk		
Department: Support Group 1		
1200 baud, Microdata	Chicago(1)	596
Auto Attendant	Chicago(1)	461

This report is designed to help you manage extensions. It provides a list of extensions that have not made or received any calls for a given time period. Using this report allows you to find unused extensions that can then be reassigned.

Organizational Reports

These reports are designed to give information similar to that found in the Detail by User and User Summary Reports. The difference is that they are specifically designed to mirror the organizational structure in their layout. This makes it easy to use these reports to analyze how different organizational levels are doing. Unlike the other reports in the system, the Organizational Reports can use E-mail Merge (see page 5 for more information). This utility allows you to easily and quickly set up standard recipients using the organizational structure, standard subject lines, standard messages and standard report formats, all by user type and organization.

Organizational Reports include:

- Organizational Detail, page 25
- Organizational Summary, page 26
- Allocation, page 27
- Call Type Contribution, page 28
- Call Type Summary, page 29
- Overview, page 30

Organizational Reports

Organizational Detail



ABC Corporation Organizational Detail								
IFW Organizational Detail Report					From 1/8/2001 at 12:00 AM through 1/12/2001 at 11:59 PM			
Call Date and Time	Duration	Call Cost	Call Type	Facility	Phone Number	Location	Type	Account / Matter
Company: ABC Corporation					Cost Center: Administration			
Division: Accounting					Department: Acct.-Admin			
Dickinson, Richard								
1/8/2001	14:35	0:12:02	3.36 LD	Central Office	1-407-875-4502	WINTERPARK, FL	302 (Ext.)	
1/9/2001	15:32	0:00:56	0.28 LD	Central Office	1-909-467-0817	ONTARIO, CA	302 (Ext.)	
1/9/2001	17:19	0:00:52	0.28 LD	Central Office	1-909-467-0817	ONTARIO, CA	302 (Ext.)	
1/10/2001	15:43	0:03:26	0.06 INB	Inbound Calls		INCOMING	302 (Ext.)	
1/11/2001	10:15	0:01:50	0.04 INB	Inbound Calls		INCOMING	302 (Ext.)	
1/11/2001	16:31	0:01:00	0.28 LD	T1	1-888-224-4247	TOLL FREE SERVICE	302 (Ext.)	
1/11/2001	16:53	0:01:00	0.08 LD	T1	888-9198	TOLL FREE SERVICE	302 (Ext.)	
1/11/2001	17:12	0:02:06	0.84 LD	Central Office	1-208-898-2145	MERIDIAN, ID	302 (Ext.)	
1/12/2001	09:58	0:01:02	0.04 INB	Inbound Calls		INCOMING	302 (Ext.)	
1/12/2001	11:59	0:00:58	0.03 INB	Inbound Calls		INCOMING	302 (Ext.)	
1/12/2001	12:01	0:02:44	0.05 INB	Inbound Calls		INCOMING	302 (Ext.)	
1/12/2001	13:23	0:03:34	0.06 INB	Inbound Calls		INCOMING	302 (Ext.)	
Dickinson, Richard	0:31:30	5.40		Call Count:	12			
Company: ABC Corporation					Cost Center: Administration			
Division: Accounting					Department: Acct.-Admin			
Griffith, David								
1/8/2001	05:47	0:02:08	0.05 INB	Inbound Calls		INCOMING	236 (Ext.)	
1/8/2001	07:19	0:05:26	0.63 LCL	T1	1-630-896-8053	AURORA, IL	236 (Ext.)	
1/8/2001	07:42	0:11:26	0.11 INB	Central Office		INCOMING	236 (Ext.)	
1/8/2001	09:52	0:00:28	0.03 INB	Inbound Calls		INCOMING	236 (Ext.)	
1/8/2001	10:13	0:00:46	0.03 INB	Inbound Calls		INCOMING	236 (Ext.)	
1/8/2001	10:20	0:00:10	0.03 INB	Inbound Calls		INCOMING	236 (Ext.)	
1/8/2001	10:22	0:00:20	0.03 INB	Inbound Calls		INCOMING	236 (Ext.)	
1/8/2001	10:23	0:01:06	0.04 INB	Inbound Calls		INCOMING	236 (Ext.)	
1/8/2001	10:44	0:00:52	0.28 LD	Central Office	1-904-254-8200	DAYTONABCH, FL	236 (Ext.)	
1/8/2001	10:49	0:00:42	0.07 LCL	T1	1-630-990-6272	HINSDALE, IL	236 (Ext.)	
2/16/2001				1				11:23:24AM

The Organizational Detail Report gives basic call detail information organized by company, division, cost center, department and user.

Organizational Reports

Organizational Summary



ABC Corporation Organizational Summary															
IFW Organizational Summary Report										From 1/8/2001 at 12:00 AM through 1/12/2001 at 11:59 PM					
Name	Total			Inbound			Local			Long Distance			All Others		
	Count	Duration	Cost	Count	Duration	Cost	Count	Duration	Cost	Count	Duration	Cost	Count	Cost	
Company: ABC Corporation										Cost Center: Administration					
Division: Accounting										Department: Acct.-Admin					
Users															
Dickinson, Richard	12	0:31:30	5.40	6	0:13:34	0.28	0	0:00:00	0.00	6	0:17:56	5.12	0	0.00	
Griffith, David	86	5:11:24	25.49	47	3:08:38	2.66	13	0:59:50	3.51	26	1:02:56	19.32	0	0.00	
Acct.-Admin	98	5:42:54	30.89	53	3:22:12	2.94	13	0:59:50	3.51	32	1:20:52	24.44	0	0.00	
Administration	98	5:42:54	30.89	53	3:22:12	2.94	13	0:59:50	3.51	32	1:20:52	24.44	0	0.00	
Company: ABC Corporation										Cost Center: Services - Acct					
Division: Accounting										Department: Accounts Payable					
Users															
Olgvie, Edith	23	0:41:34	2.10	8	0:16:28	0.37	9	0:15:28	1.17	1	0:01:38	0.56	5	0.00	
Parker, Phylis	36	1:51:44	4.70	20	0:48:30	0.87	13	0:56:20	2.99	1	0:02:30	0.84	2	0.00	
Sellers, Matt	95	5:47:52	41.74	15	1:35:00	1.19	3	0:24:50	3.03	11	2:10:18	37.52	66	0.00	
Accounts Payable	154	8:21:10	48.54	43	2:39:58	2.43	25	1:36:38	7.19	13	2:14:26	38.92	73	0.00	
Company: ABC Corporation										Cost Center: Services - Acct					
Division: Accounting										Department: Accounts Receivable					
Users															
Higgins, Meg	1	0:01:06	0.01	1	0:01:06	0.01	0	0:00:00	0.00	0	0:00:00	0.00	0	0.00	
Vander, Amy	83	6:59:50	41.12	29	2:11:08	1.97	25	3:27:50	20.39	10	1:02:10	18.76	19	0.00	
Wilson, Laura	29	1:35:22	3.64	11	0:54:04	0.84	10	0:25:12	1.40	1	0:04:18	1.40	7	0.00	
Accounts Receivable	113	8:36:18	44.77	41	3:06:18	2.82	35	3:53:02	21.79	11	1:06:28	20.16	26	0.00	
Company: ABC Corporation										Cost Center: Services - Acct					
Division: Accounting										Department: Collections					
Users															
Marciano, Sarah	51	2:37:06	9.70	30	2:03:00	1.90	10	0:08:52	1.08	6	0:21:00	6.72	5	0.00	
Nolan, Lee	136	4:55:12	20.95	44	1:10:22	1.76	47	2:21:52	12.75	6	0:20:20	6.44	39	0.00	
Collections	187	7:32:18	30.65	74	3:13:22	3.66	57	2:30:44	13.83	12	0:41:20	13.16	44	0.00	
Services - Acct	454	24:29:46	123.96	158	8:59:38	8.91	117	8:00:24	42.81	36	4:02:14	72.24	143	0.00	
Accounting	552	30:12:40	154.85	211	12:21:50	11.85	130	9:00:14	46.32	68	5:23:06	96.68	143	0.00	
Company: ABC Corporation										Cost Center: Consulting					
Division: Corporate										Department: Consulting					
Users															
2/16/2001														1	11:29:46AM

The Organizational Summary Report gives the same information as the Organizational Detail Reports, but it is summarized by user. In addition, there is an option for drill down when running the report. This means when you are in the report view, it is possible to click on a specific user and see the call detail behind the summary. This also works with exported reports stored in the Crystal Report Format and viewed in Crystal Reports or its viewer.

Organizational Reports

Allocation

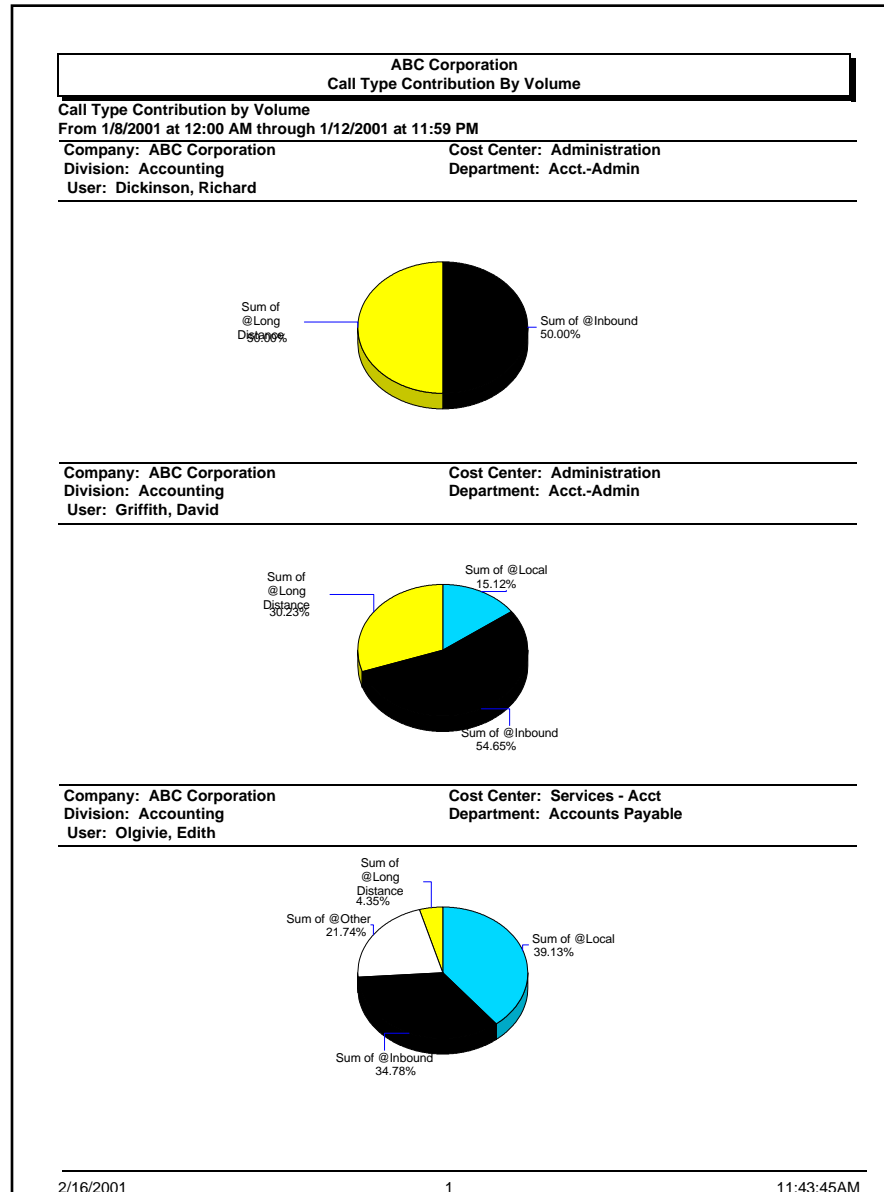


ABC Corporation Allocation Report						
IFW Allocation Report			From 1/1/2001 at 12:00 AM through 1/31/2001 at 11:59 PM			
	Cost		Count		Duration	
	Total	Percent	Total	Percent	Total	Percent
Company: ABC Corporation			Cost Center: Administration			
Division: Accounting			Department: Acct.-Admin			
Users						
Dickinson, Richard	15.69	0.08%	65	0.12%	2:33:24	0.09%
Griffith, David	327.78	1.60%	383	0.71%	29:29:46	1.07%
Acct.-Admin	<u>343.47</u>	<u>1.67%</u>	<u>448</u>	<u>0.83%</u>	<u>32:03:10</u>	<u>1.16%</u>
Administration	343.47	1.67%	448	0.83%	32:03:10	1.16%
Company: ABC Corporation			Cost Center: Services - Acct			
Division: Accounting			Department: Accounts Payable			
Users						
Olgivie, Edith	26.07	0.13%	102	0.19%	4:01:46	0.15%
Parker, Phylis	24.10	0.12%	208	0.39%	10:52:32	0.39%
Sellers, Matt	84.42	0.41%	294	0.54%	16:52:16	0.61%
Accounts Payable	<u>134.59</u>	<u>0.66%</u>	<u>604</u>	<u>1.12%</u>	<u>31:46:34</u>	<u>1.15%</u>
Company: ABC Corporation			Cost Center: Services - Acct			
Division: Accounting			Department: Accounts Receivable			
Users						
Higgins, Meg	0.04	0.00%	2	0.00%	0:01:26	0.00%
Vander, Amy	152.19	0.74%	358	0.66%	27:32:18	1.00%
Wilson, Laura	17.73	0.09%	161	0.30%	7:17:06	0.26%
Accounts Receivable	<u>169.96</u>	<u>0.83%</u>	<u>521</u>	<u>0.97%</u>	<u>34:50:50</u>	<u>1.26%</u>
Company: ABC Corporation			Cost Center: Services - Acct			
Division: Accounting			Department: Collections			
Users						
Marciano, Sarah	35.18	0.17%	199	0.37%	8:55:56	0.32%
Nolan, Lee	104.90	0.51%	541	1.00%	19:57:58	0.72%
Collections	<u>140.08</u>	<u>0.68%</u>	<u>740</u>	<u>1.37%</u>	<u>28:53:54</u>	<u>1.05%</u>
Services - Acct	<u>444.63</u>	<u>2.17%</u>	<u>1,865</u>	<u>3.46%</u>	<u>95:31:18</u>	<u>3.46%</u>
Accounting	788.10	3.84%	2,313	4.29%	127:34:28	4.62%
2/16/2001		1			11:37:01AM	

This report is used to allocate costs and usage. It shows the percentages of use by cost and usage for each level of the organization. Using it with the bill provided by the phone service providers makes it easy to allocate costs to the correct part of the organization.

Organizational Reports

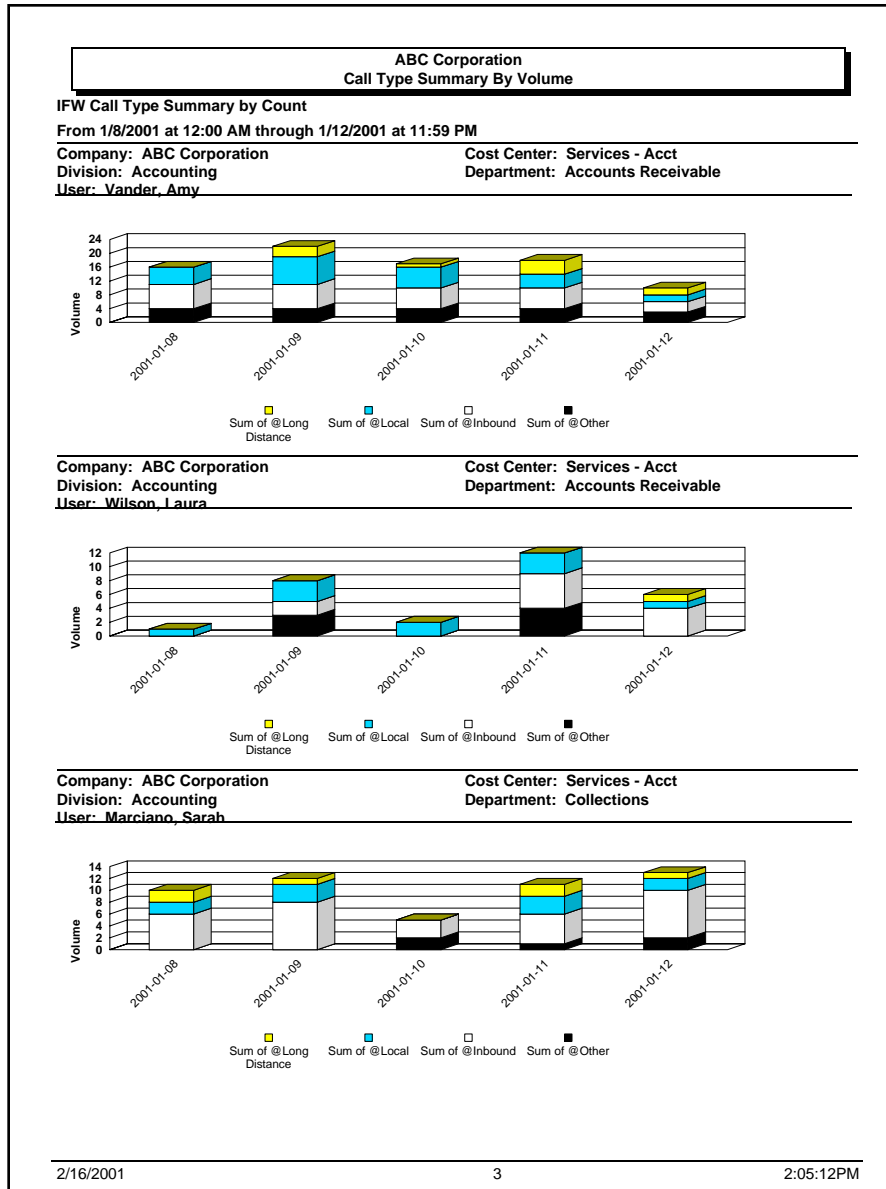
Call Type Contribution



These reports show what percentage each call type was for a given interval. A pie chart shows the percentage for each call type. Because this is also an organizational chart, it can be run for any organizational level. There are three versions of this report. They share everything except for the measure that is graphed. The measures are Volume (call count), Cost and Duration.

Organizational Reports

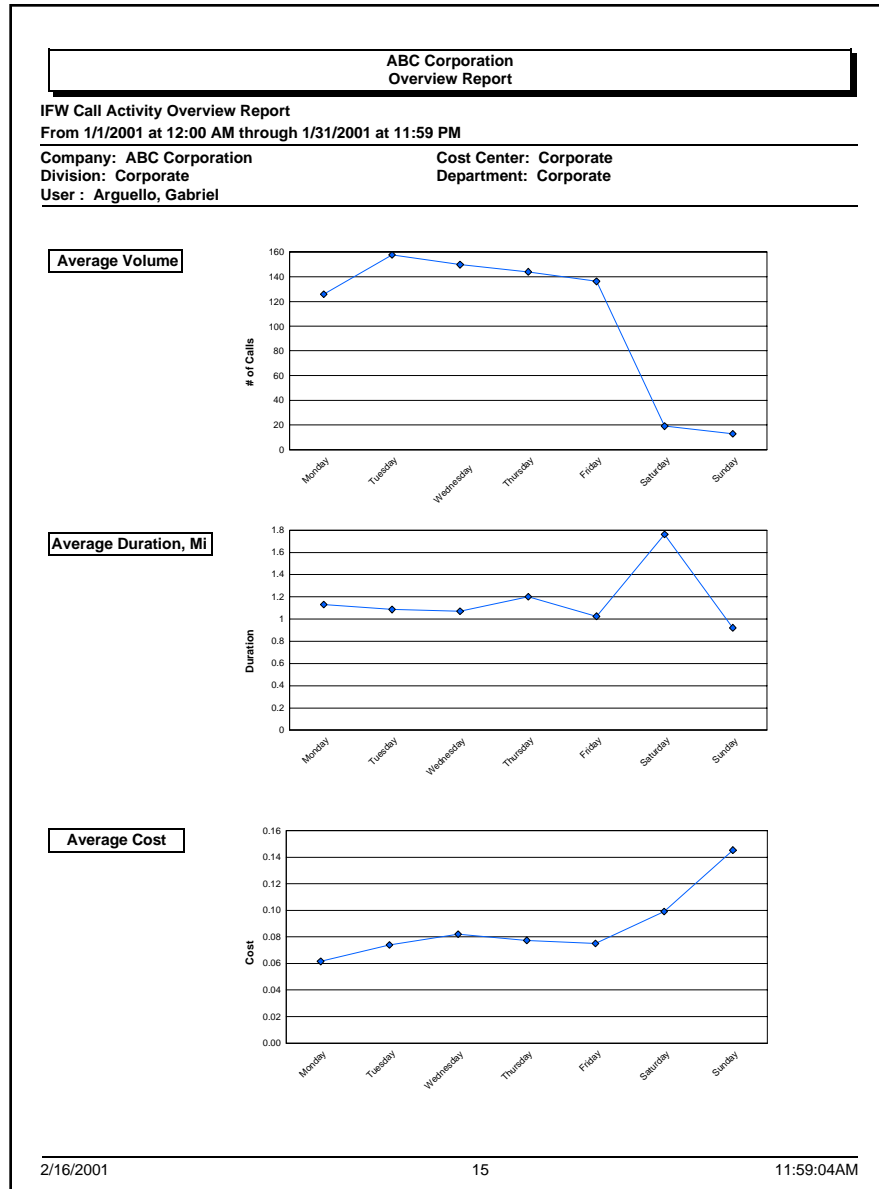
Call Type Summary



These reports are similar to the chart that shows in the Control Center (IFW's opening screen), but they break the calls down further than the graph data does. They show usage over time. A bar graph shows the data by month, week or day. There are three versions of this report. They share everything except for the measure that is graphed. the measures are Volume (call count), Cost and Duration.

Organizational Reports

Overview



This report gives an overview of activity based on averages. The averages are based on the day of the week. For each organizational entity, you get three line graphs showing the average activity for Volume (call count), Cost and Duration. For example, if you ran the report at the user level, you would see three graphs for each user.

Other Reports

A number of additional reports complete the Infortel for Windows Report portfolio. Reports include:

Tenant Billing Reports:

Detailed Tenant Bills, page 32

Tenant Billing by Company, Division, Cost Center & Department, page 33

Tenant Billing Summary Report, page 34

Trunk Analysis Reports and Utilities:

Trunk Analysis Tool, page 35

Trunk Analysis Report, page 36

Other Reports

Detailed Tenant Bills



Billing Statement		<table border="1" style="width: 100%;"> <tr><td style="text-align: center;">NAME</td></tr> <tr><td style="text-align: center;">Ayers, Lawrence</td></tr> </table>	NAME	Ayers, Lawrence						
NAME										
Ayers, Lawrence										
<table border="1" style="width: 100%;"> <tr><td style="text-align: center;">Total Due</td></tr> <tr><td style="text-align: center;">\$270.42</td></tr> </table>	Total Due	\$270.42	<table border="1" style="width: 100%;"> <tr><td style="text-align: center;">Due Date</td></tr> <tr><td style="text-align: center;">3/18/2001</td></tr> </table>	Due Date	3/18/2001	<table border="1" style="width: 100%;"> <tr><td style="text-align: center;">Billing Period</td></tr> <tr><td style="text-align: center;">From 1/1/2001 to 1/31/2001</td></tr> </table>	Billing Period	From 1/1/2001 to 1/31/2001		
Total Due										
\$270.42										
Due Date										
3/18/2001										
Billing Period										
From 1/1/2001 to 1/31/2001										
Bill to: <table border="1" style="width: 100%; margin-top: 5px;"> <tr><td>Lawrence Ayers</td></tr> <tr><td>1021 Golf Road</td></tr> <tr><td>Suite 56</td></tr> <tr><td>Schaumburg IL 60173</td></tr> </table>		Lawrence Ayers	1021 Golf Road	Suite 56	Schaumburg IL 60173	Remit to: <table border="1" style="width: 100%; margin-top: 5px;"> <tr><td>ABC Corporation</td></tr> <tr><td>1051 Perimeter Drive</td></tr> <tr><td>Suite 200</td></tr> <tr><td>Schaumburg, IL 60173</td></tr> </table>	ABC Corporation	1051 Perimeter Drive	Suite 200	Schaumburg, IL 60173
Lawrence Ayers										
1021 Golf Road										
Suite 56										
Schaumburg IL 60173										
ABC Corporation										
1051 Perimeter Drive										
Suite 200										
Schaumburg, IL 60173										
Summary of Telephone Call Charges										
<hr/>										
Extension	209	245.42								
Inbound	2.79								
Long Distance	29.56								
Local	4.80								
Extension	218	245.42								
Inbound	8.65								
Long Distance	159.04								
Local	40.58								
Auth Code	None	0.00								
Summary of Other Charges										
Voice Mail	5.00								
Pager	5.00								
IP Connection	15.00								
<hr/>										
Total Charges:		\$270.42								
<hr/>										
Extension	Date/Time	Duration	Cost	Phone Number	Location					
209	1/2/2001 2:22:00PM	00:00:16	0.03		INCOMING					
209	1/2/2001 2:37:00PM	00:00:48	0.03		INCOMING					
209	1/3/2001 9:10:00AM	00:00:14	0.03		INCOMING					
209	1/3/2001 10:15:00AM	00:09:12	0.12		INCOMING					
209	1/3/2001 10:33:00AM	00:00:52	0.00	454	INTERNAL					
209	1/3/2001 10:48:00AM	00:02:06	0.02		INCOMING					
209	1/3/2001 10:55:00AM	00:01:06	0.00	451	INTERNAL					
209	1/3/2001 1:44:00PM	00:00:32	0.03		INCOMING					
209	1/3/2001 4:36:00PM	00:00:52	0.00		INTERNAL					
209	1/3/2001 6:55:00PM	00:02:36	0.05		INCOMING					
209	1/4/2001 8:44:00AM	00:00:14	0.03		INCOMING					
209	1/4/2001 1:02:00PM	00:00:20	0.00	226	INTERNAL					
209	1/4/2001 2:46:00PM	00:00:30	0.00	452	INTERNAL					
209	1/4/2001 3:54:00PM	00:01:18	0.00	298	INTERNAL					
209	1/4/2001 4:00:00PM	00:00:48	0.00	226	INTERNAL					
209	1/4/2001 4:02:00PM	00:00:26	0.00	271	INTERNAL					
209	1/4/2001 4:40:00PM	00:03:04	0.00		INTERNAL					
<hr/>										
2/16/2001	1	3:43:13PM								

Tenant Billing Reports are designed for situations where you bill organizations for their phone usage. Within the organizational structure you can set up Companies, Divisions, Cost Centers and Departments as billing entities.

Detailed Tenant Billing produces a bill by user that can be sent to the responsible party.

Analytical Reports

Tenant Billing by Company, Division, Cost Center & Department



Billing Statement		<table border="1" style="width: 100%;"> <tr><td style="text-align: center;">NAME</td></tr> <tr><td style="text-align: center;">Sales Consultants</td></tr> </table>	NAME	Sales Consultants																																																																				
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The reports called Tenant Billing by Company, Division, Cost Center and Department produce an actual bill that can be sent to the responsible party.

The reports summarize the data by user. By offering the reports at different levels, you can choose which organizational level at which to create the bill.

Other Reports

Tenant Billing Summary



ABC Corporation Tenant Billing Report					
IFW Tenant Billing Summary Report					
From 02/01/2001 at 12:00 AM through 02/28/2001 at 11:59 PM					
Name	Count	Duration	Call Cost	Other Charges	Total Cost
Company: ABC Corporation			Cost Center: Administration		
Division: Accounting			Department: Acct.-Admin		
All Users					
Dickinson, Richard	52	01:27:50	4.24	40.00	44.24
Furillo, Janet	0	00:00:00	0.00	40.00	40.00
Griffith, David	432	28:05:36	275.55	0.00	275.55
Payroll Modem	0	00:00:00	0.00	0.00	0.00
Department: Acct.-Admin	484	29:33:26	279.79	80.00	359.79
Cost Center: Administration	484	29:33:26	279.79	80.00	359.79
Company: ABC Corporation			Cost Center: Services - Acct		
Division: Accounting			Department: Accounts Payable		
All Users					
Olgvie, Edith	95	04:30:12	14.54	0.00	14.54
Parker, Phylis	228	08:59:16	23.77	0.00	23.77
Sellers, Matt	474	24:45:04	108.81	0.00	108.81
Department: Accounts Payabl	797	38:14:32	147.12	0.00	147.12
Company: ABC Corporation			Cost Center: Services - Acct		
Division: Accounting			Department: Accounts Receivable		
All Users					
Higgins, Meg	5	00:03:48	0.00	0.00	0.00
Vander, Amy	339	22:21:16	118.05	0.00	118.05
Wilson, Laura	196	10:04:00	21.47	0.00	21.47
Department: Accounts Receiv	540	32:29:04	139.52	0.00	139.52
Company: ABC Corporation			Cost Center: Services - Acct		
Division: Accounting			Department: Collections		
All Users					
Marciano, Sarah	146	08:20:36	23.68	0.00	23.68
Nolan, Lee	407	12:00:04	33.29	0.00	33.29
Department: Collections	553	20:20:40	56.97	0.00	56.97
Cost Center: Services - Acct	1890	91:04:16	343.61	0.00	343.61
Division: Accounting	2374	120:37:42	623.40	80.00	703.40
Company: ABC Corporation			Cost Center: Consulting		
Division: Corporate			Department: Consulting		
All Users					
Adams, Joe	0	00:00:00	0.00	0.00	0.00
Bently, Mark	0	00:00:00	0.00	0.00	0.00
Helman, David	0	00:00:00	0.00	0.00	0.00
Meadows, Talia	9	00:04:04	0.13	0.00	0.13
Miller, Ellen	7	02:52:44	49.28	0.00	49.28
Nunez, Carlos	4	00:41:30	0.00	0.00	0.00
03/21/2001		1			9:28:44AM

A Tenant Billing Summary Report is an internal document designed to show what you have billed to each tenant.

Other Reports

Trunk Analysis Tool



The Trunk Analysis Tool is a utility. It can be run for any facility or trunk group. Using the Erlang-B formula, it shows the total usage on that facility or trunk group and the actual number of trunks required to achieve a desired grade of service. The data can be viewed by day, hour, busy hour or average hour for a specific date range. You can play 'what if' by varying the load factor and grade of service.

With Infotel for Windows Trunk Analysis, you can ensure that you don't have more trunks than you need or make sure you have enough trunks so customers don't hear busy signals.

The screenshot shows the 'Trunk Analysis Tool' window. The 'Scope of Analysis' section is configured for 'Chicago' at the 'Central Office' facility. The date range is from 01-Feb-2001 to 28-Feb-2001. The baseline grade of service is set to 0.01, and the number of trunks is 30. The 'What If?' section includes options for 'Apply value(s)', 'Calculate Actual Grade of Service', and 'Alter Traffic Load Factor (%)'. The 'Display Totals in Grid' section is set to 'By Day'. The 'Output' section has 'Printer' selected. Below the configuration is a table with the following data:

Date	Total Usage	Total Calls	Avg Duration	Calls Per Hour	Percent Capacity
02/01/2001	70:59:30	1407	00:03:02	59	236.64
02/02/2001	66:18:22	1347	00:02:57	56	221.02
02/03/2001	01:07:52	41	00:01:39	2	3.77
02/04/2001	00:29:34	33	00:00:54	1	1.64
02/05/2001	61:08:54	1287	00:02:51	54	203.83
02/06/2001	66:15:56	1349	00:02:57	56	220.89
02/07/2001	60:23:24	1304	00:02:47	54	201.30
02/08/2001	37:41:30	821	00:02:45	34	125.64
02/09/2001	24:13:08	549	00:02:39	23	80.73
02/10/2001	01:18:58	62	00:01:16	3	4.39
02/11/2001	00:54:50	29	00:01:53	1	3.05
02/12/2001	59:22:04	1272	00:02:48	53	197.89
02/13/2001	60:45:26	1318	00:02:46	55	202.52
02/14/2001	65:20:22	1248	00:03:08	52	217.80
02/15/2001	56:38:06	1205	00:02:49	50	188.78
02/16/2001	56:39:50	1044	00:03:15	44	188.88
02/17/2001	00:52:26	35	00:01:30	1	2.91
02/18/2001	01:45:40	41	00:02:35	2	5.87
02/19/2001	38:54:32	966	00:02:25	40	129.70
02/20/2001	5:40:36	1248	00:02:37	52	188.88

Other Reports

Trunk Analysis

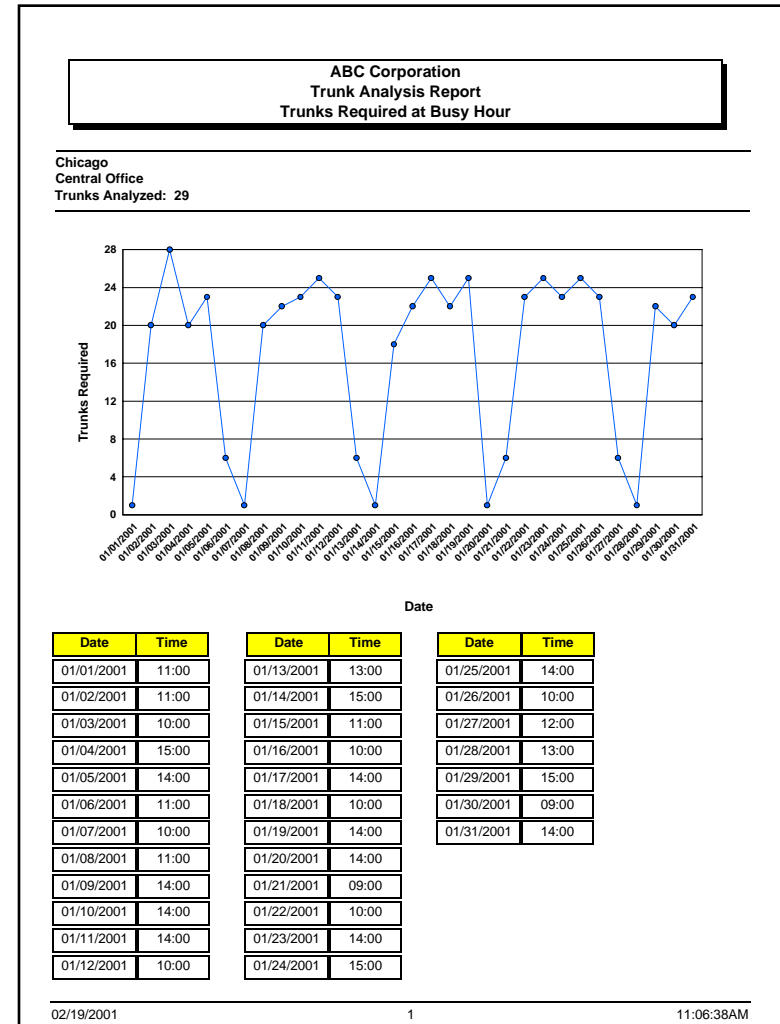


ABC Corporation Trunk Analysis Report Busy Hour Traffic								
Date	Busy Hour	Total Duration	Total Calls	Average Duration	Percent Capacity	Busy Hour Traffic	Grade of Service	Trunks Required
Chicago Central Office								
01/01/2001	11:00	00:15:52	2	00:07:56	0.91	0.26	0.00	1
01/02/2001	11:00	08:27:46	116	00:04:23	29.18	8.46	0.00	20
01/03/2001	10:00	13:01:14	175	00:04:28	44.90	13.02	0.00	28
01/04/2001	15:00	07:56:58	149	00:03:12	27.41	7.95	0.00	20
01/05/2001	14:00	10:00:48	152	00:03:57	34.53	10.01	0.00	23
01/06/2001	11:00	00:42:12	6	00:07:02	2.43	0.70	0.00	6
01/07/2001	10:00	00:18:22	3	00:06:07	1.06	0.31	0.00	1
01/08/2001	11:00	08:27:12	128	00:03:58	29.15	8.45	0.00	20
01/09/2001	14:00	08:42:34	174	00:03:00	30.03	8.71	0.00	22
01/10/2001	14:00	09:47:14	164	00:03:35	33.75	9.79	0.00	23
01/11/2001	14:00	10:31:32	170	00:03:43	36.30	10.53	0.00	25
01/12/2001	10:00	09:31:56	142	00:04:02	32.87	9.53	0.00	23
01/13/2001	13:00	00:38:34	4	00:09:38	2.22	0.64	0.00	6
01/14/2001	15:00	00:17:14	2	00:08:37	0.99	0.29	0.00	1
01/15/2001	11:00	07:26:26	151	00:02:57	25.66	7.44	0.00	18
01/16/2001	10:00	08:52:50	162	00:03:17	30.62	8.88	0.00	22
01/17/2001	14:00	11:18:40	147	00:04:37	39.00	11.31	0.00	25
01/18/2001	10:00	09:25:52	127	00:04:27	32.52	9.43	0.00	22
01/19/2001	14:00	11:11:48	140	00:04:48	38.61	11.20	0.00	25
01/20/2001	14:00	00:08:32	8	00:01:04	0.49	0.14	0.00	1
01/21/2001	09:00	00:53:34	14	00:03:50	3.08	0.89	0.00	6
01/22/2001	10:00	10:17:04	144	00:04:17	35.46	10.28	0.00	23
01/23/2001	14:00	10:50:42	167	00:03:54	37.40	10.84	0.00	25
01/24/2001	15:00	09:53:40	122	00:04:52	34.12	9.89	0.00	23
01/25/2001	14:00	10:38:14	173	00:03:41	36.68	10.64	0.00	25
01/26/2001	10:00	09:32:10	176	00:03:15	32.88	9.54	0.00	23
01/27/2001	12:00	00:56:00	1	00:56:00	3.22	0.93	0.00	6
01/28/2001	13:00	00:21:34	5	00:04:19	1.24	0.36	0.00	1
01/29/2001	15:00	09:16:36	188	00:02:58	31.99	9.28	0.00	22
01/30/2001	09:00	07:55:54	160	00:02:58	27.35	7.93	0.00	20
01/31/2001	14:00	10:20:00	140	00:04:26	35.63	10.33	0.00	23
02/19/2001			1				10:56:40AM	

The output of the Trunk Analysis can be printed as text and graphical reports. You can print a text report on Call Traffic per Day, Call Traffic per Hour, Busy Hour Traffic and Average Hourly Call Traffic for the Period. In addition, two graphical reports are available. The first, Trunk Required at Busy Hour, provides a line graph showing the trunks required during the period. Grade of Service at Busy Hour uses a line graph to compare the actual Grade of Service compared to the desired Grade of Service.

Grade of Service at Busy Hour

Trunk Required at Busy Hour



VoIP View Reports

VoIP View is your call accounting solution for Cisco's CallManager. ISI has developed the VoIP View feature in support of Cisco's Architecture for Voice, Video and Integrated Data (AVVID). VoIP View collects Call Detail Records from Cisco's CallManager platform and generates customizable reports for both internal charge back and cost accounting requirements. Once VoIP View captures CallManager data, the data is rated and processed for calling. Users then have the ability to use all standard Infotel for Windows features, including the robust rating, reporting and report scheduling and distribution features we are known for.

Use all Infotel for Windows reports to analyze your calls. A few of them are unique to IP Telephony.

VoIP Trunk Reports:

Trunk Detail Report, page 38

Trunk Summary Report, page 38

VoIP Trunk Analysis and Utilities:

Trunk Analysis Tool, page 39

Busy Hour Traffic Report, page 39

VoIP View Reports

VoIP Trunk Detail and Summary



Trunk Detail Report

ABC Corporation Detail by Trunks								
IFW Trunk Detail Report								
Call Date and Time	Duration	Call Cost	Call Type	Trunk	Phone Number	Location	Type	
Site: Atlanta (2)				Trunk Member: 00001				
Facility: Norcross Gateway								
01/08/2001	07:29	0:01:24	0.31 INB	00001		INCOMING	402 (Extension)	
01/08/2001	07:30	0:00:54	0.00 INB	00001		INCOMING	559 (Extension)	
01/08/2001	08:11	0:01:08	0.04 INB	00001		INCOMING	243 (Extension)	
01/08/2001	08:44	0:05:38	1.68 LD	00001	1-843-785-5033	HILTONHEAD, SC	303 (Extension)	
01/08/2001	08:55	0:03:08	1.12 LD	00001	1-727-464-3996	CLEARWATER, FL	245 (Extension)	
01/08/2001	09:00	0:00:20	0.03 INB	00001		INCOMING	559 (Extension)	
01/08/2001	09:00	0:00:52	0.00 INB	00001		INCOMING	272 (Extension)	
01/08/2001	09:05	0:16:38	4.76 LD	00001	1-520-754-4700	BULLHEADCY, AZ	272 (Extension)	
01/08/2001	09:22	0:02:44	0.84 LD	00001	1-412-809-4736	CARNEGIE, PA	243 (Extension)	
01/08/2001	09:25	0:14:46	4.20 LD	00001	1-412-809-4736	CARNEGIE, PA	243 (Extension)	

Trunk Summary Report

ABC Corporation Trunks Summary														
IFW Trunk Summary														
From 01/08/2001 at 12:00 AM through 01/12/2001 at 11:59 PM														
	Total			Inbound			Local			Long Distance			All Others	
	Count	Duration	Cost	Count	Duration	Cost	Count	Duration	Cost	Count	Duration	Cost	Count	Cost
Site: Atlanta				Trunk Group: 001										
Facility Name: Central Office				Trunk Member										
001	4	0:01:44	0.36	4	0:01:44	0.36	0	0:00:00	0.00	0	0:00:00	0.00	0	0.00
001	4	0:01:44	0.36	4	0:01:44	0.36	0	0:00:00	0.00	0	0:00:00	0.00	0	0.00
Site: Atlanta				Trunk Group: 005										
Facility Name: Central Office				Trunk Member										
001	157	8:13:58	10.91	157	8:13:58	10.91	0	0:00:00	0.00	0	0:00:00	0.00	0	0.00
005	157	8:13:58	10.91	157	8:13:58	10.91	0	0:00:00	0.00	0	0:00:00	0.00	0	0.00
Central Office	161	8:15:42	11.27	161	8:15:42	11.27	0	0:00:00	0.00	0	0:00:00	0.00	0	0.00
Site: Atlanta				Trunk Group: 003										
Facility Name: DID				Trunk Member										

The Trunk Detail and Summary Reports reflect gateways instead of trunks.

VoIP View Reports

VoIP Trunk Analysis Tool and Reports



Trunk Analysis Tool

File Edit Help

Scope of Analysis

Site: Atlanta | Facility: Access Gateway | Trunk Group: []

Date Range: Start: 15-Jan-2001 | End: 19-Jan-2001

Baseline Grade of Service (%): 0.01 | Number of Trunks: 23

What? Apply values? | Calculate Actual Grade of Service? | Alter Traffic Load Factor (%): 1.0

Exclude Weekends? | Display Totals in Grid: By Day | By Hour | **By Hour** | Hour Avg

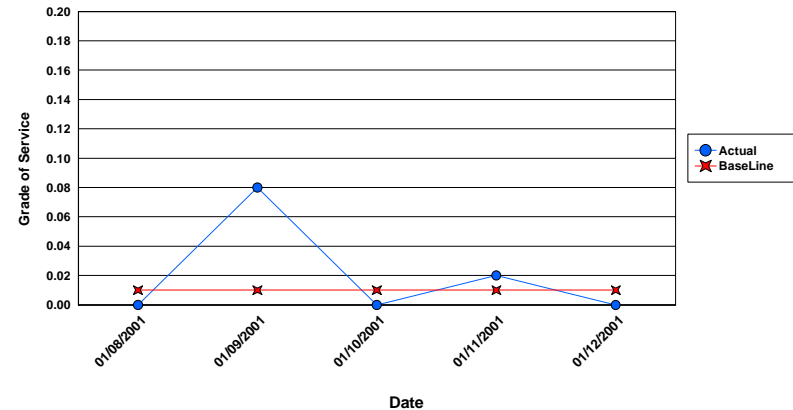
Buttons: Select Grid | Clear Grid | Close | Output

Date	Busy Hour	Total Usage	Total Calls	Avg Duration	Percent Capacity	Busy Hour Traffic	Baseline Grade of Service	Actual Grade of Service	Trunks Required
01/15/2001	10:00	84:07:22	81	00:01:57	17.49	4.02	0.01	0.00	14
01/16/2001	15:00	84:24:56	53	00:05:06	19.28	4.42	0.01	0.00	15
01/17/2001	14:00	84:43:12	69	00:04:36	20.52	4.72	0.01	0.00	15
01/18/2001	09:00	83:33:52	52	00:04:07	16.68	3.66	0.01	0.00	13
01/19/2001	14:00	84:55:14	62	00:04:46	21.39	4.92	0.01	0.00	16

Trunk Analysis Tool

ABC Corporation Trunk Analysis Report Grade of Service at Busy Hour

Atlanta
Central Office 2
Trunks Analyzed: 10



Date	Time	Date	Time	Date	Time
2001	12:00:0	14:00			
2001	12:00:0	11:00			
2001	12:00:0	10:00			
2001	12:00:0	10:00			
2001	12:00:0	10:00			

Trunk Analysis treats gateways as facilities. You can indicate the number of lines serving the gateway in the Number of Trunks field to obtain an accurate analysis.

Grade of Service at Busy Hour Report

Quality of Service Reports for Cisco IP Telephony Calls



These reports provide information on Quality of Service (QoS) for Cisco IP Telephony calls. The information is obtained from the QoS statistics in Cisco's CallManager (see page 41 for Cisco's CallManager QoS Definitions).

QoS depends on several measurements:

- **Latency** is a measure of the time it takes for a packet of data to be assembled and travel from its source to destination. A high amount of latency will lead to poor voice quality. Latency is reduced by adding bandwidth or reducing router hops.
- **Jitter** describes the variations in latency of a VoIP transmission. The more jitter, the poorer the voice quality. Too much packet jitter causes voice to sound garbled. Network components compensate for jitter with buffers. Jitter buffers store incoming packets and send them in a more constant stream; the buffers smooth the delivery of packets to produce a more even flow of voice data. Jitter is caused by the fact that network packets may travel different routes over the network and arrive out-of-sequence.
- **Packet Loss** is a measure of how many data packets do not reach the ultimate destination. This can be caused by a number of factors such as link failures or hardware failures. As the number of packets lost increases, voice quality decreases.

QoS Reports:

Cisco CallManager QoS Definitions, page 41

QoS Detail Report, page 42

QoS Summary Report, page 43

QoS by Hour Report, page 44

Cisco CallManager Quality of Service Definitions

In Cisco CallManager, QoS Statistics come directly from the *CallDetailDiagnostic* table on Cisco CallManager. These records, known as Call Management Records (CMR), contain statistics on jitter, latency and packet loss for each call. ISI has developed a series of reports on these statistics.

The Cisco document *Cisco CallManager Call Detail Record Definition* describes the fields presented in our QoS reports. The information below is excerpted from this document.

Node ID: Specifies the node within the Cisco CallManager cluster that generated the call.

NumberPacketsSent: Designates the total number of Routing Table Protocol (RTP) data packets transmitted by the device since starting transmission on this connection. The value remains zero if the connection was set in “receive only” mode.

NumberPacketsReceived: Specifies the total number of RTP data packets received by the device since starting reception on this connection. The count includes packets received from different sources if this is a multicast call. The value remains zero if the connection was set in “send only” mode. NumberPacketsReceived can be greater than NumberPacketsSent because CallManager statistics include packets received as part of a multi-cast call.

NumberPacketsLost: Designates the total number of RTP data packages that have been lost since the beginning of reception. This number designates the number of packets expected, less the number of packets actually received; where the number of packets received includes any that are late or duplicates. Thus, packets that arrive late do not get counted as lost, and the loss may be negative if there are duplicates. The number of packets expected designates the extended last sequence number received, as defined next; less the initial sequence number received. The value remains zero if the connection was set in “send only” mode.

Latency: Designates value that is an estimate of the network latency, expressed in milliseconds. This value represents the average value of the difference between the NTP timestamp indicated by the RTP Control Protocol (RTCP) messages and the NTP timestamp of the receivers, measured when these messages are received. Cisco CallManager obtains the average by summing all the estimates; then dividing by the number of RTCP messages that have been received.

Jitter: Provides an estimate of the statistical variance of the RTP data packet interarrival time; measured in milliseconds and expressed as an unsigned integer. The interarrival jitter J specifies the mean deviation (smoothed absolute value) of the difference D in package spacing at the receiver, compared to the sender for a pair of packets. RFC 1889 contains detailed computation algorithms. The value remains zero if the connection was set in “send only” mode.

Quality of Service Reports

QoS Detail Report



The QoS Detail report provides a call-by-call reading of QoS statistics in Call-Manager. It provides the number of packets sent for the call, the number of packets received for the call, and the percentage of packets lost. It also provides statistics on latency and jitter.

This report is especially useful to investigate QoS problems on specific calls. You can determine which gateway was used for the call as well as the extension that made the call. Using report filters, you can specify date and time ranges. You can also filter the report to show only calls with excessive packet loss, latency or jitter.

ABC Corporation Quality Of Service Detail Report											
IFW Quality of Service Detail Report by Site						From 2/6/2002 at 12:00 AM through 2/6/2002 at 11:59 PM					
Extension	Call Date and Time	Duration	Gateway	Node	Packets			Latency	Jitter	Call Type	
					Sent	Recv'd	% Lost				
Site: Cisco (2)											
3800	2/6/02 8:13 am	0:00:31	10.8.101.129	1	3,146	3,162	0.00	0	1	LD	
3800	2/6/02 8:25 am	0:00:18	10.8.101.129	1	931	937	0.00	0	1	INB	
3800	2/6/02 8:47 am	0:00:08	10.8.101.129	1	335	340	0.00	0	1	INB	
3800	2/6/02 9:11 am	0:00:26	999.999.999.999	1	1,262	1,261	0.00	0	0	INT	
3800	2/6/02 9:16 am	0:00:25	10.8.101.129	1	641	649	88.53	0	0	INB	
3800	2/6/02 9:36 am	0:00:06	10.8.101.129	1	285	289	0.00	0	0	INB	
3800	2/6/02 9:36 am	0:00:08	999.999.999.999	1	376	375	0.00	0	0	INT	
3800	2/6/02 9:42 am	0:00:35	999.999.999.999	1	1,712	1,707	0.00	0	0	INT	
3800	2/6/02 9:45 am	0:00:32	10.8.101.129	1	505	513	0.00	0	0	INB	
3800	2/6/02 9:51 am	0:00:10	10.8.101.129	1	542	547	0.00	0	0	INB	
3800	2/6/02 9:52 am	0:00:05	999.999.999.999	1	254	250	0.00	0	0	INT	
3800	2/6/02 9:57 am	0:00:11	10.8.101.129	1	433	437	0.00	0	2	INB	
3800	2/6/02 9:58 am	0:00:10	10.8.101.129	1	392	397	0.00	0	1	INB	
3800	2/6/02 10:12 am	0:00:16	10.8.101.129	1	692	698	0.00	0	1	INB	
3800	2/6/02 10:20 am	0:00:40	10.8.101.129	1	2,183	2,195	0.00	0	1	INB	
3800	2/6/02 10:30 am	0:00:06	999.999.999.999	1	339	339	0.00	0	0	INT	
3800	2/6/02 10:30 am	0:00:11	999.999.999.999	1	530	527	0.00	0	0	INT	
3800	2/6/02 10:40 am	0:00:03	999.999.999.999	1	162	157	0.00	0	0	INT	
3800	2/6/02 10:52 am	0:01:18	10.8.101.129	1	2,883	2,903	0.00	0	0	INB	
3800	2/6/02 10:53 am	0:01:23	999.999.999.999	1	342	334	0.00	0	0	INT	
3800	2/6/02 11:05 am	0:00:24	10.8.101.129	1	1,174	1,181	0.00	0	0	INB	
3800	2/6/02 11:26 am	0:00:01	999.999.999.999	1	55	50	0.00	0	0	INT	
3800	2/6/02 11:26 am	0:00:03	999.999.999.999	1	171	167	0.00	0	0	INT	
3800	2/6/02 11:39 am	0:00:07	999.999.999.999	1	364	363	0.00	0	0	INT	
03/01/2002				1				3:06:43PM			

Quality of Service Reports

QoS Summary Report



The QoS Summary Report provides a summary of QoS parameters by extension, CallManager subscriber, and CallManager cluster. It provides the total number of calls as well as averages for latency, jitter and packet loss.

By using filters (as described in the QoS Detail Reports description), you can isolate just those extensions, subscribers, and publishers that are experiencing QoS problems.

Please note: The QoS Summary Report provides the total number of calls, as well as averages for latency, jitter and packet loss. Therefore, some column totals are really averages.

ABC Corporation Quality Of Service Summary Report						
IFW Quality of Service Summary Report			From 2/6/2002 at 12:00 AM through 2/6/2002 at 11:59 PM			
Count	Average			Duration		
	Latency	Jitter	% Packets Lost			
Site: Cisco						
Node: 1						
Extension 3800	58	0	0	3.0	0:00:22	
Extension 3801	15	0	0	0.0	0:02:12	
Extension 3802	16	0	0	0.0	0:03:15	
Extension 3803	14	0	0	0.0	0:03:03	
Extension 3804	23	0	1	20.0	0:07:17	
Extension 3805	2	0	0	0.0	0:01:54	
Extension 3806	2	0	0	0.0	0:00:05	
Extension 3807	60	0	0	1.6	0:01:30	
Extension 3810	13	0	1	15.2	0:04:42	
Extension 3813	27	0	0	10.9	0:04:02	
Extension 3815	10	0	1	0.0	0:01:51	
Extension 3816	29	0	0	0.0	0:01:33	
Extension 3817	13	0	1	7.6	0:02:47	
Extension 3818	4	0	0	0.0	0:02:40	
Extension 3819	9	0	0	20.6	0:03:44	
Extension 3820	17	0	1	5.8	0:03:09	
Extension 3822	16	0	0	11.9	0:04:25	
Extension 3824	4	0	0	0.0	0:01:46	
Extension 3826	28	0	1	5.5	0:01:39	
Extension 3829	1	0	0	0.0	0:00:06	
Extension 3830	11	0	0	26.7	0:06:28	
Extension 3831	28	0	1	0.0	0:00:33	
Extension 3835	26	0	1	18.1	0:03:52	
Extension 3836	27	0	4	3.5	0:01:45	
Extension 3839	24	0	1	4.1	0:02:30	
Extension 3840	8	0	0	0.0	0:01:11	
Extension 3843	5	0	1	0.0	0:02:43	
Extension 3844	49	0	0	3.9	0:02:00	
Extension 3845	36	0	2	8.2	0:03:35	
Extension 3847	5	0	1	19.9	0:03:41	
Extension 3848	20	0	1	9.8	0:02:54	
Extension 3850	30	0	0	3.3	0:03:10	
Extension 3852	13	0	0	7.4	0:03:07	
Extension 3855	23	0	0	12.9	0:03:53	
Extension 3857	18	0	1	0.0	0:00:58	
Extension 3859	25	0	0	11.0	0:03:30	
Extension 3860	4	0	1	0.0	0:02:14	
Extension 3861	26	0	0	16.1	0:03:49	
Extension 3864	15	0	0	0.0	0:01:01	
Extension 3866	30	0	0	6.4	0:02:53	
Extension 3869	42	0	1	18.8	0:04:37	
Extension 3870	18	0	1	16.6	0:04:39	
Extension 3873	22	0	0	0.0	0:01:41	
Extension 3875	25	0	0	23.2	0:05:42	
Extension 3877	2	0	0	0.0	0:02:53	
Extension 3880	14	0	0	7.1	0:03:37	
Extension 3882	16	0	0	9.7	0:04:11	
Extension 3883	33	0	0	0.0	0:01:51	
Extension 3892	8	0	0	0.0	0:00:38	
Extension 3893	13	0	0	7.6	0:03:36	
Extension 3910	8	0	0	0.0	0:04:31	
03/01/2002	1			3:07:26PM		

Quality of Service Reports

QoS by Hour Report



Network traffic is a common cause of QoS problems. In many organizations, network traffic will spike during certain times of the day. The QoS by Hour report is an ideal method of determining time-based QoS problems. It provides statistics on QoS for each hour of the day. With this report, you can easily spot trends – such as degraded QoS in the afternoons – that are related to network traffic.

Please note: The QoS by Hour Report provides the total number of calls, as well as averages for latency, jitter and packet loss. Therefore, some column totals are really averages.

ABC Corporation Quality Of Service By Hour Report						
IFW Quality of Service by Hour Report			From 2/6/2002 at 12:00 AM through 2/6/2002 at 11:59 PM			
Hour	Count	Average			Duration	
		Latency	Jitter	% Packets Lost		
Site: Cisco						
Extension: 3800						
00:00	0	0	0	0.0	0:00:00	
01:00	0	0	0	0.0	0:00:00	
02:00	0	0	0	0.0	0:00:00	
03:00	0	0	0	0.0	0:00:00	
04:00	0	0	0	0.0	0:00:00	
05:00	0	0	0	0.0	0:00:00	
06:00	0	0	0	0.0	0:00:00	
07:00	0	0	0	0.0	0:00:00	
08:00	3	0	1	0.0	0:00:19	
09:00	10	0	0	8.8	0:00:16	
10:00	7	0	0	0.0	0:00:33	
11:00	7	0	0	0.0	0:00:11	
12:00	6	0	1	0.0	0:00:30	
13:00	5	0	0	0.0	0:00:14	
14:00	6	0	0	0.0	0:00:21	
15:00	6	0	0	14.2	0:00:44	
16:00	6	0	0	0.0	0:00:14	
17:00	2	0	1	0.0	0:00:16	
18:00	0	0	0	0.0	0:00:00	
19:00	0	0	0	0.0	0:00:00	
20:00	0	0	0	0.0	0:00:00	
21:00	0	0	0	0.0	0:00:00	
22:00	0	0	0	0.0	0:00:00	
23:00	0	0	0	0.0	0:00:00	
24:00	0	0	0	0.0	0:00:00	
Extension: 3800	58	0	0	3.0	0:00:22	