

Product News · Revised January 2003

Web Reporting



ISI is pleased to announce the immediate availability of Web Reporting as an option for all Infotel for Windows Enterprise systems. **Infotel for Windows Web Reporting is not available for the Desktop version.**

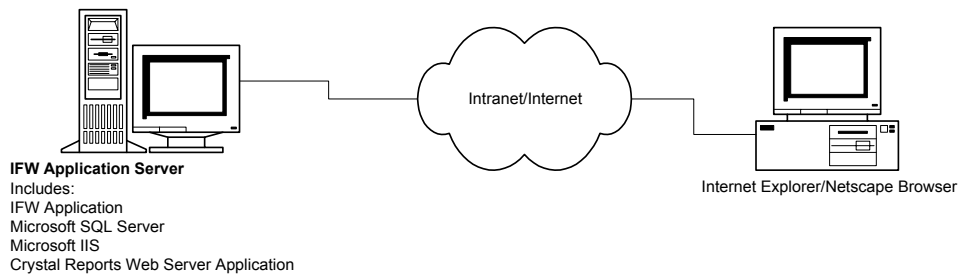
System Architecture

There are three key components to the Infotel for Windows (IFW) Web Application:

- The IFW Headquarters Server (the server that collects and processes call records)
- The IFW Database (MS SQL Server)
- Microsoft Internet Information Server with IFW Web Reporting software

As you will see from the diagrams below, these components can be mixed and matched to meet the IS architecture of the company.

Option 1 -- Application Server



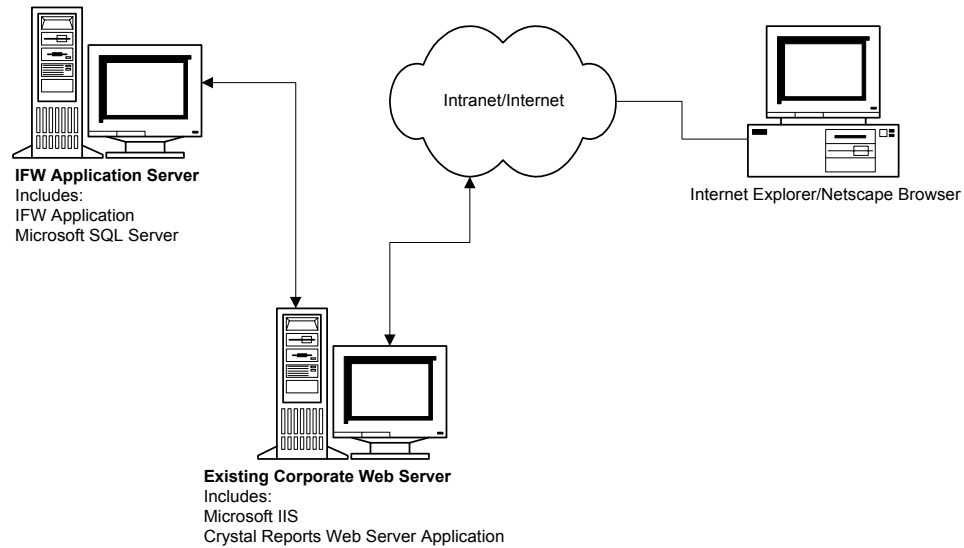
In Option 1, all components for the IFW application as well as the IFW web reporting application run on a single application server. The application server must be sized appropriately (enough CPU power, memory, and disk I/O performance) to handle the load.

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Option 2 -- IFW Application Server with Existing Web Server



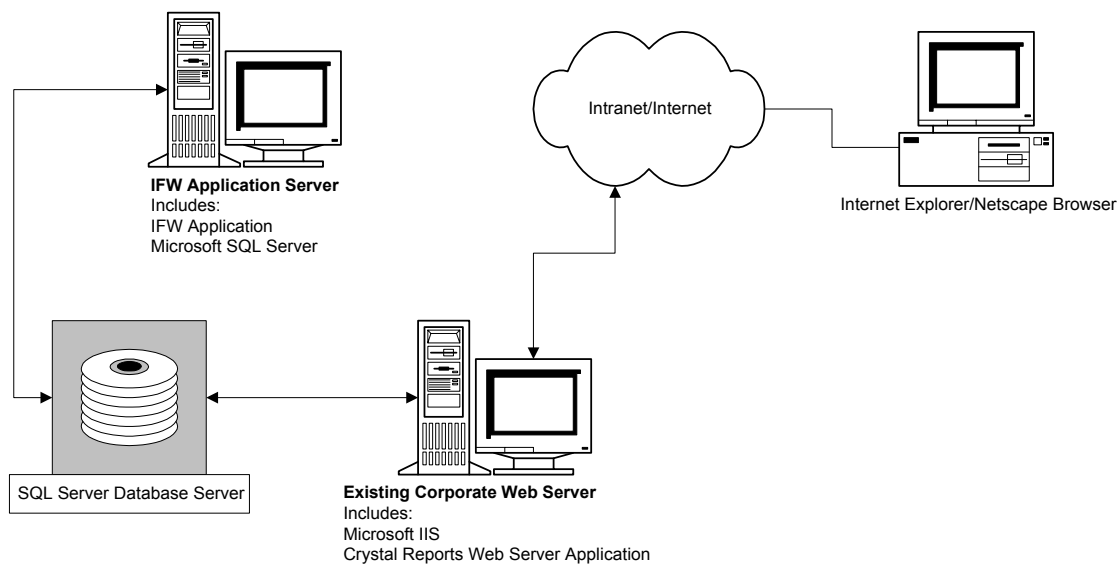
In option 2, the IFW application server contains the IFW application as well as the SQL Server database. An existing corporate web server acts as the broker for all web-reporting requests. When a request is received, the web server requests data from the SQL server and serves it up to the browser.

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Option 3 -- Separate Application Server, Web Server, and Database Server



Option 3 yields the highest performance of the three choices. A dedicated IFW application server runs the actual IFW application. A database server (perhaps part of the existing corporate SQL Server infrastructure) provides data acquisition, while an existing corporate web server brokers requests for data and presents it to the users.

One other architecture not shown would be an application server holding both the IFW and IIS applications in conjunction with a dedicated database server.

Reports Available

- User/Org Detail Report
- User/Org Summary Report
- User.Org Summary Report with Drill-down
- Dialed Number Search
- Frequently Dialed Number Report
- Account Code Detail Report
- Account Code Summary Report
- Extension Detail Report
- Extension Summary Report

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Capabilities in Viewer Window

- Java (for Internet Explorer) or ActiveX (for Netscape) Report Viewer
- Report Navigator Feature
- Report Drill-down on select reports
- Report Print Capability
- Report Export in Word, Excel, and Text format
- Report View size/zoom selection

Report Filter Capabilities

(Note: Not all filters are applicable to all reports)

- Date Range
- Time Range

The screenshot shows a web application interface for report filtering. At the top left is the ISI logo. The main heading is "Select the report and all desired criteria." Below this is a "Report:" dropdown menu currently set to "User/Org Detail". To the right are "Help" and "Submit" buttons. Below the heading is a horizontal tabbed menu with five tabs: "Date Range", "Call Types", "Cost/Duration", "User/Organization", and "Sorting". The "Date Range" tab is selected and highlighted. The content area below the tabs is divided into "Date Selection" and "Time Selection" sections. The "Date Selection" section has two columns: "From" and "To". Each column contains three input fields for MM, DD, and YY. The "From" date is 07/17/2000 and the "To" date is 07/17/2000. The "Time Selection" section has two columns: "HH" and "MM". Each column contains two input fields for HH and MM. The "From" time is 12:00 and the "To" time is 11:59. There are radio buttons for "am" and "pm" next to the MM fields. At the bottom of the time selection section are two radio buttons: "Continuous" (selected) and "Interval".

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- Call Types
- Account Codes

ISI Select the report and all desired criteria.

Report:

Date Range | **Call Types** | Cost/Duration | User/Organization | Sorting

Call Type :

<input checked="" type="checkbox"/> Local	<input checked="" type="checkbox"/> Info/Assist
<input checked="" type="checkbox"/> Long Distance	<input checked="" type="checkbox"/> Internal
<input checked="" type="checkbox"/> Inbound	<input checked="" type="checkbox"/> User Defined 1
<input checked="" type="checkbox"/> International	<input checked="" type="checkbox"/> User Defined 2

Account Codes : Query by specific account codes:
Enter one or more account codes separated by ; (201,555;841).
(Wildcards supported.)

Or Query by:

<input checked="" type="checkbox"/> Calls with account codes	<input checked="" type="checkbox"/> Calls with valid account codes
<input checked="" type="checkbox"/> Calls without account codes	<input checked="" type="checkbox"/> Calls without valid account codes

- Minimum/Maximum Cost
- Minimum/Maximum Duration

ISI Select the report and all desired criteria.

Report:

Date Range | Call Types | **Cost/Duration** | User/Organization | Sorting

Billed Cost :

Minimum	Maximum	<input checked="" type="checkbox"/> All Costs
<input type="text"/>	<input type="text"/>	

Duration :

HH	MM	SS	HH	MM	SS	<input checked="" type="checkbox"/> All Durations
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

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➤ User/Org/Extension

Select the report and all desired criteria.

Report:

Date Range | Call Types | Cost/Duration | **User/Organization** | Sorting

Sites: All Sites

Summarize at Company

Summarize at Division

Summarize at Cost Center

Summarize at Department

➤ Report sorting (By date, cost, duration, or digits dialed)

Select the report and all desired criteria.

Report:

Date Range | Call Types | Cost/Duration | User/Organization | **Sorting**

Sort By: Date/Time
 Cost
 Duration
 Digits Dialed

Sort Order: Ascending
 Descending

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System Requirements:

- Web Server:
 - Windows NT 4.0 Advanced Server or Windows 2000 Server
 - Microsoft Internet Information Server
(Note: The hardware requirements of the web server will vary based on the number of users required as well as other applications being run.)
- Crystal Reports Web Component Server (included with Crystal Reports Pro)
 - Crystal Reports Professional
 - Support for unlimited concurrent users
- Infotel for Windows Web Reporting Software

Client Requirements:

- Microsoft Internet Explorer version 5 or greater (Recommended) or
- Netscape Communicator version 4 or greater

Note: Each user accessing IFW Web reports must have a valid MS SQL Server Client Access license as well. For more information on licensing MS SQL Server, please consult Microsoft's web site at:

<http://www.microsoft.com/servers/backoffice/Licensing.htm>