

What's New – Infortel® Service Pack 5025

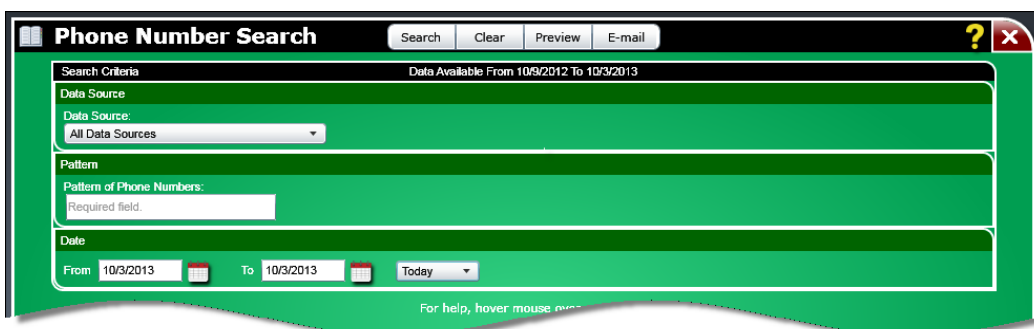
This document presents features and changes that are new for Infortel Select Version 10.0 Service Pack 5025. A number of new enhancements and reporting capabilities are included in this release which adds to our already robust report offerings and functionality.

INFORTELE SELECT WEB – PHONE NUMBER SEARCH

Phone Number Search is a very fast way to locate a specific phone number (or patterns of phone numbers) dialed. Also this utility will assist the user to determine:

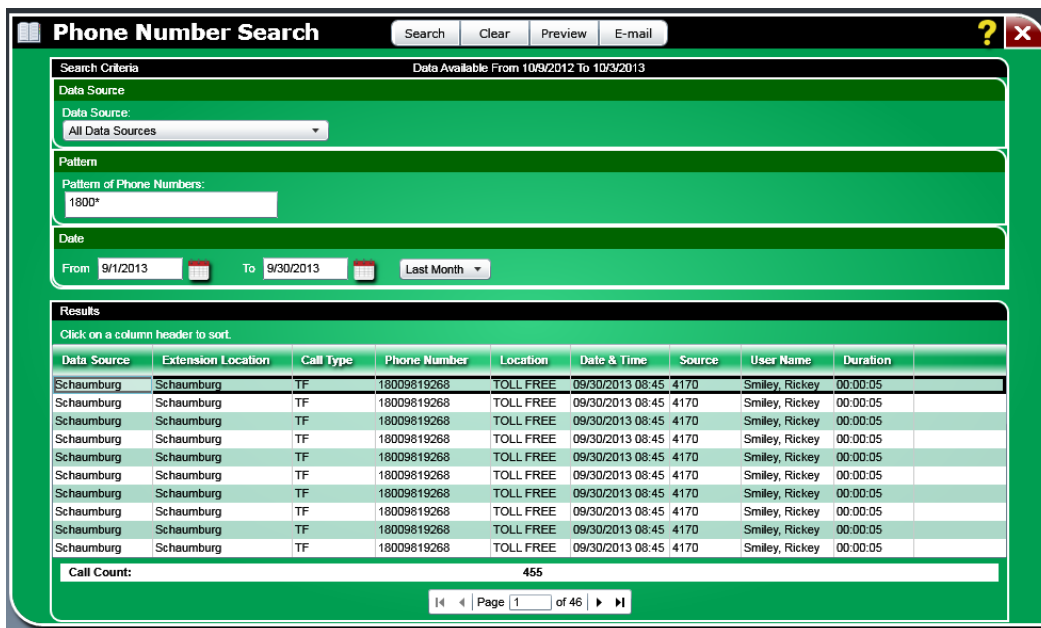
- A call or number of calls repeatedly appearing in one or more reports
- Identify which extension placed the call
- When the call was made
- Duration of the call
- The data source from where the call originated

In addition, the user can narrow the search to include only those calls made during an indicated date range.



The user chooses the data source to search along with the phone number and the dates. Wildcards are supported in the phone number field. The drop list in the date section can be used to quickly choose common date ranges such as Today, Last Week, This Month, etc.

The results are displayed once the user clicks the "Search" button.

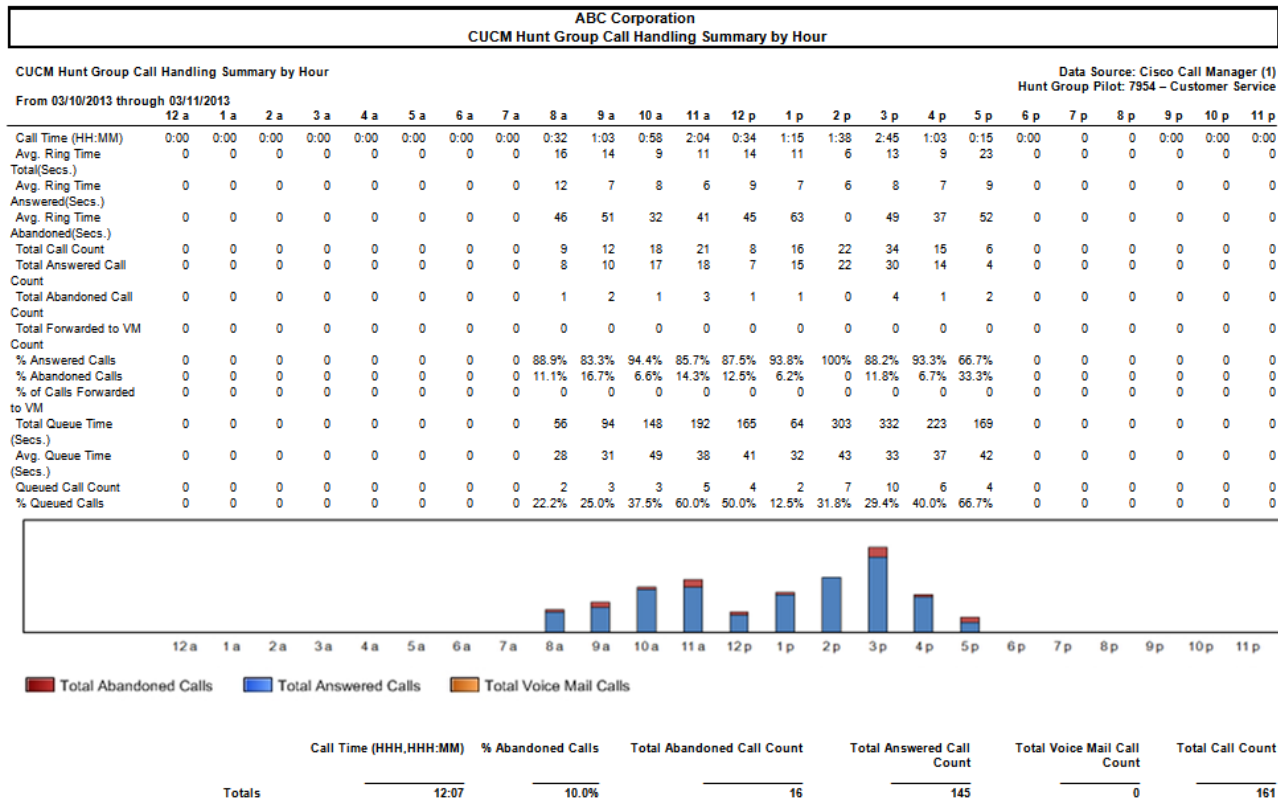


The user can sort on any column in the grid. The results can be emailed in PDF, RTF, HTML, or Excel.

CISCO HUNT GROUP REPORTING WITH NATIVE QUEUING

In CUCM 9.0, Cisco now supports **native call queuing** so in-bound callers and groups of callers can be automatically put on hold and properly routed into a queue and given custom greetings and announcements. ISI's Hunt Group reporting has been updated to include the queue information.

1. Hunt Group Call Handling Summary by Hour – this report now includes total queue time and the average queue time as well as the queued call count and percentage of calls queued.



2. CUCM Hunt Group Detail – this report now includes the queue time for each call.

ABC Corporation CUCM Hunt Group Detail									
CUCM Hunt Group Detail									
Data Source: Cisco Call Manager (1) Hunt Group Pilot: 7002 - Technical Gear									
Date	Time	Duration	Queue Time (Seconds)	Ring Time (Seconds)	Cost	Phone Number	Location	Final Called Party Number	Xfr Abandoned?
03/10/2013	10:42	0:00:43	18	12	0.00	630-585-6444	AURORA, IL	7002	
03/10/2013	12:54	0:02:14		7	0.00	630-514-9636	LA GRANGE, IL	3903	*
03/10/2013	14:56	0:00:16	23	10	0.00	630-514-9636	LA GRANGE, IL	7002	
7002 - Technical Gear Total									0
									Total Calls: 3
Hunt Group Pilot: 7955 - Professional Sales									
03/10/2013	08:08	0:04:30	15	10	0.00	866-705-4893	TOLL FREE, XX	3077	*
03/10/2013	08:45	0:01:21			0.00	630-279-1552	ELMHURST, IL	7955	
03/10/2013	10:27	0:00:52	34	12	0.00	574-236-4100	SOUTH BEND, IN	7955	
03/10/2013	10:48	0:03:18		6	0.00	630-359-6411	ELMHURST, IL	7955	
03/10/2013	14:03	0:01:56	63	9	0.00	630-773-3355	ITASCA, IL	3077	*
7955 - Professional Sales Total									0
									Total Calls: 5
Cisco Call Manager (1) Total		0:15:10			0.00				0
									Total Calls: 8

- 3. CUCM Hunt Group Summary – this report now includes the number of calls queued, the % of calls queued, the total queue time, and the average queue time.

ABC Corporation CUCM Hunt Group Summary													
CUCM Hunt Group Summary													Data Source: Cisco Call Manager
From 03/10/2013 through 03/11/2013													
Date/Time	Total Calls	Total Duration	Average Duration	# Queued Calls	% Queued Calls	Total Queue Duration	Avg. Queue Duration	Avg. Ring Time Answered	# Abandoned Calls	% Abandoned Calls	Avg. Ring Abandoned	# Voice Mail Calls	% Voice Mail Calls
Hunt Group: 7952-Will Call													
03/10/2013 07:00	1	0:09:03	0:09:03	0	0%	0:00:00	0:00:00	0:00:33	0	0%	0:00:00	0	0%
03/10/2013 08:00	2	0:03:54	0:01:57	1	50%	0:00:44	0:00:44	0:00:39	0	0%	0:00:00	0	0%
03/10/2013 11:00	1	0:01:10	0:01:10	0	0%	0:00:00	0:00:00	0:01:08	0	0%	0:00:00	0	0%
03/10/2013 13:00	2	0:00:19	0:00:10	2	100%	0:01:30	0:00:45	0:01:04	0	0%	0:00:00	0	0%
03/10/2013 14:00	1	0:04:50	0:04:50	1	100%	0:00:38	0:00:38	0:01:05	0	0%	0:00:00	0	0%
Hunt Group: 7954-Customer Service													
03/10/2013 08:00	1	0:00:34	0:00:34	0	0%	0:00:00	0:00:00	0:00:42	0	0%	0:00:00	0	0%
03/10/2013 09:00	1	0:00:13	0:00:13	0	0%	0:00:00	0:00:00	0:00:44	0	0%	0:00:00	0	0%
03/10/2013 10:00	1	0:04:19	0:04:19	0	0%	0:00:00	0:00:00	0:00:40	0	0%	0:00:00	0	0%
03/10/2013 13:00	2	0:03:34	0:01:47	0	0%	0:00:00	0:00:00	0:00:37	0	0%	0:00:00	0	0%
03/11/2013 07:00	1	0:00:18	0:00:18	0	0%	0:00:00	0:00:00	0:01:32	0	0%	0:00:00	0	0%
Hunt Group: 7955-Professional Sales													
03/10/2013 08:00	2	0:01:45	0:00:53	0	0%	0:00:00	0:00:00	0:01:27	0	0%	0:00:00	0	0%
03/10/2013 10:00	2	0:04:10	0:02:05	0	0%	0:00:00	0:00:00	0:00:33	0	0%	0:00:00	0	0%
03/10/2013 14:00	1	0:00:20	0:00:20	0	0%	0:00:00	0:00:00	0:00:54	0	0%	0:00:00	0	0%
Hunt Group: 7956-Project Management													
03/10/2013 10:00	2	0:00:25	0:00:13	0	0%	0:00:00	0:00:00	0:00:41	0	0%	0:00:00	0	0%
03/10/2013 12:00	1	0:00:12	0:00:12	0	0%	0:00:00	0:00:00	0:00:53	0	0%	0:00:00	0	0%
Hunt Group: 7964-Credit													
03/10/2013 09:00	5	0:14:22	0:02:52	0	0%	0:00:00	0:00:00	0:00:50	0	0%	0:00:00	0	0%
03/10/2013 10:00	3	0:04:35	0:01:32	0	0%	0:00:00	0:00:00	0:00:48	0	0%	0:00:00	0	0%
03/10/2013 11:00	1	0:03:02	0:03:02	0	0%	0:00:00	0:00:00	0:00:50	0	0%	0:00:00	0	0%
03/10/2013 12:00	2	0:01:53	0:00:57	0	0%	0:00:00	0:00:00	0:00:53	0	0%	0:00:00	0	0%
03/10/2013 15:00	1	0:17:08	0:17:08	0	0%	0:00:00	0:00:00	0:01:01	0	0%	0:00:00	0	0%
Data Source: Cisco Call Manager Total	33	1:16:06	0:02:18	4	12%	0:02:52	0:00:43	0:00:52	0	0%	0:00:00	0	0%

PROJECTED CHARGES REPORT

The projected charges report was previously available in the old web version of Select. It is now available in the Report Publisher. This report is used to estimate the scheduled fixed (recurring) charges for a given date range.

Projected Charges By Home Site and Organization Names						
From 10/3/2013 through 10/31/2013						
Charge Type	Charge Code	Description (Comment)	Date	Qty.	Unit Cost	Total Cost
Home Site: Unknown						
Company: ABC Corporation						
Division: Customer-Service						
Cost Center: Field Services						
Department: Training						
Person: Fanning, Sandra						
Fixed	Line	Line Appearance	10/31/2013	1	7.00	7.00
Total Person: Fanning, Sandra			Fixed:	7.00	One Time:	0.00 Total: 7.00
Person: Halley, Victor						
Fixed	Line	Line Appearance	10/31/2013	1	7.00	7.00
Total Person: Halley, Victor			Fixed:	7.00	One Time:	0.00 Total: 7.00
Person: Lockhart, Angela						
Fixed	Line	Line Appearance	10/31/2013	1	7.00	7.00
Total Person: Lockhart, Angela			Fixed:	7.00	One Time:	0.00 Total: 7.00
Person: Room, Training						
Fixed	Line	Line Appearance	10/31/2013	1	7.00	7.00
Total Person: Room, Training			Fixed:	7.00	One Time:	0.00 Total: 7.00
Person: Sporek, Sherad						

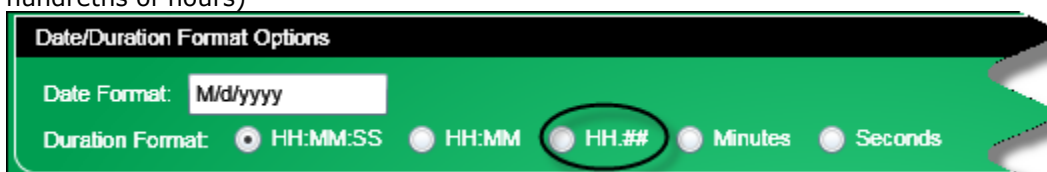
REPORT DESIGNER ENHANCEMENTS

The Report Designer is a powerful tool used to create reports and exports to meet your specific needs. Several enhancements have been added to make it even more powerful.

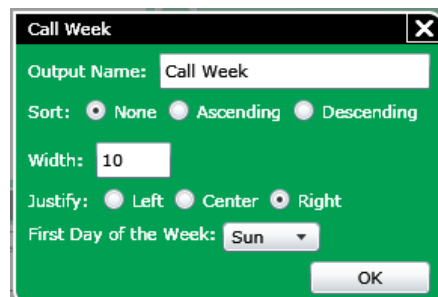
1. New Fields – The addition of Caller ID and Calling Party Number fields allows customers that are collecting call data from their border controllers (e.g. Cisco SME, Cisco CUBE and Avaya Aura Session Manager) to analyze traffic routed from one location to another. The new fields may be included as columns and used as constraints in designed reports. A sample report follows:

Border Controller Call Report							From 10/16/2013 through 10/16/2013 between 08:00 and 08:59	
Date Time	Duration	Cost	Originating Facility Name	Caller ID	Destination Facility Name	Phone Number	City	
10/16/2013 08:15	0:03:56	0.00	Chicago Gateway	3127065045	Dublin TollBypass	011-35343078800	KENAGH	
10/16/2013 08:15	0:01:35	0.00	Chicago Gateway	3127065067	Dublin TollBypass	011-35354079000	DUBLIN	
10/16/2013 08:17	0:01:13	0.00	Chicago Gateway	3127065053	Dublin TollBypass	011-35374077200	CASTLEBAR	
10/16/2013 08:21	0:00:43	0.00	Chicago Gateway	3127065067	Madrid TollBypass	011-34584055000	MOBILE SERVICE, SP	
Grand Total Sum		0:07:27	0.00				Call Count: 4	

2. New Duration Format – in addition to HH:MM:SS (Hours-Minutes-Seconds), HH:MM (Hours-Minutes), Minutes, and Seconds you can now choose to display the duration as HH.## (hours-hundredths of hours)



3. Call Week has been added as a Report Designer field that can be included on reports. For example, it can be used to summarize the number of calls per week. You can choose the day on which the week starts. In this example it starts on Sunday but it could be set to start on Monday.



Below is an example of a report using Call Week. In this example the designed report shows calls per week per department.

XYZ Corporation Calls per Week by Department				
Calls per Week by Department			From 9/1/2013 through 9/30/2013	
Call Week	Inbound Count	Outbound Count	Internal Count	Total Count
Department: Accounting				
9/1/2013	475	799	137	1,411
9/8/2013	475	799	137	1,411
9/15/2013	475	799	137	1,411
9/22/2013	375	614	104	1,093
9/29/2013	101	164	25	290
Department Sum	1,901	3,175	540	5,616

4. New Cisco Quality of Service (QOS) Fields - The addition of Cisco QOS fields to Report Designer allows you to analyze voice quality for specific organizations, people, gateways or data sources. Fields added include:

- Originating Cause Code
- Originating Cause Description
- Originating Cause Status
- Destination Cause Code
- Destination Cause Description
- Destination Cause Status
- Average MOS Score
- Minimum MOS Score
- Maximum MOS Score
- Jitter
- Total Packets
- Packets Lost
- Latency

Quality of Service Summary Report By Organization							
Quality of Service Summary Report By Organization				From 10/17/2013 through 10/17/2013			
Extension	Count	Duration	Latency	Jitter	#Packets Lost	%Packets Lost	Average Duration
Cost Center: Customer Service							
Department: Technical Assistance Center							
3127065031	5	0:20:34	0	0	0	0.0	0:04:07
3127065045	1	0:00:06	0	5	0	0.0	0:00:06
3127065053	1	0:02:32	0	4	0	0.0	0:02:32
3127065067	2	0:00:44	0	0	0	0.0	0:00:22