

Atea Voice Management System (VMS)

User Guide

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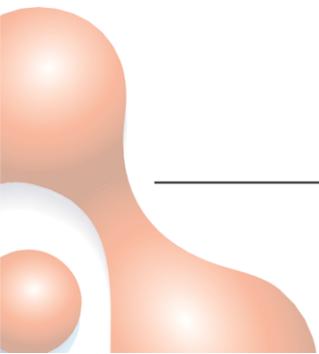
8 Terms and abbreviations 29

Document History

Date	Author	Version	Summary
Oct 2010	Murray Lum	2.3	Version 2
Oct 2014	Murray Lum	6.0.4	Added Incoming and Outgoing Call Summaries
24 May 2016	Murray Lum	7.1a	New user interface and reports for version 7.1
July 2016	Murray Lum	7.1b	Minor edits for readability and MLQK explanation
Dec 2018 Mar 2019	Murray Lum	7.2a	Updated for V7.2. Added instructions for emailing scheduled reports Added gateway reports, most expensive extensions. New engineering reports for MOS percentages, clearing causes, and devices

Related Documents

Document	Description
VMS Administration Guide	Administration guide
VMS Technical Reference	Details for designers
AteaSystems.com How to articles	Tips and instructions for using and supporting VMS



1 Overview – Information about your telephone calls

The voice management system is a business reporting tool enabling you to use vital information from your telephone system. These reports help managers in the areas of cost management, call investigation, staff responsiveness and network engineering.

Manage telephone costs

The Cost Accrual reports are for call cost information. These show the cost of the calls for each department and allow you to drill down to more information about who made calls and when. There is also a report on the most expensive calls to help you manage your costs. The call charges may differ a little from your telephone bill as they are calculated independently.

View staff behaviour and call investigation

The investigation reports are for finding out about who is making or receiving calls. You can also identify how the people in your organisation behave, including who makes the longest calls, whether calls are answered promptly, or what phone numbers are the most frequently called. Number range and extension range lists help filter the calls to the ones you are most interested in.

Hunt group analysis

The hunt group reports provide a view of your call answering performance and statistics. This includes information based on a time to answer target (SLA), call volumes and durations. These reports are like contact centre reports.

Engineering and gateway analysis

The engineering reports provide information on technical performance such as QOS call quality of service scores. There is detailed information right down to individual call legs.

The gateway reports are for analysing the traffic at each gateway and where it came from.

Your VMS may not have all the features shown in this guide

Some of the features shown in this guide may be restricted by the permissions allocated to your profile, or the configuration of your system. You may not be able to see all the features in this guide.

2 Getting Started - Navigating the Call Reports

2.1 Log on from a web browser

1. Enter the **URL** or address for the VMS application from your web browser.
2. Enter your **user name** and **password**. This often matches your LAN login.

Login

Username

Password Login

2.2 Getting around – main parts of the reports

Report tabs
To choose a report

Menu tabs
To choose a section

Logged-in user
Welcome: ADMIN Logout

Call Cost Reports | Call Summary By Dept | **Call Summary By User** | Calls By User | Most Exp. Calls

Call Summary By Dept > Call Summary By User **Breadcrumbs**

Essential Items are marked

* Start 12-APR-2016 **Date Picker**

* End 12-MAY-2016

Search filters Department Sales Rows 15 **Go** **Press Go to run report**

Sort by column

User	International	National	Local	Mobile	Services	Other	Total
Murray, Andrew [andrew]	\$19.80	\$0.00	\$0.00	\$7.08	\$0.00	\$0.00	\$26.89
Goan, Jeremy [jeremy]	\$0.87	\$0.00	\$0.00	\$0.12	\$0.00	\$0.00	\$0.99
Total	\$20.68	\$0.00	\$0.00	\$7.20	\$0.00	\$0.00	\$27.88

Click link To drill down to next level report

Download link To save report output as a csv file

1 - 2 **Row count of report results**

Help **Expandable help information**

This report summarizes call costs by category (call type), by user. The users' names appear in the left most column and the total call cost by category on the same line. Each column can be sorted by clicking the column heading, and again to reverse the sort order.

To use this report, enter the start and end dates for the reporting period, select the department of interest from the Departments drop down list, then click GO.

Report tabs

To choose a report to view.

Menu tabs

To choose the group of reports to view (Cost Accrual, Investigation, Hunt Groups or Engineering).

Breadcrumbs

Click on these to move back up the menu.

Report inputs – Enter search criteria and press Go

This includes the dates for the report, filters and number of rows to display. Essential items are marked with an asterisk. After entering the details, press the **Go** button to run the report.

Report output – Click the heading to sort, or click link to drill down

You can click on any underlined heading to sort the report on this column. Click it again to reverse the order. Underlined report items are links to more detailed reports.

Report totals are at the bottom of the report. You may need to scroll to the last screen of the report to see these totals.

The **Download** link allows you to save the report output as a CSV file, which is compatible with spreadsheet applications like Excel.

Help section – expand this for more information

We've included information to explain the report that you are seeing.

2.3 Click tabs to choose a report



Select a report group from the menu buttons at the top right.

Then select the report from the report tabs.

2.4 Enter date range and click GO

Enter the date range and any other filter criteria. Click the **Go** button to run the report.

The date format is dd-mm-yyyy. You may use either the date picker or type in your entry directly.

2.5 Schedule a report to be emailed

Extension	User	Location	Total Calls	Total Duration (sec)	Total Call Cost	Perc Of Spend (%)
41	Murray, Andrew [andrew]		9	5755	\$6.83	48.03
69	-	Wellington	5	5652	\$4.81	33.85
47	Gasson, Andrés [gas]	Wellington	1	1570	\$1.57	11.05
43	Katene, Callum [callum]	Wellington	6	114	\$0.72	5.07
45	Katene, Te Kairangi [tk]	Wellington	1	2	\$0.12	0.84
44	Katene, Tamihana [tamihana]	Wellington	1	4	\$0.12	0.84
46	Sherrin, Ian [ian]	Wellington	1	79	\$0.05	0.32

You may schedule reports to be emailed if enabled on your system.

1. Set the date range for the report. Choose from options like **“Start of last week”**, or **“Start of last month”**. Remember to set both the start and end periods.
2. Run the report
3. Check the report looks correct

4. Click "Schedule this report"

Cancel
Create

* Report Name

* Email Recipients

Description

Every Day

Day Of Week

Day Of Month

Complete the scheduling details and click create

Here you can enter details that control the automated running and delivery of your report. Enter a name/description above, and then one or more email addresses in the **Email Recipients** field. You then need to specify how often the report should be run, by selecting **Every Day**, a **Day Of Week**, **Day Of Month**, or a combination, then click **Create**.
 Alternatively, click the **Cancel** button to go back to the previous page.

5. Enter the details and click "Create". This will create the schedule. You can name the report, set the email address(s) and set when the report is to be sent.

Cost Accrual
Investigation
Hunt Groups
Engineering
Settings

Extension Ranges
Scheduled Reports

This screen is for managing the reports

Scheduled Reports

Search

	Report Name ↑	Description	Recipients	Every Day	Day Of Week	Day Of Month
delete	Monthly Report	Monthly Cost Centre Summary	andrew@ateasystems.com			1
delete	Most Expensive Calls	My weekly report of expensive calls	murrayl@ateasystems.com		Monday	
delete	Test report	test	andrew@ateasystems.com			2

Click delete to remove any unwanted reports

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6. You can delete any schedules from the Settings tab in the report menu (top right).

3 Cost Accrual Reports

The cost accrual reports focus on telephone call charges for cost accounting.

Cost Accrual
Investigation
Hunt Groups
Engineering
Gateways
Settings

Call Cost Reports
Call Summary By Dept
Call Summary By User
Calls By User
Most Exp. Calls
Most Exp. Extensions

About Call Cost Reports

The **Call Cost Reports** are a suite of reports focused on providing information about how costs are being accrued in the telephony system, and by whom. The reports provide a summary, high level view, starting with call costs at the department level. From there you can drill down into departments to see call costs summarized by users, and then drill down further to see a user's individual calls. It's also possible to drilldown another level to see the individual call legs that make up a single call.

The **Call Summary By Department** report provides an overall view of call costs, summarized by call type and broken down by department. The **Call Summary By User** also summarizes call costs by type, but broken down by users in the selected department. The **Calls By User** details an individual's calls over the reporting period.

In addition to these reports, the **Most Expensive Calls** provides a view of the calls with the greatest cost over the reporting period; Either by department, or across the entire enterprise.

You can navigate to these reports by simply clicking one of the navigation tiles in the navigation bar at the top of this page.

3.1 Cost Accrual - Call Summary by Department

Cost Accrual
Investigation
Hunt Groups
Engineering
Gateways
Settings

Call Cost Reports
Call Summary By Dept
Call Summary By User
Calls By User
Most Exp. Calls
Most Exp. Extensions

Call Summary By Dept

* Start <<

* End <<

Rows Go

Call Summary By Department

Department	Int	Int Calls	Int Dur	Nat	Nat Calls	Nat Dur	Local	Local Calls	Local Dur	Mob	Mob Calls	Mob Dur	Serv	Serv Calls	Serv Dur	Other	Other Calls	Other Dur	Total	Total Calls	Total Dur
Consultancy	\$0.54	1	1052	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.54	1	1052
No Dept	\$10.86	13	21469	\$0.00	0	0	\$0.00	0	0	\$2.61	2	1303	\$0.00	0	0	\$0.00	0	0	\$13.47	15	22772
Sales	\$27.97	44	23734	\$0.00	0	0	\$0.00	0	0	\$3.96	14	1841	\$0.00	0	0	\$0.00	0	0	\$31.93	58	25575
Software Development	\$49.83	63	34924	\$0.00	0	0	\$0.00	0	0	\$4.16	39	891	\$0.00	0	0	\$0.00	0	0	\$53.99	102	35815
Total	\$89.20	121	81179	\$0.00	0	0	\$0.00	0	0	\$10.73	55	4035	\$0.00	0	0	\$0.00	0	0	\$99.92	176	85214

[Download](#)

1 - 4

This is the breakdown of calls for your departments. It shows the costs, quantity and duration for the calls. Totals are provided on the right, with a grand total at the bottom of the report.

Charges are classified into international, national, local, mobile, services and other. These are set in the VMS rating table. Calls that cannot be allocated to a department are grouped under "No Dept". Usually these are calls from phones without a department setting.

Click on a department link to see each user in the department (Call summary by user report).

3.2 Cost Accrual - Call Summary by User

User	Int	Int.Calls	Int.Dur	Nat	Nat.Calls	Nat.Dur	Local	Local.Calls	Local.Dur	Mobile	Mobile.Calls	Mobile.Dur	Serv	Serv.Calls	Serv.Dur	Other	Other.Calls	Other.Dur	Total	Total.Calls	Total.Dur
Gasson, Andrea [gass]	\$4.66	33	4392	\$0.00	0	0	\$0.00	0	0	\$0.87	12	187	\$0.00	0	0	\$0.00	0	0	\$5.53	45	4579
Katene, Callum [callum]	\$5.30	7	3793	\$0.00	0	0	\$0.00	0	0	\$2.33	19	629	\$0.00	0	0	\$0.00	0	0	\$7.63	26	4422
Katene, Tamihana [tamihana]	\$23.45	2	16447	\$0.00	0	0	\$0.00	0	0	\$0.12	1	4	\$0.00	0	0	\$0.00	0	0	\$23.57	3	16451
Katene, Te Karirangi [tkc]	\$0.09	1	48	\$0.00	0	0	\$0.00	0	0	\$0.84	7	71	\$0.00	0	0	\$0.00	0	0	\$0.93	8	119
Moehiro, Sascha [sascha]	\$16.28	19	10165	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$16.28	19	10165
Sherrin, Ian [ian]	\$0.05	1	79	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.05	1	79
Total	\$49.83	63	34924	\$0.00	0	0	\$0.00	0	0	\$4.16	39	891	\$0.00	0	0	\$0.00	0	0	\$53.99	102	35815

This report shows every user in the department that made a call, and the calls attributed to each user. Each call category shows the call costs, how many calls and the elapsed duration.

To see another department, select it from the department drop-down menu.

Click on a user link to see the individual calls (Calls by user report).

3.3 Cost Accrual - Calls by user

Datetime	Callingnumber	Callednumber	Connectednumber	Leg Count	Destination	Call Type	Callcost	Sum Duration	Last Duration	Incoming	Owner Location	Called Location
01-AUG-2018 16:35:18	21609079	48	48	1		Internal / Unrated		6	6	IN	Wellington	Wellington
01-AUG-2018 16:36:18	21609079	48	48	1		Internal / Unrated		4	4	IN	Wellington	Wellington
03-AUG-2018 15:31:23	48	083038	1083038	1		Internal / Unrated		186	186		Wellington	Wellington
07-AUG-2018 11:00:40	48	70	70	1		Internal / Unrated		0	0		Wellington	
07-AUG-2018 11:01:34	48	68	68	1		Internal / Unrated		299	299		Wellington	
08-AUG-2018 11:34:13	44640040	48	9997	1		Internal / Unrated		3	3	IN	Wellington	Wellington
08-AUG-2018 11:57:27	44640040	48	9997	1		Internal / Unrated		25	25	IN	Wellington	Wellington
08-AUG-2018 15:18:27	44640040	48	9997	1		Internal / Unrated		26	26	IN	Wellington	Wellington
08-AUG-2018 15:20:31	44640040	48	9997	1		Internal / Unrated		26	26	IN	Wellington	Wellington
08-AUG-2018 15:23:46	44640040	48	9997	1		Internal / Unrated		26	26	IN	Wellington	Wellington
08-AUG-2018 15:31:14	44640040	48	48	1		Internal / Unrated		20	20	IN	Wellington	Wellington
08-AUG-2018 15:34:00	44640040	48	9997	1		Internal / Unrated		25	25	IN	Wellington	Wellington
08-AUG-2018 15:44:46	44640040	48	9997	1		Internal / Unrated		5	5	IN	Wellington	Wellington
08-AUG-2018 15:51:12	44640040	48	9997	1		Internal / Unrated		16	16	IN	Wellington	Wellington
09-AUG-2018 10:30:32	48	083038	083038	1		Internal / Unrated		0	0		Wellington	

This report shows a user’s individual calls. To select the user, choose from the list next to the Go button, or return to the previous report **Call Summary by User** and choose a user.

This report provides basic information about who made each call, what number they called and who answered the call (connected number). Also included is the call leg count. Each time a call is transferred or conferenced with another number, another leg is added to the call. Simple calls have just a single leg. In this report, you can click on the call leg count link to see the individual legs within the call.

Cost Accrual
Investigation
Hunt Groups
Engineering

Call Cost Reports
Call Summary By Dept
Call Summary By User
Calls By User
Most Exp. Calls

Call Summary By Dept
Call Summary By User
Calls By User

* Start

 * End

 User Go

Go Rows Actions

All Columns
 Datetime
 Callingnumber
 Callednumber
 Connectednumber
 Sum Duration
 Last Duration
 Leg Count
 Destination
 Call Type
 Callcost

number	Callednumber	Connectednumber	Sum Duration	Last Duration	Leg Count	Destination	Call Type	Callcost
18031994	18031994	18031994	00:47:27	00:47:27	1		Internal / Unrated	
48	9997	9997	00:00:03	00:00:03	1		Internal / Unrated	
48	9997	9997	00:00:05	00:00:05	1		Internal / Unrated	
70	70	70	00:00:00	00:00:00	1		Internal / Unrated	
18031994	18031994	18031994	00:00:20	00:00:20	1		Internal / Unrated	
18031994	18031994	18031994	01:09:27	01:09:27	1		Internal / Unrated	
18031994	18031994	18031994	00:00:00	00:00:00	1		Internal / Unrated	

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You may also change the columns that are displayed using the drop-down list on the left of the search item.

For other functions, such as downloading or formatting the report, click the **Actions** button.

Cost Accrual
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Call Cost Reports
Call Summary By Dept
Call Summary By User
Calls By User
Most Exp. Calls

Call Summary By Dept
Call Summary By User
Calls By User

* Start

 * End

 User Go

Go Rows Actions

Select Columns
 Filter
 Rows Per Page
 Format
 Flashback
 Save Report
 Reset
 Help
 Download

Datetime	Callingnumber	Callednumber	Connectednumber	Sum Duration	Last Duration	Leg Count	Destination	Call Type	Callcost
12-APR-2016 13:31:46	48	18031994	18031994			1		Internal / Unrated	
12-APR-2016 14:20:27	49	48	9997			1		Internal / Unrated	
12-APR-2016 14:20:47	49	48	9997			1		Internal / Unrated	
15-APR-2016 12:09:35	48	70	70			1		Internal / Unrated	
28-APR-2016 15:58:44	48	18031994	18031994			1		Internal / Unrated	
28-APR-2016 15:59:32	48	18031994	18031994			1		Internal / Unrated	
29-APR-2016 10:16:57	48	18031994	18031994			1		Internal / Unrated	

1 - 7

Help

3.4 Cost Accrual - Most Expensive Calls

Cost Accrual Investigation Hunt

Call Cost Reports Call Summary By Dept Call Summary By User Calls By User **Most Exp. Calls** Most Exp. Extensions

Start Date: 02-JUL-2018 Start Of Last Week
 End Date: 08-JUL-2018 End Of Last Week
 Department: <All Departments>
 Call Type: <All > Rows: 15 Go

Most Expensive Calls

Date/Time	Calling Number	Calling User	Called Number	Called User	Connected Number	Duration	Destination	Type	Owner Location	Callcost
02-JUL-2018 12:00:35	41	Murray, Andrew [andrew]	00611800365764		100611800365764	3246	Australia	INTERNATIONAL		\$3.25
05-JUL-2018 09:49:09	69		021774131		1021774131	1205	NZ mobile	MOBILE	Wellington	\$2.41
02-JUL-2018 14:35:51	47	Gasson, Andrés [gas]	0061131058		10061131058	1570	Australia	INTERNATIONAL	Wellington	\$1.57
05-JUL-2018 12:27:07	41	Murray, Andrew [andrew]	0061402960149		10061402960149	239	Australia mobile	INTERNATIONAL		\$1.20
03-JUL-2018 12:59:54	41	Murray, Andrew [andrew]	0061282568884		10061282568884	1847	Australia	INTERNATIONAL		\$0.93
03-JUL-2018 12:59:54	69		0061282568884		10061282568884	1839	Australia	INTERNATIONAL	Wellington	\$0.93
06-JUL-2018 12:01:07	69		00611800064289		100611800064289	1651	Australia	INTERNATIONAL	Wellington	\$0.84
05-JUL-2018 16:00:16	69		0061280855867		10061280855867	859	Australia	INTERNATIONAL	Wellington	\$0.44
03-JUL-2018 12:22:56	41	Murray, Andrew [andrew]	0061402222502		10061402222502	39	Australia mobile	INTERNATIONAL		\$0.30
04-JUL-2018 11:55:27	41	Murray, Andrew [andrew]	0061402222502		10061402222502	45	Australia mobile	INTERNATIONAL		\$0.30
06-JUL-2018 13:00:27	41	Murray, Andrew [andrew]	0061402222502		10061402222502	42	Australia mobile	INTERNATIONAL		\$0.30
06-JUL-2018 19:00:41	41	Murray, Andrew [andrew]	0061435965479		10061435965479	16	Australia mobile	INTERNATIONAL		\$0.30
05-JUL-2018 09:47:03	69		021774131		1021774131	98	NZ mobile	MOBILE	Wellington	\$0.20
06-JUL-2018 13:42:24	41	Murray, Andrew [andrew]	0061893628585		10061893628585	266	Australia	INTERNATIONAL		\$0.14
04-JUL-2018 09:57:02	43	Katene, Callum [callum]	021776898		1021776898	11	NZ mobile	MOBILE	Wellington	\$0.12

Download row(s) 1 - 15 of 24 Next

Schedule this report

This report provides a view of the most expensive calls in the reporting period, either by department, or across the entire enterprise. You may also filter on the call type.

3.5 Cost Accrual – Most Expensive Extensions

Cost Accrual Investigation Hunt Groups Engineering Gateways Settings

Call Cost Reports Call Summary By Dept Call Summary By User Calls By User Most Exp. Calls **Most Exp. Extensions**

* Start: 01-JUL-2018 <<
 * End: 31-JUL-2018 << Go

Most Expensive Extensions

Extension	User	Location	Total Calls	Total Duration (sec)	Total Call Cost	Perc Of Spend (%)
41	Murray, Andrew [andrew]		35	24487	\$28.28	28.30
44	Katene, Tamihana [tamihana]	Wellington	3	16451	\$23.57	23.59
49	Monteiro, Sascha [sascha]	Wellington	12	9597	\$14.46	14.48
69	-	Wellington	15	22772	\$13.47	13.48
43	Katene, Callum [callum]	Wellington	24	4422	\$7.63	7.63
47	Gasson, Andrés [gas]	Wellington	29	4521	\$5.02	5.03
42	Gogan, Jeremy [jeremy]	Wellington	7	1088	\$3.65	3.65
+6444640049	Monteiro, Sascha [sascha]	Wellington	3	568	\$1.82	1.82
68	Katene, Te Kairangi [tk]		6	69	\$0.72	0.72
48	Lum, Murray [murray]	Wellington	1	1052	\$0.54	0.54
47	Gasson, Andrés [gas]		5	58	\$0.51	0.51
45	Katene, Te Kairangi [tk]	Wellington	2	50	\$0.21	0.21
46	Sherrin, Ian [ian]	Wellington	1	79	\$0.05	0.05

Download

This report shows the phone extensions the highest expenditure during reporting period.

4 Investigation reports

The investigation reports help you view phone usage.



Welcome: ADMIN Logout

Cost Accrual **Investigation** Hunt Groups Engineering

Investigation Calls By Num Range Longest Calls Freq. Dialed Nums Calls By Ext Extension Ranges

About The Investigation Reports

The **Investigation** suite of reports provides tools for investigating phone usage in your enterprise. The **Calls By Number Range** report provides a flexible means of searching calls by allowing you to provide a search range or pattern. You can enter a range of numbers (explicit numbers, separated by commas, a range of numbers, separated by a hyphen, or a combination of both), and the Calls By Number Range report will return a list of all calls where **any** party on the call matches a number in your range. Alternatively, you can use a wildcard specification (the wildcard character is %) to search for number patterns. Again, all calls where the number of any party matches your search pattern will be returned.

In addition, the **Longest Calls** report and **Frequently Dialed Numbers** report provide an exception reporting mechanism. They list the most expensive calls, the longest calls and the numbers most frequently dialed, respectively.

The **Calls By Extension Range** report provides a summary view of call statistics for all extensions in a preconfigured range. You can create and maintain your own set of extension ranges by clicking the **Extension Ranges** tile in the navigation bar above.

4.1 Investigation - Calls by number range

Cost Accrual **Investigation** Hunt Groups Engineering

Investigation **Calls By Num Range** Longest Calls Freq. Dialed Nums Calls By Ext Extension Ranges

Calls By Number Range

Start Date: 12-APR-2016
 End Date: 12-MAY-2016
 Number Range: 40-43, 49 Rows: 15 Go

Calls By Number Range

Date/Time	Calling Number	Calling User	Called Number	Called User	Connected Number	Connected User	Duration	Leg Count
12-APR-2016 08:44:35	41	Murray, Andrew [andrew]	1021773640		1021773640		00:01:06	1
12-APR-2016 09:40:12	43	Katene, Callum [callum]	10061131058		10061131058		00:04:43	1
12-APR-2016 10:30:55	43	Katene, Callum [callum]	18016888		18016888		00:02:50	1
12-APR-2016 10:33:52	43	Katene, Callum [callum]	18016888		18016888		00:01:47	1
12-APR-2016 10:44:24	49	Brown, Jamie [jamie]	43	Katene, Callum [callum]	43	Katene, Callum [callum]	00:01:50	1
12-APR-2016 10:44:24	49	Brown, Jamie [jamie]	43	Katene, Callum [callum]	43	Katene, Callum [callum]	00:01:50	1
12-APR-2016 10:48:28	43	Katene, Callum [callum]	43	Katene, Callum [callum]	43	Katene, Callum [callum]	00:01:29	1
12-APR-2016 11:23:27	43	Katene, Callum [callum]	49	Brown, Jamie [jamie]	49	Brown, Jamie [jamie]	00:01:36	1
12-APR-2016 11:23:27	43	Katene, Callum [callum]	49	Brown, Jamie [jamie]	49	Brown, Jamie [jamie]	00:01:36	1
12-APR-2016 11:42:37	43	Katene, Callum [callum]	15706773		15706773		00:00:00	1
12-APR-2016 11:42:44	43	Katene, Callum [callum]	1049747062		1049747062		00:02:18	1
12-APR-2016 11:45:21	49	Brown, Jamie [jamie]	48	Lum, Murray [murray]	48	Lum, Murray [murray]	00:00:15	1
12-APR-2016 11:45:44	49	Brown, Jamie [jamie]	48	Lum, Murray [murray]	48	Lum, Murray [murray]	00:01:08	5
12-APR-2016 11:48:07	43	Katene, Callum [callum]	43	Katene, Callum [callum]	43	Katene, Callum [callum]	00:00:32	1
12-APR-2016 11:48:07	49	Brown, Jamie [jamie]	46	Monteiro, Sascha [sascha]	46	Monteiro, Sascha [sascha]	00:00:09	1

Download

row(s) 1 - 15 of 954 Next

Help

This report returns a list of all calls where any party on the call matches the number within the range. Create the range by entering the lowest and highest phone number with a hyphen (e.g. 1000 – 1009). The range can include other numbers separated by a comma (e.g. 1020, 1021).

This report is useful, for example, to identify all calls involving a specific phone extension.

4.2 Investigation - Longest Calls

Cost Accrual Investigation Hunt Groups Engineering

Investigation Calls By Num Range Longest Calls Freq. Dialed Num Calls By Ext Extension Ranges

Start Date End Date
Department Rows Go

Longest Calls

Date/Time	Calling Number	Calling User	Called Number	Called User	Connected Number	Connected User	Duration	Destination	Type	Callicost
11-MAY-2016 09:34:49	47	Gasson, Andrew [gas]	100611800064289		100611800064289		02:02:04			
28-APR-2016 15:59:32	48	Lum, Murray [murray]	18031994		18031994		01:09:27			
13-APR-2016 16:03:07	47	Gasson, Andrew [gas]	100611300303945		100611300303945		01:05:14	Australia	INTERNATIONAL	\$1.97
28-APR-2016 15:59:33	46	Monteiro, Sascha [sascha]	10061386555566		10061386555566		01:02:24	Australia	INTERNATIONAL	\$5.62
21-APR-2016 15:34:16	47	Gasson, Andrew [gas]	10061292302465		10061292302465		00:58:22	Australia	INTERNATIONAL	\$1.76
21-APR-2016 13:32:07	47	Gasson, Andrew [gas]	10800221221		10800221221		00:52:45			
12-APR-2016 13:31:46	48	Lum, Murray [murray]	18031994		18031994		00:47:27			
22-APR-2016 13:33:34	47	Gasson, Andrew [gas]	10061261515059		10061261515059		00:43:07	Australia	INTERNATIONAL	\$1.31
26-APR-2016 11:04:41	47	Gasson, Andrew [gas]	1044640040		1044640040		00:33:42			
28-APR-2016 16:26:57	47	Gasson, Andrew [gas]	1093555776		1093555776		00:33:01			
12-APR-2016 16:13:00	47	Gasson, Andrew [gas]	10277548650		10277548650		00:32:32	NZ mobile	MOBILE	\$3.90
06-MAY-2016 12:31:09	43	Katene, Callum [callum]	100611800064289		100611800064289		00:32:00			
21-APR-2016 13:30:10	43	Katene, Callum [callum]	1083033		1083033		00:31:33			
21-APR-2016 13:30:21	41	Murray, Andrew [andrew]	1083033		1083033		00:31:26			
09-MAY-2016 12:50:22	47	Gasson, Andrew [gas]	10061262633303		10061262633303		00:29:26			

[Download](#) row(s) 1 - 15 of 695 [Next](#)

[Help](#)

This report shows the calls with the longest duration, either by department or for the entire organisation.

4.3 Investigation - Frequently dialled numbers

Cost Accrual **Investigation** Hunt Groups Engineering

Investigation Calls By Num Range Longest Calls **Freq. Dialed Nums** Calls By Ext Extension Ranges

Start Date 12-APR-2016
 End Date 12-MAY-2016
 Department Consultancy Rows 15 Go

Frequently Dialed Numbers

Called Number	Calls	Total Duration
1049163050	20	00 00:07:50
102102502769	12	00 00:03:54
10061390334221	9	00 00:09:47
15706773	9	00 00:04:58
10061386555566	7	00 02:59:58
1095242411	7	00 00:04:05
10277548650	7	00 00:37:36
14640043	5	00 00:01:33
10061261515059	5	00 00:56:56
12376244	5	00 00:02:55
1049747062	5	00 00:08:01
12377122	4	00 00:06:51
10085226008434	4	00 00:15:57
10800400600	4	00 00:17:52

Download

Help

This report is a list of the top 10 external phone numbers that are called by department or the entire enterprise. It includes how many calls are made to these numbers, and the total duration of these calls.

4.4 Investigation - Calls by extension range

Cost Accrual **Investigation** Hunt Groups Engineering

Investigation Calls By Num Range Longest Calls Freq. Dialed Nums **Calls By Ext** Extension Ranges

Calls By Extension Statistics

Start Date 12-APR-2016
 End Date 12-MAY-2016
 TTA SLA (Sec) 20
 Extension List Callum's List Go

Call Statistics By Extension

Extension	Total In	Total In Dur	Avg In Dur	SLA Met	Abandoned	Avg Wait Time	Max Wait Time	Total Wait Time	Total Out	Avg Out Dur	Total Out Dur
41	90	05:47:55	00:03:51	80	10	00:00:04	00:00:18	00:06:20	271	00:03:52	17:32:07
43	108	03:25:33	00:01:54	95	11	00:00:27	00:36:28	00:50:07	147	00:02:19	05:40:37
44	68	02:02:59	00:01:48	61	7	00:00:06	00:00:19	00:07:48	77	00:00:50	01:05:07
45	31	01:20:52	00:02:36	29	2	00:00:06	00:00:19	00:03:13	43	00:01:18	00:56:32
46	51	01:38:18	00:01:55	42	8	00:00:04	00:00:21	00:03:26	15	00:15:01	03:45:18
47	37	03:34:11	00:05:47	35	2	00:00:06	00:00:19	00:03:51	61	00:09:06	09:15:52
49	58	01:53:35	00:01:57	52	5	00:00:31	00:26:44	00:30:34	114	00:03:21	06:22:53

Download

1 - 7

Help

This report provides a summary of the calls for a pre-defined list of extensions (see the next section to manage the lists). These reports provide a view of the extensions that you are interested in, such as your team.

You can adjust the time-to-answer service level (TTA SLA) to check whether calls are being answered in a timely manner.

To see more information about the calls for a specific extension, click on the extension number link. This will show a report of all the calls that the phone was involved in (calls by extension).

Cost Accrual Investigation Hunt Groups Engineering

Investigation Calls By Num Range Longest Calls Freq. Dialed Nums Calls By Ext Extension Ranges

Calls By Extension Statistics Calls By Extension

Start Date
 End Date
 TTA SLA (Sec) Rows Go

Calls For Extension 41

Call Date/Time	Calling Num	Calling User	Called Num	Called User	Connected Num	Connected User	Wait Time	Duration	Abnd	Legs	SLA Met
28-APR-2016 09:08			41	Murray, Andrew [andrew]	9997		00:00:00	00:00:09		1	●
28-APR-2016 09:38			41	Murray, Andrew [andrew]	9997		00:00:00	00:00:05		1	●
28-APR-2016 12:12			41	Murray, Andrew [andrew]	9997		00:00:00	00:00:04		1	●
18-APR-2016 09:25	41	Murray, Andrew [andrew]	42	Gogan, Jeremy [jeremy]	42	Gogan, Jeremy [jeremy]	00:00:09	00:10:37		1	
18-APR-2016 10:46	41	Murray, Andrew [andrew]	1093019857		1093019857		00:00:05	00:00:04		1	
18-APR-2016 10:46	41	Murray, Andrew [andrew]	10272863574		10272863574		00:00:07	00:01:51		1	
18-APR-2016 10:50	41	Murray, Andrew [andrew]	47	Gasson, Andrew [gas]	47	Gasson, Andrew [gas]	00:00:06	00:02:14		1	
18-APR-2016 10:55	41	Murray, Andrew [andrew]	47	Gasson, Andrew [gas]	47	Gasson, Andrew [gas]	00:00:05	00:02:45		1	
18-APR-2016 11:00	41	Murray, Andrew [andrew]	70		b00104901001		00:00:00	00:26:19		1	
18-APR-2016 13:33	41	Murray, Andrew [andrew]	42	Gogan, Jeremy [jeremy]	9997		00:00:18	00:00:03		1	
18-APR-2016 13:34	41	Murray, Andrew [andrew]	10061409578954		10061409578954		00:00:39	00:00:02		1	
18-APR-2016 14:14	41	Murray, Andrew [andrew]	10085229636772		10085229636772		00:00:31	00:00:03		1	
18-APR-2016 14:18	41	Murray, Andrew [andrew]	10085229636772		10085229636772		00:00:31	00:00:00		1	
18-APR-2016 15:11	41	Murray, Andrew [andrew]	10061390339802		10061390339802		00:00:11	00:05:04		1	
18-APR-2016 15:30	41	Murray, Andrew [andrew]	46	Monteiro, Sascha [sascha]	46	Monteiro, Sascha [sascha]	00:00:04	00:01:06		1	

[Download](#) row(s) 1 - 15 of 353 Next >

Help

For more information about a specific call, click on the **leg count** link. This shows all the legs that make up the call.

4.5 Investigation – Set Extension Ranges

Use this section to create the extension ranges that used in the **Extension Range** reports.

Each extension range is a list of extensions, separated by commas. These may include:

- Individual extensions (e.g. extension 41, 49)
- A range of extensions using a hyphen (e.g. 43-47 is extensions 43 through to 47 inclusive)

To create a list, click New.

Enter a name for the list, and the extensions to include in the list.

Click **Apply Changes** to save the list.

The lists are available to any VMS user.

Cost Accrual Investigation Hunt Groups Engineering **Settings**

Extension Ranges Scheduled Reports

Extension Ranges

Extension Lists New

Edit	Name	Extension List
	Doncaster	41,42
	Callum's List	41,43-47,49
	Jeremy's List	42,48

1 - 3

[Help](#)

Extension Ranges > **Extension Range**

Extension List

Cancel Delete Apply Changes

* Name

* Included Extensions

4.6 Investigation: Location matrix

Locations are set in the administration settings for VMS. Your VMS administrator sets these up.

Cost Accrual **Investigation** Hunt Groups Engineering Gateways Settings

Investigation Calls By Num Range Calls By User ID Longest Calls Freq. Dialed Nums Calls By Extension Range **Location Matrix** Calls By Device

Location Matrix

Start << <<

End << <<

Go

Location To Location Calls - Call Flows

Dest / Orig	Auckland	Australia	Wellington	Total
Auckland	0	0	23	23
Australia	0	0	0	0
Wellington	73	0	313	386
Total	73	0	336	409

[Download](#)

The Location Matrix shows the volume of calls between locations. Across the top are the locations the calls originated from. Down the side, are the call destinations.

In this example, there were 73 calls from Auckland to the Wellington. Also, there were 313 calls from Wellington to Wellington gateway (for a total of 386 calls).

Use the drop-down selector to choose the statistic you are interested in.

Drop-down option	Explanation
All	Each value in the report indicates the total number of calls between the two locations during the reporting period. It includes extension-to-extension calls, PSTN-to-extension and extension-to-PSTN
Extension to Extension	Each value indicates the number of extension-to-extension calls between two sites. Incoming or outgoing PSTN calls are excluded
PSTN to Extension	Each cell value indicates the number of inbound PSTN calls received at the origination location that terminate at an extension at the destination location
Extension to PSTN	Each cell value indicates the number of calls placed by extensions at the originating location that egress to the PSTN via the destination location
PSTN to PSTN	Each cell value indicates the number of inbound PSTN calls received at the origination location that exit to the PSTN via the destination location
Failed Calls [Count]	Each cell value indicates the number of failed calls between the two locations
Failed Calls [Percent]	Each cell value indicates the number of calls between the two sites that failed, as a percentage of total calls
Erlangs	Each cell value shows the erlang calculation for PSTN calls into and out of each location

4.7 Investigation: Calls by Device

Cost Accrual Investigation Hunt Groups Engineering Gateways Settings

Investigation Calls By Num Range Calls By User ID Longest Calls Freq. Dialed Nums Calls By Extension Range Location Matrix Calls By Device

Calls By Device

Start Date 📅
End Date 📅
Device Name Rows Go

Calls By Device

This report is used to show the calls from a specific device. Enter in the device name or MAC before running the report.

5 Hunt Group reports

The hunt group reports provide a view of calls associated with hunt groups. This includes statistics for an understanding of the answering performance and who is answering the calls. You may also drill down into individual calls and each call leg to give some insight into the experience received by a person who called a hunt group.



Welcome: ADMIN Logout

Cost Accrual Investigation **Hunt Groups** Engineering

Hunt Groups Hunt Group Stats Hunt Group Stats By Agent

About The Hunt Group Reports

The **Hunt Group Reports** provide a view of calls into your hunt groups, and includes meaningful statistics, such as total and average call durations, total, average and max wait times, the number of calls abandoned and the number of calls that have met a **Time To Answer** target (SLA).

In addition to this, you can drill down on a specific hunt group to see the same statistics, summarized by agent. Then you can drill down on a specific agent, to see that agent's calls. And then finally, drill down on a specific call to view details of that call's call legs.

You can navigate to one of the Hunt Group reports by clicking one of the tiles in the navigation bar above.

5.1 Hunt Group Statistics

Cost Accrual Investigation **Hunt Groups** Engineering

Hunt Groups **Hunt Group Stats** Hunt Group Stats By Agent

Hunt Group Statistics

Start Date

End Date

TTA SLA (Sec)

Historical Statistics

Queue	Extension	Total In	Total Dur	Avg Dur	SLA Met	Avg Wait Time	Max Wait Time	Total Wait Time	Queued	Diverted	Abandoned
9971	9971	1	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	0		1
9999	9999	113	01:13:57	00:00:39	102	00:00:11	00:01:43	00:22:01	0		3
HP 970	970	2	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	0		2
HP 971	971	24	00:02:21	00:00:05	8	00:00:18	00:02:44	00:07:22	1		10
Sales	9140	10	00:18:36	00:01:51	0	00:00:23	00:01:43	00:03:51	0		5
Support	9141	12	00:05:21	00:00:26	1	00:00:09	00:00:44	00:01:58	0		9

[Download](#)

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Help

This report summarises the calls for the hunt groups. This report shows the volume of calls and wait time statistics including a time-to-answer service level (TTA SLA).

Click on one of the hunt group links to see the **statistics by agent** report.

5.2 Hunt Group statistics by Agent

Cost Accrual Investigation Hunt Groups Engineering

Hunt Groups Hunt Group Stats Hunt Group Stats By Agent

Hunt Group Statistics Hunt Group Stats By Agent

Start Date

End Date

SLA (Sec)

Queue HP 971 Go

Call Statistics By Agent

Extension	Agent	Total In	Total Dur	Avg Dur	SLA Met	Avg Wait Time	Max Wait Time	Total Wait Time	Queued	Diverted	Abandoned
+1101	User1, Scm [scmuser1]	5	00:00:47	00:00:09	2	00:00:29	00:01:07	00:02:27	0		0
971	User1, Scm [scmuser1]	2	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	0		2
1102	User2, Scm [scmuser2]	4	00:00:43	00:00:10	3	00:00:51	00:02:44	00:03:24	1		0
971	User2, Scm [scmuser2]	2	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	0		2
971		11	00:00:51	00:00:04	3	00:00:08	00:00:37	00:01:31	0		6

Download 1 - 5

[Help](#)

This report provides a view of the agents associated with a hunt group.

To change the hunt group, select from the drop-down list labelled “Queue”.

You can adjust the time-to-answer service level (TTA SLA) to check whether calls are being answered in a timely manner.

To see more information about the calls for a specific agent, click on the extension number link. This will show a report of all the calls that the agent was involved in (Hunt Group Calls by Agent).

5.3 Hunt Group Calls by Agent

[Cost Accrual](#) | [Investigation](#) | **[Hunt Groups](#)** | [Engineering](#)

[Hunt Groups](#) | [Hunt Group Stats](#) | **[Hunt Group Stats By Agent](#)**

[Hunt Group Statistics](#) > [Hunt Group Stats By Agent](#) > [Hunt Group Calls By Agent](#)

Start Date:
 End Date:
 TTA SLA (Sec):

Calls For Agent User1, Scm [scmuser1] In Queue [HP 971]

Call Date/Time	Calling Number	Called Number	Connected Number	Wait Time	Duration	Abandoned	Leg Count	SLAMet
21-APR-2016 11:43:10	44	971	+1101	00:00:37	00:00:08		1	●
21-APR-2016 12:08:57	1102	1004	+1101	00:00:29	00:00:07		2	●
21-APR-2016 12:09:19	1004	971	971	00:00:00	00:00:00	Y	1	●
21-APR-2016 12:10:32	1004	1102	+1101	00:01:07	00:00:05		2	●
21-APR-2016 12:11:32	1004	971	971	00:00:00	00:00:00	Y	1	●
21-APR-2016 12:23:30	43	971	+1101	00:00:07	00:00:16		1	●
27-APR-2016 12:28:16	43	971	+1101	00:00:07	00:00:11		1	●

[Download](#) 1 - 7

[Help](#)

This report shows the calls for the hunt group that involved the specific agent (user). Sometimes the agent is involved in a multi-leg call. Clicking on the **Leg Count** link provides a view of the call legs, showing the flow of that call for the agent and queue.

[Hunt Group Statistics](#) > [Hunt Group Stats By Agent](#) > [Hunt Group Calls By Agent](#) > [Hunt Group Calls By Agent](#)

Call Leg Detail

Call Date/Time	Calling Number	Called Number	Connected Number	Connected User	Connect Time	Ring Time	Duration	Disconnect Time	Orig Device	Dest Device	Destination	Type	Callcost
21-APR-2016 12:10:32	1004	1102	1102	scmuser2	21-APR-2016 12:10:52	00:00:20	00:00:46	21-APR-2016 12:11:38	SEP64AE0CF74C51	SEP580A20FB6443			
21-APR-2016 12:11:38	1102	971	+1101	scmuser1	21-APR-2016 12:11:39	00:00:01	00:00:05	21-APR-2016 12:11:44	SEP580A20FB6443	SEP000E3808F7FE			

[Download](#) 1 - 2

[Help](#)

6 Engineering reports

The Engineering reports are for technical phone system performance. These provide call quality of service (QOS) reports in the form of calculated MOS (mean opinion score) values. As these are derived from a Cisco telephone system, the MOS uses Cisco’s MLQK listening quality K-factor values.

6.1 MOS Call Summary

Day	Below 2.8	3.0 - 3.2	3.2 - 3.4	3.4 - 3.6	3.6 - 3.8	3.8 - 4.0	4.0 - 4.2	4.2 - 4.4	Above 4.4	Total
07-FEB-2019	0	0	0	0	0	0	2	3	1	6
08-FEB-2019	0	0	0	0	0	0	0	0	1	1
09-FEB-2019										
10-FEB-2019										
11-FEB-2019	0	0	0	0	0	0	0	0	1	1
12-FEB-2019	1	0	0	1	2	0	1	1	1	7
13-FEB-2019	0	1	0	0	1	0	0	0	0	2
14-FEB-2019	0	0	0	0	3	0	0	0	0	3
Report Total:	1	1	0	1	6	0	3	4	4	20

This report provides a view of the call count for each day, split into MOS value bands. The MOS scores are grouped into bands to provide a quick overview of the performance.

Use the “Stat Required” drop-down list to select between the **minimum**, **average** and **maximum** MLQK scores. The second drop-down list toggles between a count of calls, or the percentage of calls.

To view more information about the specific calls, click on the appropriate call count link to see the MOS call report for that band.

6.2 MOS Call Report

Cost Accrual Investigation Hunt Groups **Engineering** Gateways Settings

Engineering MOS Call Summary **MOS Call Report** Clearing Causes Summ. Device Report

MLQK (MOS) Call Summary **QOS Calls Report**

Start 07-FEB-2019 << <<
 End 14-FEB-2019 << <<
 Stat Required Average Target MLQK 4.2 Rows 5000 **Go**

Call MOS (MLQK) Summary

Date/Time ↑	Calling Number	Called Number	Connected Number	Duration	Orig Device	Dest Device	MLQK
07-FEB-2019 09:51:44	41	+6444640049	+6444640049	759	CSFRazoo	SEP58BC2774D834	4.3
07-FEB-2019 10:46:42	41	+6444640049	+6444640049	16	CSFRazoo	SEP58BC2774D834	4.3
12-FEB-2019 11:34:05	41	+6444640049	+6444640049	95	CSFRazoo	SEP58BC2774D834	4.3

[Download](#)

This report shows all calls that are within the specified MOS values.

Use the drop-down menus to select between the **minimum**, **average** or **maximum** MLQK, and the **target MLQK** value.

6.3 Clearing Causes Summary Reports

This is a series of reports on to analyse the reasons that calls cleared. Usually these are failed calls.

The top-level report is the Clearing Causes Summary.

Cost Accrual Investigation Hunt Groups **Engineering** Gateways Settings

Engineering MOS Call Summary MOS Call Report **Clearing Causes Summ.** Device Report

Clearing Causes Summary

Start 07-FEB-2019 << <<
 End 14-FEB-2019 << << **Go**

Clearing Causes Summary

DESCRIPTION	CALLS
Call rejected	462
CCM_SIP_503_SERVICE_UNAVAILABLE	96
Unallocated (unassigned) number	16
Call split	7
No route to destination2	0
No user responding	0
Test code	0

[Download](#)
[Schedule this report](#)

This report shows the number of calls ended for each clearing code.

To get more details, click on the link for the count (number).

Cost Accrual Investigation Hunt Groups **Engineering** Gateways Settings

Engineering MOS Call Summary MOS Call Report **Clearing Causes Summ.** Device Report

Clearing Causes Summary > Clearing Causes

* Start 07-FEB-2019 << >>

* End CCM_SIP_503_SERVICE_UNAVAILABLE

Cause Code **Call split**

Go

Clearing Cause

Day	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
07-FEB-2019	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
08-FEB-2019	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
09-FEB-2019	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10-FEB-2019	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11-FEB-2019	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
12-FEB-2019	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0
13-FEB-2019	0	0	0	0	0	0	0	0	0	2	0	1	1	0	0	0	0	0	0	0	0	0	0	0
14-FEB-2019	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Report Total:	0	2	0	1	1	0	3	0																

Download

1 - 8

This is an example of the Call Split detail. It shows the hour-by-hour breakdown for each day (hour 0 – hour 23). The Cause Code drop-down allows you to select the different causes.

To get details on the specific calls within the hour, click on the number link.

Cost Accrual Investigation Hunt Groups **Engineering** Gateways Settings

Engineering MOS Call Summary MOS Call Report **Clearing Causes Summ.** Device Report

Clearing Causes Summary > Clearing Causes > Failed Calls

Failed Calls

Cause Call split

DATE/TIME ↑	FIRST_CALLINGPARTYNUMBER	FIRST_ORIGCALLEDPARTYNUMBER	LAST_FINALCALLEDPARTYNUMBER	LAST_DURATION	FIRST_ORIGDEVICENAME	LAST_DESTDEVICENAME	LAST_ORIGCAUSE_VALUE	LAST_DESTCAUSE_VALUE
13-FEB-2019 10:52:50	9997	1151	1151	0	CiscoVM1-V11	SEP002584179241	393216	393216
13-FEB-2019 10:53:38	45	45	45	0	CSFlan	SEP002584179241	393216	393216

Download

1 - 2

This report shows a summary of the calls that cleared with the selected clearing code during the selected hour of the reporting period. Each call has two clearing codes (The LAST_ORIGCAUSE_VALUE and LAST_DESTCAUSE_VALUE columns in this report), and a call will appear on this report if one of its clearing codes matched the clearing code selected.

6.4 Device Report

This report summarises the device usage.

Use the drop-down menu to select between:

- All devices
- Registered devices that made calls (within the dates selected)
- Registered devices that have not made any calls (within the dates selected)
- Have not registered.

7 Gateway Reports

The gateway reports are technical reports for analysis of the PSTN gateways in your telephone network. You can set which gateways are PSTN gateways in the Gateway administration settings.

7.1 Gateway Summary Report

Gateway ↑	In (min)	In (max)	Out (min)	Out (max)	Both (min)	Both (max)	Min avail.	Min avail. (%)	BHCA (min)	BHCA (avg)	BHCA (max)	Port Capacity	In Calls	Out Calls	Total Calls	In Erlang	Out Erlang	Total Erlang
Demo trunk to 266	0	0	0	0	0	0	0	0	0	0	0	30	0	0	0	0.0000	0.0000	0.0000
ISDN gateway 10.66.66.4	0	1	0	0	0	1	29	96.67	0	1.25	4	30	53	3	56	0.0026	0.0001	0.0026
Msoft SFB trunk	0	0	0	0	0	0	0	0	0	0	0	30	0	0	0	0.0000	0.0000	0.0000
cisco2901	0	1	0	2	0	2	28	93.33	0	2.50	10	30	2	103	105	0.0000	0.0326	0.0327

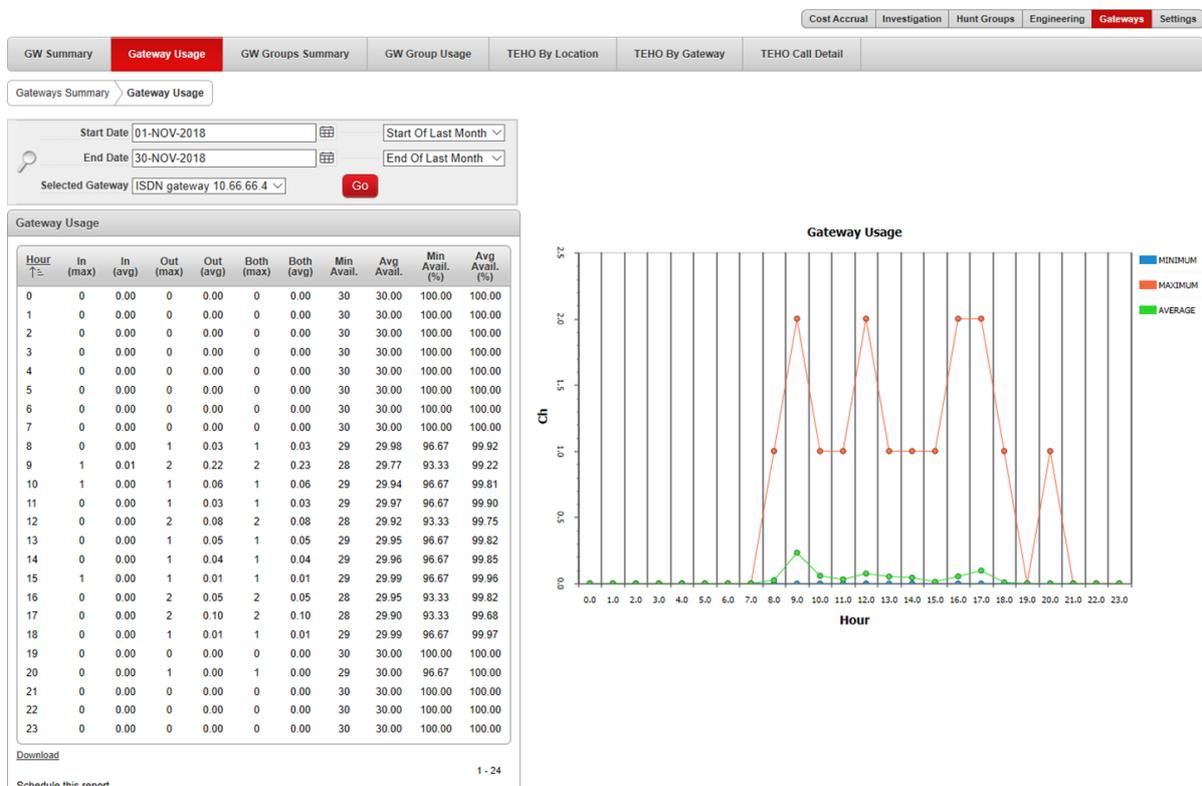
This shows the key statistics for each gateway for the selected period. These statistics are:

- Channels in used (minimum and maximum) – for incoming calls
- Channels out used (minimum and maximum) – for outgoing calls
- Channels in and out combined – Both (minimum and maximum)

- Minimum availability (count of minimum free channels)
- Minimum availability (% of minimum free channels)
- Busy hour call attempts (minimum, average and maximum)
- Port capacity – this value is set in the gateway administration and affects the calculations
- Count of calls (in, out and total) – a simple count of the calls
- Traffic Erlangs (in, out and total)

Click on one of the gateways to see the usage on that gateway (Gateway usage report).

7.2 Gateway Usage Report



This shows the utilisation of a gateway based on the time-of-day. It's a handy way to find out the busy times during the day and the loading on a gateway. The day is divided into 24 hourly periods (e.g. Hour 9 is 9:00am-9:59am). The calls within the selected date range are consolidated into the time-of-day periods. (For example, the results of all calls between 9:00am-9:59am every day are shown in the row labelled hour 9.)

The items in the table are like the gateway summary report.

7.3 Gateway Groups Summary Report

Cost Accrual Investigation Hunt Groups Engineering Gateways Settings

GW Summary Gateway Usage **GW Groups Summary** GW Group Usage TEHO By Location TEHO By Gateway TEHO Call Detail

Gateway Groups Summary

Start Date 01-FEB-2019 Start Of This Month
 End Date 26-FEB-2019 Yesterday
 Rows 15 Go

GW Groups Summary

GW Group Name	In (min)	In (max)	Out (min)	Out (max)	Both (min)	Both (max)	Min avail.	Min avail. (%)	BHCA (min)	BHCA (avg)	BHCA (max)	Port Capacity	In Calls	Out Calls	Total Calls	In Erlang	Out Erlang	Total Erlang
Khandallah / wellington office group	0	1	0	2	0	2	30	93.75	0	2.41	10	32	61	82	143	0.0027	0.0455	0.0481

Download Schedule this report 1 - 1

Individual gateways can be grouped together. This is set in the gateway administration.

You'd usually create a gateway group where you have several gateways for the same traffic. (For example, we have two gateways at our Wellington office, so we have created a single group to show the combined statistics.)

The columns in the table match the gateway summary report.

7.4 TEHO by Location report (Tail-End-Hop-Off)

All TEHO reports must have locations defined in the Gateway Administration.

Cost Accrual Investigation Hunt Groups Engineering Gateways Settings

GW Summary Gateway Usage GW Groups Summary GW Group Usage **TEHO By Location** TEHO By Gateway TEHO Call Detail

TEHO By Location

* Start 01-JUL-2018
 * End 31-AUG-2018 Go

TEHO Summary By Location

From Loc	GW Loc	GW Group	Gateway	Int Calls	Int Sec	Int Cost	Mob Calls	Mob Sec	Mob Cost	Nat Calls	Nat Sec	Nat Cost	Loc Calls	Loc Sec	Loc Cost
	Wellington	Total		54	25425	\$29.44	43	10554	\$22.95	0	0	\$0.00	0	0	\$0.00
	Wellington	Total	ISDN gateway 10.66.66.4	5	3818	\$1.91	3	52	\$0.24	0	0	\$0.00	0	0	\$0.00
	Wellington	Total		59	29243	\$31.35	46	10606	\$23.19	0	0	\$0.00	0	0	\$0.00
	Wellington	Total		59	29243	\$31.35	46	10606	\$23.19	0	0	\$0.00	0	0	\$0.00
	Total			59	29243	\$31.35	46	10606	\$23.19	0	0	\$0.00	0	0	\$0.00
Wellington	Wellington	Total		134	94611	\$131.50	50	3391	\$8.87	0	0	\$0.00	0	0	\$0.00
Wellington	Wellington	Total	ISDN gateway 10.66.66.4	2	1535	\$0.80	22	824	\$2.72	0	0	\$0.00	0	0	\$0.00
Wellington	Wellington	Total		136	96146	\$132.30	72	4215	\$11.59	0	0	\$0.00	0	0	\$0.00
Wellington	Wellington	Total		136	96146	\$132.30	72	4215	\$11.59	0	0	\$0.00	0	0	\$0.00
Wellington	Total			136	96146	\$132.30	72	4215	\$11.59	0	0	\$0.00	0	0	\$0.00
Grand Total	Total			195	125389	\$163.65	118	14821	\$34.78	0	0	\$0.00	0	0	\$0.00

Download

Use this report to analyse the calls that traverse your phone network before exiting to a gateway (being tail-end-hop-off). This report indicates whether calls are going across your telephone network before exiting to the PSTN. Many networks are set up to route calls across the internal network to make a long-distance call into a local call (or just to utilise the gateways efficiently).

The report shows statistics for where the calls originate from, before exiting your telephone network. It includes costs using the same rates as in the cost accrual reports. It includes totals for each location.

7.5 TEHO by Gateway Report (Tail-End-Hop-Off)

All TEHO reports must have locations defined in the Gateway Administration.

Cost Accrual Investigation Hunt Groups Engineering Gateways Settings

GW Summary Gateway Usage GW Groups Summary GW Group Usage TEHO By Location **TEHO By Gateway** TEHO Call Detail

TEHO Summary By Gateway

* Start 01-JUL-2018
* End 31-JUL-2018 Go

TEHO Summary By Gateway

Gateway	GW Group	GW Loc	From Loc	Int Calls	Int Sec	Int Cost	Mob Calls	Mob Sec	Mob Cost	Nat Calls	Nat Sec	Nat Cost	Loc Calls	Loc Sec	Loc Cost
Grand Total	Total	Wellington	< No Loc >	34	19115	\$23.14	18	1629	\$4.22	0	0	\$0.00	0	0	\$0.00
Grand Total	Total	Wellington	Wellington	80	56711	\$63.35	34	2354	\$6.27	0	0	\$0.00	0	0	\$0.00
Grand Total	Total	Wellington		114	75826	\$86.49	52	3983	\$10.49	0	0	\$0.00	0	0	\$0.00
Grand Total	Total			114	75826	\$86.49	52	3983	\$10.49	0	0	\$0.00	0	0	\$0.00
ISDN gateway 10.66.66.4	Total	Wellington	< No Loc >	5	3818	\$1.91	3	52	\$0.24	0	0	\$0.00	0	0	\$0.00
ISDN gateway 10.66.66.4	Total	Wellington	Wellington	2	1535	\$0.80	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
ISDN gateway 10.66.66.4	Total	Wellington		7	5353	\$2.71	3	52	\$0.24	0	0	\$0.00	0	0	\$0.00
ISDN gateway 10.66.66.4	Total			7	5353	\$2.71	3	52	\$0.24	0	0	\$0.00	0	0	\$0.00
ISDN gateway 10.66.66.4	Total			7	5353	\$2.71	3	52	\$0.24	0	0	\$0.00	0	0	\$0.00
Grand Total	Total			121	81179	\$89.20	55	4035	\$10.73	0	0	\$0.00	0	0	\$0.00

Download

This TEHO report shows the calls routed to each individual external gateway, and from where on the network they originated.

The TEHO reports show the different combinations of calls from source to destination within the telephone network.

7.6 TEHO Call Detail Report

All TEHO reports must have locations defined in the Gateway Administration.

Cost Accrual Investigation Hunt Groups Engineering Gateways Settings

GW Summary Gateway Usage GW Groups Summary GW Group Usage TEHO By Location TEHO By Gateway **TEHO Call Detail**

TEHO Call Detail

* Start 01-JUL-2018
* End 31-JUL-2018
From Location Wellington Gateway ISDN gateway 10.66.66.4 Rows 15 Go

TEHO Call Detail

Date/Time	From Location	Calling Number	Called Number	Connected Number	Last Duration	Gw Port	Type	Destination	Callcost
04-JUL-2018 13:20:43	Wellington	21776898	40	121776898	11	ISDN gateway 10.66.66.4			\$0.00
19-JUL-2018 17:01:06	Wellington	69	0061280855867	10061280855867	21	ISDN gateway 10.66.66.4	INTERNATIONAL	Australia	\$0.03
19-JUL-2018 17:02:11	Wellington	69	0061280855867	10061280855867	1514	ISDN gateway 10.66.66.4	INTERNATIONAL	Australia	\$0.77

Download

1 - 3

This TEHO report shows the individual calls.

To run the report, select a date range, the location that the calls originate from, and the specific gateway. (Remember to click the Go button.)

8 Terms and abbreviations

These terms are used within the reports.

Term	Description
Abandoned / Abnd	How many calls that went unanswered because the caller hung up the call
Agent	A person who is a member of a hunt group
Call Cost	The calculated cost of the call. Note – these may vary from your telephone bill due to differences in the rating table and the basis of the calculation.
Call date time / Connect time / Disconnect time	Date and time for these events
Calling number	The phone number that made the call
Called number	The phone number that was dialed
Caller / Originator	Person who made the call
Connected number	The telephone number of the device that answered the call. This may be a different number to the Called number, if the call was diverted to another number.
Department	Organisational group as derived from the phone system (which may in turn be linked to your Active Directory or LAN directory)
Destination	The country or call type for the call (e.g. Australia mobile). This is derived from the VMS rating table.
Diverted	The number of calls diverted to a to a different phone number
Duration / Average out dur / Total out dur / Sum Duration	The duration is the length of the call. Average and total durations of outgoing calls The sum adds the durations together.
Extension	A Cisco IP phone directory number (DN)
Incoming call	This is a call that is incoming to the telephone system. The call originates from a user outside of the telephone system.
Internal call	This is a call remains within the telephone system, such as an Extension to Extension Call
Last duration	Duration of the last leg of the call
Leg	The parts of the call. A leg may represent where two parties can converse. A conference call is a multi-leg call.
Leg count	The number of legs that made up the call. A simple call has a single leg. A call that is answered, and then say transferred to another phone has two legs.
MOS / QOS	Mean opinion score – a method of representing call quality. This is a measure of the quality of service for calls.
MLQK	Cisco's MOS Listening Quality K-factor which is an estimate of the MOS score for the last 8-second interval of speech received. The minimum, maximum and average are the worst, best and running averages of the 8-second intervals since the beginning of the call.
Orig device / Dest device	The name of the origination / destination device. A device is usually a physical telephone, identified by the MAC address. Jabber phones may appear as a CSF device.
Outgoing call	This is a call that originates from within the telephone system and terminates outside of the system, usually to the PSTN
PSTN	Public Services Telephone Network – this is the normal telephone network for public use
Queued	The quantity of calls waiting in a queue
SLA Met	How many calls were answered within the TTA SLA

Term	Description
Start of last/this week	Monday
End of last/this week	Sunday
Total in / total out	Total quantity of incoming or outgoing calls
TTA SLA	Time to Answer service level (SLA) in seconds
User / Calling User / Called User	The phone system user associated with the call
Wait time / Average wait time / Longest wait time / Total wait time	The wait time is the length of time a caller spent waiting for the call to be answered.

Call Types	
International	Telephone calls to international numbers
National	Telephone calls to national numbers
Local	Telephone calls to local numbers
Mobile	Telephone calls to mobile or cell phones
Service	Telephone calls to service numbers, for example: directory service
Incoming	Incoming telephone calls. This may include calls diverted to a number that then attracted a call charge
Other	Other calls that attract a charge and are not already classified as a call type
Internal / Unrated	Calls that are either internal and/or unrated without a charge

Abbreviations	
Int / Int Calls / Int Dur	International call totals, call count and duration
Nat / Nat Calls / Nat Dur	National call totals, call count and duration
Loc / Loc Calls / Loc Dur	Local call totals, call count and duration
Mob / Mob Calls / Mob Dur	Mobile call totals, call count and duration
Serv / Serv Calls / Serv Dur	Service call totals, call count and duration
Other / Other Calls / Other Dur	Other call totals, call count and duration
CSV	Comma Separated Values – this is a type of file where the data is separated by commas. You can open these into Excel and many other applications.

