

# BUSINESS REPORTER

RELEASE 7.1.3

REPORTS GUIDE



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## **Business Reporter Reports Guide**

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# REPORTER

The Reporter and Scheduled Reports applications provide detailed telecommunication statistics. You use Reporter to produce run-on-demand reports, and Scheduled Reports to automate report generation. You can generate reports for day of week, day of month, week, or 15-, 30-, or 60-minute intervals. You can create presentation-quality tables in Microsoft Excel or Adobe Acrobat .pdf format.

**NOTE:** Excel users require Microsoft Excel 2007 or greater, or Excel Viewer.

The prairieFyre Service analyzes the raw telephone system data with respect to the YourSite Explorer configuration details. The service then writes the statistical data to Structured Query Language (SQL). It is this statistical data that sources the reports.

Time stamps for the 3300 ICP are based on the telephone system clock.

When you run a report that has a call type and/or a call rate column, the type and rate are driven by the product. In other words, if you generate an Employee Accounting Interval by Call Type report, the call types and call rates are carrier plan call types and call rates. If you run an Employee Billing Interval by Call Type report, the call types and call rates are the subscriber plan call types and call rates.

If you want to view Business Reporter reports and automatically distribute reports for printing, you must install Microsoft Excel 2007 or greater. Optionally, Microsoft Excel Viewer may be installed as an alternative to Microsoft Excel to view reports, but it cannot be used to automatically distribute reports for printing. Whether you will be viewing reports in .pdf or Excel, you must set up contacts and contact groups to which you will email reports.

## ABOUT THIS GUIDE

All reports include a banner that contains the following details. (For simplification purposes this area has been excluded from the report examples included in this guide.) See Figure 1 for an example of the report banner.

- **Report:** the name of the generated report
- **Device:** the device(s) being reported on
- **Date Range:** the range of dates that were selected when generating the report
- **Created:** the date the report was generated and the individual or department that generated the report
- **Filter:** if applicable, displays the filtering options that were selected when generating the report

A report banner with a blue header bar. The text is centered and reads: "Queue Performance by Period", "[Pfprim] P280 - CCM", "01/01/2014 - 01/02/2014 - 09:00 - 16:00", and "Created on 20140303 12:11:44 by nicholas".

## Queue Performance by Period

[Pfprim] P280 - CCM

01/01/2014 - 01/02/2014 - 09:00 - 16:00

Created on 20140303 12:11:44 by nicholas

**Figure 1: Report banner**

Because of space constraints not all report examples in this guide display in their entirety. However, all column headings for each report are described in the table preceding the report example. In some cases a single device report contains slightly different information than a group report of the same name. In these cases, the differences are noted in the table preceding the report example or examples of both single and group reports are supplied.

To report an issue with this document, please email [micctechpubs@mitel.com](mailto:micctechpubs@mitel.com).

## PRINTING THIS REPORTS GUIDE

We have designed this reports guide as a double-sided flip-chart. Although printing options are specific to each printer, you must select the following printing options to print a double-sided flip-chart reports guide

- Double-sided
- Landscape
- Flip pages up (on the long side)

## REPORTER

Using the Reporter application, you can generate on-demand reports with which to monitor call activity.

## REPORT TYPES

**NOTE:** If you have imported data from CSM using the Intertel Import tool, you will have access to voice agent reports not listed in this guide. For descriptions of these reports, see the *Mitel Contact Center Solutions Enterprise Edition Reports Guide*.

We recommend you generate several reports to determine those that best suit your business needs.

Voice reports are located under Reporter=>Voice. These reports include

- Queue reports
- Extension reports
- Trunk reports

Business Reporter report types are located under Reporter=>Business Reporter=>Carrier reports. These reports include

- Account Code reports
- ANI reports
- Extension reports
- Trunk reports
- Employee reports
- Employee Division reports
- DNIS reports
- Phone Number reports
- Subscriber reports
- Enterprise reports
- Extension Division reports

Subscriber Services reports are located under Reporter=>Business Reporter=>Subscriber services reports. These reports include

- Employee reports
- Employee Division reports
- Subscriber reports

Traffic Analysis reports are located under Reporter=>Traffic Analysis. These reports include

- Traffic Attendant reports
- Traffic DTMF Receiver Group reports
- Traffic Route reports
- Traffic Trunk reports

In addition, you can run Lifecycle reports under Reporter=>Lifecycle.

You can restrict access to any or all reports with advanced security roles using report lists. For more information, see the *MiVoice Business Reporter User Guide*.

## REPORTER OPTIONS

The complete list of Reporter parameters follows:

- **Report type**  
The Report type field specifies the report name.
- **Device**  
The Device field specifies the device you are reporting on, such as account codes, and lists the devices for which you can generate reports.
- **Start date/End date**  
The Start date and End date lists specify the range of dates used in the report. You can pick any calendar date as the start date and any date later in the calendar year as the end date.
- **Start hour/End hour**  
The Start hour and End hour lists specify the hours of the day included in the report.
- **Days to include**  
The Days to include check boxes specify days of the week to include in the report.
- **Interval**  
The Interval list specifies the report period: by 15, 30, or 60 minutes.
- **Report mode**  
The Report mode gives you the option of a default report that spans one day, or an over-midnight report that spans two days (for example, an over-midnight report can cover from 10 P.M. on day one to 10 A.M. on day two).  
**NOTE:** The time span cannot exceed 24 hours.

- **Report Output language**

The Output language lists the language used in the report tables and charts: English, Canadian French, Latin American Spanish, Brazilian Portuguese, and Dutch.

- **Render Type**

The output format of the report.

- **Email the report to**

The Email the report to check boxes email the report spreadsheet and associated graph to the selected contacts. You add contacts and contact groups to the Email to list under the My options menu.

- **Print the report**

The Print the report check box prints the report spreadsheet and associated graph.

## SETTING UP CONTACTS AND CONTACT GROUPS

Before you generate a report, to email that report, you must set up

- *My email contacts* includes personal email addresses.
- *My email contact groups* includes mailing lists comprised of global contacts and My email contacts.

### *Setting up email contacts for emailing reports*

To set up groups for emailing reports

1. Click **My options=>My contacts=>My email contacts**.  
The My email contacts window opens.
2. Click **Add**.  
The Add contact window opens.
3. Type the first name, last name, and email address of the person to whom you will email reports.
4. Click **Save**.



### *Setting up email contact groups for emailing reports*

If you intend to email the report to more than one recipient you must add the recipients to a mailing list and then associate the recipients with a group.

To set up groups for emailing reports

1. Click **My options=>My contacts=>My email contact groups**.  
The My email contacts window opens.
2. Click **Add**.  
The Add contact window opens.
3. Type the name and description of the email group to which you will email reports.
4. Click **Save**.  
The new email contact group opens on the My email contact groups window.
5. Across from the record of the contact group, click **Members**.
6. Under **Available contacts**, select the check boxes of the contacts to be added to the group.
7. Click **Add>>**.

## GENERATING ON-DEMAND REPORTS

**NOTE:** You can generate reports on licensed employees only. The number of employees you license in YourSite Explorer must be consistent with your software license.

The steps below detail how to run an Extension Accounting by Interval report.

To generate an on-demand report

1. Generate the report.
2. Print or email the report.

# GENERATING REPORTS

You generate reports in the following manner. These steps explain how to run a Voice Queue Group Performance by Member report.

### NOTE:

- Some reports are stored in SQL data tables as devices instead of intervals. Reports stored as devices cannot be run for a specific time range and can only be run 24-hour periods. If the Start Hour and End Hour options in CCMWeb are disabled, the report can be generated for 24-hour periods only.
- If you run a report that results with *Data Limit Exceeded* in the inbox, you must re-run the report using a shorter time span.

To generate a report

1. Click **Reporter=>Voice=>Queue reports**.  
The Basic tab opens.  
See Figure 2.
2. After **Report type**, select the **Queue Group Performance by Period** report.
3. After **Queue group**, click one or more queue group.  
Hold down the <Shift> key or <Ctrl> key to select more than one queue group.
4. After **Start date** and **End date**, specify the start and end dates for the report.  
**NOTE:** If you want one report that spans two days (for example, from December 3 at 9 P.M. to December 4 at 5 A.M.), then make the Start date and the End date the date the shift begins (December 3). If you make the Start date the date the shift begins (December 3) and the End date the date the shift ends (December 4), you will generate a report that spans three days (December 3 from 9 P.M. to December 5, 5 A.M.). The time span for each shift cannot exceed 24 hours.
5. If you want to create a separate report for each day in the date range you selected, select the **Create one report for each day in the selected date range** check box.
6. After **Start hour** and **End hour**, specify the start and end hours for the report.  
**NOTE:** If you are running reports with the Over midnight Report mode option, the time span between the Start hour and the End hour cannot exceed 24 hours.
7. After **Interval**, specify the time interval in which the statistics will display in the report.
8. After **Days to include**, select the days of the week to include in the report.
9. If your contact center does not operate 24 hour a day, after Report mode, click **Default**.
10. If you want to run a report over midnight, after **Report Mode**, click **Over midnight**.  
The Over midnight report mode is most appropriate for 24-hour contact centers.

11. After **Report output language**, select the language used in the report output.
12. After **Render type**, specify how you will view reports, either in Excel or .pdf format.
13. Click the **Filter** tab.  
**NOTE:** The Filter tab is available with select reports only.
14. Specify the filtering options to include in the report. Separate multiple values with commas.  
For example: Queue = P100,P200,P300.
15. Click the **Distribution** tab.
16. If you want to email the report, select the **Email the report to** check box and specify to whom you will email the report:
  - A contact group, select the **this contact group** check box, and select a group
  - One contact only, select the **this contact** check box, and select a contact
  - One employee only, select the **this employee** check box and select an employee
  - A contact that is not listed, select the **this email address** check box, and type the email addressYou add contacts and contact groups to the Email to list under My options=>My contacts.
17. If you want to print the report, select the **Print the report** check box.
18. Click **Submit**.  
The Report submitted screen opens.
19. Click **View Report Inbox**.  
The Report Inbox window opens, listing all created reports.
20. Click **View** to open a report.  
The report opens in the format you specified.

**Basic** **Filter** **Distribution**

**Report type**  
Queue Group Performance by Member

**Queue group** ☐ Select all

- 008 - Chat Queues
- 079 - Voice Queues
- 088 - Test Ring Group
- 223 - Test Virtual Queue Group
- 300 - Sales
- 30000 - sales reporting
- 301 - Support
- 3322 - Support requests
- 401 - Training
- 801 - Queue - 8001
- 9090 - Documentation
- 9091 - Marketing

**Start date** 6/24/2014 **End date** 6/24/2014

☐ Create one report for each day in the selected date range

**Start hour** 00:00 **End hour** 24:00

**Interval**  
☒ 15 mins ☐ 30 mins ☐ 60 mins  
☐ Day of week ☐ Month ☐ Day of month

**Days to include**  
☒ Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☒ Sat

**Report mode**  
☒ Default ☐ Over midnight

**Report output language** English - North America

**Render type** ☒ Excel ☐ PDF

Figure 2: Reporter: Basic Tab

## *Emailing reports*

To email a report

1. In an active report, click the **Distribution** tab.
2. Select the **Email the report to** check box and specify to whom you will email the report:
  - A contact group, select the **this contact group** check box, and select a group
  - One contact only, select the **this contact** check box, and select a contact
  - One employee only, select the **this employee** check box, and select an employee
  - A contact that is not listed, select the **this email address** check box, and type the email addressYou add contacts and contact groups to the Email to list under My options=>My contacts.
3. Click **Submit**.  
The Report submitted screen opens.
4. Click **View report inbox**.
5. When the email icon beside the report changes to **Complete**, the report has been emailed.

## *Printing reports*

To print a report

1. In an active report, click the **Distribution** tab.
2. Select the **Print the report** check box.
3. Click **Submit**.
4. Click **View report inbox**.
5. When the print icon beside the report changes to **Complete**, the report has been emailed.

# SCHEDULED REPORTS

You use Scheduled Reports to automate the generation of reports.

## SCHEDULED REPORTS OPTIONS

To create a scheduled report you must complete the following options

- The *Schedule name* field is a user defined name to describe the contents of the schedule.
- The *Schedule will run* field specifies how often the report will be generated.
- The *At* field defines when the scheduled report will be generated.
- The *Reports time span* field defines the dates of the report activity to appear in the report.
- The *Email the report to* field defines the Email contact group to which you are sending the report.
- The *Print the report* check box indicates that the scheduled report will be printed every time it is generated.

## GENERATING SCHEDULED REPORTS

**NOTE:** You can generate reports on licensed employees only. The number of employees you license in YourSite Explorer must be consistent with your software license.

To generate a scheduled report, you must follow these steps:

- Create a report schedule.
- Add reports to the schedule.

## CREATING REPORT SCHEDULES

**NOTE:** If you select printing and mailing options, Reporting Service prints and emails all of the reports included in the schedule on the date the system runs the reports.

You can create report schedules for Business Reporter reports.

To create a schedule for Business Reporter reports

1. Click **Reporter=>Scheduled Reports**.
2. Click **Next>>**.  
See Figure 3.

The screenshot displays the 'Manage schedule' interface for 'Scheduled Reports'. The top navigation bar shows 'Scheduled Reports » Manage schedule' and 'Active schedule (Creating new schedule)'. Below this, there are three tabs: 'Properties', 'Distribution', and 'Reports'. The 'Properties' tab is active, showing the following fields:

- Schedule name:** A text input field.
- Schedule will run:** A dropdown menu set to 'Every day'.
- at:** A dropdown menu set to '00:00'.
- Reports time span:** A dropdown menu set to 'Current day'.
- Schedule will run next (Creating new schedule) on:** A text input field.

At the bottom of the interface, there is a blue bar containing the following elements:

- [Scheduled Reports menu](#)
- [Manage schedule](#)
- [Add a report](#)
- [Save](#)
- [Execute now](#)
- [Delete](#)

Figure 3: Scheduled Reports: Properties tab

3. After **Schedule name**, type a schedule name.
4. After **Schedule will run**, select the schedule frequency, for example, every day, every Wednesday, or the start of month.  
When you select the day, all the reports associated with this schedule will be printed that day, every week.
5. After **>at**, click the time of day the schedule will be activated.  
For example, if you select Wednesday at 7:00 A.M., all the reports associated with this schedule will be printed every Wednesday at 7:00 A.M.
6. After **Reports time span**, select a time span.  
If you select Year to date, the report output includes all days from 1 January to the present date. If you select From given start date to current date option you will produce reports for your fiscal year.
7. Click the **Distribution** tab.  
See Figure 4.
8. **To email the report**, select the corresponding **Email the report to** check box, and select the email recipients.  
**NOTE:** You add contacts and contact groups to the email to list under **My options=>My contacts**.  
The date of when the schedule will next run will appear after **Save**.
9. Add the reports to be generated using the schedule you just created.  
See "Adding reports to schedules" on page 14.

The screenshot shows a software interface with three tabs: "Properties", "Distribution" (which is selected and highlighted with a dashed border), and "Reports". The "Distribution" tab contains two sections. The first section, "Email the report to", has four rows. Each row consists of a checkbox on the left and a selection field on the right. The first three rows have dropdown menus with "--Select a contact group--", "--Select a contact--", and "--Select an employee--" respectively. The fourth row has a text input field. The second section, "Print the report", has a single row with a checkbox labeled "Print the report".

Email the report to	
<input type="checkbox"/> this contact group	--Select a contact group--
<input type="checkbox"/> this contact	--Select a contact--
<input type="checkbox"/> this employee	--Select an employee--
<input type="checkbox"/> this email address	

Print the report
<input type="checkbox"/> Print the report

Figure 4: Distribution tab



## ADDING REPORTS TO SCHEDULES

### NOTE:

- Before you can add reports to schedules, you must save the schedules.
- You can select the time interval for reporting by 15-, 30-, or 60-minute intervals, by day of the week, by day of the month, or by month for interval reports only.

To add a report to a Report Schedule

1. In **Reporter=>Scheduled Reports**, on the **Report Schedules** tab, select a schedule and click **Edit schedule**.
2. Click **Add a report**.
3. Select a report category.
4. Select a report type.
5. Follow the steps in "Generating reports " on page 7 for the Basic tab to set up the report.
6. Click **Submit**.

## GENERATING SCHEDULED REPORTS IMMEDIATELY

To generate your scheduled reports at a specific time (other than immediately), you specify the date and time they will be generated when you create the schedule. See "Creating report schedules" on page 12.

To generate scheduled reports immediately:

1. Click **Reporter=>Scheduled Reports**.
2. Under **Work with an existing schedule**, select the schedule to be generated.
3. Click **Execute schedule now**.  
The **Execute schedule now** window opens.
4. In the **Start date** and **End date** calendars, click a start date and end date the report will generate.
5. Click **Submit**.  
The reports associated with the schedule are generated immediately and placed in your Report Inbox.

# REPORT INBOX

The Report Inbox application displays the on-demand and scheduled reports generated under your user name over the past 30 days. Inbox manager deletes reports from your inbox by date range.

### NOTE:

- In Report Inbox, if the report status is *Pending* for an extended period of time, start Client Component Pack Manager and confirm the Enterprise Server IP address and your user name and password are correct.
- In Report Inbox, if *Data Limit Exceeded* opens, re-generate the report using a shorter time span.

Report Inbox includes

- *Today's reports* displays all of the reports generated today under your user name.
- *Yesterday's reports* displays all of the reports generated yesterday under your user name.
- *All of your reports* displays all of the reports generated under your user name over the last 30 days.
- *Inbox Manager* deletes reports from your inbox by date range.





















## REPORT INBOX OPTIONS

The Report inbox has the following options:

- **Report type**  
The Report type field lists the report name.
- **Media server**  
The Media server field defines the media server against which you are running the report.
- **Name**  
If you are creating a Queue Group report, then the Name field specifies the name of the Queue Group. If you are creating a Queue report, then the Name field specifies the name of the Queue.

- **Reporting number**  
If you are creating a Queue Group report, then the Reporting field specifies the reporting number of the Queue Group. If you are creating a Queue report, then the Reporting field specifies the reporting number of the Queue
- **Start date**  
The starting date of the time period covered in the report
- **End date**  
The ending date of the time period covered in the report
- **Start time**  
The starting time of day included in the report
- **End time**  
The ending time of day included in the report
- **Interval**  
The interval selected in the report
- **Status**  
The Status field confirms if your report is ready. When a *Complete* icon appears in the status field the report is waiting in your Report inbox. When a *Pending* icon appears, the report is not ready. A *No data* icon means no records are available for the parameters you specified. A *Failed* icon means the report did not generate. If a report fails, the Reporting Service logs errors in the NT Event log. Table 1 describes the status indicator icons.
- **View**  
The View command displays reports generated in Microsoft Excel.
- **Delete**  
The Delete command deletes reports from your report inbox.

Table 1: Report status indicators

STATUS	EXCEL ICON	PDF ICON
Complete		
Pending		
No Data		
Failed		
Email Complete		
Email Pending		
Email Failed		
Printing Complete		
Printing Pending		
Printing Failed		

## VIEWING REPORTS

The Report Inbox application displays all of the on-demand, scheduled, and forecast reports generated under your user name.

To view report details:

1. Click **View Report Inbox** (upon submitting a report) or click **Report Inbox=> Today's reports**.
2. Select the **Automatically refresh this page every 10 seconds** check box to automatically update the Status column. The Status field confirms if your report is ready.
  - When *Complete* appears in the status field the report is waiting in your report inbox.
  - When *Pending* appears in the inbox, the report is not ready.
  - When *No data* appears in the inbox, no records were available for the parameters you specified.
  - When *Data limit exceeded* appears in the inbox, the time span selected was too great. Select a shorter time span and rerun the report.
  - When *Failed* appears in the inbox, the report did not generate. If a report fails, the Report writer logs errors in the event log. Re-submit regenerates the report.
3. Click **View** to view the report.

## EDITING REPORTS IN EXCEL

You can graph specific data by highlighting one or more columns of data in the Excel spreadsheet and using the Excel Chart Wizard. For more information, see Microsoft Excel Help.

## DELETING REPORTS

The prairieFyre Maintenance Alarm Dispatcher service deletes all of the reports that are 30 days or older from your report inbox. You save any reports you want to retain beyond 30 days to your hard drive or network home directory.

Report writer uses the following criteria to determine a report's age:

### On-demand reports

For on-demand reports, the request date governs the report's age.

### Scheduled reports

For scheduled reports, the date the system generates the report governs the reports age. Inbox manager does not delete reports you schedule to run in the future.

To delete all the reports on a given date

1. Click **Report inbox=>Inbox manager**.
2. Select fixed dates or a date range for deleting reports.
3. Select the status types.
4. Click **Delete**.  
Inbox Manager deletes all of the reports submitted on the dates you specified.

## TROUBLESHOOTING REPORTING ISSUES

Common reporting troubleshooting issues are described below.

### TROUBLESHOOTING MISSING DATA

**NOTE:** You can run reports on licensed employees only.

If you run a report and notice that the data for a device is missing from the report output, verify the device is programmed in the telephone system and in YourSite Explorer. If you determine the device is missing from the database, add it to the database and use the Summarize Data command (in the Management Console application) to update the prairieFyre Service and the SQL database with the complete telephone system data stored on the local hard drive. You can then produce reports on the device.

To summarize data

1. Open **Contact Center Client**.
2. If prompted, type your **Username** and **Password**.
3. Click **Log in**.
4. On the ribbon, click **Tools=>Management**.
5. Click **Maintenance=>Summarize data**.
6. Follow the steps in the Summarize Data Wizard to summarize the data.

## TROUBLESHOOTING REPORTING SERVICE

Why is Reporting Service not emailing or printing my reports?

- Ensure the SMTP Mail settings are correctly configured.
- Ensure the printer settings are correctly configured.
- View the log file for Reporting Service to find out why reports are not being printed/emailed the way you expect in the installation/Log file

## SQL VIEWS

A SQL View is a virtual table that aggregates data from several Business Reporter report tables into a single usable view. With SQL Views, you can access the raw telephone system data before any math or quantifiers have been applied. This is especially useful if you need to feed raw statistics to a third-party reporting tool or create custom reports that define performance metrics in ways specific to your business.

The following SQL Views are currently available:

- Extension Group Config
- Extension Group Members Config
- Trunk Group Config
- Trunk Group Members Config
- Call Accounting Trace Extension Stats
- Call Accounting Trace Trunk Stats

**NOTE:** Calls display as two segments in Trace reports if you use route optimization. The first segment indicates the pre-optimized talk time (indicated by an r in the SMDR record), and the second segment indicates the post-optimized talk time (indicated by an R in the SMDR record). In Trace reports, combining the talk time for these two segments represents the length of the call.

To download SQL Views documentation

1. Using a web browser, browse to **<http://www.mitel.com>**.
2. Click **Login**.
3. Type your MOL User ID and Password and click **Log in**.
4. Under **Support**, click **Software Downloads**.

5. Select either **Contact Center Enterprise Edition=>Contact Center Enterprise Edition Software Download** or **Contact Center Business Edition=>Contact Center Business Edition Software Download** or **Contact Center Workgroup Edition=>Contact Center Workgroup Edition Software Download**. If you run Business Reporter software, click **Call Accounting=>Call Accounting Software Download**.
6. Click the link under Current Release.
7. On the **Download Software** page, click **SDK**.
8. Under **SQL Views**, choose your download method and location and download the files.  
The files are downloaded as a zipped file.
9. Once the files have been extracted, you can access the Advanced Data Access Guide in web help format. This guide provides explanations and lists the necessary requirements for access to SQL Views. It also provides a table detailing the relationships between mainline reports (delivered in Microsoft Excel) and each SQL View. Open the *Readme.html* file within this folder to browse the Advanced Data Access Guide web help.  
**NOTE:** The SQL Views (.sql files) are included in the product installation and can be accessed using SQL Query Analyzer, SQL Management Studio, SQL Reporting Services, or Crystal Reports.



## REPORT DESCRIPTIONS

Business Reporter reports provide call statistics that help you track and control call costs. You can print or email your reports from local or remote locations, and schedule weekly reports for up-to-date call statistics at hand.

**NOTE:** In Business Reporter reports, durations greater than .5 are rounded up and durations less than .5 are rounded down.

## LIFECYCLE REPORTS

Lifecycle reports provide detailed information on all of the events related to the life of a specific call, from the moment the call enters the telephone system to call termination. You can generate Lifecycle reports on the following devices:

- DNIS/ DNIS group
- Extension/extension group
- Trunk/trunk group
- Media server
- Site

Lifecycle reports can be filtered by a number of criteria. For more information, click Reporter=>Lifecycle=>Filter tab. Lifecycle reports also include call notes. If you have clustered your enterprise into a single site, you can run a Lifecycle report on site to report on your entire enterprise. (See Figure 5.)

Call data does not make the transition to Lifecycle reports immediately upon call completion. Real-time summary checks for completed calls to file to the Lifecycle data table every 15 minutes by default. The maximum amount of time a call with no additional activity will be held before being considered complete is 60 minutes. However, for customers who routinely handle lengthy calls, this time can be extended. It is important to delay the transition of call data to Lifecycle reports until the call is entirely completed, otherwise the data may be inadvertently split into multiple pieces of information.

We recommend you run Lifecycle reports the next day for this day's activities to ensure all data has transitioned to the Lifecycle data table.

**NOTE:** Lifecycle reports contain only SMDR data. Events displayed under the 'Event Type' column will only relate to SMDR devices.

Table 2 defines events that can occur in Business Reporter Lifecycle reports.

**Table 2: Business Reporter Lifecycle report event type definitions.**

EVENT TYPE	DEFINITION
Set Classification Code	Classification Code entered during a call
Set Account Code	Account Code entered by an Employee
Conference Start	Initiation of conference call
Requeue	Call returned to queue
Call Segment Completed	Device disconnects from a call
Call end	Call ended. The disconnecting party is the associated device in the Type of device column, either extension, customer, or any device not configured in the Contact Center Management database, including voicemail. If the disconnecting party is not configured in the Contact Center Management database, it will display as --. The Reporting column shows the phone or extension number of the disconnecting party.
Abandoned	Call was abandoned
Transferred	Call transferred to another device
Interflowed	Call redirected to an alternate answering point
Interflow Abandoned	Call disconnected after an interflow
Queue Unavailable	Call directed to an unavailable queue
Conference End	Conference call ends.

Time:	11/16/2010 9:46:37 AM - 11/16/2010 9:51:38 AM	Duration:	00:05:01	Call direction:	Outgoing	Phone Number:	17819305031	Location:	Kanata-stittsville	Caller ID:	
Start time	Duration		Event type		Device type		Reporting	Full name		Comment	
11/16/2013 9:46:32 AM	00:05:06		Outbound		Agent		2001	Kim Roper Kim Roper		http://10.1.1.20/WebReplay?.AutoPlay=1&.ExtraCallInfo=CallId=1c8c8587-9b54-4bac-b2d7-89f3c67d9d83%09	
11/16/2013 9:46:32 AM	00:05:06		Recording		Agent		2001	Kim Roper Kim Roper			
11/16/2013 9:46:37 AM	00:05:01		Call segment complete		Agent		2001	Kim Roper Kim Roper			
11/16/2013 9:51:38 AM	00:00:00		Call end		Agent		2001	Kim Roper Kim Roper			

Figure 5: Lifecycle Reporting

## **BUSINESS REPORTER VOICE REPORTS**

Business Reporter includes the following voice reports:

- **Queue reports**
- **Extension reports**
- **Trunk reports**

## VOICE QUEUE REPORTS

Voice Queue and Queue Group reports provide statistics on individual queues and queue groups that reflect caller behavior and the service experienced by callers.

Version 7.1 supports Ring Group reporting.

Statistics not applying to Ring Groups display as '0' in Voice Queue reports.

**NOTE:**

- Hot desking users logging into Ring Group member extensions must also be a member of the Ring Group, to ensure accurate Ring Group reporting. For more information on configuring Ring Groups, see the *Business Reporter User Guide*.
- Ring group reporting is supported for MCD 7.0+.

Please note the following exceptions to Ring Group reporting statistics

- Ring Groups are not credited with interflow counts if the receiving extension has a hot desking user logged in.
- External calls to Ring Groups that interflow to paths and are answered are not included in Ring Group statistics.
- Supervised, answered transfers to Ring Groups credit the answering Ring Group member and not the Ring Group.

The Business Reporter Voice Queue reports are listed below:

- **Performance reports**
  - Queue Performance chart
  - Queue Group Performance chart
  - Queue Performance by Member (You cannot generate this report over midnight.)
  - Queue and Queue Group Performance by Day of Month
  - Queue Performance by Period
  - Queue Group Performance by Queue
- **ANI reports**
  - Queue ANI by Area Code

### *Voice Queue Performance chart*

The Voice Queue Performance chart displays performance statistics for voice queues. The chart enables supervisors to see, at a glance, performance trends for queues by time of day, contacts offered, and agents available. The chart also shows contacts affecting the contact center's Service Level, by time of day. (See Figure 6.)

If Handled bars display higher than Service count bars, contacts are not being answered in the queue's Service Level time. If Service count bars are higher than Handled bars, contacts are being abandoned and/or interflowed.

The Voice Queue Performance chart displays the following information:

CHART FIELD	DESCRIPTION
Counts	the number of handled, abandoned, interflowed, and Service counts for the queue's members. These counts display on the left-hand vertical axis and are charted against the other statistics using a blue line graph
Handled	the number of contacts answered by the queue's members
Abandoned	the number of contacts sent to the queue where the client disconnected before the contact was answered
Interflowed	the number of contacts redirected from the queue to an alternate answer point, such as another queue or voicemail. Contacts redirected before the Short Abandon time are not included in Interflow statistics.
Service count	the number of contacts sent to the queue that were answered, abandoned, or interflowed within the specified Service Level time
Offered	the number of contacts sent to the queue that were completed, interflowed, or abandoned, charted using a blue line graph
Available agents	the number of agents available throughout the reporting period. These counts display on the right-hand vertical axis and are charted against the other statistics using a green line graph. This statistic is calculated as the number of agents with a shift duration greater than zero <b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.

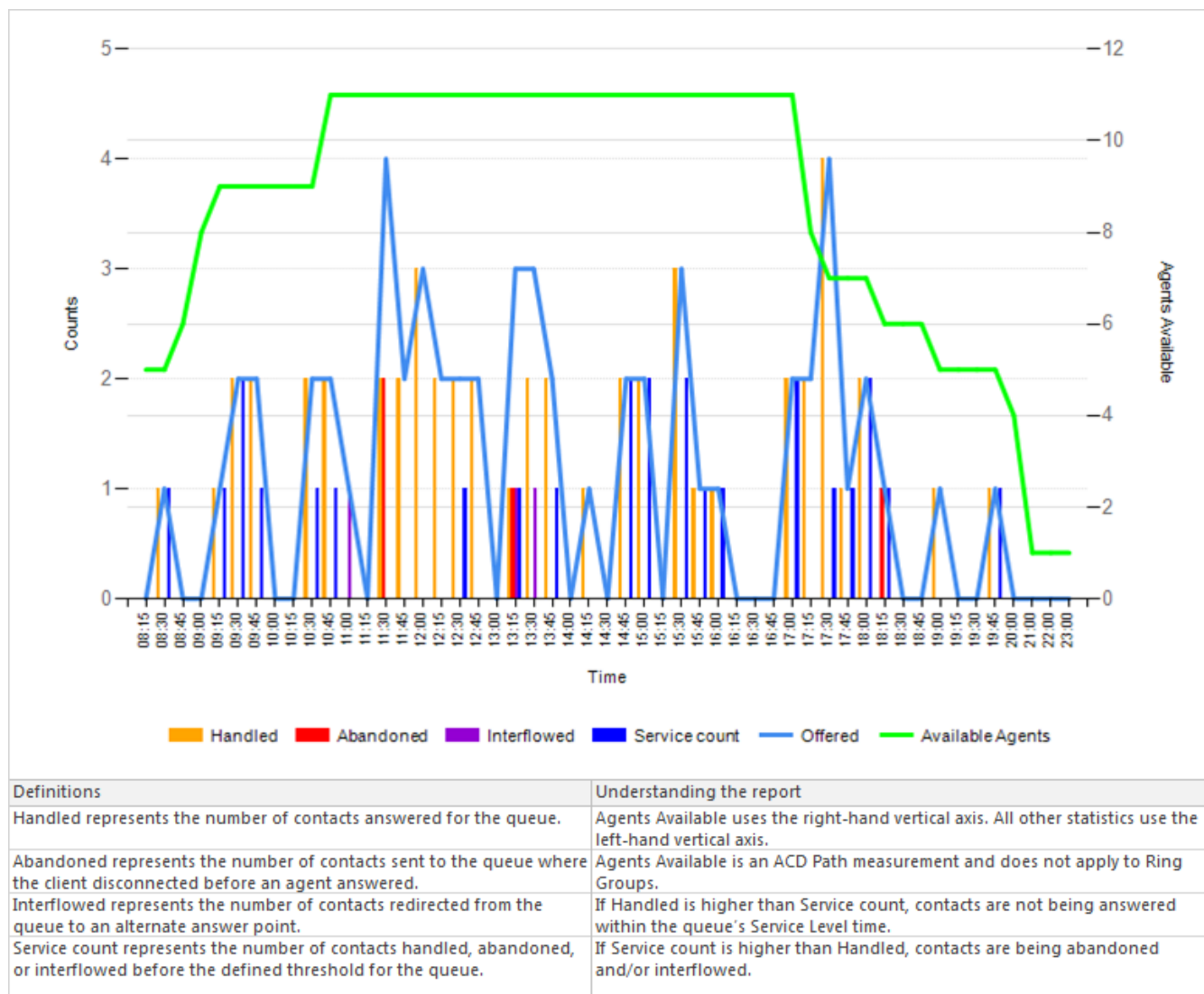


Figure 6: Voice Queue Performance chart

## Voice Queue Group Performance chart

The Voice Queue Group Performance chart displays detailed information for voice queues comprising queue groups. The chart includes several graphs that enable supervisors to see, at a glance, the queues' handling, traffic, service level, and available agent statistics. The chart also indicates whether queues in a queue group are meeting their Service Level targets. (See Figure 7.)

The Voice Queue Group Performance chart displays the following graphs and information:

The Handled by Hour graph shows the number of ACD contacts handled by the queue group during the reporting interval. This includes offered, completed, and abandoned contacts.

GRAPH	DESCRIPTION
Handled by hour	<p>displays the number of contacts handled for the queue group during the reporting interval, including Offered, Completed, and Abandoned contacts</p> <p>Offered statistics refer to the number of contacts sent to the queue that were completed, interflowed, or abandoned</p> <p>Completed statistics refer to the number of contacts answered for the queue</p> <p>Abandoned statistics refer to the number of contacts sent to the queue where the client disconnected before the contact was answered</p>
Available agents by hour	<p>displays the number of agents available in the queues' answering agent groups, by time of day</p> <p><b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>
Traffic by queue	displays the number of completed and abandoned contacts for the queues in the queue group
Stats affecting Service Level	displays statistics affecting the queue's Service Level, including abandoned contacts, queued contacts, interflowed contacts, and queue unavailable counts

In addition to the information displayed by the graphs listed above, the Voice Queue Group Performance chart displays the following information.



CHART FIELD	DESCRIPTION
Media server	the media server collecting data
Average handling time	the average amount of time, including hold, spent completing contacts sent to the queue. This is calculated by the average time members were connected to contacts
Service Level	the portion of the chart displays statistics affecting the queue's Service Level, including abandoned contacts, requeues, interflowed contacts, and queue unavailable counts. The bar running through the chart indicates the queue's Service Level for the reporting period. If the bar does not reach your Service Level targets, adjust the factors listed above
Total	the total of each of the columns



### *Voice Queue Performance by Member*

The Queue Performance by Member report show the call performance of each member and therefore permit comparison of one member's performance against other members' performances. (See Figure 8.)

**NOTE:** Members answering calls, taking transferred calls, or taking part in conference calls from the queue will appear in this report even if the member is not associated to the queue or the queue group on which you are reporting.

The Queue Performance by Member report provide the following information:

REPORT FIELD	DESCRIPTION
Reporting	the member's reporting number
Full name	the member's name
ACD calls handled	the number of ACD calls answered
Total speed of answer (hh:mm:ss)	the total delay before the call was answered <b>NOTE:</b> for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and member ringing time) <b>NOTE:</b> for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Totals	the total of each of the columns

Reporting	Full name	ACD calls handled	Total speed of answer (hh:mm:ss)	Average speed of answer (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)
1294	Sandberg, Ben	55	00:04:14	00:00:05	10:40:58	00:11:39
1347	Lalonde, Matt	26	00:02:23	00:00:06	09:07:37	00:21:04
9012	Lebowe, Winona	22	00:02:05	00:00:06	00:10:05	00:00:28
1361	Cameron, Ian	21	00:02:23	00:00:07	06:51:36	00:19:36
1252	Kostace, Linda	21	00:01:52	00:00:05	05:13:11	00:14:55
1236	Doss, Vlad	20	00:03:11	00:00:10	03:59:11	00:11:58
1302	Lewis, Tom	19	00:02:17	00:00:07	02:45:43	00:08:43
1251	Ebbs, Holly	13	00:00:58	00:00:04	08:41:28	00:40:07
1293	Berger, Grace	13	00:02:04	00:00:10	01:32:32	00:07:07
2001	Roper, Kim	13	00:03:50	00:00:18	00:59:54	00:04:36
1121	Singleton, Lucy	6	00:00:47	00:00:08	00:38:27	00:06:25
2068	Weeks, Fiona	6	00:00:45	00:00:08	01:02:37	00:10:26
2007	Bally, Kathryn	3	00:00:16	00:00:05	00:30:37	00:10:12
1234	Juniper, Lydia	3	00:00:44	00:00:15	00:45:16	00:15:05
2002	Czerny, Nathan	2	00:00:07	00:00:04	00:01:39	00:00:50
2018	Olypher, Leslie	2	00:01:11	00:00:36	00:01:48	00:00:54
1135	Casey, Jeff	1	00:00:05	00:00:05	00:09:12	00:09:12
2050	Sinta, Nat	1	00:00:08	00:00:08	00:07:26	00:07:26
<b>Totals</b>		<b>247</b>	<b>00:29:20</b>	<b>00:00:07</b>	<b>53:19:17</b>	<b>00:12:57</b>
<b>Understanding the report</b>						
Handling time represents the time the members were involved in calls for the queues of this queue group.						
Transfers and conferences may cause people who are not members of the queues of this queue group to appear on the report.						
Transfers and conferences may cause the handling time in this report to not line up with other queue group reports.						

Figure 8: Voice Queue Performance by Member

### *Voice Queue Performance by Period*

The Queue Performance by Period report show the call activity of a queue across 15-, 30-, or 60-minute intervals, for the shift duration and day(s) you specify (See Figure 9.)

The Queue Performance by Period report provide the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon threshold (the Short Abandon time default is 6 seconds)
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon threshold
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue <b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Queue unavailable	the number of contacts either routed to the queue's unavailable answer point/overflow point or interflowed before the Short Abandon time
Answered by ACD group 1	the number of ACD calls answered by the first answer point <b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Answered by ACD group 2	the number of ACD calls answered by the second answer point <b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.

REPORT FIELD	DESCRIPTION
Answered by ACD group 3	the number of ACD calls answered by the third answer point <b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Answered by ACD group 4	the number of ACD calls answered by the fourth answer point <b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and member ringing time) <b>NOTE:</b> for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Abandon %	the percentage of calls that were abandoned after the configured short abandon threshold
Service Level %	the percentage of calls answered within the specified Service Level time
Answer %	the percentage of offered calls answered
Totals	the total of each of the columns

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
09:00	8	8	0	0	0	0	0	8	0	0	0	00:00:11	00:00:00	00:00:00	02:05:40	00:15:43	0.0%	100.0%	100.0%
10:00	8	8	0	0	0	1	0	8	0	0	0	00:00:48	00:00:00	00:00:00	01:28:42	00:11:05	0.0%	75.0%	100.0%
11:00	8	8	0	0	0	0	0	8	0	0	0	00:00:45	00:00:00	00:00:00	06:15:46	00:46:58	0.0%	87.5%	100.0%
12:00	15	15	0	0	0	1	0	15	0	0	0	00:00:35	00:00:00	00:00:00	03:08:42	00:12:35	0.0%	93.3%	100.0%
13:00	24	20	0	1	3	0	0	20	0	0	0	00:03:07	00:04:05	00:06:12	09:24:32	00:28:14	4.2%	45.8%	83.3%
14:00	15	14	0	1	0	0	0	14	0	0	0	00:04:47	00:06:27	00:00:00	10:04:16	00:43:10	6.7%	33.3%	93.3%
15:00	10	9	0	0	1	2	0	9	0	0	0	00:00:32	00:00:00	00:03:30	02:25:41	00:16:11	0.0%	80.0%	90.0%
<b>Totals</b>	<b>88</b>	<b>82</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>82</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>00:01:55</b>	<b>00:05:16</b>	<b>00:05:32</b>	<b>34:53:19</b>	<b>00:25:32</b>	<b>2.3%</b>	<b>67.0%</b>	<b>93.2%</b>

Figure 9: Voice Queue Performance by Period

## Voice Queue Group Performance by Queue

The Queue Group Performance by Queue report compares the workload distribution across the queues in a queue group for the shift duration and day(s) you specify. It reports the call statistics in hours, minutes, and seconds, and provides call counts across queues. (See Figure 10.)

**NOTE:** The Queue Group Performance by Queue report can contain up to a maximum of 1,000 queues in one report.

The Queue Group Performance by Queue report provides the following information:

REPORT FIELD	DESCRIPTION
ACD queue	the queue's reporting number
ACD queue name	the queue's name
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon threshold (the Short Abandon time default is 6 seconds)
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon threshold
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue <b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Queue unavailable	the number of contacts either routed to the queue's unavailable answer point/overflow point or interflowed before the Short Abandon time
Answered by ACD group 1	the number of ACD calls answered by the first answer point <b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.



REPORT FIELD	DESCRIPTION
Answered by ACD group 2	the number of ACD calls answered by the second answer point <b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Answered by ACD group 3	the number of ACD calls answered by the third answer point <b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Answered by ACD group 4	the number of ACD calls answered by the fourth answer point <b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and member ringing time) <b>NOTE:</b> for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Abandon %	the percentage of calls that were abandoned after the configured short abandon threshold
Service Level %	the percentage of calls answered within the specified Service Level time
Answer %	the percentage of offered calls answered
Totals	the total of each of the columns

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ACD queue	ACD queue name	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
P280	CCM	168	151	1	8	9	7	0	147	4	0	0	00:02:33	00:03:43	00:06:55	59:20:39	00:23:35	4.8%	60.7%	89.9%
P290	Sales	32	26	0	2	4	1	0	26	0	0	0	00:00:07	00:01:04	00:03:01	01:47:02	00:04:07	6.3%	81.3%	81.3%
P282	Support	23	18	0	1	4	0	0	16	2	0	0	00:04:21	00:00:55	00:04:52	08:20:52	00:27:50	4.3%	52.2%	78.3%
P286	IQ	20	15	1	2	3	0	0	14	1	0	0	00:02:57	00:05:43	00:07:14	07:32:57	00:30:12	10.0%	45.0%	75.0%
P284	MCC	3	3	0	0	0	0	0	3	0	0	0	00:13:42	00:00:00	00:00:00	02:49:01	00:56:20	0.0%	0.0%	100.0%
P285	6160 V2	4	2	0	2	0	1	0	2	0	0	0	00:00:03	00:00:15	00:00:00	00:00:02	00:00:01	50.0%	100.0%	50.0%
P283	Scheduling	1	1	0	0	0	0	0	1	0	0	0	00:06:22	00:00:00	00:00:00	00:20:08	00:20:08	0.0%	0.0%	100.0%
P281	Voice CB	7	0	0	7	0	0	0	0	0	0	0	00:00:00	00:06:04	00:00:00	00:14:28	00:00:00	100.0%	14.3%	0.0%
P287	Web CB	0	0	4	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:04:02	00:00:00	0.0%	100.0%	0.0%
Totals		258	216	6	22	20	9	0	209	7	0	0	00:02:35	00:03:58	00:05:47	80:29:11	00:22:21	8.5%	59.7%	83.7%

Figure 10: Voice Queue Group Performance by Queue

### *Voice Queue ANI by Area Code*

The Queue ANI by Area Code report show the call distribution across area codes. (See Figure 11.)

The Queue by Area Code report provide the following information:

REPORT FIELD	DESCRIPTION
Area code	the area code reported by the ANI digits
Geographic location	the region represented by the area code
ACD calls offered	the number of ACD calls reported for the area code <b>NOTE:</b> In this report, this statistic includes short abandoned calls.
ACD calls handled	the total number of ACD calls answered
Calls abandoned	the total number of calls abandoned reported for the area code <b>NOTE:</b> In this report, this statistic includes short abandoned calls.
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and member ringing time) <b>NOTE:</b> for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned

REPORT FIELD	DESCRIPTION
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
Totals	the total of each of the columns

Area code	Geographic Location	ACD calls offered	ACD calls handled	Calls abandoned	Calls interflowed	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)
310	West LA suburbs, CA	2	2	0	0	01:45:26	00:52:43	00:00:06	00:00:00	00:00:00
315	Northwestern New York	2	2	0	0	00:26:45	00:13:23	00:03:41	00:00:00	00:00:00
320	Central Minnesota	2	2	0	0	02:21:05	01:10:33	00:03:16	00:00:00	00:00:00
336	Northwest North Carolina	2	1	0	1	00:17:56	00:17:56	00:00:08	00:00:00	00:07:45
425	North Seattle suburbs, WA	2	2	0	0	04:18:50	02:09:25	00:03:56	00:00:00	00:00:00
480	East Phoenix Arizona	2	2	0	0	02:03:19	01:01:40	00:00:04	00:00:00	00:00:00
507	Southern Minnesota	2	2	0	0	00:26:11	00:13:06	00:03:47	00:00:00	00:00:00
508	Southern Massachusetts	2	2	0	0	00:30:51	00:15:26	00:17:37	00:00:00	00:00:00
512	Central Southern Texas	2	2	0	0	01:26:25	00:43:13	00:01:07	00:00:00	00:00:00
516	Long Island area, NY	2	2	0	0	01:00:36	00:30:18	00:05:28	00:00:00	00:00:00
631	Suffolk County, Long Island, New York	2	2	0	0	00:07:33	00:03:47	00:00:05	00:00:00	00:00:00
713	Houston area, TX	2	2	0	0	00:42:03	00:21:02	00:05:36	00:00:00	00:00:00
714	Northern Orange County, CA	2	2	0	0	00:13:32	00:06:46	00:04:46	00:00:00	00:00:00
715	Northern Wisconsin	2	1	1	0	00:22:19	00:22:19	00:06:50	00:03:18	00:00:00
800	800 SERVICES	2	2	0	0	00:32:11	00:16:06	00:00:07	00:00:00	00:00:00
856	South West New Jersey	2	0	1	1	00:00:00	00:00:00	00:00:00	00:06:27	00:03:30
858	Extreme Southwestern California	2	2	0	0	00:46:24	00:23:12	00:04:30	00:00:00	00:00:00
913	Kansas City area, KS	2	2	0	0	00:21:30	00:10:45	00:00:08	00:00:00	00:00:00
920	Southeastern Wisconsin	2	2	0	0	00:26:50	00:13:25	00:00:09	00:00:00	00:00:00
<b>Totals</b>		<b>65</b>	<b>101</b>	<b>2</b>	<b>2</b>	<b>20:20:41</b>	<b>0:10:01</b>	<b>00:02:40</b>	<b>00:04:14</b>	<b>00:05:36</b>

Figure 11: Voice Queue ANI by Area Code

### VOICE EXTENSION REPORTS

You can only report on extensions that are licensed for Business Reporter. The number of extensions you license in YourSite Explorer must be consistent with your software license.

**NOTE:**

- Ring group reporting is supported for MCD 7.0+.
- You can run extension reports to cost attendant call activity (SMDR Attendant Extension reports). When you create the attendant extension in the YourSite database, you must use the attendant reporting number found on the switch (for example, ATT1) as the extension reporting number. The numbers must be identical. If the switch uses a capital letter, you must use a capital letter in the YourSite database. These SMDR attendant extension reports use data collected from the SMDR stream. If you want to report on traffic attendant activity, you must have the Traffic Analysis application. Traffic attendant reports use data collected from the traffic stream. See "Business Reporter Traffic Analysis reports" on page 266 for more information.
- When an employee is associated to only one extension, employee reports and extension reports run for that employee will contain identical data. The same is true for extension and employee group reports. Thus, configuration can be simplified by creating an extension for each employee, instead of configuring an employee and then associating an extension to that employee. However, when more than one extension or one or more Account codes are associated to an employee you must configure the employee and then associate the appropriate extensions and Account codes to the employee.
- Event reports derive their data from the ACD real-time event stream. Event reports on non-ACD extensions use the MiTAI stream. All other reports derive their data from the SMDR stream.

Voice Extension reports on individual extensions and extension groups provide an indication of activity on extensions.

The Business Reporter Voice Extension reports are listed below:

- **Performance reports**
  - Extension and Extension Group Performance by Account Code
  - Extension and Extension Group Performance by Day of Month
  - Extension and Extension Group Performance by Day of Week
  - Extension and Extension Group Performance by Month
  - Extension and Extension Group Performance by Period
  - Extension Group Performance by Extension

### *Voice Extension and Extension Group Performance by Account Code*

The Extension and Extension Group Performance by Account Code reports show the voice account code activity of the extension and extension group for the shift duration and day(s) you specify. (See Figure 12.)

The Extension and Extension Group Performance by Account Code reports provide the following information:

REPORT FIELD	DESCRIPTION
Account Code number	the number assigned to the Account Code
Name	the name of the Account Code
Is Classification Code	indicates whether the Account Code entered is a Classification Code <b>NOTE:</b> not applicable to Ring Group reporting
Account Codes entered	the number of Account Codes entered
Total duration (hh:mm:ss)	the total amount of time, including hold, between when an Account Code was entered and when the contact was either completed, tagged with another Code, or when the agent logged off <b>NOTE:</b> For Classification Codes, this statistic includes transfer time and the time calls were handled at other extensions.
Average duration (hh:mm:ss)	the average amount of time, including hold, spent working on contacts tagged with the Account Code <b>NOTE:</b> For Classification Codes, this statistic includes transfer time and the time calls were handled at other extensions.
Totals	the total of each of the columns

Account Code Number	Name	Is Classification Code	Account Codes Entered	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)
60	Code1	No	223	15:25:39	00:04:09
63	Code2	No	70	04:10:24	00:03:35
57	Code3	No	58	02:52:17	00:02:58
74	Code4	No	39	03:22:31	00:05:12
30	Code5	No	36	01:25:49	00:02:23
87	Code6	No	12	00:49:53	00:04:09
Totals			438	28:06:33	00:03:51

Figure 12: Voice Extension Group Performance by Account Code



### *Voice Extension and Extension Group Performance by Day of Month*

The Extension and Extension Group Performance by Day of Month reports show the call activity of the extension and extension group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. (See Figure 13.)

The Extension and Extension Group Performance by Day of Month reports provide the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls abandoned	the total number of calls abandoned while ringing at the extension <b>NOTE:</b> this statistic does not include calls routed to the extension from a Ring Group
Calls outbound	the total number of outbound calls
Calls transferred to extension	the total number of calls transferred to the extension
Calls transferred from extension	the total number of calls transferred from the extension
Conference calls	The total number of conference call involving the extension
Inbound Account Code count	the total number of inbound account codes entered during inbound calls
Outbound Account Code count	the total number of outbound account codes entered during outbound calls
Average speed of answer (hh:mm:ss)	the average duration before ACD calls were answered <b>NOTE:</b> for extensions associated to Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)
Average time to answer non ACD call (hh:mm:ss)	the average delay before the Non ACD call was answered

REPORT FIELD	DESCRIPTION
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls transferred to extension	Calls transferred from extension	Conference calls	Inbound Account Code count	Outbound Account Code count	Average speed of answer (hh:mm:ss)	Average time to answer NonACD call (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
9	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
10	45	172	6	95	88	95	1	0	0	00:00:06	00:00:02	00:00:11	05:11:34	00:06:55	05:15:06	00:01:50	10:19:59	00:06:32
11	36	152	11	128	82	98	1	0	0	00:00:05	00:00:02	00:00:09	08:31:56	00:14:13	06:20:58	00:02:30	08:19:25	00:03:54
12	36	141	13	151	73	87	0	0	0	00:00:05	00:00:02	00:00:12	09:13:33	00:15:23	04:54:46	00:02:05	11:47:50	00:04:41
13	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
14	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
15	39	151	6	135	52	92	7	0	0	00:00:07	00:00:02	00:00:04	07:32:08	00:11:36	03:56:10	00:01:34	12:45:37	00:05:40
16	17	172	28	114	68	92	0	13	0	00:00:06	00:00:02	00:00:09	05:30:23	00:19:26	05:46:39	00:02:01	13:47:18	00:07:15
<b>Totals</b>	<b>173</b>	<b>788</b>	<b>64</b>	<b>623</b>	<b>363</b>	<b>464</b>	<b>9</b>	<b>13</b>	<b>0</b>	<b>00:00:06</b>	<b>00:00:02</b>	<b>00:00:09</b>	<b>35:59:34</b>	<b>00:12:29</b>	<b>26:13:39</b>	<b>00:02:00</b>	<b>57:00:09</b>	<b>00:05:29</b>

Figure 13: Voice Extension Group Performance by Day of Month

## Voice Extension and Extension Group Performance by Day of Week

The Extension and Extension Group Performance by Day of Week reports show the call activity of the extension and extension group across 15-, 30-, or 60-minute intervals over the days of the week. When this report is run for more than one week, the data is summed for each day of the week. For example, if the report is run for two weeks, the data found under Monday represents the summed total of the two Mondays and the data found under Tuesday represents the summed totals of the two Tuesdays. (See Figure 14.)

The Extension and Extension Group Performance by Day of Week reports provide the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls abandoned	the total number of calls abandoned while ringing at the extension <b>NOTE:</b> this statistic does not include calls routed to the extension from a Ring Group
Calls outbound	the total number of outbound calls
Calls transferred to extension	the total number of calls transferred to the extension
Calls transferred from extension	the total number of calls transferred from the extension
Conference calls	The total number of conference call involving the extension
Inbound Account Code count	the total number of inbound account codes entered during inbound calls
Outbound Account Code count	the total number of outbound account codes entered during outbound calls
Average speed of answer (hh:mm:ss)	the average duration before ACD calls were answered <b>NOTE:</b> for extensions associated to Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)

REPORT FIELD	DESCRIPTION
Average time to answer non ACD call (hh:mm:ss)	the average delay before the Non ACD call was answered
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

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Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls transferred to extension	Calls transferred from extension	Conference calls	Inbound Account Code count	Outbound Account Code count	Average speed of answer (hh:mm:ss)	Average time to answer NonACD call (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
Monday	39	151	6	135	52	92	7	0	0	00:00:07	00:00:02	00:00:04	07:32:08	00:11:36	03:56:10	00:01:34	12:45:37	00:05:40
Tuesday	17	172	28	114	68	92	0	13	0	00:00:06	00:00:02	00:00:09	05:30:23	00:19:26	05:46:39	00:02:01	13:47:18	00:07:15
Wednesday	45	172	6	95	88	95	1	0	0	00:00:06	00:00:02	00:00:11	05:11:34	00:06:55	05:15:06	00:01:50	10:19:59	00:06:32
Thursday	36	152	11	128	82	98	1	0	0	00:00:05	00:00:02	00:00:09	08:31:56	00:14:13	06:20:58	00:02:30	08:19:25	00:03:54
Friday	36	141	13	151	73	87	0	0	0	00:00:05	00:00:02	00:00:12	09:13:33	00:15:23	04:54:46	00:02:05	11:47:50	00:04:41
<b>Totals</b>	<b>173</b>	<b>788</b>	<b>64</b>	<b>623</b>	<b>363</b>	<b>464</b>	<b>9</b>	<b>13</b>	<b>0</b>	<b>00:00:06</b>	<b>00:00:02</b>	<b>00:00:09</b>	<b>35:59:34</b>	<b>00:12:29</b>	<b>26:13:39</b>	<b>00:02:00</b>	<b>57:00:09</b>	<b>00:05:29</b>

Figure 14: Voice Extension Group Performance by Day of Week

### *Voice Extension and Extension Group Performance by Month*

The Extension and Extension Group Performance by Month reports show the call activity of the extension and extension group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. (See Figure 15.)

The Extension and Extension Group Performance by Month reports provide the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls abandoned	the total number of calls abandoned while ringing at the extension <b>NOTE:</b> this statistic does not include calls routed to the extension from a Ring Group
Calls outbound	the total number of outbound calls
Calls transferred to extension	the total number of calls transferred to the extension
Calls transferred from extension	the total number of calls transferred from the extension
Conference calls	The total number of conference call involving the extension
Inbound Account Code count	the total number of inbound account codes entered during inbound calls
Outbound Account Code count	the total number of outbound calls
Average speed of answer (hh:mm:ss)	the average duration before ACD calls were answered <b>NOTE:</b> for extensions associated to Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)
Average time to answer non ACD call (hh:mm:ss)	the average delay before the Non ACD call was answered

REPORT FIELD	DESCRIPTION
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns



Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls transferred to extension	Calls transferred from extension	Conference calls	Inbound Account Code count	Outbound Account Code count	Average speed of answer (hh:mm:ss)	Average time to answer NonACD call (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
November	173	788	64	623	363	464	9	13	0	00:00:06	00:00:02	00:00:09	35:59:34	00:12:29	26:13:39	00:02:00	57:00:09	00:05:29
<b>Totals</b>	<b>173</b>	<b>788</b>	<b>64</b>	<b>623</b>	<b>363</b>	<b>464</b>	<b>9</b>	<b>13</b>	<b>0</b>	<b>00:00:06</b>	<b>00:00:02</b>	<b>00:00:09</b>	<b>35:59:34</b>	<b>00:12:29</b>	<b>26:13:39</b>	<b>00:02:00</b>	<b>57:00:09</b>	<b>00:05:29</b>

Figure 15: Voice Extension Group Performance by Month

## *Voice Extension and Extension Group Performance by Period*

The Extension and Extension Group Performance by Period reports show the call activity of the extension and extension group across 15-, 30-, or 60-minute intervals, for the shift duration and day(s) you specify. (See Figure 16.)

The Extension and Extension Group Performance by Period reports provide the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls abandoned	the total number of calls abandoned while ringing at the extension <b>NOTE:</b> this statistic does not include calls routed to the extension from a Ring Group
Calls outbound	the total number of outbound calls
Calls transferred to extension	the total number of calls transferred to the extension
Calls transferred from extension	the total number of calls transferred from the extension
Conference calls	The total number of conference call involving the extension
Inbound Account Code count	the total number of inbound account codes entered during inbound calls
Outbound Account Code count	the total number of outbound account codes entered during outbound calls
Average speed of answer (hh:mm:ss)	the average duration before ACD calls were answered <b>NOTE:</b> for extensions associated to Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)
Average time to answer non ACD call (hh:mm:ss)	the average delay before the Non ACD call was answered

REPORT FIELD	DESCRIPTION
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls transferred to extension	Calls transferred from extension	Conference calls	Inbound Account Code count	Outbound Account Code count	Average speed of answer (hh:mm:ss)	Average time to answer NonACD call (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
10:00	0	0	0	1	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:04:08	00:04:08
17:00	0	0	0	2	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:01:32	00:00:46
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:05:40</b>	<b>00:01:53</b>

**Figure 16: Voice Extension Performance by Period**

### *Voice Extension Group Performance by Extension*

The Extension Group Performance by Extension report shows the activity of each extension of a specific extension group for the shift duration and day(s) you specify. (See Figure 17.)

The Extension Group Performance by Extension report provides the following information:

REPORT FIELD	DESCRIPTION
Extension number	the extension number used
Full name	the name of the extension
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls abandoned	the total number of calls abandoned while ringing at the extension <b>NOTE:</b> this statistic does not include calls routed to the extension from a Ring Group
Calls outbound	the total number of outbound calls
Calls transferred to extension	the total number of calls transferred to the extension
Calls transferred from extension	the total number of calls transferred from the extension
Conference calls	The total number of conference call involving the extension
Inbound Account Code count	the total number of inbound account codes entered during inbound calls
Outbound Account Code count	the total number of outbound account codes entered during outbound calls
Average speed of answer (hh:mm:ss)	the average duration before ACD calls were answered <b>NOTE:</b> for extensions associated to Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)

REPORT FIELD	DESCRIPTION
Average time to answer non ACD call (hh:mm:ss)	the average delay before the Non ACD call was answered
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Extension number	Full name	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls transferred to extension	Calls transferred from extension	Conference calls	Inbound Account Code count	Outbound Account Code count	Average speed of answer (hh:mm:ss)	Average time to answer NonACD call (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
1328	Carter,Steve	35	13	1	42	11	0	0	0	0	00:00:05	00:00:07	00:00:00	16:33:27	00:28:23	02:00:22	00:09:16	02:30:21	00:03:35
1164	Smith,Jason	20	32	2	34	34	0	1	0	0	00:00:07	00:00:05	00:00:13	01:09:22	00:03:28	04:38:09	00:08:42	08:09:33	00:14:24
1417	Osborne,John	20	3	0	14	1	0	0	0	0	00:00:05	00:00:09	00:00:00	04:39:37	00:13:59	00:48:12	00:16:04	00:18:48	00:01:21
1419	Chamroeun,Youk	18	3	0	12	2	1	1	0	0	00:00:05	00:00:04	00:00:00	06:59:52	00:23:20	00:36:20	00:12:07	00:34:54	00:02:55
1273	He,Yan	16	2	0	12	2	0	0	0	0	00:00:04	00:00:04	00:00:00	00:03:55	00:00:15	00:19:45	00:09:53	01:11:08	00:05:56
1130	Burnett,Mike	9	12	0	73	33	1	0	0	0	00:00:07	00:00:05	00:00:00	00:28:50	00:03:12	01:12:03	00:06:00	09:07:30	00:07:30
1253	Burnett,Mike	9	0	0	5	0	0	1	0	0	00:00:16	00:00:00	00:00:00	00:16:56	00:01:53	00:00:00	00:00:00	00:01:22	00:00:16
1475	Hammond,Jim	9	1	0	1	1	0	0	0	0	00:00:06	00:00:08	00:00:00	03:14:44	00:21:38	00:02:52	00:02:52	00:04:14	00:04:14
1142	Roper,Kim	5	8	0	35	13	0	1	0	0	00:00:07	00:00:05	00:00:00	00:34:40	00:06:56	00:19:11	00:02:24	03:09:56	00:05:26
1296	Cameron,Ian	4	6	1	29	6	0	0	0	0	00:00:08	00:00:06	00:00:12	01:49:09	00:27:17	00:29:03	00:04:51	01:51:21	00:03:50
1317	Smith,Jason	2	0	1	3	0	0	0	0	0	00:00:11	00:00:00	00:00:17	00:01:46	00:00:53	00:00:00	00:00:00	00:02:01	00:00:40
1105	Letourneau,Nathan	1	1	2	3	17	0	0	0	0	00:00:06	00:00:03	00:00:17	00:04:46	00:04:46	00:09:15	00:09:15	01:44:26	00:34:49
1118	Keeler,Steve	1	36	10	8	13	0	2	13	0	00:00:01	00:00:04	00:00:11	00:00:09	00:00:09	01:10:43	00:01:58	00:03:55	00:00:29
1168	Voicemail	0	0	4	0	52	0	0	0	0	00:00:00	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
1169	Lanthier,Daniel	0	2	0	22	4	0	0	0	0	00:00:00	00:00:03	00:00:00	00:00:00	00:00:00	00:02:37	00:01:19	00:28:25	00:01:18
1191	PBX Room	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
1194	Braganza,Jon	0	2	0	7	2	0	0	0	0	00:00:00	00:00:03	00:00:00	00:00:00	00:00:00	00:02:45	00:01:23	01:03:37	00:09:05
1197	Simons,Todd	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
1198	Mike B,YA	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
1215	Fax - incoming	0	11	4	0	0	0	0	0	0	00:00:00	00:00:07	00:00:06	00:00:00	00:00:00	00:09:25	00:00:51	00:00:00	00:00:00
1216	Fax - outgoing	0	0	1	3	0	0	0	0	0	00:00:00	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:02:01	00:00:40
1260	Smith,Jason	0	3	0	3	3	0	0	0	0	00:00:00	00:00:09	00:00:00	00:00:00	00:00:00	00:25:22	00:08:27	00:01:54	00:00:38
2265	Extension 2265	0	128	0	3	0	118	0	0	0	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:58:52	00:00:28	01:26:05	00:28:42
2266	Extension 2266	0	131	0	2	0	111	0	0	0	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	01:02:47	00:00:29	00:47:22	00:23:41
2267	Extension 2267	0	132	0	3	0	118	0	0	0	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:51:23	00:00:23	04:44:13	01:34:44
2268	Extension 2268	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
2269	Extension 2269	0	132	0	1	0	115	0	0	0	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:58:56	00:00:27	00:47:30	00:47:30
Totals		173	560	64	123	363	464	9	13	0	00:00:06	00:00:02	00:00:09	15:59:54 ***	00:12:29	10:13:39	00:02:00	10:00:09	00:05:29

Figure 17: Voice Extension Group Performance by Extension

### VOICE TRUNK REPORTS

Voice Trunk reports on individual trunks and trunk groups provide an indication of how busy your trunks are.

The Voice Trunk reports are listed below:

- **Performance reports**
  - Trunk and Trunk Group Performance by Period
  - Trunk and Trunk Group Performance by Day of Week

Trunk Group Performance by Trunk

- **Busy Minutes reports**
  - Trunk Group Busy Minutes



### *Voice Trunk and Trunk Group Performance by Period*

The Trunk and Trunk Group Performance by Period reports show the call activity of the trunk and trunk group across 15-, 30-, or 60-minute intervals, for the shift duration and day(s) you specify. (See Figure 18.)

The Trunk and Trunk Group Performance by Period reports provide the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls abandoned	the total number of calls abandoned before they were answered
Calls outbound	the total number of outbound calls
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and ringing time)
Average delay to abandon (hh:mm:ss)	the average elapsed time before calls were abandoned
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls
Average handling outbound time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
08:00	14	70	0	40	00:00:10	00:00:00	05:09:44	00:22:07	03:43:00	00:03:11	03:36:41	00:05:25
09:00	37	156	1	95	00:00:23	00:00:06	07:27:00	00:12:05	12:45:46	00:04:55	10:09:14	00:06:25
10:00	27	142	2	123	00:00:32	00:00:12	04:42:22	00:10:27	06:17:17	00:02:39	17:19:15	00:08:27
11:00	27	194	1	122	00:03:04	00:00:00	16:25:17	00:36:30	07:18:16	00:02:16	11:07:36	00:05:28
12:00	34	135	1	92	00:03:09	00:00:01	12:00:34	00:21:12	09:17:14	00:04:08	07:29:27	00:04:53
13:00	49	188	1	144	00:03:30	00:00:05	14:25:17	00:17:40	06:34:37	00:02:06	23:36:59	00:09:50
14:00	44	160	0	77	00:02:22	00:00:00	18:57:55	00:25:52	08:49:06	00:03:18	14:48:27	00:11:32
15:00	28	153	0	123	00:01:48	00:00:00	07:30:45	00:16:06	07:57:19	00:03:07	10:08:33	00:04:57
16:00	30	135	2	124	00:02:31	00:00:07	08:58:17	00:17:57	07:46:13	00:03:27	05:57:11	00:02:53
17:00	23	100	0	46	00:03:42	00:00:00	07:28:47	00:19:31	05:37:18	00:03:22	02:24:26	00:03:08
18:00	8	32	0	31	00:01:37	00:00:00	04:08:35	00:31:04	01:34:24	00:02:57	01:30:16	00:02:55
19:00	7	7	1	8	00:00:31	00:00:24	02:00:17	00:17:11	00:04:51	00:00:42	00:25:48	00:03:14
<b>Totals</b>	<b>328</b>	<b>1472</b>	<b>9</b>	<b>1025</b>	<b>00:02:12</b>	<b>00:00:08</b>	<b>109:14:50</b>	<b>00:19:59</b>	<b>77:45:21</b>	<b>00:03:10</b>	<b>108:33:53</b>	<b>00:06:21</b>

Figure 18: Voice Trunk Group Performance by Period

### *Voice Trunk and Trunk Group Performance by Day of Week*

The Trunk and Trunk Group Performance by Day of Week reports show the call performance of the trunk and trunk group over the days of the week. When this report is run for more than one week, the data is summed for each day of the week. For example, if the report is run for two weeks, the data found under Monday is the summed total of the two Mondays and the data found under Tuesday is the summed totals of the two Tuesdays. (See Figure 19.)

The Trunk and Trunk Group Performance by Day of Week reports provide the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls abandoned	the total number of calls abandoned before they were answered
Calls outbound	the total number of outbound calls
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and ringing time)
Average delay to abandon (hh:mm:ss)	the average elapsed time before calls were abandoned
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

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Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
Monday	69	286	3	189	00:01:33	00:00:02	23:12:42	00:20:11	13:22:54	00:02:48	26:29:55	00:08:25
Tuesday	68	288	3	209	00:03:55	00:00:12	24:11:23	00:21:21	18:13:18	00:03:48	28:51:10	00:08:17
Wednesday	76	304	1	196	00:00:17	00:00:00	19:06:19	00:15:05	14:42:25	00:02:54	15:38:01	00:04:47
Thursday	63	311	1	210	00:02:30	00:00:06	21:03:50	00:20:04	17:49:54	00:03:26	16:18:39	00:04:40
Friday	52	283	1	221	00:03:18	00:00:24	21:40:36	00:25:01	13:36:50	00:02:53	21:16:08	00:05:46
<b>Totals</b>	<b>328</b>	<b>1472</b>	<b>9</b>	<b>1025</b>	<b>00:02:12</b>	<b>00:00:08</b>	<b>109:14:50</b>	<b>00:19:59</b>	<b>77:45:21</b>	<b>00:03:10</b>	<b>108:33:53</b>	<b>00:06:21</b>

Figure 19: Voice Trunk Group Performance by Day of Week

### *Voice Trunk Group Performance by Trunk*

The Trunk Group Performance by Trunk report shows the activity of each trunk of the selected trunk group. (See Figure 20.)

The Trunk Group Performance by Trunk report provides the following information:

REPORT FIELD	DESCRIPTION
Trunk	the number of the trunk
Trunk name	the name of the trunk
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls abandoned	the total number of calls abandoned before they were answered
Calls outbound	the total number of outbound calls
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and ringing time)
Average delay to abandon (hh:mm:ss)	the average elapsed time before calls were abandoned
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

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Trunk	Trunk name	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
8101	T8101	88	362	2	2	00:00:54	00:00:12	24:30:58	00:16:43	14:11:37	00:02:21	03:24:15	01:42:08
8102	T8102	56	259	1	3	00:01:36	00:00:24	15:17:19	00:16:23	18:51:30	00:04:22	00:19:27	00:06:29
8103	T8103	49	205	2	5	00:00:59	00:00:03	15:37:44	00:19:08	09:01:24	00:02:38	03:34:35	00:42:55
8104	T8104	38	142	1	3	00:02:58	00:00:01	17:02:29	00:26:54	08:01:34	00:03:23	00:04:13	00:01:24
8105	T8105	22	120	3	10	00:02:05	00:00:06	13:38:55	00:37:13	07:44:44	00:03:52	00:05:03	00:00:30
8106	T8106	28	122	0	16	00:03:19	00:00:00	07:24:02	00:15:52	05:24:16	00:02:39	00:41:59	00:02:37
8107	T8107	12	82	0	31	00:03:32	00:00:00	05:36:29	00:28:02	05:17:12	00:03:52	04:41:58	00:09:06
8108	T8108	9	52	0	65	00:04:17	00:00:00	01:57:38	00:13:04	01:45:35	00:02:02	06:56:50	00:06:25
8109	T8109	7	37	0	104	00:06:10	00:00:00	02:19:36	00:19:57	00:54:09	00:01:28	11:46:44	00:06:48
8110	T8110	4	17	0	153	00:07:08	00:00:00	01:12:13	00:18:03	01:53:11	00:06:39	16:27:10	00:06:27
8111	T8111	4	16	0	289	00:07:00	00:00:00	01:49:15	00:27:19	01:06:43	00:04:10	19:36:06	00:04:04
8112	T8112	0	3	0	303	00:00:00	00:00:00	00:00:00	00:00:00	00:04:19	00:01:26	34:51:44	00:06:54
8113	T8113	4	16	0	16	00:07:12	00:00:00	01:51:00	00:27:45	00:41:58	00:02:37	02:56:49	00:11:03
8114	T8114	2	14	0	12	00:05:09	00:00:00	00:07:52	00:03:56	01:03:06	00:04:30	01:32:21	00:07:42
8115	T8115	4	16	0	6	00:04:22	00:00:00	00:43:55	00:10:59	00:43:44	00:02:44	00:24:13	00:04:02
8116	T8116	0	4	0	5	00:00:00	00:00:00	00:00:00	00:00:00	00:51:33	00:12:53	00:27:17	00:05:27
8117	T8117	0	1	0	2	00:00:00	00:00:00	00:00:00	00:00:00	00:00:28	00:00:28	00:43:09	00:21:35
8118	T8118	1	1	0	0	00:17:52	00:00:00	00:05:25	00:05:25	00:01:05	00:01:05	00:00:00	00:00:00
8119	T8119	0	1	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:01:47	00:01:47	00:00:00	00:00:00
8120	T8120	0	1	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:01:59	00:01:59	00:00:00	00:00:00
8121	T8121	0	1	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:03:27	00:03:27	00:00:00	00:00:00
8122	T8122	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
8123	T8123	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
<b>Totals</b>		<b>328</b>	<b>1472</b>	<b>9</b>	<b>1025</b>	<b>00:02:12</b>	<b>00:00:08</b>	<b>109:14:50</b>	<b>00:19:59</b>	<b>77:45:21</b>	<b>00:03:10</b>	<b>108:33:53</b>	<b>00:06:21</b>

Figure 20: Voice Trunk Group Performance by Trunk

### *Voice Trunk Group Busy Minutes*

The Trunk Group Busy Minute report shows the duration of and when all trunks are simultaneously in use. (See Figure 21.)

The Trunk Group Busy Minute reports provide the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Number of programmed trunks	the maximum number of trunks that were programmed for this trunk group
Number of trunks with activity	the maximum number of individual trunks that had at least one call in a connected state during this activity period
Peak trunks used	the maximum number of trunks that were simultaneously busy during this activity period
Busy minutes count	the number of minutes that the peak trunks used equal the number of programmed trunks
Totals	the total of each of the columns

Activity period	Number of programmed trunks	Number of trunks with activity	Peak trunks used	Busy minutes count
08:00	23	6	6	0
09:00	23	12	12	0
10:00	23	16	16	0
11:00	23	16	16	0
12:00	23	15	14	0
13:00	23	21	18	0
14:00	23	17	16	0
15:00	23	16	15	0
16:00	23	15	14	0
17:00	23	13	13	0
18:00	23	8	8	0
19:00	23	4	4	0
<b>Totals</b>	<b>23</b>	<b>21</b>	<b>18</b>	<b>0</b>

Figure 21: Voice Trunk Group Busy Minutes



## BUSINESS REPORTER CARRIER REPORTS

Business Reporter includes the following carrier reports:

- **Account Code reports**
- **ANI reports**
- **Extension reports**
- **Trunk reports**
- **Employee reports**
- **Employee division reports**
- **DNIS reports**
- **Phone number reports**
- **Subscriber reports**
- **Enterprise reports**
- **Extension division reports**

### ACCOUNT CODE REPORTS

Business Reporter Account Code reports provide an indication of call activity and costs by account code.

The Business Reporter Account Code Reports are listed below:

- Account Code Accounting by Account Code
- Account Code Accounting by Interval
- Account Code Accounting Trace

### *Account Code Accounting by Account Code*

The Account Code Accounting by Account Code report displays information related to total call activity by Account Code and associated name. (See Figure 22.)

The Account Code Accounting by Account Code report shows each Account Code by Account Code you specify.

The Account Code Accounting by Account Code report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the identification number of the account code
Full name	the name the account code is associated with
Total calls	the total number of calls handled
Total costs	the total cost of the calls
Total duration (hh:mm:ss)	the total length of time for all calls handled
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Totals	the total of each of the columns

Reporting	Full name	Total calls	Total costs	Total duration (hh:mm:ss)	Average cost	Average duration (hh:mm:ss)
3	First Call Resolution	10	\$2.00	00:00:00	\$1.00	00:00:00
18	Ongoing investigation	15	\$1.00	00:00:00	\$0.50	00:00:00
25	Call Accounting	2	\$0.00	00:00:00	\$0.00	00:00:00
-1	Non Compliant	29	\$0.00	01:03:32	\$0.00	00:02:11
<b>Totals</b>	<b>19</b>	<b>56</b>	<b>\$3.00</b>	<b>01:03:32</b>	<b>\$1.50</b>	<b>00:02:11</b>

Figure 22: Account Code Accounting by Account Code

### *Account Code Accounting by Interval*

The Account Code Accounting by Interval report shows call activity and call performance by Account Code. By selecting the applicable report interval, you choose the time parameters for which you want to create the report (by 15-, 30-, or 60-minute intervals, by day of the week, by day of the month, or by month) for the shift duration and days you specify. It provides call counts, and report statistics in hours, minutes, and seconds. (See Figure 23.)

The Account Code Accounting by Interval report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Total calls	the total number of calls handled for the interval
Total duration (hh:mm:ss)	the total length of calls handled for the interval
Total costs	the total cost of the calls for the interval
Incoming calls	the total number of calls received for the interval
Incoming duration (hh:mm:ss)	the total length of incoming calls handled for the interval
Incoming costs	the total cost of incoming calls handled for the interval
Outgoing calls	the total number of outgoing calls handled for the interval
Outgoing duration (hh:mm:ss)	the total duration of outgoing calls for the interval
Outgoing costs	the total cost of outgoing calls handled for the interval
Total	the total of each of the columns

Activity period	Total calls	Total duration (hh:mm:ss)	Total costs	Incoming calls	Incoming duration (hh:mm:ss)	Incoming costs	Outgoing calls	Outgoing duration (hh:mm:ss)	Outgoing costs
Sunday	0	00:00:00	\$0.00	0	00:00:00	\$0.00	0	00:00:00	\$0.00
Monday	0	00:00:00	\$0.00	0	00:00:00	\$0.00	0	00:00:00	\$0.00
Tuesday	24	00:59:27	\$0.00	24	00:59:27	\$0.00	0	00:00:00	\$0.00
Wednesday	5	00:04:05	\$0.00	5	00:04:05	\$0.00	0	00:00:00	\$0.00
Thursday	0	00:00:00	\$0.00	0	00:00:00	\$0.00	0	00:00:00	\$0.00
Friday	0	00:00:00	\$0.00	0	00:00:00	\$0.00	0	00:00:00	\$0.00
Saturday	0	00:00:00	\$0.00	0	00:00:00	\$0.00	0	00:00:00	\$0.00
<b>Total</b>	<b>29</b>	<b>01:03:32</b>	<b>\$0.00</b>	<b>29</b>	<b>01:03:32</b>	<b>\$0.00</b>	<b>0</b>	<b>00:00:00</b>	<b>\$0.00</b>

Figure 23: Account Code Accounting by Interval

## Account Code Accounting Trace

The Account Code Accounting Trace report shows each Account Code Trace by Account Code you specify. (See Figure 24.)

**NOTE:** Calls display as two segments in Trace reports if you use route optimization. The first segment indicates the pre-optimized talk time (indicated by an r in the SMDR record), and the second segment indicates the post-optimized talk time (indicated by an R in the SMDR record). In Trace reports, combining the talk time for these two segments represents the length of the call.

The Account Code Accounting Trace report provides the following information:

REPORT FIELD	DESCRIPTION
Call start time	the date and time of the initiation of the call
Number dialed	the inbound/outbound digits dialed
Location	the location from where the call originated (for example, Kanata, Canada), or the name you associated to the phone number
Call type	the call type is determined by the carrier plan and the digits dialed
Call rate	the cost of the call for the duration. The call rate is determined by the carrier plan and the digits dialed
Duration	the total length of the call
Cost	the cost of the telephone call
Trunk	the communication line between two switching systems
DNIS	The DNIS reporting number, as programmed in YourSite Explorer, representing the number the caller dialed
Third party	the extension or phone number to which the call was transferred (if applicable)
Third party device type	the type of device to which the call was transferred (if applicable)
Caller ID	the phone number the caller is calling from (if available)
Total	the total of each of the columns

Call start time	Number dialed	Location	Call type	Call rate	Duration	Cost	Trunk	DNIS	Third party	Third party device type	Caller ID
11-10-2013 1:40:08 PM	3001	3001	Internal	internal	00:00:22	\$0.00	9999				
11-10-2013 1:46:09 PM	3001	3001	Internal	internal	00:00:23	\$0.00	9999				
11-10-2013 2:35:55 PM	3001	3001	Internal	internal	00:01:43	\$0.00	9999				
11-10-2013 2:58:59 PM	3001	3001	Internal	internal	00:00:24	\$0.00	9999				
11-10-2013 3:02:17 PM	3001	3001	Internal	internal	00:01:13	\$0.00	9999				
11-16-2013 11:21:17 AM	3001	3001	Internal	internal	00:00:05	\$0.00	9999				
<b>Total</b>	-	-	-	-	<b>5:32</b>	<b>\$0.00</b>	-	-	-	-	-

Figure 24: Account Code Accounting Trace



## ANI REPORTS

Business Reporter ANI reports provide an indication of call activity and call costs by ANI.

The Business Reporter ANI reports are listed below:

- ANI Accounting by ANI
- ANI Accounting by Interval

## *ANI Accounting by ANI*

The ANI Accounting by ANI report shows the number of calls, cost, and duration for each ANI. (See Figure 25.)

You can use the Filter tab to sort the data by Call duration. Or you can sort it by Call count in descending order so that the devices with data will appear at the top of the report. You can also use the Filter tab to hide the ANI with no duration (Call duration=0).

The ANI Accounting by ANI report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the identification number of the reporting ANI
Full name	the name associated with the reporting ANI
Total calls	the total number of calls handled
Total costs	the total cost of the calls
Total duration (hh:mm:ss)	the total length of time for all calls handled
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Totals	the total of each of the columns

Reporting	Full name	Total calls	Total costs	Total duration (hh:mm:ss)	Average cost	Average duration (hh:mm:ss)
919	Northeast Central North Carolina	2	\$0.00	00:02:43	\$0.00	00:01:22
920	Southeastern Wisconsin	8	\$0.00	00:42:43	\$0.00	00:05:20
928	Phoenix and Area, Arizona	2	\$0.00	00:32:18	\$0.00	00:16:09
949	Southern Orange County, CA	2	\$0.00	00:29:33	\$0.00	00:14:47
951	California	2	\$0.00	00:34:17	\$0.00	00:17:09
952	Central Minnesota:Minneapolis	5	\$0.00	00:08:10	\$0.00	00:01:38
954	Fort Lauderdale area, FL	10	\$0.00	00:25:13	\$0.00	00:02:31
970	Northern and Western Colorado	4	\$0.00	01:23:20	\$0.00	00:20:50
972	Dallas area, TX	7	\$0.00	00:18:50	\$0.00	00:02:41
978	Northern Massachusetts	1	\$0.00	00:07:41	\$0.00	00:07:41
989	Saginaw, Michigan	1	\$0.00	00:08:52	\$0.00	00:08:52
	<b>Total</b>	<b>44</b>	<b>\$0.00</b>	<b>6:02:23</b>	<b>\$0.00</b>	<b>00:05:24</b>

Figure 25: ANI Accounting by ANI

### *ANI Accounting by Interval*

The ANI Accounting by Interval report shows the call activity and call performance by ANI. By selecting the applicable report interval, you choose the time parameters for which you want to create the report (by 15-, 30-, or 60-minute intervals, by day of the week, by day of the month, or by month) for the shift duration and days you specify. It provides call counts, and report statistics in hours, minutes, and seconds. (See Figure 26.)

The ANI Accounting by Interval report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Total calls	the total number of calls handled for the interval
Total duration (hh:mm:ss)	the total length of calls handled for the interval
Total costs	the total cost of the calls for the interval
Incoming calls	the total number of calls received for the interval
Incoming costs	the total cost of incoming calls handled for the interval
Incoming duration (hh:mm:ss)	the total length of incoming calls handled for the interval
Outgoing calls	the total number of outgoing calls handled for the interval
Outgoing duration (hh:mm:ss)	the total duration of outgoing calls for the interval
Outgoing costs	the total cost of outgoing calls handled for the interval
Total	the total of each of the columns

Activity period	Total calls	Total duration (hh:mm:ss)	Total costs	Incoming calls	Incoming costs	Incoming duration (hh:mm:ss)	Outgoing calls	Outgoing duration (hh:mm:ss)	Outgoing costs
Sunday	0	00:00:00	\$0.00	0	00:00:00	\$0.00	0	00:00:00	\$0.00
Monday	5	0:15:00	\$0.00	5	00:00:00	\$0.00	0	00:00:00	\$0.00
Tuesday	6	0:20:00	\$0.00	6	00:00:00	\$0.00	0	00:00:00	\$0.00
Wednesday	4	0:08:00	\$0.00	4	00:00:00	\$0.00	0	00:00:00	\$0.00
Thursday	8	00:030:00	\$0.00	8	00:00:00	\$0.00	0	00:00:00	\$0.00
Friday	5	0:08:00	\$0.00	5	00:00:00	\$0.00	0	00:00:00	\$0.00
Saturday	0	00:00:00	\$0.00	0	00:00:00	\$0.00	0	00:00:00	\$0.00
Total	28	00:00:00	0	28	00:00:00	0	0	00:00:00	0

Figure 26: ANI Accounting by Interval

### EXTENSION REPORTS

Business Reporter Extension reports on individual extensions and extension groups provide an indication of call activity and call costs by extensions. You can only report on extensions that are licensed for Business Reporter. The number of extensions you license in YourSite Explorer must be consistent with your software license.

**NOTE:** You can run extension reports to cost attendant call activity. When you create the attendant extension in the YourSite database, you must use the attendant reporting number found on the switch (for example, ATT1) as the extension reporting number. The numbers must be identical. If the switch uses a capital letter, you must use a capital letter in the YourSite database. These extension reports use data collected from the SMDR stream. If you want to report on traffic attendant activity, you must have the Traffic Analysis application. Traffic attendant reports use data collected from the traffic stream. See "Business Reporter Traffic Analysis reports" on page 266.

The Business Reporter Extension reports are listed below:

- Extension and Extension Group Accounting by Account Code
- Extension and Extension Group Accounting by Interval
- Extension Accounting by Interval by Call Type
- Extension and Extension Group Accounting by Phone Number/Location
- Extension and Extension Group Accounting Summary
- Extension and Extension Group Accounting Toll Fraud
- Extension and Extension Group Accounting Trace
- Extension Group Accounting by Extension
- Extension Group Accounting by Extension by Call Type

### *Extension and Extension Group Accounting by Account Code*

The Extension and Extension Group Accounting by Account Code report shows Account Codes, call duration, call cost, and total calls by extension or by extension group. (See Figure 27.)

The Extension and Extension Group Accounting by Account Code report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the reporting number of the extension
Full name	the name of the Account Code
Total calls	the total number of calls handled
Total costs	the total cost of calls
Total duration (hh:mm:ss)	the total amount of time, including hold, between when an Account Code was entered and when the contact was either completed, tagged with another Code, or when the agent logged off  <b>NOTE:</b> For Classification Codes, this statistic includes transfer time and the time calls were handled at other extensions.
Totals	the total of each of the columns

Reporting	Full name	Total calls	Total costs	Total duration (hh:mm:ss)
-1	Non Compliant	10	\$0.00	00:18:53
Totals	1	10	\$0.00	00:18:53

Figure 27: Extension Group Accounting by Account Code



### *Extension and Extension Group Accounting by Interval*

The Extension and Extension Group Accounting by Interval reports show the call activity and call cost by extension or extension group. By selecting the applicable report interval, you choose the time parameters for which you want to create the report (by 15-, 30-, or 60-minute intervals, by day of the week, by day of the month, or by month) for the shift duration and days you specify. (See Figure 28.)

The Extension and Extension Group Accounting by Interval reports provide the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Total calls	the total number of calls handled for the interval
Total duration (hh:mm:ss)	the total length of calls handled for the interval
Total costs	the total cost of the calls for the interval
Incoming calls	the total number of calls received for the interval
Incoming duration (hh:mm:ss)	the total length of incoming calls handled for the interval
Incoming costs	the total cost of incoming calls handled for the interval
Outgoing calls	the total number of outgoing calls handled for the interval
Outgoing duration (hh:mm:ss)	the total duration of outgoing calls for the interval
Outgoing costs	the total cost of outgoing calls handled
Total	the total of each of the columns

Activity period	Total calls	Total duration (hh:mm:ss)	Total costs	Incoming calls	Incoming duration (hh:mm:ss)	Incoming costs	Outgoing calls	Outgoing duration (hh:mm:ss)	Outgoing costs
Sunday	10	00:04:29	\$0.00	10	00:04:29	\$0.00	0	00:00:00	\$0.00
Monday	340	26:11:36	\$7.63	195	11:28:47	\$0.00	145	14:42:49	\$7.63
Tuesday	341	25:33:19	\$11.56	223	11:40:28	\$0.00	118	13:52:51	\$11.56
Wednesday	313	21:49:03	\$4.85	216	10:26:08	\$0.00	97	11:22:55	\$4.85
Thursday	316	23:24:18	\$225.62	194	14:54:10	\$0.00	122	08:30:08	\$225.62
Friday	341	26:20:21	\$8.68	191	14:11:07	\$0.00	150	12:09:14	\$8.68
Saturday	0	00:00:00	\$0.00	0	00:00:00	\$0.00	0	00:00:00	\$0.00
<b>Total</b>	<b>1661</b>	<b>123:23:06</b>	<b>\$258.34</b>	<b>1029</b>	<b>62:45:09</b>	<b>\$0.00</b>	<b>632</b>	<b>60:37:57</b>	<b>\$258.34</b>

Figure 28: Extension Group Accounting by Interval

### *Extension Accounting by Interval by Call Type*

The Extension Accounting by Interval by Call Type report shows the activity by interval according to call type for a specific extension. This report can be generated by 15-, 30-, or 60-minute intervals, day of the week, day of the month, or by month for the calendar duration and days you specify. (See Figure 29.)

The Extension Accounting by Interval by Call Type report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Call type	the call type is determined by the carrier plan and the digits dialed
Total calls	the total number of calls handled for the interval, by call type
Cost	the total cost of the calls for the interval, by call type
Duration	the duration of the calls for the interval, by call type
Subtotal	the total of each of the columns by interval
Totals	the total of each of the columns

Activity period / Call type		Total calls	Cost	Duration
Sunday		0	\$0.00	00:00:00
	Subtotal	0	\$0.00	00:00:00
Monday	Inbound Call Type	8	\$0.00	01:39:48
	Internal	3	\$0.00	00:03:45
	Subtotal	11	\$0.00	01:43:33
Tuesday	Inbound Call Type	9	\$0.00	01:43:52
	Internal	1	\$0.00	00:00:25
	Local outbound	11	\$0.32	00:25:36
	Subtotal	21	\$0.32	02:09:53
Wednesday		0	\$0.00	00:00:00
	Subtotal	0	\$0.00	00:00:00
Thursday		0	\$0.00	00:00:00
	Subtotal	0	\$0.00	00:00:00
Friday		0	\$0.00	00:00:00
	Subtotal	0	\$0.00	00:00:00
Saturday		0	\$0.00	00:00:00
	Subtotal	0	\$0.00	00:00:00
Totals		32	\$0.32	03:53:26

Figure 29: Extension Accounting by Interval by Call Type

### *Extension and Extension Group Accounting by Phone Number/Location*

The Extension and Extension Group Accounting by Phone Number/Location reports show you all incoming and outgoing calls for an extension or extension group. This report can be generated for the calendar duration and days you specify. The report is sorted by phone number and location that was dialed (outbound) or from which the call originated (inbound). (See Figure 30.)

The Extension and Extension Group Accounting by Phone Number/Location report provides the following information:

REPORT FIELD	DESCRIPTION
Number dialed	the inbound/outbound digits dialed
Location	the location from where the call originated (for example, Kanata, Canada), or the name you associated to the phone number
Call type	the call type is determined by the carrier plan and the digits dialed
Total calls	the number of times each call type occurred
Duration	the total length of the call
Total costs	the cost of the telephone call
Total	the total of each of the columns

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Number dialed	Location	Call type	Total calls	Duration	Total costs
1168	Voicemail	Internal	2	00:02:17	\$0.00
1549	Hargaway, Ronnie	Internal	1	00:00:08	\$0.00
1583	Greenblat, Yost	Internal	1	00:01:56	\$0.00
2157767395	Philadelphia Zone 4, Pennsylvania, United States	Inbound Call Type	1	00:02:59	\$0.00
2236	Pittmore, Alanna	Internal	1	00:00:37	\$0.00
4407176600	Brecksville, Ohio, United States	Inbound Call Type	1	01:21:03	\$0.00
4847542424	Philadelphia Suburban Zone 30, Pennsylvania, United States	Inbound Call Type	1	00:27:40	\$0.00
5185637100	Plattsburgh, New York, United States	Inbound Call Type	1	00:00:24	\$0.00
5618045600	West Palm Beach, Florida, United States	Inbound Call Type	1	01:03:26	\$0.00
6133237983	Ottawa-hull, Ontario, Canada	Inbound Call Type	1	00:00:00	\$0.00
6318415200	Amityville, New York, United States	Inbound Call Type	1	00:06:44	\$0.00
6319309400	Central Islip, New York, United States	Inbound Call Type	1	00:10:27	\$0.00
7057218010	Barrie, Ontario, Canada	Inbound Call Type	1	00:48:36	\$0.00
7147089431	Santa Ana, California, United States	Inbound Call Type	1	00:03:23	\$0.00
7147544000	Santa Ana, California, United States	Inbound Call Type	1	00:10:10	\$0.00
7155773309	Eau Claire, Wisconsin, United States	Inbound Call Type	1	00:16:43	\$0.00
7812612523	Rockland, Massachusetts, United States	Inbound Call Type	9	01:41:15	\$0.00
8027483418	St Johnsbury, Vermont, United States	Inbound Call Type	1	00:21:43	\$0.00
8103648990	Port Huron, Michigan, United States	Inbound Call Type	1	00:11:59	\$0.00
8582182000	Poway, California, United States	Inbound Call Type	1	00:06:35	\$0.00
8606761957	Farmington, Connecticut, United States	Inbound Call Type	2	00:16:57	\$0.00
913	Schluderman, Elayne	Inbound Call Type	1	00:06:13	\$0.00
T1	Banares, Maria	Inbound Call Type	2	00:02:12	\$0.00
T8105	Kang, Susan	Inbound Call Type	2	02:29:46	\$0.00
T8106	Reyes, Marlon	Inbound Call Type	1	00:05:00	\$0.00
6133237983	Ottawa-hull, Ontario, Canada	Local outbound	1	00:01:47	\$0.02
6138257709	Jockvale, Ontario, Canada	Local outbound	2	00:02:33	\$0.03
15137660353	Cincinnati, Ohio, United States	North America Long Distance	1	00:00:41	\$0.04
18606812842	Southington, Connecticut, United States	North America Long Distance	2	00:01:11	\$0.08
17819560108	Norwood, Massachusetts, United States	North America Long Distance	4	00:01:49	\$0.16
16105324700	Philadelphia Suburban Zone 14, Pennsylvania, United States	North America Long Distance	3	00:03:30	\$0.20
12157767395	Philadelphia Zone 4, Pennsylvania, United States	North America Long Distance	2	00:05:07	\$0.24
6138431636	Jockvale, Ontario, Canada	Local outbound	5	00:54:10	\$0.57
<b>Total</b>	-	-	<b>57</b>	<b>11:09:01</b>	<b>\$1.34</b>

Figure 30: Extension Accounting by Phone Number and Location

### *Extension and Extension Group Accounting Summary*

The Extension and Extension Group Accounting Summary reports show the total and average call activity and cost by extension or extension group. This report can be generated for the calendar duration and days you specify. It reports the call statistics in hours, minutes, and seconds. (See Figure 31.)

The Extension and Extension Group Accounting Summary report provides the following information:

REPORT FIELD	DESCRIPTION
Call type	the call type is determined by the carrier plan and the digits dialed
Total calls	the total number of calls handled
Cost	the total cost of calls
Duration	the total length of the call
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Totals	the total of each of the columns

Call type	Total calls	Cost	Duration	Average cost	Average duration (hh:mm:ss)
Inbound Call Type	17	\$0.00	03:23:40	\$0.00	00:11:59
Local outbound	11	\$0.32	00:25:36	\$0.03	00:02:20
Internal	4	\$0.00	00:04:10	\$0.00	00:01:03
<b>Totals</b>	<b>32</b>	<b>\$0.32</b>	<b>03:53:26</b>	<b>\$0.01</b>	<b>00:07:18</b>

Figure 31: Extension Accounting Summary



### *Extension and Extension Group Accounting Toll Fraud*

The Extension and Extension Group Accounting Toll Fraud reports show the toll fraud activity by extension and extension group. (See Figure 32.)

The Extension and Extension Group Accounting Toll Fraud report provides the following information:

REPORT FIELD	DESCRIPTION
Call start time	the date and time of the initiation of the call
Number dialed	the inbound/outbound digits dialed
Location	the location from where the call originated (for example, Kanata, Canada), or the name you associated to the phone number
Call type	the call type is determined by the carrier plan and the digits dialed
Toll fraud type	the type of toll fraud detected. 'Cost exceeds fraud maximum' displays when the call cost surpasses the set toll fraud cost threshold. Call to restricted number' displays when a call is made to a digit pattern flagged as toll fraud.
Duration	the length of the call
Cost	the cost of the telephone call
Total	the total of each of the columns

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Call start time	Number dialed	Location	Call type	Toll fraud type	Duration	Cost
11/16/2013 4:54:00 PM	6135922122	Kanata-stittsville, Ontario, Canada	Local outbound	Cost exceeds fraud maximum	01:23:13	\$7.50
11/21/2013 12:02:00 PM	6135922122	Kanata-stittsville, Ontario, Canada	Local outbound	Cost exceeds fraud maximum	01:17:52	\$7.02
11/6/2013 10:28:00 AM	6135922122	Kanata-stittsville, Ontario, Canada	Local outbound	Cost exceeds fraud maximum	01:13:42	\$6.64
11/10/2013 11:58:00 AM	6135922122	Kanata-stittsville, Ontario, Canada	Local outbound	Cost exceeds fraud maximum	01:11:17	\$6.42
11/15/2013 1:55:00 PM	12482762724	Pontiac, Michigan, United States	In-state outbound long distance	Cost exceeds fraud maximum	01:28:01	\$6.17
11/23/2013 2:31:00 PM	6135922122	Kanata-stittsville, Ontario, Canada	Local outbound	Cost exceeds fraud maximum	01:03:07	\$5.69
11/22/2013 1:59:00 PM	6135922122	Kanata-stittsville, Ontario, Canada	Local outbound	Cost exceeds fraud maximum	00:58:55	\$5.31
11/7/2013 9:30:00 AM	6135922122	Kanata-stittsville, Ontario, Canada	Local outbound	Cost exceeds fraud maximum	00:58:20	\$5.26
11/8/2013 10:00:00 AM	6135922122	Kanata-stittsville, Ontario, Canada	Local outbound	Cost exceeds fraud maximum	00:56:17	\$5.07
11/24/2013 8:56:00 AM	19055014633	Cooksville, Greater Toronto Area, Canada	Toll Fraud	Call to restricted number	00:05:38	\$0.40
11/20/2013 12:32:00 PM	16035603531	Salem, New Hampshire, United States	Toll Fraud	Call to restricted number	00:04:38	\$0.33
11/9/2013 8:28:00 AM	19055014633	Cooksville, Greater Toronto Area, Canada	Toll Fraud	Call to restricted number	00:02:23	\$0.17
11/23/2013 4:21:00 PM	16053486529	Rapid City, South Dakota, United States	Toll Fraud	Call to restricted number	00:02:10	\$0.16
11/10/2013 10:01:00 AM	19055171430	Hamilton, Greater Toronto Area, Canada	Toll Fraud	Call to restricted number	00:02:06	\$0.15
11/13/2013 1:43:00 PM	14163555469	Toronto, Ontario (Toronto Metro), Canada	Toll Fraud	Call to restricted number	00:01:50	\$0.13
11/20/2013 11:52:00 AM	16035603531	Salem, New Hampshire, United States	Toll Fraud	Call to restricted number	00:01:10	\$0.09
11/15/2013 3:35:00 PM	19055014634	Cooksville, Greater Toronto Area, Canada	Toll Fraud	Call to restricted number	00:00:42	\$0.05
<b>Total</b>	-	-	-	-	<b>10:51:21</b>	<b>\$56.56</b>

Figure 32: Extension Accounting Toll Fraud

### *Extension and Extension Group Accounting Trace*

The Extension and Extension Group Accounting Trace report shows calls sent to and received by the extension. It lists the call type and cost. (See Figure 33.)

**NOTE:** Calls display as two segments in Trace reports if you use route optimization. The first segment indicates the pre-optimized talk time (indicated by an r in the SMDR record), and the second segment indicates the post-optimized talk time (indicated by an R in the SMDR record). In Trace reports, combining the talk time for these two segments represents the length of the call.

The Extension and Extension Group Accounting Trace report provides the following information:

REPORT FIELD	DESCRIPTION
Call start time	the date and time of the initiation of the call
Phone number	the inbound/outbound digits dialed
Location	the location from where the call originated (for example, Kanata, Canada), or the name you associated to the phone number
Call type	the call type is determined by the carrier plan and the digits dialed
Call rate	the cost of the call for the duration. The call rate is determined by the carrier plan and the digits dialed
Duration	the total length of the call
Cost	the cost of the telephone call
Trunk	the communication line between two switching systems
DNIS	The DNIS reporting number, as programmed in YourSite Explorer, representing the number the caller dialed
Account Code	the Account Code entered for this segment of the call
Third party	the extension or phone number to which the call was transferred (if applicable)

REPORT FIELD	DESCRIPTION
Third party device type	the type of device to which the call was transferred (if applicable)
Caller ID	the phone number the caller is calling from (if available)
Totals	the total of each of the columns

Call start time	Phone Number	Location	Call type	Call rate	Duration	Cost	Trunk	DNIS	Account Code	Third party	Third party device type	Caller ID
11-10-2013 11:56:41 AM	1317	Smith,Jason	Internal	internal	00:00:17	\$0.00						
11-10-2013 11:56:57 AM	1317	Smith,Jason	Internal	internal	00:00:26	\$0.00						
11-10-2013 11:57:35 AM	177	177	Internal	internal	00:01:11	\$0.00						
11-10-2013 3:24:56 PM	6138361438	Kanata-stittsville,Ontario,Canada	Inbound Call Type	Toll Free	00:15:10	\$0.00	8104	7777				
11-15-2013 12:46:13 PM	7808805825	Fort McMurray,Northern Alberta (Edmonton),Canada	Inbound Call Type	Toll Free	00:00:47	\$0.00	8102	7777				
11-16-2013 11:30:04 AM	6162914408	Grand Rapids,Michigan,United States	Inbound Call Type	Toll Free	00:09:25	\$0.00	8111	7777				
<b>Totals</b>					<b>00:27:16</b>	<b>\$0.00</b>						

Figure 33: Extension Accounting Trace

### *Extension Group Accounting by Extension*

The Extension Group Accounting by Extension report shows the activity of each extension of a specific extension group for the shift duration and days you specify. (See Figure 34.)

The Extension Group Accounting by Extension report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the reporting number of the extension
Full name	the name of the person or group to which that extension is assigned
Total calls	the total number of calls handled
Total costs	the total cost of the calls
Total duration (hh:mm:ss)	the total length of time for all calls handled
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Totals	the total of each of the columns

Reporting	Full name	Total calls	Total costs	Total duration (hh:mm:ss)	Average cost	Average duration (hh:mm:ss)
1489	Tott, Judy	24	\$0.00	00:02:21	\$0.00	00:00:06
1328	Carter, Steve	91	\$2.49	20:56:49	\$0.03	00:13:49
1446	Doss, Vlad	7	\$0.00	00:00:38	\$0.00	00:00:05
1441	Berkfin, Sandy	6	\$0.18	00:16:31	\$0.03	00:02:45
1399	Mantha, Floyd	1	\$0.00	00:00:01	\$0.00	00:00:01
1317	Vedi, Ella	6	\$0.02	00:04:04	\$0.00	00:00:41
<b>Totals</b>	<b>68</b>	<b>136</b>	<b>\$3.07</b>	<b>21:11:18</b>	<b>\$0.06</b>	<b>0:18:30</b>

Figure 34: Extension Group Accounting by Extension

### *Extension Group Accounting by Extension by Call Type*

The Extension Group Accounting by Extension by Call Type report shows the activity of each extension based on call types for the shift duration and days you specify. (See Figure 35.)

The Extension Group Accounting by Extension by Call Type report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the reporting number of the extension
Full name	the name of the person or group to which that extension is assigned
Call type	the call type is determined by the carrier plan and the digits dialed
Total calls	the total number of calls handled by the extension, by call type
Cost	the total cost for calls handled by the extension, by call type
Total duration (hh:mm:ss)	the total duration of the calls handled by the extension, by call type
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Totals	the total of each of the columns



Reporting	Full name	Call type	Total calls	Cost	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)
1515	Furfle, John	International outbound	1	\$1.21	00:24:01	00:24:01
		North America Long Distance	2	\$0.36	00:07:53	00:03:57
		Subtotal	3	\$1.57	00:31:54	00:10:38
		North America Long Distance	4	\$0.40	00:07:21	00:01:50
		Local outbound	2	\$0.03	00:01:52	00:00:56
		Subtotal	9	\$0.43	00:10:46	00:01:12
		Local outbound	1	\$0.06	00:05:14	00:05:14
		Subtotal	3	\$0.06	00:16:37	00:05:32
1417	Lexmin, John	Local outbound	1	\$0.02	00:01:07	00:01:07
		Subtotal	1	\$0.02	00:01:07	00:01:07
1441	Cronstill, Barb	Local outbound	1	\$0.15	00:14:25	00:14:25
		Subtotal	2	\$0.15	00:14:31	00:07:16
1357	Richmond, Harley	Local outbound	1	\$0.01	00:00:09	00:00:09
		Subtotal	1	\$0.01	00:00:09	00:00:09
		International outbound	5	\$1.63	00:03:23	00:00:41
		North America Long Distance	10	\$1.49	02:08:57	00:12:54
		Local outbound	5	\$0.18	00:15:42	00:03:08
		Subtotal	32	\$3.30	02:53:37	00:05:26
		North America Long Distance	4	\$0.56	00:12:25	00:03:06
		Subtotal	19	\$0.56	01:23:37	00:04:24
		North America Long Distance	4	\$0.16	00:02:52	00:00:43
		Local outbound	4	\$0.53	00:50:47	00:12:42
Subtotal	14	\$0.69	05:33:54	00:23:51		
1132	Fong, Raymond	Local outbound	2	\$0.11	00:09:41	00:04:51
		Subtotal	2	\$0.11	00:09:41	00:04:51
		Local outbound	1	\$0.02	00:01:40	00:01:40
		Subtotal	10	\$0.02	00:51:18	00:05:08
Totals			342	\$11.56	26:32:37	00:04:39

Figure 35: Extension Group Accounting by Extension by Call Type

### TRUNK REPORTS

Business Reporter Trunk reports on individual trunks and trunk groups provide an indication of call activity and call costs by trunk.

The Business Reporter Trunk reports are listed below:

- Trunk and Trunk Group Accounting by Interval
- Trunk Accounting by Interval by Call Type
- Trunk and Trunk Group Accounting Performance by Interval
- Trunk and Trunk Group Accounting Summary
- Trunk and Trunk Group Accounting Trace
- Trunk Group Accounting Busy Minutes With Cost
- Trunk Group Accounting by Trunk
- Trunk Group Accounting by Trunk by Call Type
- Trunk Group Accounting Performance by Trunk

### *Trunk and Trunk Group Accounting by Interval*

The Trunk and Trunk Group Accounting by Interval reports show call activity and call cost by trunk and trunk group. By selecting the applicable report interval, you choose the time parameters for which you want to create the report (by 15-, 30-, or 60-minute intervals, by day of the week, by day of the month, or by month) for the shift duration and days you specify. (See Figure 36.)

The Trunk and Trunk Group Accounting by Interval reports provide the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Total calls	the total number of calls handled for the interval
Total duration (hh:mm:ss)	the total length of calls handled for the interval
Total costs	the total cost of the calls for the interval
Incoming calls	the number of incoming calls
Incoming duration (hh:mm:ss)	the total length of incoming calls handled for the interval
Incoming costs	the total cost of incoming calls handled for the interval
Outgoing calls	the total number of outgoing calls handled for the interval
Outgoing duration (hh:mm:ss)	the total duration of outgoing calls for the interval
Outgoing costs	the total cost of outgoing calls handled for the interval
Total	the total of each of the columns

Activity period	Total calls	Total duration (hh:mm:ss)	Total costs	Incoming calls	Incoming duration (hh:mm:ss)	Incoming costs	Outgoing calls	Outgoing duration (hh:mm:ss)	Outgoing costs
Sunday	18	00:30:36	\$0.00	18	00:30:36	\$0.00	0	00:00:00	\$0.00
Monday	67	08:14:27	\$0.00	67	08:14:27	\$0.00	0	00:00:00	\$0.00
Tuesday	60	09:09:45	\$0.06	58	05:45:32	\$0.00	2	03:24:13	\$0.06
Wednesday	61	07:55:54	\$0.00	61	07:55:54	\$0.00	0	00:00:00	\$0.00
Thursday	82	06:52:55	\$0.00	82	06:52:55	\$0.00	0	00:00:00	\$0.00
Friday	68	09:05:17	\$0.00	68	09:05:17	\$0.00	0	00:00:00	\$0.00
Saturday	4	00:17:57	\$0.00	4	00:17:57	\$0.00	0	00:00:00	\$0.00
<b>Total</b>	<b>360</b>	<b>42:06:51</b>	<b>\$0.06</b>	<b>358</b>	<b>38:42:38</b>	<b>\$0.00</b>	<b>2</b>	<b>03:24:13</b>	<b>\$0.06</b>

Figure 36: Trunk Accounting by Interval

### *Trunk Accounting by Interval by Call Type*

The Trunk Accounting by Interval by Call Type report shows each trunk by call type for the interval you specify. (See Figure 37.)

The Trunk Accounting by Interval by Call Type reports provide the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Call type	the call type is determined by the carrier plan and the digits dialed
Total calls	the total number of calls handled by the extension, by call type
Total costs	the total cost of the calls for the interval, by call type
Total duration (hh:mm:ss)	the duration of the calls for the interval, by call type
Subtotal	the total of each of the columns by interval
Totals	the total of each of the columns

Activity period	Call type	Total calls	Total costs	Total duration (hh:mm:ss)
Wednesday	International outbound	2	\$0.16	00:29:29
	Local outbound	19	\$0.37	00:25:56
	North America Long Distance	25	\$4.88	03:31:30
	<b>Subtotal</b>	46	\$5.41	04:26:55
Thursday	International outbound	2	\$222.12	01:15:33
	Local outbound	36	\$0.76	00:53:13
	North America Long Distance	18	\$1.88	01:40:48
	<b>Subtotal</b>	56	\$224.76	03:49:34
Friday	Inbound Call Type	5	\$0.00	00:34:17
	Local outbound	25	\$1.24	01:51:44
	North America Long Distance	20	\$1.84	01:46:08
	<b>Subtotal</b>	50	\$3.08	04:12:09
<b>Totals</b>		<b>152</b>	<b>\$233.25</b>	<b>12:28:38</b>

Figure 37: Trunk Accounting by Interval by Call Type

### *Trunk and Trunk Group Accounting Performance by Interval*

The Trunk and Trunk Group Accounting Performance by Interval reports show the call activity and call cost by trunk and trunk group by 15-, 30-, or 60-minute intervals, by day of the week, by day of the month, or by month for the shift duration and days you specify. (See Figure 38.)

The Trunk and Trunk Group Accounting Performance by Interval reports provide the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Total duration (hh:mm:ss)	the total length of time for all calls handled
Total costs	the total cost of the calls
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Outgoing calls	the total number of outgoing calls handled for the interval
Calls abandoned	the total number of calls abandoned before they were answered
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and ringing time)
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)

REPORT FIELD	DESCRIPTION
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Total	the total of each of the columns



Activity period	Total duration (hh:mm:ss)	Total costs	ACD calls handled	Non ACD calls handled	Outgoing calls	Calls Abandoned	Average Speed of Answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
Sunday	00:00:00	\$0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Monday	63:05:31	\$0.00	69	286	189	3	00:01:33	00:00:02	23:12:42	00:20:11	13:22:54	00:02:48	26:29:55	00:08:25
Tuesday	71:15:51	\$3.84	68	288	209	3	00:03:55	00:00:12	24:11:23	00:21:21	18:13:18	00:03:48	28:51:10	00:08:17
Wednesday	49:26:45	\$203.32	76	304	196	1	00:00:17	00:00:00	19:06:19	00:15:05	14:42:25	00:02:54	15:38:01	00:04:47
Thursday	55:12:23	\$4.23	63	311	210	1	00:02:30	00:00:06	21:03:50	00:20:04	17:49:54	00:03:26	16:18:39	00:04:40
Friday	56:33:34	\$0.48	52	283	221	1	00:03:18	00:00:24	21:40:36	00:25:01	13:36:50	00:02:53	21:16:08	00:05:46
Saturday	00:00:00	\$0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
<b>Total</b>	<b>295:34:04</b>	<b>\$211.87</b>	<b>328</b>	<b>1472</b>	<b>1025</b>	<b>9</b>	<b>00:02:12</b>	<b>00:00:08</b>	<b>109:14:50</b>	<b>00:19:59</b>	<b>77:45:21</b>	<b>00:03:10</b>	<b>108:33:53</b>	<b>00:06:21</b>

Figure 38: Trunk Group Accounting Performance by Interval

### *Trunk and Trunk Group Accounting Summary*

The Trunk and Trunk Group Accounting Summary reports show the total call activity and call cost by trunk in a trunk group for the shift duration and days you specify. It reports the call statistics in hours, minutes, and seconds, and provides call counts across subscribers. (See Figure 39.)

The Trunk and Trunk Group Accounting Summary reports provide the following information:

REPORT FIELD	DESCRIPTION
Call type	the call type is determined by the carrier plan and the digits dialed
Total calls	the total number of calls handled
Cost	the total cost of the calls
Duration	the total length of time for all calls handled
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Totals	the total of each of the columns

Call type	Total calls	Cost	Duration	Average cost	Average duration (hh:mm:ss)
Inbound Call Type	657	\$0.00	180:36:25	\$0.00	00:16:30
International outbound	21	\$411.80	06:23:44	\$0.26	00:18:16
North America Long Distance	372	\$63.85	66:45:33	\$0.04	00:10:46
Local outbound	535	\$17.59	24:16:47	\$0.01	00:02:43
<b>Totals</b>	<b>1585</b>	<b>\$493.24</b>	<b>278:02:29</b>	<b>\$0.31</b>	<b>00:10:32</b>

Figure 39: Trunk Group Accounting Summary

### *Trunk and Trunk Group Accounting Trace*

The Trunk and Trunk Group Accounting Trace shows each trunk trace by trunk you specify. (See Figure 40.)

**NOTE:** Calls display as two segments in Trace reports if you use route optimization. The first segment indicates the pre-optimized talk time (indicated by an r in the SMDR record), and the second segment indicates the post-optimized talk time (indicated by an R in the SMDR record). In Trace reports, combining the talk time for these two segments represents the length of the call.

The Trunk and Trunk Group Accounting Trace reports provide the following information:

REPORT FIELD	DESCRIPTION
Reporting	the trunk or trunk group's reporting number
Full name	the trunk or trunk group's name
Call start time	the date and time of the initiation of the call
Total costs	the cost of the telephone call
Total duration (hh:mm:ss)	the total length of the call
Phone number	the inbound/outbound digits dialed
Location	the location from where the call originated (for example, Kanata, Canada), or the name you associated to the phone number
Call type	the call type is determined by the carrier plan and the digits dialed
Call rate	the cost of the call for the duration. The call rate is determined by the carrier plan and the digits dialed
DNIS	The DNIS reporting number, as programmed in YourSite Explorer, representing the number the caller dialed
Account Code	the Account Code entered for this segment of the call
Third party	the extension or phone number to which the call was transferred (if applicable)

REPORT FIELD	DESCRIPTION
Third party device type	the type of device to which the call was transferred (if applicable)
Caller ID	the phone number the caller is calling from (if available)
Totals	the total of each of the columns

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Reporting	Full name	Call start time	Total costs	Total duration (hh:mm:ss)	Phone Number	Location	Call type	Call rate	DNIS	Account Code	Third party	Third party device type	Caller ID
8112	T8112	11-10-2013 8:15:02 AM	\$3.31	01:06:08	011442078014510	London,United Kingdom	International outbound	Rate 5 cents					011442078014510
8111	T8111	11-10-2013 8:20:55 AM	\$0.01	00:00:06	6133874067	Seeley's Bay,Ontario,Canada	Local outbound	LocalOut					6133874067
		11-10-2013 8:21:18 AM	\$1.08	00:26:32	16133874067	Seeley's Bay,Ontario,Canada	North America Long Distance	default					16133874067
8101	T8101	11-10-2013 8:23:02 AM	\$0.00	00:00:45	6132370098	Ottawa-hull,Ontario,Canada	Inbound Call Type	Toll Free	7777				6132370098
<b>Totals</b>		<b>279:40:08</b>	<b>\$4.39</b>	<b>1:33:00</b>									

**Figure 40: Trunk Group Accounting Trace**

### *Trunk Group Accounting Busy Minutes With Cost*

The Trunk Group Accounting Busy Minutes With Cost report shows the trunk busy minutes with cost by trunk group. (See Figure 41.)

The Trunk Group Accounting Busy Minutes With Cost report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Total members	the total number of trunks in the trunk group
Members with traffic	the number of trunks that had at least one call in a connected state during this activity period
Peak trunks used	the maximum number of trunks that were simultaneously busy during this activity period
Number of busy minutes	the number of minutes that the peak trunks used equaled the number of programmed trunks
Cost	the cost incurred by the trunk group
Totals	the total of each of the columns

Activity period	Total Members	Members with Traffic	Peak trunks used	Number of busy minutes	Cost
Sunday	23	2	2	0	\$0.09
Monday	23	16	15	0	\$187.21
Tuesday	23	21	18	0	\$32.47
Wednesday	23	13	13	0	\$14.75
Thursday	23	15	14	0	\$239.17
Friday	23	16	15	0	\$19.64
Saturday	23	2	2	0	\$0.09
<b>Totals</b>	<b>23</b>	<b>21</b>	<b>18</b>	<b>0</b>	<b>\$493.42</b>

Figure 41: Trunk Group Accounting Busy Minutes With Cost



### *Trunk Group Accounting by Trunk*

The Trunk Group Accounting by Trunk report shows the activity of each trunk of the selected trunk group. (See Figure 42.)

The Trunk Group Accounting by Trunk report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the identification number of the trunk
Full name	the identification name of the trunk that is reporting
Total calls	the total number of calls handled
Total cost	the total cost of the calls
Total duration (hh:mm:ss)	the total length of time for all calls handled
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Total	the total of each of the columns

Reporting	Full name	Total calls	Total costs	Total duration (hh:mm:ss)	Average cost	Average duration (hh:mm:ss)
8115	T8115	1	\$0.08	00:01:49	\$0.08	00:01:49
8116	T8116	1	\$0.00	00:00:41	\$0.00	00:00:41
8116	T8116	4	\$0.29	00:26:23	\$0.07	00:06:36
8116	T8116	3	\$0.00	00:50:32	\$0.00	00:16:51
8117	T8117	1	\$0.00	00:00:28	\$0.00	00:00:28
8117	T8117	2	\$1.76	00:43:00	\$0.88	00:21:30
8118	T8118	1	\$0.00	00:06:30	\$0.00	00:06:30
8119	T8119	1	\$0.00	00:01:47	\$0.00	00:01:47
8120	T8120	0	\$0.00	00:01:46	\$0.00	00:00:00
8121	T8121	0	\$0.00	00:03:00	\$0.00	00:00:00
	<b>Total</b>	<b>14</b>	<b>\$12.61</b>	<b>1:40:10</b>	<b>\$1.03</b>	<b>00:10:31</b>

Figure 42: Trunk Group Accounting by Trunk

### *Trunk Group Accounting by Trunk by Call Type*

The Trunk Group Accounting by Trunk by Call Type reports show each trunk by call type for the trunk group you specify. (See Figure 43.)

The Trunk Group Accounting by Trunk by Call Type report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the reporting number of the extension
Full name	the identification name of the trunk that is reporting
Call type	the call type is determined by the carrier plan and the digits dialed
Total calls	the total number of calls handled by the trunk, by call type
Total costs	the total cost of the calls handled by the trunk, by call type
Duration	the duration of the calls for the interval, by call type
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Totals	the total of each of the columns

Reporting / Full name / Call type			Total calls	Total costs	Duration	Average duration (hh:mm:ss)
8101	T8101	Inbound Call Type	149	\$0.00	37:44:10	00:15:12
		North America Long Distance	1	\$0.00	03:18:29	03:18:29
		Local outbound	1	\$0.06	00:05:44	00:05:44
8102	T8102	Inbound Call Type	122	\$0.00	33:04:45	00:16:16
		North America Long Distance	3	\$0.80	00:19:25	00:06:28
		Subtotal	125	\$0.80	33:24:10	00:16:16
Totals			276	\$1.66	73:40:10	00:15:12

Figure 43: Trunk Group Accounting by Trunk by Call Type

### *Trunk Group Accounting Performance by Trunk*

The Trunk Group Accounting Performance by Trunk report shows the performance of each trunk for the selected trunk group. (See Figure 44.)

The Trunk Group Accounting Performance by Trunk report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the identification number of the trunk
Full name	the identification name of the trunk that is reporting
Total duration (hh:mm:ss)	the total length of the calls
Total costs	the total cost of the calls
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Outgoing calls	the number of outbound calls
Calls abandoned	the total number of calls abandoned before they were answered
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and ringing time)
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)

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REPORT FIELD	DESCRIPTION
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Reporting	Full name	Total duration (hh:mm:ss)	Total costs	ACD calls handled	Non ACD calls handled	Outgoing calls	Calls abandoned	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
8101	T8101	42:46:50	\$0.06	88	378	2	2	00:02:12	00:00:12	24:30:58	00:16:43	14:51:37	00:02:22	03:24:15	01:42:08
8102	T8102	34:28:16	\$0.80	56	259	3	1	00:02:12	00:00:24	15:17:19	00:16:23	18:51:30	00:04:22	00:19:27	00:06:29
8103	T8103	28:13:43	\$0.17	49	205	5	2	00:02:12	00:00:03	15:37:44	00:19:08	09:01:24	00:02:38	03:34:35	00:42:55
8104	T8104	25:08:16	\$0.18	38	142	3	1	00:02:12	00:00:01	17:02:29	00:26:54	08:01:34	00:03:23	00:04:13	00:01:24
8105	T8105	21:28:42	\$0.10	22	120	10	3	00:02:12	00:00:06	13:38:55	00:37:13	07:44:44	00:03:52	00:05:03	00:00:30
8106	T8106	13:30:17	\$1.46	28	122	16	0	00:02:12	00:00:00	07:24:02	00:15:52	05:24:16	00:02:39	00:41:59	00:02:37
8107	T8107	15:35:39	\$1.25	12	82	31	0	00:02:12	00:00:00	05:36:29	00:28:02	05:17:12	00:03:52	04:41:58	00:09:06
8108	T8108	10:40:03	\$11.66	9	52	65	0	00:02:12	00:00:00	01:57:38	00:13:04	01:45:35	00:02:02	06:56:50	00:06:25
8109	T8109	15:00:29	\$8.75	7	37	104	0	00:02:12	00:00:00	02:19:36	00:19:57	00:54:09	00:01:28	11:46:44	00:06:48
8110	T8110	19:32:34	\$189.54	4	17	153	0	00:02:12	00:00:00	01:12:13	00:18:03	01:53:11	00:06:39	16:27:10	00:06:27
8111	T8111	22:38:25	\$241.51	4	16	290	0	00:02:12	00:00:00	01:49:15	00:27:19	01:06:43	00:04:10	19:42:27	00:04:05
8112	T8112	36:48:07	\$28.92	0	3	310	0	00:00:00	00:00:00	00:00:00	00:00:00	00:04:19	00:01:26	36:43:48	00:07:07
8113	T8113	05:29:47	\$4.95	4	16	16	0	00:02:12	00:00:00	01:51:00	00:27:45	00:41:58	00:02:37	02:56:49	00:11:03
8114	T8114	02:43:19	\$3.54	2	14	12	0	00:02:12	00:00:00	00:07:52	00:03:56	01:03:06	00:04:30	01:32:21	00:07:42
8115	T8115	01:51:52	\$0.32	4	16	6	0	00:02:12	00:00:00	00:43:55	00:10:59	00:43:44	00:02:44	00:24:13	00:04:02
8116	T8116	01:18:50	\$0.29	0	4	5	0	00:00:00	00:00:00	00:00:00	00:00:00	00:51:33	00:12:53	00:27:17	00:05:27
8117	T8117	00:43:37	\$1.76	0	1	2	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:28	00:00:28	00:43:09	00:21:35
8118	T8118	00:06:30	\$0.00	1	1	0	0	00:02:12	00:00:00	00:05:25	00:05:25	00:01:05	00:01:05	00:00:00	00:00:00
8119	T8119	00:01:47	\$0.00	0	1	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:01:47	00:01:47	00:00:00	00:00:00
8120	T8120	00:01:59	\$0.00	0	1	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:01:59	00:01:59	00:00:00	00:00:00
8121	T8121	00:03:27	\$0.00	0	1	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:03:27	00:03:27	00:00:00	00:00:00
8122	T8122	00:00:00	\$0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
8123	T8123	00:00:00	\$0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Totals		298:12:29	\$495.26	328	1488	1033	9	00:02:12	00:00:08	109:14:50	00:19:59	78:25:21	00:03:10	110:32:18	00:06:25

Figure 44: Trunk Group Accounting Performance by Trunk

### EMPLOYEE REPORTS

Business Reporter Employee reports on individual employees and employee groups provide an indication of call activity and call costs by employee.

The Business Reporter Employee reports are listed below

- Employee and Employee Group Accounting by Account Code
- Employee and Employee Group Accounting by Extension
- Employee and Employee Group Accounting by Interval
- Employee Accounting by Interval by Call Type
- Employee and Employee Group Accounting by Phone Number/Location
- Employee and Employee Group Accounting Summary
- Employee and Employee Group Accounting Toll Fraud
- Employee and Employee Group Accounting Trace
- Employee and Employee Group Accounting-Billing Comparison
- Employee Group Accounting by Employee
- Employee Group Accounting by Employee by Call Type
- Employee Group Accounting by Extension - Detailed
- Employee Group Accounting Trace with Subtotals



### *Employee and Employee Group Accounting by Account Code*

The Employee and Employee Group Accounting by Account Code report shows Account Codes used by the employee. It lists the call type and cost. (See Figure 45.)

The Employee and Employee Group Accounting by Account Code report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the Account Code entered for this segment of the call
Full name	the name of the Account Code
Total calls	the total number of calls handled
Total costs	the total cost of the calls
Total duration (hh:mm:ss)	the total amount of time, including hold, between when an Account Code was entered and when the contact was either completed, tagged with another Code, or when the agent logged off  <b>NOTE:</b> For Classification Codes, this statistic includes transfer time and the time calls were handled at other extensions.
Totals	the total of each of the columns

Reporting	Full Name	Total calls	Total costs	Total duration (hh:mm:ss)
-1	Non Compliant	0	\$3.00	00:40:34
Totals	1	0	\$3.00	00:40:34

Figure 45: Employee Accounting by Account Code

### *Employee and Employee Group Accounting by Extension*

The Employee and Employee Group Accounting by Extension reports compare the call costing data distributed across the extensions of a single employee or employee group for the shift duration and days you specify. It reports the call statistics in hours, minutes, and seconds, and provides call counts. (See Figure 46.)

These reports contain data for all extensions credited to an employee. If an employee used an extension aside from one they are currently associated with, that extension will appear in the report. If an employee used an extension that is not programmed in YourSite Explorer, then the extensions will appear as in the report with a blank entry in the Reporting and Full name fields.

The Employee and Employee Group Accounting by Extension reports provide the following information:

REPORT FIELD	DESCRIPTION
Reporting	the reporting number of the extension
Full name	the name of the person or group to which that extension is assigned
Total calls	the total number of calls handled
Total costs	the total cost of the calls
Total duration (hh:mm:ss)	the total length of time for all calls handled
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Total	the total of each of the columns

Reporting	Full name	Total calls	Total costs	Total duration (hh:mm:ss)	Average cost	Average duration (hh:mm:ss)
1164	Smith,Jason	88	\$4.58	13:57:29	\$0.05	00:09:31
1260	Smith,Jason	6	\$0.00	00:27:16	\$0.00	00:04:33
	<b>Total</b>	<b>94</b>	<b>\$4.58</b>	<b>14:24:45</b>	<b>\$0.05</b>	<b>00:09:12</b>

Figure 46: Employee Accounting by Extension

### *Employee and Employee Group Accounting by Interval*

The Employee and Employee Group Accounting by Interval reports show the call activity and call cost by employee and employee group. By selecting the applicable report interval, you choose the time parameters for which you want to create the report (by 15-, 30-, or 60-minute intervals, by day of the week, by day of the month, or by month) for the shift duration and days you specify. (See Figure 47.)

The Employee and Employee Group Accounting by Interval reports provide the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Total calls	the total number of calls handled for the interval
Total duration (hh:mm:ss)	the duration of the calls for the interval
Total costs	the total cost of the calls for the interval
Incoming calls	the total number of calls received for the interval
Incoming duration (hh:mm:ss)	the total length of incoming calls handled for the interval
Incoming costs	the total length of incoming calls handled for the interval
Outgoing calls	the total number of outgoing calls handled for the interval
Outgoing duration (hh:mm:ss)	the total duration of outgoing calls for the interval
Outgoing costs	the total cost of outgoing calls handled for the interval
Totals	the total of each of the columns

Activity period	Total calls	Total duration (hh:mm:ss)	Total costs	Incoming calls	Incoming duration (hh:mm:ss)	Incoming costs	Outgoing calls	Outgoing duration (hh:mm:ss)	Outgoing costs
Sunday	0	00:00:00	\$0.00	0	00:00:00	\$0.00	0	00:00:00	\$0.00
Monday	17	02:21:06	\$0.00	13	01:10:38	\$0.00	4	01:10:28	\$0.00
Tuesday	20	01:33:02	\$0.56	14	01:17:29	\$0.00	6	00:15:33	\$0.56
Wednesday	25	04:54:54	\$1.80	13	01:39:11	\$0.00	12	03:15:43	\$1.80
Thursday	15	02:18:55	\$0.44	10	01:14:18	\$0.00	5	01:04:37	\$0.44
Friday	17	03:16:48	\$1.78	7	00:51:42	\$0.00	10	02:25:06	\$1.78
Saturday	0	00:00:00	\$0.00	0	00:00:00	\$0.00	0	00:00:00	\$0.00
<b>Totals</b>	<b>94</b>	<b>14:24:45</b>	<b>\$4.58</b>	<b>57</b>	<b>06:13:18</b>	<b>\$0.00</b>	<b>37</b>	<b>08:11:27</b>	<b>\$5</b>

Figure 47: Employee Accounting by Interval

### *Employee Accounting by Interval by Call Type*

The Employee Accounting by Interval by Call Type report shows each employee by call type for the interval you specify. (See Figure 48.)

The Employee Accounting by Interval by Call type report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Call type	the call type is determined by the carrier plan and the digits dialed
Total calls	the total number of calls handled
Total costs	the total cost of calls
Total duration (hh:mm:ss)	the total length of the call
Totals	the total of each of the columns

Activity period / Call type		Total calls	Total costs	Total duration (hh:mm:ss)
Sunday		0	\$0.00	00:00:00
	<b>Subtotal</b>	0	\$0.00	00:00:00
Monday	Inbound Call Type	11	\$0.00	01:00:42
	Internal	4	\$0.00	00:11:37
	North America Long Distance	2	\$0.00	01:08:47
	<b>Subtotal</b>	17	\$0.00	02:21:06
Tuesday	Inbound Call Type	14	\$0.00	01:17:29
	Internal	2	\$0.00	00:03:08
	North America Long Distance	4	\$0.56	00:12:25
	<b>Subtotal</b>	20	\$0.56	01:33:02
Wednesday	Inbound Call Type	13	\$0.00	01:39:11
	Internal	4	\$0.00	00:04:06
	North America Long Distance	8	\$1.80	03:11:37
	<b>Subtotal</b>	25	\$1.80	04:54:54
Thursday	Inbound Call Type	10	\$0.00	01:14:18
	Internal	1	\$0.00	00:00:57
	Local outbound	1	\$0.04	00:03:36
	North America Long Distance	3	\$0.40	01:00:04
	<b>Subtotal</b>	15	\$0.44	02:18:55
Friday	Inbound Call Type	7	\$0.00	00:51:42
	Internal	1	\$0.00	00:00:58
	Local outbound	1	\$0.02	00:01:03
	North America Long Distance	8	\$1.76	02:23:05
	<b>Subtotal</b>	17	\$1.78	03:16:48
Saturday		0	\$0.00	00:00:00
	<b>Subtotal</b>	0	\$0.00	00:00:00
<b>Totals</b>		<b>94</b>	<b>\$4.58</b>	<b>14:24:45</b>

Figure 48: Employee Accounting by Interval by Call Type



### *Employee and Employee Group Accounting by Phone Number/Location*

The Employee and Employee Group Accounting by Phone Number/Location report shows calls sent to and received by the extension or group. It lists the call type and cost. (See Figure 49.)

The Employee and Employee Group Accounting by Phone Number/Location reports provide the following information:

REPORT FIELD	DESCRIPTION
Number dialed	the inbound/outbound digits dialed
Location	the location from where the call originated (for example, Kanata, Canada), or the name you associated to the phone number
Call type	the call type is determined by the carrier plan and the digits dialed
Total calls	the total duration for the call count
Duration	the length of the call
Total costs	the cost of the telephone call
Total	the total of each of the columns

Number dialed	Location	Call type	Total calls	Duration	Total costs
011442078014510	London, United Kingdom	International outbound	1	01:06:08	\$3.31
18582204423	La Jolla, California, United States	North America Long Distance	7	00:07:43	\$0.52
19132384655	Kansas City, Kansas, United States	North America Long Distance	1	00:09:40	\$0.40
6135922122	Kanata Office	Local outbound	4	00:28:07	\$0.30
6137214931	Ottawa-hull, Ontario, Canada	Local outbound	8	00:20:52	\$0.25
12157767395	Philadelphia Zone 4, Pennsylvania, United States	North America Long Distance	2	00:05:07	\$0.24
6138431636	Jockvale, Ontario, Canada	Local outbound	4	00:20:03	\$0.23
13033812318	Denver, Colorado, United States	North America Long Distance	2	00:04:08	\$0.20
15126916194	Austin, Texas, United States	North America Long Distance	2	00:04:02	\$0.20
16105324700	Philadelphia Suburban Zone 14, Pennsylvania, United States	North America Long Distance	3	00:03:30	\$0.20
17819560108	Norwood, Massachusetts, United States	North America Long Distance	4	00:01:49	\$0.16
6134219190	Ottawa-hull, Ontario, Canada	Local outbound	3	00:12:34	\$0.15
19287795938	Flagstaff, Arizona, United States	North America Long Distance	1	00:02:08	\$0.12
1159	Ontario, Canada	North America Long Distance	1	00:00:31	\$0.04
12142701786	Dallas, Texas, United States	North America Long Distance	1	00:00:59	\$0.04
14043526593	Atlanta, Georgia, United States	North America Long Distance	1	00:00:21	\$0.04
14129657217	Pittsburgh Zone 1, Pennsylvania, United States	North America Long Distance	1	00:00:56	\$0.04
15146162537	Montreal, Montreal, Canada	North America Long Distance	1	00:00:03	\$0.04
17144480866	Anaheim, California, United States	North America Long Distance	1	00:00:13	\$0.04
6139437778	Ottawa-hull, Ontario, Canada	Local outbound	2	00:02:12	\$0.03
6133237983	Ottawa-hull, Ontario, Canada	Local outbound	1	00:01:47	\$0.02
5092	Ontario, Canada	Local outbound	1	00:00:05	\$0.01
5093	Ontario, Canada	Local outbound	1	00:00:17	\$0.01
6132966978	Ottawa-hull, Ontario, Canada	Local outbound	1	00:00:03	\$0.01
6135626178	Ottawa-hull, Ontario, Canada	Local outbound	1	00:00:31	\$0.01
6139782174	Ontario, Canada	Local outbound	1	00:00:37	\$0.01
<b>Total</b>	-	-	<b>56</b>	<b>5:34:37</b>	<b>\$6.62</b>

Figure 49: Employee Group Accounting by Phone Number/Location

### *Employee and Employee Group Accounting Summary*

The Employee and Employee Group Accounting Summary reports show the total call activity and call cost by employees in an employee group for the shift duration and days you specify. It reports the call statistics in hours, minutes, and seconds, and provides call counts across employees. (See Figure 50.)

The Employee and Employee Group Accounting Summary reports provide the following information:

REPORT FIELD	DESCRIPTION
Call type	the call type is determined by the carrier plan and the digits dialed
Total calls	the total number of calls handled
Cost	the total cost of the calls
Duration	the total length of time for all calls handled
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Totals	the total of each of the columns

Call type	Total calls	Cost	Duration	Average cost	Average duration (hh:mm:ss)
North America Long Distance	25	\$4.52	07:55:58	\$0.18	00:19:02
Local outbound	2	\$0.06	00:04:39	\$0.03	00:02:20
Internal	12	\$0.00	00:20:46	\$0.00	00:01:44
Inbound Call Type	55	\$0.00	06:03:22	\$0.00	00:06:36
<b>Totals</b>	<b>94</b>	<b>\$4.58</b>	<b>14:24:45</b>	<b>\$0.05</b>	<b>00:09:12</b>

**Figure 50: Employee Accounting Summary**

### *Employee and Employee Group Accounting Toll Fraud*

The Employee and Employee Group Accounting Toll Fraud reports show the toll fraud activity by employee and employee group. (See Figure 51.)

The Employee and Employee Group Accounting Toll Fraud reports provide the following information:

REPORT FIELD	DESCRIPTION
Call start time	the date and time of the initiation of the call
Number dialed	the inbound/outbound digits dialed
Location	the location from where the call originated (for example, Kanata, Canada), or the name you associated to the phone number
Call type	the call type is determined by the carrier plan and the digits dialed
Toll fraud type	the type of toll fraud detected. 'Cost exceeds fraud maximum' displays when the call cost surpasses the set toll fraud cost threshold. Call to restricted number' displays when a call is made to a digit pattern flagged as toll fraud.
Duration	the total length of the call
Cost	the total cost of calls
Total	the total of each of the columns

Call start time	Number dialed	Location	Call type	Toll fraud type	Duration	Cost
11/6/2010 12:00:00 AM	6135922122	Kanata-stittsville, Ontario, Canada	Local outbound	Cost exceeds fraud maximum	01:13:42	\$6.64
Total	-	-	-	-	01:13:42	\$6.64

Figure 51: Employee Group Accounting Toll Fraud

## *Employee and Employee Group Accounting Trace*

The Employee and Employee Group Accounting Trace reports show calls sent to and received by the extension. It lists the call type and cost. (See Figure 52.)

**NOTE:** Calls display as two segments in Trace reports if you use route optimization. The first segment indicates the pre-optimized talk time (indicated by an r in the SMDR record), and the second segment indicates the post-optimized talk time (indicated by an R in the SMDR record). In Trace reports, combining the talk time for these two segments represents the length of the call.

The Employee and Employee Group Accounting Trace reports provide the following information:

REPORT FIELD	DESCRIPTION
Call start time	the date and time of the initiation of the call
Phone number	the inbound/outbound digits dialed
Location	the location from where the call originated (for example, Kanata, Canada), or the name you associated to the phone number
Call type	the call type is determined by the carrier plan and the digits dialed
Call rate	the cost of the call
Duration	the total length of the call
Cost	the cost of the call for the duration. The call rate is determined by the carrier plan and the digits dialed
Trunk	the communication line between two switching systems
DNIS	The DNIS reporting number, as programmed in YourSite Explorer, representing the number the caller dialed
Account Code	the Account Code entered for this segment of the call
Third party	the extension or phone number to which the call was transferred (if applicable)
Third party device type	the type of device to which the call was transferred (if applicable)

REPORT FIELD	DESCRIPTION
Caller ID	the phone number the caller is calling from (if available)
Totals	the total of each of the columns



Call start time	Phone Number	Location	Call type	Call rate	Duration	Cost	Trunk	DNIS	Account Code	Third party	Third party device type	Caller ID
11-10-2013 8:15:02 AM	011442078014510	London,United Kingdom	International outbound	Rate 5 cents	01:06:08	\$3.31	8112					
11-10-2013 10:40:31 AM	6135922122	Kanata Office	Inbound Call Type	Toll Free	00:52:05	\$0.00	9999	1347				
11-11-2013 9:25:16 AM	6132545428	Kanata-stittsville,Ontario,Canada	Inbound Call Type	Toll Free	00:02:33	\$0.00	9999	1347				
11-11-2013 1:22:03 PM	5137660353	Cincinnati,Ohio,United States	Inbound Call Type	Toll Free	00:10:47	\$0.00	9999	112				
<b>Totals</b>					<b>06:42:02</b>	<b>\$5.31</b>						

Figure 52: Employee Accounting Trace

### *Employee and Employee Group Accounting-Billing Comparison*

The Employee and Employee Group Accounting-Billing Comparison reports show carrier plan and subscriber plan costs, and the percentile difference between them. (See Figure 53.)

The Employee and Employee Group Accounting-Billing Comparison reports provide the following information:

REPORT FIELD	DESCRIPTION
Call type	the call type is determined by the carrier plan and the digits dialed
Total calls	the number of times each call type occurred
Duration	the total length of time for all calls handled
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Total carrier cost	the total cost of a specific call type to the carrier
Average carrier cost	the total carrier cost divided by the call count
Total subscriber cost	the cost of a specific call type to the subscriber
Average subscriber cost	the total subscriber cost divided by the call count
Margin %	the percent of the cost covered by the subscriber
Total	the total of each of the columns

Call type	Total calls	Duration	Average duration (hh:mm:ss)	Total carrier cost	Average carrier cost	Total subscriber cost	Average subscriber cost	Margin %
Local outbound	2	00:04:39	00:02:20	\$0.06	\$0.03	\$0.06	\$0.03	0.00
Internal	12	00:20:46	00:01:44	\$0.00	\$0.00	\$0.00	\$0.00	0.00
Inbound Call Type	55	06:03:22	00:06:36	\$0.00	\$0.00	\$0.00	\$0.00	0.00
North America Long Distance	25	07:55:58	00:19:02	\$4.52	\$0.18	\$4.52	\$0.18	0.00
Total	94	14:24:45	00:09:12	4.58	0.04	4.58	0.04	0

Figure 53: Employee Accounting Billing Comparison

*Employee Group Accounting by Employee*

The Employee Group Accounting by Employee report shows the call activity and call cost by employees in an employee group for the shift duration and days you specify. It reports the call statistics in hours, minutes, and seconds, and provides call counts across employees. (See Figure 54.)

The Employee Group Accounting by Employee report provides the following information for individual employees in the group:

REPORT FIELD	DESCRIPTION
Reporting	the employee's reporting number
Full name	the name of the person or group to which that extension is assigned
Total calls	the total number of calls handled
Total costs	the total cost of the calls
Total duration (hh:mm:ss)	the total length of time for all calls handled
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Totals	the total of each of the columns

Employee Reporting	Employee Name	Total calls	Total costs	Total duration (hh:mm:ss)	Average cost	Average duration (hh:mm:ss)
1236	Steve Carter	93	\$2.52	20:58:05	\$0.03	00:13:32
1416	John Osborne	38	\$0.54	05:50:15	\$0.01	00:09:13
1472	James Hammond	11	\$0.00	03:21:50	\$0.00	00:18:21
1522	Robert Harrison	58	\$9.22	18:51:17	\$0.16	00:19:30
1557	Vibol Oeur	57	\$2.48	22:37:21	\$0.04	00:23:49
1585	James Renaud	70	\$0.32	21:55:15	\$0.00	00:18:47
1586	Budd Renaud	100	\$5.81	15:49:01	\$0.06	00:09:29
1587	Kevin Middlemiss	31	\$4.54	05:51:15	\$0.15	00:11:20
<b>Totals</b>	<b>8</b>	<b>458</b>	<b>\$25.43</b>	<b>115:14:19</b>	<b>\$0.06</b>	<b>00:15:06</b>

Figure 54: Employee Group Accounting by Employee

### *Employee Group Accounting by Employee by Call Type*

The Employee Group Accounting by Employee by Call Type report shows the call activity by call type and call cost by employees in an employee group for the shift duration and days you specify. It reports the call statistics in hours, minutes, and seconds, and provides call counts across employees. (See Figure 55.)

The Employee Group Accounting by Employee by Call Type report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the reporting number of the extension
Full name	the name of the person or group to which that extension is assigned
Call type	the call type is determined by the carrier plan and the digits dialed
Total calls	the total number of calls handled
Cost	the total cost of calls
Total duration (hh:mm:ss)	the total length of the call
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Totals	the subtotal of each of the columns

Reporting / Full name / Call type			Total calls	Cost	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)
1236	Steve Carter	Inbound Call Type	47	\$0.00	18:31:16	00:23:39
		Internal	6	\$0.00	00:05:59	00:01:00
		Local outbound	17	\$1.28	01:58:38	00:06:59
		North America Long Distance	23	\$1.24	00:22:12	00:00:58
		Subtotal	93	\$2.52	20:58:05	00:13:32
1416	John Osborne	Inbound Call Type	21	\$0.00	05:27:18	00:15:35
		Internal	4	\$0.00	00:03:48	00:00:57
		Local outbound	7	\$0.18	00:13:34	00:01:56
		North America Long Distance	6	\$0.36	00:05:35	00:00:56
		Subtotal	38	\$0.54	05:50:15	00:09:13
1472	James Hammond	Inbound Call Type	10	\$0.00	03:17:36	00:19:46
		Internal	1	\$0.00	00:04:14	00:04:14
		Subtotal	11	\$0.00	03:21:50	00:18:21
1522	Judy Tott	Inbound Call Type	29	\$0.00	14:46:02	00:30:33
		Internal	7	\$0.00	00:04:59	00:00:43
		Local outbound	5	\$0.06	00:03:01	00:00:36
		North America Long Distance	17	\$9.16	03:57:15	00:13:57
		Subtotal	58	\$9.22	18:51:17	00:19:30
1557	Vlad Doss	Inbound Call Type	33	\$0.00	21:14:47	00:38:38
		Internal	6	\$0.00	00:04:04	00:00:41
		International outbound	2	\$0.16	00:29:29	00:14:45
		North America Long Distance	16	\$2.32	00:49:01	00:03:04
		Subtotal	57	\$2.48	22:37:21	00:23:49
1585	James Renaud	Inbound Call Type	58	\$0.00	21:21:52	00:22:06
		Internal	8	\$0.00	00:26:37	00:03:20
		North America Long Distance	4	\$0.32	00:06:46	00:01:42
		Subtotal	70	\$0.32	21:55:15	00:18:47
1586	Budd Renaud	Inbound Call Type	39	\$0.00	12:26:02	00:19:08
		Internal	12	\$0.00	00:07:17	00:00:36
		Local outbound	22	\$0.89	01:18:05	00:03:33
		North America Long Distance	27	\$4.92	01:57:37	00:04:21
		Subtotal	100	\$5.81	15:49:01	00:09:29
Totals			458	\$25.43	115:14:19	00:15:06

Figure 55: Employee Group Accounting by Employee by Call Type

### *Employee Group Accounting by Extension - Detailed*

The Employee Group Accounting by Extension - Detailed report compares the call costing data distributed across the extensions of an employee group. It reports the call statistics in hours, minutes, and seconds, and provides call counts. (See Figure 56.)

This report contains data for all extensions credited to an employee. If an employee used an extension aside from one they are currently associated with, that extension will appear in the report. If an employee used an extension that is not programmed in YourSite Explorer, then the extensions will appear as in the report with a blank entry in the Reporting and Full name field.

The Employee Group Accounting by Extension - Detailed report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the reporting number of the extension
Full name	the name of the person or group to which that extension is assigned
Total calls excluding internal	the total number of calls handled, excluding internal calls
Total duration excluding internal (hh:mm:ss)	the total length of time for calls handled, excluding internal calls
Average total duration excluding internal (hh:mm:ss)	the total duration of calls divided by the number of calls, excluding internal calls
Total cost excluding internal	the total cost of calls, excluding internal calls
Incoming calls	the number of incoming calls
Incoming duration (hh:mm:ss)	the length of incoming calls
Average incoming duration (hh:mm:ss)	the total duration of incoming calls divided by the number of incoming calls
Incoming costs	the cost of incoming calls
Outgoing calls	the number of outbound calls
Outgoing duration (hh:mm:ss)	the length of outbound calls



REPORT FIELD	DESCRIPTION
Average outgoing duration (hh:mm:ss)	the total duration of outgoing calls divided by the number of outgoing calls
Outgoing costs	the total cost of outgoing calls handled
Internal call count	the total number of internal calls
Internal call duration (hh:mm:ss)	the total length of time of internal calls
Average internal duration (hh:mm:ss)	the average duration of calls that you received that originated in the office
Internal cost	the total cost of calls employees made within the company
Totals	the total of each of the columns

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Reporting	Full name	Total calls excluding internal	Total duration excluding internal (hh:mm:ss)	Average total duration excluding internal (hh:mm:ss)	Total cost excluding internal	Incoming calls	Incoming duration (hh:mm:ss)	Average incoming duration (hh:mm:ss)	Incoming costs	Outgoing calls	Outgoing duration (hh:mm:ss)	Average outgoing duration (hh:mm:ss)	Outgoing costs	Internal call count	Internal call duration (hh:mm:ss)	Average internal duration (hh:mm:ss)	Internal cost
1739	Tott, Judy	3	00:01:00	00:00:20	\$0.00	0	00:00:00	00:00:00	\$0.00	3	00:01:00	00:00:20	\$0.00	0	00:00:00	00:00:00	\$0.00
1621	Kevin Middlemiss	1	00:13:55	00:13:55	\$0.00	0	00:00:00	00:00:00	\$0.00	1	00:13:55	00:13:55	\$0.00	0	00:00:00	00:00:00	\$0.00
1603	Berk, Gloria	0	00:00:00	00:00:00	\$0.00	0	00:00:00	00:00:00	\$0.00	0	00:00:00	00:00:00	\$0.00	1	00:00:04	00:00:04	\$0.00
1592	Kevin Middlemiss	26	05:19:26	00:12:17	\$0.00	13	03:34:08	00:16:28	\$0.00	13	01:45:18	00:08:06	\$0.00	1	00:00:00	00:00:00	\$0.00
1591	Renaud,Budd	68	15:13:38	00:13:26	\$0.00	37	12:14:34	00:19:51	\$0.00	31	02:59:04	00:05:47	\$0.00	9	00:06:24	00:00:43	\$0.00
1590	Renaud,James	53	15:54:08	00:18:00	\$0.00	49	15:47:22	00:19:20	\$0.00	4	00:06:46	00:01:42	\$0.00	6	00:25:30	00:04:15	\$0.00
1557	Doss, Vlad	49	21:19:05	00:26:06	\$0.00	31	20:00:35	00:38:44	\$0.00	18	01:18:30	00:04:22	\$0.00	5	00:04:00	00:00:48	\$0.00
1549	Campbell,Robert	0	00:00:00	00:00:00	\$0.00	0	00:00:00	00:00:00	\$0.00	0	00:00:00	00:00:00	\$0.00	1	00:00:08	00:00:08	\$0.00
1517	Harrison,Robert	45	15:22:18	00:20:30	\$0.00	26	11:23:02	00:26:16	\$0.00	19	03:59:16	00:12:36	\$0.00	2	00:00:24	00:00:12	\$0.00
1492	Carter,Steve	2	00:01:16	00:00:38	\$0.00	0	00:00:00	00:00:00	\$0.00	2	00:01:16	00:00:38	\$0.00	0	00:00:00	00:00:00	\$0.00
1475	Hammond,Jim	10	03:17:36	00:19:46	\$0.00	10	03:17:36	00:19:46	\$0.00	0	00:00:00	00:00:00	\$0.00	1	00:04:14	00:04:14	\$0.00
1471	Renaud,Budd	18	00:16:38	00:00:55	\$0.00	0	00:00:00	00:00:00	\$0.00	18	00:16:38	00:00:55	\$0.00	3	00:00:53	00:00:18	\$0.00
1417	Osborne,John	32	05:45:25	00:10:48	\$0.00	19	05:26:16	00:17:10	\$0.00	13	00:19:09	00:01:28	\$0.00	2	00:03:17	00:01:39	\$0.00
1328	Alonsa, Maria	76	16:19:21	00:12:53	\$0.00	38	13:59:47	00:22:06	\$0.00	38	02:19:34	00:03:40	\$0.00	4	00:03:26	00:00:52	\$0.00
<b>Totals</b>		<b>383</b>	<b>99:03:46</b>	<b>00:15:31</b>	<b>\$0.00</b>	<b>223</b>	<b>85:43:20</b>	<b>00:23:04</b>	<b>\$0.00</b>	<b>160</b>	<b>13:20:26</b>	<b>00:05:00</b>	<b>\$0.00</b>	<b>35</b>	<b>00:48:20</b>	<b>00:01:23</b>	<b>\$0.00</b>

Figure 56: Employee Group Accounting by Extension - Detailed

### *Employee Group Accounting Trace with Subtotals*

The Employee Group Accounting Trace with Subtotals report shows calls sent to and received by the extension. The total call cost and call duration for each employee can be viewed in the Subtotal row. (See Figure 57.)

**NOTE:** Calls display as two segments in Trace reports if you use route optimization. The first segment indicates the pre-optimized talk time (indicated by an r in the SMDR record), and the second segment indicates the post-optimized talk time (indicated by an R in the SMDR record). In Trace reports, combining the talk time for these two segments represents the length of the call.

The Employee Group Accounting Trace with Subtotals report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the employee's reporting number
Employee name	the name of the employee
Call start time	the date and time of the initiation of the call
Total costs	the total cost of the calls
Total duration (hh:mm:ss)	the total length of the calls
Phone number	the inbound/outbound digits dialed
Location	the location from where the call originated (for example, Kanata, Canada), or the name you associated to the phone number
Call type	the call type is determined by the carrier plan and the digits dialed
Call rate	the cost of the call
Trunk	the communication line between two switching systems
DNIS	The DNIS reporting number, as programmed in YourSite Explorer, representing the number the caller dialed
Account Code	the Account Code entered for this segment of the call

REPORT FIELD	DESCRIPTION
Third party	the extension or phone number to which the call was transferred (if applicable)
Third party device type	the type of device to which the call was transferred (if applicable)
Caller ID	the phone number the caller is calling from (if available)
Subtotal	the subtotal of each of the columns
Totals	the total of each of the columns

Employee Reporting	Employee Name	Call start time	Total costs	Total duration (hh:mm:ss)	Phone Number	Location	Call type	Call rate	Trunk	DNIS	Account Code	Third party	Third Party Device type	Caller ID
1119	K. Charbonneau	11/16/2014 8:33	\$0.30	00:29:50	6135555555	Kanata-stittsville, Ontario, Canada	Local outbound	LocalOut	8112					6135922122
		11/16/2014 13:18	\$0.00	00:01:06	2080	2080	Internal	internal	9999					2080
		11/16/2014 13:20	\$0.00	00:00:05	1119	Chabot, Mike	Internal	internal	9999					1119
		11/16/2014 13:20	\$0.00	00:00:03	1168	Voicemail	Internal	internal	9999					1168
		11/16/2014 13:21	\$0.00	00:00:00	1216	Fax - outgoing	Internal	internal	9999					1216
		11/16/2014 13:21	\$0.00	00:00:46	1168	Voicemail	Internal	internal	9999					1168
		11/16/2014 17:13	\$0.02	00:01:32	6135555555	Ottawa-hull, Ontario, Canada	Local outbound	LocalOut	8111					6134219190
		11/16/2014 17:16	\$0.04	00:00:42	1807555555	Emo, Ontario, Canada	North America Long Distance	default	8112					18074822867
		Subtotal	\$0.36	00:34:04										
1129	P. McDunny	11/16/2014 9:01	\$0.00	00:00:06	1441	Base	Internal	internal						1441
		11/16/2014 9:02	\$0.00	00:00:00	011441291436060	Chepstow, United Kingdom	International outbound	Rate 5 cents	8111					011441291436060
		11/16/2014 9:02	\$0.01	00:00:07	0114401291436060	United Kingdom	International outbound	Rate 5 cents	8109					0114401291436060
		11/16/2014 9:03	\$1.60	00:32:00	011441291436060	Chepstow, United Kingdom	International outbound	Rate 5 cents	8109					011441291436060
		11/16/2014 13:43	\$0.00	00:14:32	9055555555	Cooksville, Greater Toronto Area, Canada	Inbound Call Type	Toll Free	9999	1129				9056258700
		Subtotal	\$1.61	00:46:45										
Totals			\$2.39	2:22:07										

Figure 57: Employee Group Accounting Trace with Subtotals

## EMPLOYEE DIVISION REPORTS

Business Reporter Employee Division reports provide an indication of call activity and call costs by groups of employees.

The Employee Division reports are as follows:

- All Employee Division Accounting by Employee Division
- All Employee Division Accounting Detailed
- Employee Division Accounting by Employee Group
- Employee Division Accounting Summary by Employee Group

### *All Employee Division Accounting by Employee Division*

The All Employee Division Accounting by Employee Division report provides call counts and call costs for each division. (See Figure 58.)

The All Employee Division Accounting by Employee Division report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the identification number of the division
Full name	the name of the extension division
Total calls	the total number of calls handled
Total costs	the total cost of the calls
Total duration (hh:mm:ss)	the total length of time for all calls handled
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Totals	the total of each of the columns

Reporting	Full name	Total calls	Total costs	Total duration (hh:mm:ss)	Average cost	Average duration (hh:mm:ss)
2	Division 2	73	\$19.49	06:24:45	\$0.27	00:05:16
1	Division 1	18	\$0.16	00:52:58	\$0.01	00:02:57
<b>Totals</b>	<b>2</b>	<b>91</b>	<b>\$19.65</b>	<b>07:17:43</b>	<b>\$0.22</b>	<b>00:04:49</b>

Figure 58: All Employee Division Accounting by Employee Division



### *All Employee Division Accounting Detailed*

The All Employee Division Accounting Detailed report provides call counts and call costs for each employee within the employee groups that make up each division. (See Figure 59.)

The All Employee Division Accounting Detailed report provides the following information:

REPORT FIELD	DESCRIPTION
Division name	the reporting number of the extension.
Employee group name	the name of the person or group to which that extension is assigned
Reporting	the reporting number of the extension
Reporting	the identification name of the employee
Total calls	the total number of calls handled
Total costs	the total cost of the calls
Total duration (hh:mm:ss)	the total length of time for all calls handled
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Totals	the total of each of the columns

Division Name	Employee Group Name	Reporting	Full name	Total calls	Total costs	Total duration (hh:mm:ss)	Average cost	Average duration (hh:mm:ss)
Division 1	QA	1107	Chris Cott	5	\$0.00	00:25:17	\$0.00	00:05:03
		1121	Vlad Doss	10	\$0.06	00:19:49	\$0.01	00:01:59
		1135	Brett Dern	3	\$0.10	00:07:52	\$0.03	00:02:37
		Subtotal		18	\$0.16	00:52:58	\$0.01	00:02:57
		Subtotal		18	\$0.16	00:52:58	\$0.01	00:02:57
QA&CS	CS	1119	Mike Crick	24	\$9.76	03:21:41	\$0.41	00:08:24
		1125	Nick Platt	12	\$1.25	00:13:45	\$0.10	00:01:09
		1146	Trevor Cillis	1	\$0.24	00:02:34	\$0.24	00:02:34
		1159	Eric Turt	8	\$3.94	00:55:35	\$0.49	00:06:57
		1234	Marc Lerit	3	\$0.07	00:00:47	\$0.02	00:00:16
		1236	Joss Preffen	7	\$4.07	00:57:25	\$0.58	00:08:12
		Subtotal		55	\$19.33	05:31:47	\$0.35	00:06:02
	QA	1107	Chris Cott	5	\$0.00	00:25:17	\$0.00	00:05:03
		1121	Vlad Doss	10	\$0.06	00:19:49	\$0.01	00:01:59
		1135	Brett Dern	3	\$0.10	00:07:52	\$0.03	00:02:37
		Subtotal		18	\$0.16	00:52:58	\$0.01	00:02:57
		Subtotal		73	\$19.49	06:24:45	\$0.27	00:05:16
Totals				91	\$19.65	07:17:43	\$0.22	00:04:49

Figure 59: All Employee Division Accounting Detailed

### *Employee Division Accounting by Employee Group*

The Employee Division Accounting by Employee Group report provides call counts and call costs for each employee within the employee groups that make up each division. (See Figure 60.)

The Employee Division Accounting by Employee Group report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the reporting number of the employee group
Full name	the name of the employee group
Total calls	the total number of calls handled
Total costs	the total cost of the calls
Total duration (hh:mm:ss)	the total length of time for all calls handled
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Total	the total of each of the columns

Reporting	Full name	Total calls	Total costs	Total duration (hh:mm:ss)	Average cost	Average duration (hh:mm:ss)
1	CS	322	\$14.54	56:55:36	\$0.05	00:10:36
10	Applications Team	50	\$0.39	01:03:11	\$0.01	00:01:16
11	IQ Team	60	\$175.37	03:28:22	\$2.92	00:03:28
12	FrameWork	34	\$0.18	00:14:41	\$0.01	00:00:26
13	Hr/Admin	12	\$0.12	00:03:23	\$0.01	00:00:17
14	Execs	31	\$3.26	06:15:25	\$0.11	00:12:07
15	Finance	8	\$0.21	00:32:26	\$0.03	00:04:03
2	QA	81	\$1.18	03:22:14	\$0.01	00:02:30
4	PM	22	\$3.27	01:19:19	\$0.15	00:03:36
5	Professional Services	19	\$0.71	00:37:10	\$0.04	00:01:57
6	Training	52	\$1.88	01:53:39	\$0.04	00:02:11
7	Sales	299	\$13.89	36:40:49	\$0.05	00:07:22
9	IT	17	\$0.57	00:16:52	\$0.03	00:01:00
<b>Total</b>		<b>1007</b>	<b>\$215.57</b>	<b>112:43:07</b>	<b>\$0.21</b>	<b>00:06:43</b>

Figure 60: Employee Division Accounting by Employee Group

### *Employee Division Accounting Summary by Employee Group*

The Employee Division Accounting Summary by Employee Group report summarizes call statistics for each employee group within the selected employee division. (See Figure 61.)

The Employee Division Accounting Summary by Employee Group report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the reporting number of the employee group
Full name	the name of the employee group
Average talk time per day (hh:mm:ss)	the average time spent handling calls per day
% with average talk time > xx:xx:xx	the percentage of calls lasting more than the average talk time you configure in Filter options
Total talk time (hh:mm:ss)	the total time spent handling calls per day
Average inbound calls per day	the average number of inbound calls handled per day
Average outbound calls per day	the average number of outbound calls handled per day
Total call count per day	the total number of calls answered per day
% with outbound call count < xx	the percentage of employees in the employee group with an outbound call count of less than the number you configure in Filter options
% of outbound calls between AM/PM - AM/PM	the percentage of outbound calls occurring between the hours you configure in Filter options
Totals	the total of each of the columns

Reporting	Full name	Average talk time per day (hh:mm:ss)	% with average talk time > 02:00:00 hours	Total talk time (hh:mm:ss)	Average inbound calls per day	Average outbound calls per day	Total call count per day	% with outbound call count < 50	% of outbound calls between 9:00 AM - 11:00 AM	% of outbound calls between 1:00 PM - 3:00 PM
501	NPI Group	00:00:02	0.00%	00:00:17	0.11	0.00	0.11	0.00%	0.00%	0.00%
<b>Totals</b>	<b>1</b>	<b>00:00:02</b>	<b>0.00%</b>	<b>00:00:17</b>	<b>0.11</b>	<b>0.00</b>	<b>0.11</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>

Figure 61: Employee Division Accounting Summary by Employee Group

## DNIS REPORTS

Business Reporter DNIS reports record call activity and call costs based on the number callers dialed to reach the call center.

The DNIS reports are listed below:

- DNIS and DNIS Group Accounting by Interval
- DNIS and DNIS Group Accounting by Interval by Call Type
- DNIS and DNIS Group Accounting Summary
- DNIS and DNIS Group Accounting Trace
- DNIS Group Accounting by DNIS
- DNIS Group Accounting by DNIS by Call Type

### *DNIS and DNIS Group Accounting by Interval*

The DNIS and DNIS Group Accounting by Interval reports show call activity and call cost by DNIS and DNIS group. By selecting the applicable report interval, you choose the time parameters for which you want to create the report (by 15-, 30-, or 60-minute intervals, by day of the week, by day of the month, or by month) for the shift duration and days you specify. They provide call counts, and report statistics in hours, minutes, and seconds. (See Figure 62.)

The DNIS and DNIS Group Accounting by Interval reports provide the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Total calls	the total number of calls handled for the interval
Total duration (hh:mm:ss)	the duration of the calls for the interval
Total cost	the total cost of the calls for the interval
Incoming calls	the total number of calls received for the interval
Incoming duration (hh:mm:ss)	the total length of incoming calls handled for the interval
Incoming cost	the total cost of incoming calls handled for the interval
Outgoing calls	the total number of outgoing calls handled for the interval
Outgoing duration (hh:mm:ss)	the total duration of outgoing calls for the interval
Outgoing costs	the total duration of outgoing calls for the interval
Total	the total of each of the columns



Activity period	Total calls	Total duration (hh:mm:ss)	Total costs	Incoming calls	Incoming duration (hh:mm:ss)	Incoming costs	Outgoing calls	Outgoing duration (hh:mm:ss)	Outgoing costs
Sunday	0	00:00:00	\$0.00	0	00:00:00	\$0.00	0	00:00:00	\$0.00
Monday	143	35:24:00	\$0.00	143	35:24:00	\$0.00	0	00:00:00	\$0.00
Tuesday	147	40:47:13	\$0.00	147	40:47:13	\$0.00	0	00:00:00	\$0.00
Wednesday	164	32:05:07	\$0.00	164	32:05:07	\$0.00	0	00:00:00	\$0.00
Thursday	171	36:43:25	\$0.00	171	36:43:25	\$0.00	0	00:00:00	\$0.00
Friday	140	33:23:54	\$0.00	140	33:23:54	\$0.00	0	00:00:00	\$0.00
Saturday	0	00:00:00	\$0.00	0	00:00:00	\$0.00	0	00:00:00	\$0.00
<b>Total</b>	<b>765</b>	<b>178:23:39</b>	<b>0</b>	<b>765</b>	<b>178:23:39</b>	<b>0</b>	<b>0</b>	<b>00:00:00</b>	<b>0</b>

Figure 62: DNIS Group Accounting by Interval

### *DNIS Accounting by Interval by Call Type*

The DNIS and DNIS Group Accounting by Interval by Call Type reports show each DNIS by call type for the interval you specify. (See Figure 63.)

The DNIS and DNIS Group Accounting by Interval by Call Type reports provide the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Call type	the call type is determined by the carrier plan and the digits dialed
Total calls	the total number of calls handled for the interval, by call type
Cost	the total cost of the calls for the interval, by call type
Duration	the duration of the calls for the interval, by call type
Totals	the total of each of the columns

Activity period / Call type		Total calls	Cost	Duration
Sunday	Inbound Call Type	9	\$0.00	00:30:07
	<b>Subtotal</b>	9	\$0.00	00:30:07
Monday	Inbound Call Type	177	\$0.00	35:36:19
	<b>Subtotal</b>	177	\$0.00	35:36:19
Tuesday	Inbound Call Type	178	\$0.00	40:50:11
	<b>Subtotal</b>	178	\$0.00	40:50:11
Wednesday	Inbound Call Type	206	\$0.00	32:15:44
	<b>Subtotal</b>	206	\$0.00	32:15:44
Thursday	Inbound Call Type	209	\$0.00	36:48:41
	<b>Subtotal</b>	209	\$0.00	36:48:41
Friday	Inbound Call Type	188	\$0.00	33:35:44
	<b>Subtotal</b>	188	\$0.00	33:35:44
Saturday	Inbound Call Type	0	\$0.00	00:17:57
	<b>Subtotal</b>	0	\$0.00	00:17:57
<b>Totals</b>		<b>967</b>	<b>\$0.00</b>	<b>179:54:43</b>

Figure 63: DNIS Accounting by Interval by Call Type

### *DNIS and DNIS Group Accounting Trace*

The DNIS and DNIS Group Accounting Trace reports show each DNIS trace by DNIS you specify. (See Figure 64.)

**NOTE:** Calls display as two segments in Trace reports if you use route optimization. The first segment indicates the pre-optimized talk time (indicated by an r in the SMDR record), and the second segment indicates the post-optimized talk time (indicated by an R in the SMDR record). In Trace reports, combining the talk time for these two segments represents the length of the call.

The DNIS and DNIS Group Accounting Trace reports provide the following information:

REPORT FIELD	DESCRIPTION
Reporting (group report only)	the reporting number of the extension
Full name (group report only)	the identification name of the trunk that is reporting
Call start time	the date and time of the initiation of the call
Total costs	the total cost of the calls
Total duration (hh:mm:ss)	the total length of the call
Phone number	the inbound/outbound digits dialed
Location	the location from where the call originated (for example, Kanata, Canada), or the name you associated to the phone number
Call type	the call type is determined by the carrier plan and the digits dialed
Call rate	the cost of the call
Trunk	the communication line between two switching systems
Account Code	the Account Code entered for this segment of the call
Third party	the extension or phone number to which the call was transferred (if applicable)
Third party device type	the type of device to which the call was transferred (if applicable)

REPORT FIELD	DESCRIPTION
Caller ID	the phone number the caller is calling from (if available)
Extension number	the extension number used
Totals	the total of each of the columns

## Business Reporter Reports Guide

Call start time	Total costs	Total duration (hh:mm:ss)	Phone Number	Location	Call type	Call rate	Trunk	Account Code	Third party	Third party device type	Caller ID	Extension Number
11-10-2013 8:23:02 AM	\$0.00	00:00:45	6132370098	Ottawa-hull, Ontario, Canada	Inbound Call Type	Toll Free	8101				6132370098	1182
11-10-2013 8:24:07 AM	\$0.00	00:00:56	6138641145	Ottawa-hull, Ontario, Canada	Inbound Call Type	Toll Free	8101				6138641145	1182
11-10-2013 8:26:16 AM	\$0.00	00:01:01	4163132631	Toronto, Ontario (Toronto Metro), Canada	Inbound Call Type	Toll Free	8101		P280	Queue	4163132631	2265
11-10-2013 8:27:22 AM	\$0.00	00:15:32	4163132631	Toronto, Ontario (Toronto Metro), Canada	Inbound Call Type	Toll Free	8101				4163132631	
11-10-2013 8:31:05 AM	\$0.00	00:00:10	7704463100	Atlanta Northeast, Georgia, United States	Inbound Call Type	Toll Free	8102		9999	Trunk	7704463100	2266
11-10-2013 8:31:15 AM	\$0.00	00:01:17	7704463100	Atlanta Northeast, Georgia, United States	Inbound Call Type	Toll Free	8102				7704463100	
11-10-2013 8:32:56 AM	\$0.00	00:00:10	7704463100	Atlanta Northeast, Georgia, United States	Inbound Call Type	Toll Free	8102		2046	Agent	7704463100	2267
11-10-2013 8:33:10 AM	\$0.00	00:01:40	7704463100	Atlanta Northeast, Georgia, United States	Inbound Call Type	Toll Free	8102				7704463100	1164
11-10-2013 8:36:42 AM	\$0.00	00:00:23	7704463100	Atlanta Northeast, Georgia, United States	Inbound Call Type	Toll Free	8102		2046	Agent	7704463100	2269
11-10-2013 8:37:09 AM	\$0.00	00:03:00	7704463100	Atlanta Northeast, Georgia, United States	Inbound Call Type	Toll Free	8102				7704463100	1164
11-10-2013 8:48:02 AM	\$0.00	00:00:19	5137660353	Cincinnati, Ohio, United States	Inbound Call Type	Toll Free	8101				5137660353	
11-10-2013 8:50:45 AM	\$0.00	00:01:13	9726438955	Dallas, Texas, United States	Inbound Call Type	Toll Free	8101				9726438955	
11-10-2013 8:52:35 AM	\$0.00	00:00:09	4166411415	Toronto, Ontario (Toronto Metro), Canada	Inbound Call Type	Toll Free	8102		9999	Trunk	4166411415	2265
11-10-2013 8:52:48 AM	\$0.00	00:19:02	4166411415	Toronto, Ontario (Toronto Metro), Canada	Inbound Call Type	Toll Free	8102				4166411415	
11-10-2013 8:53:06 AM	\$0.00	00:00:37	9726438934	Dallas, Texas, United States	Inbound Call Type	Toll Free	8101		2046	Agent	9726438934	1182
11-10-2013 8:53:47 AM	\$0.00	00:15:01	9726438934	Dallas, Texas, United States	Inbound Call Type	Toll Free	8101				9726438934	1164
11-10-2013 8:56:23 AM	\$0.00	00:00:49	3227088411	North America Region	Inbound Call Type	Toll Free	8103		P280	Queue	3227088411	2266
11-10-2013 8:57:19 AM	\$0.00	01:50:43	3227088411	North America Region	Inbound Call Type	Toll Free	8103				3227088411	
11-10-2013 8:57:56 AM	\$0.00	00:00:15	6138524232	Ottawa-hull, Ontario, Canada	Inbound Call Type	Toll Free	8104		9999	Trunk	6138524232	2267
11-10-2013 8:58:28 AM	\$0.00	00:01:29	6138524232	Ottawa-hull, Ontario, Canada	Inbound Call Type	Toll Free	8104				6138524232	
<b>Totals</b>	<b>\$0.00</b>	<b>02:54:31</b>										

Figure 64: DNIS Accounting Trace

### *DNIS and DNIS Group Accounting Summary*

The DNIS and DNIS Group Accounting Summary reports show the total call activity and call cost by DNIS or DNIS group for the shift duration and days you specify. It reports the call statistics in hours, minutes, and seconds, and provides call counts across subscribers. (See Figure 65.)

The DNIS and DNIS Group Accounting Summary reports provide the following information:

REPORT FIELD	DESCRIPTION
Call type	the call type is determined by the carrier plan and the digits dialed
Total calls	the total number of calls handled
Cost	the total cost of calls
Duration	the total length of the call
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Totals	the total of each of the columns

Call type	Total calls	Cost	Duration	Average cost	Average duration (hh:mm:ss)
Inbound Call Type	9	\$0.00	02:54:31	\$0.00	00:19:23
Totals	9	\$0.00	02:54:31	\$0.00	00:19:23

Figure 65: DNIS Accounting Summary



### *DNIS Group Accounting by DNIS*

The DNIS Group Accounting by DNIS report shows each DNIS for the DNIS group you specify. (See Figure 66.)

The DNIS Group Accounting by DNIS report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the extension being reported upon
Full name	the name of the person or group to which that extension is assigned
Total calls	the total number of calls handled
Total costs	the total cost of the calls
Total duration (hh:mm:ss)	the total length of time for all calls handled
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Total	the total of each of the columns

Reporting	Full name	Total calls	Total costs	Total duration (hh:mm:ss)	Average cost	Average duration (hh:mm:ss)
7777	All DNIS	164	\$0.00	32:05:07	\$0.00	00:11:44
	Total	164	\$0.00	32:05:07	\$0.00	00:11:44

Figure 66: DNIS Group Accounting by DNIS

### *DNIS Group Accounting by DNIS by Call Type*

The DNIS Group Accounting by DNIS by Call Type reports show each DNIS by call type for the DNIS group you specify. (See Figure 67.)

The DNIS Group Accounting by DNIS by Call Type reports provide the following information:

REPORT FIELD	DESCRIPTION
Reporting	the reporting number of the extension
Full name	the name of the person or group to which that extension is assigned
Call type	the call type is determined by the carrier plan and the digits dialed
Total calls	the total number of calls handled
Total costs	the cost of the telephone call
Duration	the total length of the call
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Totals	the total of each of the columns

Extension Number / Name / Call type			Total calls	Total costs	Duration	Average duration (hh:mm:ss)
7777	PFDNIS	Inbound Call Type	164	\$0.00	32:05:07	00:11:44
		<b>Subtotal</b>	164	\$0.00	32:05:07	00:11:44
<b>Totals</b>			<b>164</b>	<b>\$0.00</b>	<b>32:05:07</b>	<b>00:11:44</b>

Figure 67: DNIS Group Accounting by DNIS by Call Type

## PHONE NUMBER REPORTS

Business Reporter Phone Number reports provide an indication of call activity and call costs by phone number.

The Phone Number reports are listed below:

- Phone Number and Phone Number Group Accounting Trace

## Phone Number and Phone Number Group Accounting Trace

The Phone Number Accounting Trace report shows the call activity and call performance by phone number for the days you specify. It provides call counts, report statistics in hours, minutes and seconds, and call costs. (See Figure 68.)

The Phone Number Group Accounting Trace report shows the call activity and call performance by phone number in a phone number group for the days you specify. It provides call counts, report statistics in hours, minutes and seconds, and call costs.

**NOTE:** Calls display as two segments in Trace reports if you use route optimization. The first segment indicates the pre-optimized talk time (indicated by an r in the SMDR record), and the second segment indicates the post-optimized talk time (indicated by an R in the SMDR record). In Trace reports, combining the talk time for these two segments represents the length of the call.

The Phone Number Accounting Trace report provides the following information:

REPORT FIELD	DESCRIPTION
Phone number	the inbound/outbound digits dialed
Location	the location from where the call originated (for example, Kanata, Canada), or the name you associated to the phone number
Call start time	the date and time of the initiation of the call
Calling	the station number, attendant, or for outgoing calls, the outgoing trunk number that received the call
Called	the station, an attendant, or an incoming trunk that originated the call
Call type	the call type is determined by the carrier plan and the digits dialed
	the call type is determined by the carrier plan
Total duration (hh:mm:ss)	the length of the call
Cost	the cost of the telephone call
Totals	the total of each of the columns

Phone Number	Location	Call start time	Calling	Called	Call type	Total duration (hh:mm:ss)	Cost
6135922122	Kanata Office	11-10-2013 10:40:31 AM	9999	1347	Inbound Call Type	00:52:05	\$0.00
6135922122	6135922122	11-10-2013 11:04:19 AM	1219	9999	Local outbound	00:10:52	\$0.11
<b>Totals</b>						<b>01:02:57</b>	<b>\$0.11</b>

Figure 68: Phone Number Accounting Trace

## SUBSCRIBER REPORTS

Business Reporter Subscriber reports provide an indication of call activity and call costs by subscriber or subscriber group.

The Subscriber reports are listed below:

- Subscriber and Subscriber Group Accounting by Account Code
- Subscriber and Subscriber Group Accounting by Extension
- Subscriber and Subscriber Group Accounting by Interval
- Subscriber and Subscriber Group Accounting by Phone Number/Location
- Subscriber and Subscriber Group Accounting Summary
- Subscriber and Subscriber Group Accounting Trace
- Subscriber and Subscriber Group Accounting-Billing Comparison
- Subscriber Group Accounting by Subscriber



### *Subscriber and Subscriber Group Accounting by Account Code*

The Subscriber and Subscriber Group Accounting by Account Code reports show Account Codes used by the subscriber or subscriber group. It lists the call type and cost. (See Figure 69.)

The Subscriber and Subscriber Group Accounting by Account Code reports provide the following information:

REPORT FIELD	DESCRIPTION
Reporting	the Account Code entered for this segment of the call
Full name	the name of the Account Code
Total calls	the total number of calls made by the employee/employee group
Total costs	the cost of the telephone call
Total duration (hh:mm:ss)	<p>the total amount of time, including hold, between when an Account Code was entered and when the contact was either completed, tagged with another Code, or when the agent logged off</p> <p><b>NOTE:</b> For Classification Codes, this statistic includes transfer time and the time calls were handled at other extensions.</p>
Totals	the total of each of the columns

Reporting	Full name	Total calls	Total costs	Total duration (hh:mm:ss)
55	Sales Outbound Call	1	\$0.00	00:00:30
11	Call Accounting	1	\$0.00	00:02:45
Totals	2	2	\$0.00	00:03:15

Figure 69: Subscriber Accounting by Account Code

### *Subscriber and Subscriber Group Accounting by Extension*

The Subscriber and Subscriber Group Accounting by Extension reports compare the call costing data distributed across the extensions of a single subscriber or a subscriber group for the shift duration and days you specify. It reports the call statistics in hours, minutes, and seconds, and provides call counts. (See Figure 70.)

The Subscriber and Subscriber Group Accounting by Extension reports provide the following information:

REPORT FIELD	DESCRIPTION
Reporting	the extension being reported upon
Full name	the name of the person or group to which that extension is assigned
Total calls	the total number of calls handled
Total costs	the total cost of the calls
Total duration (hh:mm:ss)	the total length of time for all calls handled
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Total	the total of each of the columns

Reporting	Full name	Total calls	Total costs	Total duration (hh:mm:ss)	Average cost	Average duration (hh:mm:ss)
1258	Room,Ref's	4	\$0.27	00:41:08	\$0.07	00:10:17
Total		4	\$0.27	00:41:08	\$0.07	00:10:17

Figure 70: Subscriber Accounting by Extension

### *Subscriber and Subscriber Group Accounting by Interval*

The Subscriber and Subscriber Group Accounting by Interval reports show the call activity and call cost by subscriber and subscriber group by 15-, 30-, or 60-minute intervals, by day of the week, by day of the month, or by month for the shift duration and days you specify. (See Figure 71.)

The Subscriber and Subscriber Group Accounting by Interval reports provide the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Total calls	the total number of calls handled for the interval
Total duration (hh:mm:ss)	the duration of the calls for the interval
Total costs	the total cost of the calls for the interval
Incoming calls	the total number of calls received for the interval
Incoming duration (hh:mm:ss)	the total length of incoming calls handled for the interval
Incoming costs	the total cost of incoming calls handled for the interval
Outgoing calls	the total number of outgoing calls handled for the interval
Outgoing duration (hh:mm:ss)	the total duration of outgoing calls for the interval
Outgoing costs	the total cost of outgoing calls handled for the interval
Total	the total of each of the columns

Activity period	Total calls	Total duration (hh:mm:ss)	Total costs	Incoming calls	Incoming duration (hh:mm:ss)	Incoming costs	Outgoing calls	Outgoing duration (hh:mm:ss)	Outgoing costs
Sunday	0	00:00:00	\$0.00	0	00:00:00	\$0.00	0	00:00:00	\$0.00
Monday	2	0:05:00	\$0.00	2	0:05:00	\$0.00	0	00:00:00	\$0.00
Tuesday	2	0:05:00	\$0.00	2	0:05:00	\$0.00	0	00:00:00	\$0.00
Wednesday	4	0:10:00	\$0.00	4	0:10:00	\$0.00	0	00:00:00	\$0.00
Thursday	6	0:15:00	\$0.00	6	0:15:00	\$0.00	0	00:00:00	\$0.00
Friday	2	0:05:00	\$0.00	2	0:05:00	\$0.00	0	00:00:00	\$0.00
Saturday	0	00:00:00	\$0.00	0	00:00:00	\$0.00	0	00:00:00	\$0.00
<b>Total</b>	<b>16</b>	<b>0:40:00</b>	<b>\$0.00</b>	<b>16</b>	<b>0:40:00</b>	<b>\$0.00</b>	<b>0</b>	<b>00:00:00</b>	<b>\$0.00</b>

Figure 71: Subscriber Accounting by Interval

### *Subscriber and Subscriber Group Accounting by Phone Number/Location*

The Subscriber and Subscriber Group Accounting by Phone number/Location report shows calls sent to and received by the subscriber or subscriber group. It lists the call type and cost. (See Figure 72.)

The Subscriber and Subscriber Group Accounting by Phone Number/Location report provides the following information:

REPORT FIELD	DESCRIPTION
Number dialed	the inbound/outbound digits dialed
Location	the location from where the call originated (for example, Kanata, Canada), or the name you associated to the phone number
Call type	the call type is determined by the carrier plan and the digits dialed
Total calls	the number of times each call type occurred
Duration	the length of the call
Total costs	the cost of the telephone call
Total	the total of each of the columns

Number dialed	Location	Call type	Total calls	Duration	Total costs
1110	1110	Internal	1	00:00:09	\$0.00
4210	Ottawa-hull, Ontario, Canada	Local outbound	1	00:00:00	\$0.00
T1	T1	Inbound Call Type	1	00:14:14	\$0.00
6135925660	Kanata-stittsville, Ontario, Canada	Local outbound	1	00:26:45	\$0.27
<b>Total</b>	-	-	<b>4</b>	<b>00:41:08</b>	<b>\$0.27</b>

**Figure 72: Subscriber Accounting by Phone Number/Location**



### *Subscriber and Subscriber Group Accounting Summary*

The Subscriber and Subscriber Group Accounting Summary reports show the total call activity and call cost by subscribers in a subscriber group for the shift duration and days you specify. It reports the call statistics in hours, minutes, and seconds, and provides call counts across subscribers. (See Figure 73.)

The Subscriber and Subscriber Group Accounting Summary reports provide the following information:

REPORT FIELD	DESCRIPTION
Call type	the call type is determined by the carrier plan and the digits dialed
Total calls	the total number of calls handled
Cost	the total cost of the calls
Duration	the total length of time for all calls handled
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Totals	the total of each of the columns

Call type	Total calls	Cost	Duration	Average cost	Average duration (hh:mm:ss)
Local outbound	1	\$0.27	00:26:45	\$0.27	00:26:45
Internal	1	\$0.00	00:00:09	\$0.00	00:00:09
Totals	2	\$0.27	00:26:54	\$0.14	00:13:27

Figure 73: Subscriber Accounting Summary

## *Subscriber and Subscriber Group Accounting Trace*

The Subscriber and Subscriber Group Accounting Trace shows each Subscriber Trace by Subscriber you specify. (See Figure 74.)

**NOTE:** Calls display as two segments in Trace reports if you use route optimization. The first segment indicates the pre-optimized talk time (indicated by an r in the SMDR record), and the second segment indicates the post-optimized talk time (indicated by an R in the SMDR record). In Trace reports, combining the talk time for these two segments represents the length of the call.

The Subscriber and Subscriber Group Accounting Trace reports provide the following information:

REPORT FIELD	DESCRIPTION
Reporting (group report only)	the extension being reported upon
Full name (group report only)	the name of the person or group to which that extension is assigned
Call start time	the date and time of the initiation of the call
Extension	the extension that the call was made from (not available in the Subscriber Group Accounting Trace report)
Phone number	the inbound/outbound digits dialed
Location	the location from where the call originated (for example, Kanata, Canada), or the name you associated to the phone number
Call type	the call type is determined by the carrier plan and the digits dialed
Call rate	the cost of the call for the duration. The call rate is determined by the carrier plan and the digits dialed
Total duration (hh:mm:ss)	the total length of time for all calls handled
Total costs	the total cost of the calls
Trunk	the communication line between two switching systems

REPORT FIELD	DESCRIPTION
DNIS	The DNIS reporting number, as programmed in YourSite Explorer, representing the number the caller dialed
Account Code	the Account Code entered for this segment of the call
Third party	the extension or phone number to which the call was transferred (if applicable)
Third party device type	the type of device to which the call was transferred (if applicable)
Totals	the total of each of the columns

Call start time	Extension	Phone Number	Location	Call type	Call rate	Total duration (hh:mm:ss)	Total costs	Trunk	DNIS	Account Code	Third party	Third Party Device type	Caller ID
11-10-2013 12:58:46 PM	1258	6135925660	Kanata-stittsville, Ontario, Canada	Local outbound	LocalOut	00:26:45	\$0.27	8112					6135925660
11-16-2013 2:39:30 PM	1258	1110	1110	Internal	internal	00:00:09	\$0.00	9999					1110
Totals						00:26:54	\$0.27						

Figure 74: Subscriber Accounting Trace

### *Subscriber and Subscriber Group Accounting-Billing Comparison*

The Subscriber and Subscriber Group Accounting-Billing Comparison reports show carrier plan and subscriber plan costs, and the percentile difference between them. (See Figure 75.)

The Subscriber and Subscriber Group Accounting-Billing Comparison reports provide the following information:

REPORT FIELD	DESCRIPTION
Call type	the call type is determined by the carrier plan and the digits dialed
Total calls	the number of times each call type occurred
Duration	the total length of time for all calls handled
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Total carrier cost	the total cost of a specific call type to the carrier
Average carrier cost	the total carrier cost divided by the call count
Total subscriber cost	the cost of a specific call type to the subscriber
Average subscriber cost	the total subscriber cost divided by the call count
Margin %	the percent of the cost covered by the subscriber
Total	the total of each of the columns

Call type	Total calls	Duration	Average duration (hh:mm:ss)	Total carrier cost	Average carrier cost	Total subscriber cost	Average subscriber cost	Margin %
Internal	1	00:00:09	00:00:09	\$0.00	\$0.00	\$0.00	\$0.00	0.0%
Inbound Call Type	1	00:14:14	00:14:14	\$0.00	\$0.00	\$0.00	\$0.00	0.0%
Local outbound	2	00:26:45	00:13:23	\$0.27	\$0.14	\$0.30	\$0.15	10.0%
Total	4	00:41:08	00:10:17	\$0.27	\$0.07	\$0.30	\$0.07	10.0%

Figure 75: Subscriber Account-Billing Comparison

### *Subscriber Group Accounting by Subscriber*

The Subscriber Group Accounting by Subscriber report shows the total call activity and call cost by subscriber group. (See Figure 76.)

The Subscriber Group Accounting by Subscriber report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the queue group's reporting number
Full name	the name of the person or group to which that extension is assigned
Total calls	the total number of calls handled
Total costs	the total cost of the calls
Total duration (hh:mm:ss)	the total length of time for all calls handled
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Total	the total of each of the columns



Reporting	Full name	Total calls	Total costs	Total duration (hh:mm:ss)	Average cost	Average duration (hh:mm:ss)
1682816	Expo Services	43	\$0.00	01:38:46	\$0.00	00:02:18
	Total	43	\$0.00	01:38:46	\$0.00	00:02:18

Figure 76: Subscriber Group Accounting by Subscriber

### ENTERPRISE REPORTS

Business Reporter Enterprise reports provide an indication of call activity and call costs across your enterprise.

The Enterprise reports are listed below

- Site Accounting by Media Server
- Site Accounting Toll Fraud
- Site Accounting Trace

### *Site Accounting by Media Server*

The Site Accounting by Media Server report shows call activity and call costs for each media server in your enterprise. (See Figure 77.)

The Site Accounting by Media Server report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the name of the media server collecting data
Full name	the name of the person or group to which that extension is assigned
Total calls	the total number of calls handled
Total costs	the total cost of the calls
Total duration (hh:mm:ss)	the total length of time for all calls handled
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Total	the total of each of the columns

Reporting	Full name	Total calls	Total costs	Total duration (hh:mm:ss)	Average cost	Average duration (hh:mm:ss)
1	Pfprim	4814	\$504.93	587:18:59	\$0.10	00:07:19
7	pfacd1	1728	\$45.50	180:38:41	\$0.03	00:06:16
	<b>Total</b>	<b>6542</b>	<b>\$550.43</b>	<b>767:57:40</b>	<b>\$0.08</b>	<b>00:07:03</b>

**Figure 77: Site Accounting by Media Server**

### *Site Accounting Toll Fraud*

The Site Accounting Toll Fraud report shows toll fraud activity by site. (See Figure 78.)

The Site Accounting Toll Fraud report provides the following information:

REPORT FIELD	DESCRIPTION
Call start time	the date and time of the initiation of the call
Extension	the extension number used
Full Name	the name of the person or group to which that extension is assigned
Number dialed	the inbound/outbound digits dialed
Location	the location from where the call originated (for example, Kanata, Canada), or the name you associated to the phone number
Call type	the call type is determined by the carrier plan and the digits dialed
Toll fraud type	the type of toll fraud detected. 'Cost exceeds fraud maximum' displays when the call cost surpasses the set toll fraud cost threshold. Call to restricted number' displays when a call is made to a digit pattern flagged as toll fraud.
Duration	the length of the call
Cost	the cost of the telephone call
Total	the total of each of the columns

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Call start time	Extension	Full name	Number dialed	Location	Call type	Toll fraud type	Duration	Cost
11-10-2013 8:15:02 AM	1347		011442078014510	London,United Kingdom	International outbound	Call to restricted number	01:06:08	\$3.31
11-10-2013 8:15:03 AM	1347		011442078014510	011442078014510	International outbound	Call to restricted number	01:06:09	\$3.31
11-10-2013 12:35:25 PM	1557		0113227088586	0113227088586	International outbound	Call to restricted number	00:28:41	\$0.08
11-10-2013 12:35:34 PM	1557	Doss, Vlad	0113227088586	Brussel,Belgium	International outbound	Call to restricted number	00:28:30	\$0.08
11-10-2013 5:21:56 PM	1557	Doss, Vlad	0113227088586	Brussel,Belgium	International outbound	Call to restricted number	00:00:59	\$0.08
11-10-2013 5:21:58 PM	1557		0113227088586	0113227088586	International outbound	Call to restricted number	00:00:59	\$0.08
11-11-2013 4:28:44 PM			01161290239506	Central East Australia,Australia	International outbound	Call to restricted number	00:00:51	\$2.50
11-11-2013 4:30:15 PM	1162	Alonsa, Maria	01161290239506	Central East Australia,Australia	International outbound	Call to restricted number	01:14:42	\$219.62
11-11-2013 4:31:09 PM			01161290239506	Central East Australia,Australia	International outbound	Call to restricted number	00:00:22	\$1.08
11-11-2013 4:42:49 PM			01161290239506	Central East Australia,Australia	International outbound	Call to restricted number	00:00:26	\$1.28
11-12-2013 10:07:16 AM	1346	Matt Lalonde	011442078014510	London,United Kingdom	International outbound	Call to restricted number	00:06:59	\$0.35
11-12-2013 10:07:18 AM	1346		011442078014510	011442078014510	International outbound	Call to restricted number	00:06:59	\$0.35
11-12-2013 10:15:19 AM	1346	Matt Lalonde	011442078014510	London,United Kingdom	International outbound	Call to restricted number	00:26:31	\$1.33
11-12-2013 10:15:21 AM	1346		011442078014510	011442078014510	International outbound	Call to restricted number	00:26:31	\$1.33
11-15-2013 10:52:31 AM	1552	Jamil Hreich - SP	01161384166098	South East Australia,Australia	International outbound	Call to restricted number	00:59:26	\$174.74
11-15-2013 4:28:51 PM	1109	Tott, Judy	011447776147983	United Kingdom	International outbound	Call to restricted number	00:00:15	\$0.02
11-16-2013 8:47:09 AM	1142	Roper,Kim	01114401291430000	United Kingdom	International outbound	Call to restricted number	00:00:05	\$0.09
11-16-2013 8:47:31 AM	1142	Roper,Kim	0114407881913130	United Kingdom	International outbound	Call to restricted number	00:00:25	\$0.03
11-16-2013 9:02:10 AM	1415	McDowell,Patrick	011441291436060	Chepstow,United Kingdom	International outbound	Call to restricted number	00:00:00	\$0.00
11-16-2013 9:02:38 AM	1415	McDowell,Patrick	0114401291436060	United Kingdom	International outbound	Call to restricted number	00:00:07	\$0.01
11-16-2013 9:02:41 AM	1415		0114401291436060	0114401291436060	International outbound	Call to restricted number	00:00:07	\$0.01
11-16-2013 9:03:12 AM	1415	McDowell,Patrick	011441291436060	Chepstow,United Kingdom	International outbound	Call to restricted number	00:32:00	\$1.60
11-16-2013 9:03:15 AM	1415		011441291436060	011441291436060	International outbound	Call to restricted number	00:32:01	\$1.61
11-16-2013 10:39:42 AM	1515	Mantha, Floyd	011441291436060	Chepstow,United Kingdom	International outbound	Call to restricted number	00:24:01	\$1.21
11-16-2013 11:30:24 AM			011441291436060	Chepstow,United Kingdom	International outbound	Call to restricted number	00:59:04	\$2.96
11-16-2013 11:30:27 AM			011441291436060	011441291436060	International outbound	Call to restricted number	00:59:04	\$2.96
11-16-2013 12:59:48 PM	1142	Roper,Kim	0115995200013	St. Maarten,Netherlands Antilles	International outbound	Call to restricted number	00:00:56	\$0.49
11-16-2013 3:15:54 PM	1142	Roper,Kim	0115995200013	St. Maarten,Netherlands Antilles	International outbound	Call to restricted number	00:00:57	\$0.50
11-16-2013 3:17:00 PM	1142	Roper,Kim	0115995429821	St. Maarten,Netherlands Antilles	International outbound	Call to restricted number	00:01:00	\$0.52
<b>Total</b>	-	-	-	-	-	-	<b>10:04:15</b>	<b>\$421.53</b>

Figure 78: Site Accounting Toll Fraud

## Site Accounting Trace

The Site Accounting Trace report shows call activity and call costs for each site in your enterprise. A site trace report can tell you which were the longest or most expensive calls performed. (See Figure 79.)

**NOTE:** Calls display as two segments in Trace reports if you use route optimization. The first segment indicates the pre-optimized talk time (indicated by an r in the SMDR record), and the second segment indicates the post-optimized talk time (indicated by an R in the SMDR record). In Trace reports, combining the talk time for these two segments represents the length of the call.

The Site Accounting Trace report provides the following information:

REPORT FIELD	DESCRIPTION
Call start time	the date and time of the initiation of the call
Number dialed	the inbound/outbound digits dialed
Location	the location from where the call originated (for example, Kanata, Canada), or the name you associated to the phone number
Call type	the call type is determined by the carrier plan and the digits dialed
Call rate	the cost of the call for the duration. The call rate is determined by the carrier plan and the digits dialed
Duration	the total length of the call
Cost	the cost of the telephone call
Trunk	the communication line between two switching systems
DNIS	The DNIS reporting number, as programmed in YourSite Explorer, representing the number the caller dialed
Account Code	the Account Code entered for this segment of the call
Third party	the extension or phone number to which the call was transferred (if applicable)

REPORT FIELD	DESCRIPTION
Third party device type	the type of device to which the call was transferred (if applicable)
Caller ID	the phone number the caller is calling from (if available)
Total	the total of each of the columns



Call start time	Number dialed	Location	Call type	Call rate	Duration	Cost	Trunk	DNIS	Account Code	Third party	Third party device type	Caller ID
11-10-2013 8:05:16 AM	1583	1583	Internal	internal	00:00:29	\$0.00	9999					
11-10-2013 8:05:16 AM	110	110	Internal	internal	00:00:30	\$0.00	9999					
11-10-2013 8:05:18 AM	2080	2080	Internal	internal	00:00:29	\$0.00	9999					
11-10-2013 8:05:18 AM	1583	1583	Internal	internal	00:00:29	\$0.00	9999					
11-10-2013 8:10:12 AM	1583	1583	Internal	internal	00:00:18	\$0.00	9999					
11-10-2013 8:10:12 AM	110	110	Internal	internal	00:00:18	\$0.00	9999					
11-10-2013 8:10:14 AM	2080	2080	Internal	internal	00:00:18	\$0.00	9999					
11-10-2013 8:10:14 AM	1583	1583	Internal	internal	00:00:18	\$0.00	9999					
11-10-2013 8:11:33 AM	1583	1583	Internal	internal	00:00:03	\$0.00	9999					
11-10-2010 8:11:33 AM	5092	Ontario,Canada	Local outbound	LocalOut	00:00:05	\$0.01	9996					
11-10-2013 8:11:35 AM	2093	2093	Internal	internal	00:00:02	\$0.00	9999					
11-10-2013 8:11:41 AM	1583	1583	Internal	internal	00:00:14	\$0.00	9999					
11-10-2013 8:11:41 AM	5093	Ontario,Canada	Local outbound	LocalOut	00:00:17	\$0.01	9996					
11-10-2013 8:11:42 AM	7115093	7115093	Local outbound	LocalOut	00:00:15	\$0.01	9999					
<b>Total</b>	-	-	-	-	<b>00:04:05</b>	<b>\$0.03</b>	-	-	-	-	-	-

Figure 79: Site Accounting Trace

## EXTENSION DIVISION REPORTS

Business Reporter Extension Division reports provide statistics on extension divisions, which are groups of extension groups. They provide statistics on call activity and call costs by extension division.

The Extension Division reports are listed below:

- All Extension Division Accounting by Extension Division
- All Extension Division Accounting Detailed
- Extension Division Accounting by Extension Group

### *All Extension Division Accounting by Extension Division*

The All Extension Division Accounting by Extension Division report shows the call activity, call cost, and call duration by extension division. (See Figure 80.)

The All Extension Division Accounting by Extension Division report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the reporting number of the extension division
Full name	the name of the extension division
Total calls	the total number of calls handled
Total costs	the total cost of the calls
Total duration (hh:mm:ss)	the total length of time for all calls handled
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Totals	the total of each of the columns

Reporting	Full name	Total calls	Total costs	Total duration (hh:mm:ss)	Average cost	Average duration (hh:mm:ss)
1	All	536	\$84.18	37:10:10	\$0.16	00:04:10
2	QA&CS	42	\$9.92	04:14:39	\$0.24	00:06:04
Totals		578	\$94.10	41:24:49	\$0.16	00:04:18

Figure 80: All Extension Division Accounting by Extension Division

### *All Extension Division Accounting Detailed*

The All Extension Division Accounting Detailed report shows the call activity, call cost, and call duration by extension in each division extension and extension division. (See Figure 81.)

The All Extension Division Accounting Detailed report provide the following information:

REPORT FIELD	DESCRIPTION
Division name	the name of the extension division
Extension Group name	the name of the extension group
Reporting	the reporting number of the extension
Full name	the name of the person or group to which that extension is assigned
Total calls	the total number of calls handled
Total costs	the total cost of the calls
Total duration (hh:mm:ss)	the total length of time for all calls handled
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Totals	the total of each of the columns

Division Name	Extension Group Name	Reporting	Full name	Total calls	Total costs	Total duration (hh:mm:ss)	Average cost	Average duration (hh:mm:ss)
QA&CS	CS	1119	Mike Ray	24	\$9.76	03:21:41	\$0.41	00:08:24
		Subtotal		24	\$9.76	03:21:41	\$0.41	00:08:24
	QA	1107	Chris Cott	5	\$0.00	00:25:17	\$0.00	00:05:03
		1121	Tom Dern	10	\$0.06	00:19:49	\$0.01	00:01:59
		1135	Brett Quoy	3	\$0.10	00:07:52	\$0.03	00:02:37
		Subtotal		18	\$0.16	00:52:58	\$0.01	00:02:57
	Subtotal		42	\$9.92	04:14:39	\$0.24	00:06:04	
Totals			126	\$29.76	11:24:19	\$1.11	00:04:18	

Figure 81: All Extension Division Accounting Detailed

### *Extension Division Accounting by Extension Group*

The Extension Division Accounting by Extension Group report shows the call activity, call cost, and call duration by extension group for a selected extension division. (See Figure 82.)

The Extension Division Accounting by Extension Group report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the reporting number of the extension group
Full name	the name of the extension group
Total calls	the total number of calls handled
Total costs	the total cost of the calls
Total duration (hh:mm:ss)	the total duration for the call count
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Totals	the total of each of the columns

Reporting	Full name	Total calls	Total costs	Total duration (hh:mm:ss)	Average cost	Average duration (hh:mm:ss)
3	Supervisor Ext.	13	\$0.41	01:40:51	\$0.03	00:07:45
<b>Totals</b>		<b>13</b>	<b>\$0.41</b>	<b>01:40:51</b>	<b>\$0.03</b>	<b>00:07:45</b>

Figure 82: Extension Division Accounting by Extension Group



## BUSINESS REPORTER SUBSCRIBER SERVICES REPORTS

Business Reporter Subscriber Services enables you to create reports that list the cost of the calls made by your subscriber, based on subscriber plans.

You can produce Business Reporter Subscriber Services reports only after you configure subscriber plans in Business Reporter. Subscriber Services reports provide call statistics that help you track subscriber call activity and cost. Report on all types of calls, incoming and outgoing, local and long distance. Print or email your reports from local or remote locations. Schedule weekly reports and you'll have up-to-date subscriber call statistics always at hand.

When you run a report that has a call type and/or a call rate column, the type and rate are driven by the product. In other words, if you generate an Employee Accounting Interval by Call Type report, the call types and call rates are carrier plan call types and call rates. If you run an Employee Billing Interval by Call Type report, the call types and call rates are the subscriber plan call types and call rates.

Business Reporter includes the following Subscriber Services reports:

- **Subscriber employee reports**
- **Subscriber employee division reports**
- **Subscriber reports**

### EMPLOYEE REPORTS

Business Reporter Subscriber Services Employee reports report on individual employees and employee groups. They provide an indication of call activity and call costs based on the subscriber plans.

The Subscriber Services Employee reports are listed below:

- Employee and Employee Group Billing by Account Code
- Employee and Employee Group Billing by Extension
- Employee and Employee Group Billing by Interval
- Employee Billing by Interval by Call Type
- Employee Billing Service Charges
- Employee and Employee Group Billing Summary
- Employee and Employee Group Billing Trace
- Employee Billing Usage and Service Charges
- Employee Group Billing by Employee
- Employee Group Billing by Employee by Call Type

### *Employee and Employee Group Billing by Account Code*

The Employee and Employee Group Billing by Account Code reports show billing information by account codes. They list call activity by account code and associated account code name, including total calls, total duration and cost of the calls. To compare carrier to subscriber costs, compare the Employee and Employee Group Accounting by Account Code reports to these reports. (In previous versions, this report was the Subscriber Employee and Employee Group Accounting by Account Code Reports.) (See Figure 83.)

The Employee and Employee Group Billing by Account Code reports provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the Account Code entered for this segment of the call
Full name	the name associated with this account
Total calls	the total number of calls handled
Total costs	the cost of the telephone call
Total duration (hh:mm:ss)	<p>the total amount of time, including hold, between when an Account Code was entered and when the contact was either completed, tagged with another Code, or when the agent logged off</p> <p><b>NOTE:</b> For Classification Codes, this statistic includes transfer time and the time calls were handled at other extensions.</p>
Totals	the total of each of the columns

Employee Reporting	Employee Name	Total calls	Total costs	Total duration (hh:mm:ss)
55	Sales Outbound Call	1	\$0.00	00:00:30
11	Call Accounting	1	\$0.00	00:02:45
Totals	2	2	\$0.00	00:03:15

Figure 83: Employee Billing by Account Code

### *Employee and Employee Group Billing by Extension*

The Employee and Employee Group Billing by Extension reports compare the subscriber's call costing data distributed across the extensions of a single employee or members of an employee group for the shift duration and day(s) you specify. They report the call statistics in hours, minutes, and seconds, and provides call counts. To compare carrier to subscriber costs, compare the Employee and Employee Accounting by Extension reports to these reports. (In previous versions, this report was the Subscriber Employee and Employee Group Accounting by Extension Reports.) (See Figure 84.)

These reports contain data for all extensions credited to an employee. If an employee used an extension aside from one they are currently associated with, that extension will appear in the report. If an employee used an extension that is not programmed in YourSite Explorer, then the extensions will appear as in the report with a blank entry in the Reporting and Full name fields.

The Employee and Employee Group Billing by Extension reports provide the following information:

REPORT FIELD	DESCRIPTION
Reporting	the extension being reported upon
Full name	the name of the person or group to which that extension is assigned
Total calls	the total number of calls handled
Total costs	the total cost of the calls
Total duration (hh:mm:ss)	the total length of time for all calls handled
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Total	the total of each of the columns

Reporting	Full name	Total calls	Total costs	Total duration (hh:mm:ss)	Average cost	Average duration (hh:mm:ss)
1328	Carter,Steve	91	\$2.49	20:56:49	\$0.03	00:13:49
1492	Carter,Steve	2	\$0.03	00:01:16	\$0.02	00:00:38
	<b>Total</b>	<b>93</b>	<b>\$2.52</b>	<b>20:58:05</b>	<b>\$0.03</b>	<b>00:13:32</b>

**Figure 84: Employee Billing by Extension**

### *Employee and Employee Group Billing by Interval*

The Employee and Employee Group Billing by Interval reports show the subscriber's call activity and call cost by employee or employee group for the shift duration, day(s), and interval you specify. To compare carrier to subscriber costs, compare the Employee and Employee Group Accounting by Period reports to these reports. (In previous versions, this report was the Subscriber Employee and Employee Group Accounting by Day of Month, Day of the Week, by Month, and by Period Reports.) (See Figure 85.)

The Employee and Employee Group Billing by Interval reports provide the following information:

REPORT FIELD	DESCRIPTION
Activity period (group report only)	the interval of the report
Total calls	the total number of calls handled
Total duration (hh:mm:ss)	the total length of the call
Total costs	the total cost of the calls
Incoming calls	the number of incoming calls
Incoming duration (hh:mm:ss)	the length of incoming calls
Incoming costs	the cost of incoming calls
Outgoing calls	the number of outbound calls
Outgoing duration (hh:mm:ss)	the length of outbound calls
Outgoing costs	the total cost of outgoing calls handled for the interval
Total	the total of each of the columns

Activity period	Total calls	Total duration (hh:mm:ss)	Total costs	Incoming calls	Incoming duration (hh:mm:ss)	Incoming costs	Outgoing calls	Outgoing duration (hh:mm:ss)	Outgoing costs
Sunday	0	00:00:00	\$0.00	0	00:00:00	\$0.00	0	00:00:00	\$0.00
Monday	6	00:24:35	\$0.00	5	00:23:33	\$0.00	1	00:01:02	\$0.00
Tuesday	11	00:46:30	\$0.08	8	00:43:32	\$0.00	3	00:02:58	\$0.08
Wednesday	13	02:22:02	\$1.52	4	00:26:27	\$0.00	9	01:55:35	\$1.52
Thursday	6	00:31:35	\$0.00	5	00:30:38	\$0.00	1	00:00:57	\$0.00
Friday	8	01:42:53	\$1.22	3	00:12:04	\$0.00	5	01:30:49	\$1.22
Saturday	0	00:00:00	\$0.00	0	00:00:00	\$0.00	0	00:00:00	\$0.00
<b>Total</b>	<b>44</b>	<b>05:47:35</b>	<b>\$2.82</b>	<b>25</b>	<b>02:16:14</b>	<b>\$0.00</b>	<b>19</b>	<b>03:31:21</b>	<b>\$2.82</b>

Figure 85: Employee Billing by Interval



### *Employee Billing by Interval by Call Type*

The Employee Billing by Interval by Call Type report shows the subscriber's call activity and call cost by employee for the shift duration and day(s) you specify, and by call type. To compare carrier to subscriber costs, compare the Employee and Employee Group Accounting by Interval reports to these reports. (In previous versions, this report was the Subscriber Employee and Employee Group Accounting by Day of Month, Day of the Week, by Month, and by Period Reports.) (See Figure 86.)

The Employee Billing by Interval by Call Type report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Call type	the call type is determined by the carrier plan and the digits dialed the call type is determined by the subscriber plan
Total calls	the total number of calls handled
Cost	the cost of the telephone call
Duration	the total length of the call
Totals	the total of each of the columns

Activity period / Call type		Total calls	Cost	Duration
Sunday		0	\$0.00	00:00:00
	<b>Subtotal</b>	0	\$0.00	00:00:00
Monday	Inbound Call Type	4	\$0.00	01:06:23
	North America Long Distance	2	\$0.08	00:01:40
	<b>Subtotal</b>	6	\$0.08	01:08:03
Tuesday	Inbound Call Type	3	\$0.00	02:54:00
	Local outbound	1	\$0.08	00:07:39
	North America Long Distance	4	\$0.16	00:02:52
	<b>Subtotal</b>	8	\$0.24	03:04:31
Wednesday	Inbound Call Type	3	\$0.00	02:07:41
	<b>Subtotal</b>	3	\$0.00	02:07:41
Thursday	Inbound Call Type	4	\$0.00	00:30:50
	North America Long Distance	1	\$0.04	00:00:52
	<b>Subtotal</b>	5	\$0.04	00:31:42
Friday	Inbound Call Type	7	\$0.00	02:26:32
	Internal	2	\$0.00	00:02:51
	Local outbound	3	\$0.07	00:06:17
	North America Long Distance	2	\$0.08	00:01:11
	<b>Subtotal</b>	14	\$0.15	02:36:51
Saturday		0	\$0.00	00:00:00
	<b>Subtotal</b>	0	\$0.00	00:00:00
<b>Totals</b>		<b>36</b>	<b>\$0.51</b>	<b>09:28:48</b>

Figure 86: Employee Billing by Interval by Call Type

### *Employee Billing Service Charges*

The Employee Billing Service Charge report provides a list of all service charges incurred by the employee, their related cost, and the overall cost of all billing options for that employee. (See Figure 87.)

The Employee Billing Service Charges report provides the following information:

REPORT FIELD	DESCRIPTION
Service Charge option	the billing option assigned to this subscriber plan
Recurrence type	the method used to determine how the billing option is calculated with respect to the date range (single, daily, weekly, monthly, or yearly)
Cost	the total cost of the service charge
Subtotal Billing option	the billing options that are of type simple percentage markup
Subtotal Billing percent	the percentage associated to the simple percentage markup billing option
Charge type	the type of service charges associated to the subscriber plan
Total costs	the total cost of all service charge options
Grand total	the total of all service charges

Service Charge Option		Recurrence Type	Cost
VocieMailFlat		Single Recurrence	\$8.00
PhoneRentalFlat		Single Recurrence	\$5.00
Subtotal Billing Option		Subtotal Billing Percent	Cost
		Charge Type	Total costs
		Service Charge Option	\$13.00
		Subtotal Billing Option	\$0.00
		Grand Total	\$13.00

Figure 87: Employee Billing Service Charge

### *Employee and Employee Group Billing Summary*

The Employee and Employee Group Billing Summary reports provide a list of all of the employee calls, when the calls were made, and the associated cost, if any, of each call. (See Figure 88.)

The Employee and Employee Group Billing Summary reports provide the following information:

REPORT FIELD	DESCRIPTION
Call type	the call type is determined by the carrier plan and the digits dialed
Total calls	the total number of calls handled
Cost	the total cost of the calls
Duration	the total length of time for all calls handled
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Totals	the total of each of the columns

Call type	Total calls	Cost	Duration	Average cost	Average duration (hh:mm:ss)
Inbound Call Type	83	\$0.00	34:57:19	\$0.00	00:25:16
North America Long Distance	32	\$9.40	03:42:11	\$0.29	00:06:57
Local outbound	24	\$0.93	01:23:38	\$0.04	00:03:29
Internal	16	\$0.00	00:25:48	\$0.00	00:01:37
<b>Totals</b>	<b>155</b>	<b>\$10.33</b>	<b>40:28:56</b>	<b>\$0.07</b>	<b>00:15:40</b>

Figure 88: Employee Group Billing Summary

### *Employee and Employee Group Billing Trace*

The Employee and Employee Group Billing Trace reports show the employee's calls sent to and received by the extension. They list the call type and cost. To compare carrier to subscriber costs, compare the Employee and Employee Group Accounting Trace reports to these reports. (See Figure 89.)

**NOTE:** Calls display as two segments in Trace reports if you use route optimization. The first segment indicates the pre-optimized talk time (indicated by an r in the SMDR record), and the second segment indicates the post-optimized talk time (indicated by an R in the SMDR record). In Trace reports, combining the talk time for these two segments represents the length of the call.

The Employee and Employee Group Billing Trace reports provide the following information:

REPORT FIELD	DESCRIPTION
Reporting	the extension being reported upon
Full name	the name of the person or group to which that extension is assigned
Call start time	the date and time of the initiation of the call
Total costs	the cost of the telephone call
Total duration (hh:mm:ss)	the total length of the call
Phone number	the inbound/outbound digits dialed
Location	the location from where the call originated (for example, Kanata, Canada), or the name you associated to the phone number
Call type	the call type is determined by the carrier plan and the digits dialed
Call rate	the cost of the call for the duration. The call rate is determined by the carrier plan and the digits dialed
Trunk	the communication line between two switching systems

REPORT FIELD	DESCRIPTION
DNIS	The DNIS reporting number, as programmed in YourSite Explorer, representing the number the caller dialed
Account Code	the Account Code entered for this segment of the call
Third party	the extension or phone number to which the call was transferred (if applicable)
Third party device type	the type of device to which the call was transferred (if applicable)
Caller ID	the phone number the caller is calling from (if available)
Totals	the total of each of the columns



Employee Reporting	Employee Name	Call start time	Total costs	Total duration (hh:mm:ss)	Phone Number	Location	Call type	Call rate	Trunk	DNIS	Account Code	Third party	Third Party Device type	Caller ID
1522	Judy Tott	11-10-2013 8:05:18 AM	\$0.00	00:00:29	1583	1583	Internal	internal	9999					1583
1416	John Osborne	11-10-2013 8:10:14 AM	\$0.00	00:00:18	1583	1583	Internal	internal	9999					1583
Totals	2	00:00:47	\$0.00	00:00:47										

Figure 89: Employee Group Billing Trace

## *Employee Billing Usage and Service Charges*

The Employee Billing Usage and Service Charge report provides a list of all call activity by employee, including when the calls were made, and the associated cost of each call. It also includes a list of all service charges incurred by the employee, their related cost, and the overall cost of all billing options for that employee. (See Figure 90.)

The Employee Billing Usage and Service Charge report provides the following information:

REPORT FIELD	DESCRIPTION
Call start time	the date and time of the initiation of the call
Number dialed	the inbound/outbound digits dialed
Location	the location of the call
Call type	the call type is determined by the carrier plan and the digits dialed the call type is determined by the subscriber plan
Duration	the total length of the call
Cost	the cost of the telephone call
Usage Billing option	the Billing options assigned to the subscriber plan, when not applied to a subtotal
Usage Billing percent	the Simple percent markup assigned to the subscriber plan, when not applied to a subtotal
Cost	the sum of the usage charges multiplied by the Usage Billing percent
Service Charge option	the Surcharge amounts assigned to the subscriber plan
Cost	the service charges, based on the Surcharge amount assigned to the subscriber plan
Subtotal Billing option	the Billing options assigned to the subscriber plan, when applied to a subtotal
Subtotal Billing percent	the Simple percent markup assigned to the subscriber plan, when applied to a subtotal

REPORT FIELD	DESCRIPTION
Cost	the sum of Usage, Usage Billing option, and Service Charge option costs, multiplied by the Subtotal Billing percent
Charge type	the type of charge incurred
Usage charges	the sum of the costs of the calls
Usage Billing option	the sum of the Usage Billing options
Service Charge option	the sum of the Service Charge options
Subtotal Billing option	the sum of the Usage Charges, Usage Billing options, and Service Charge options, multiplied by the Simple percent markup
Total costs	the sums of the charge types
Grand total	the total of all usage and service charges

Call start time	Number dialed	Location	Call type	Duration	Cost
11/16/2014 9:39:42 AM	4805555555	Phoenix,Arizona,United States	Inbound Call Type	02:00:25	\$0.00
11/16/2014 11:55:01 AM	6235555555	Phoenix,Arizona,United States	Inbound Call Type	00:51:56	\$0.00
11/16/2014 12:47:24 PM	6135555555	Jockvale,Ontario,Canada	Local outbound	00:01:29	\$0.02
11/16/2014 1:00:53 PM	6135555555	Jockvale,Ontario,Canada	Local outbound	00:36:36	\$0.37
11/16/2014 1:45:39 PM	7145555555	Huntington Beach,California,United States	Inbound Call Type	00:17:40	\$0.00
11/16/2014 2:07:08 PM	T8104	T8104	Inbound Call Type	01:27:09	\$0.00
11/16/2014 3:34:47 PM	6135555555	Jockvale,Ontario,Canada	Local outbound	00:05:03	\$0.06
11/16/2014 3:41:03 PM	6105555555	Philadelphia Suburban Zone 28,Pennsylvania,United States	Inbound Call Type	00:01:26	\$0.00
		Usage Billing Option		Usage Billing Percent	Cost
		Percent Not Subtotal		10.00%	\$0.07
		Service Charge Option			Cost
		annual billing option			\$100.00
		Flat Fee			\$5.00
		Subtotal Billing Option		Subtotal Billing Percent	Cost
		PercentOnSubtotal		5.00%	\$5.29
		Charge Type			Total costs
		Usage Charges			\$0.69
		Usage Billing Option			\$0.07
		Service Charge Option			\$105.00
		Subtotal Billing Option			\$5.29
		Grand Total			\$111.05

Figure 90: Employee Billing Usage and Service Charges

### *Employee Group Billing by Employee*

The Employee Group Billing by Employee report shows the subscriber's call activity and call cost by employees in an employee group for the shift duration and day(s) you specify. It reports the call statistics in hours, minutes, and seconds, and provides call counts across employees. To compare carrier to subscriber costs, compare the Employee Group Accounting by Employee to this report. (See Figure 91.)

The Employee Group Billing by Employee report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the extension being reported upon
Full name	the name of the person or group to which that extension is assigned
Total calls	the total number of calls handled
Total costs	the total cost of the calls
Total duration (hh:mm:ss)	the total length of time for all calls handled
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Totals	the total of each of the columns

Employee Reporting	Employee Name	Total calls	Total costs	Total duration (hh:mm:ss)	Average cost	Average duration (hh:mm:ss)
1112	Kevin Ferris	19	\$0.71	00:37:10	\$0.04	00:01:57
Totals	1	19	\$0.71	00:37:10	\$0.04	00:01:57

Figure 91: Employee Group Billing by Employee

### *Employee Group Billing by Employee by Call Type*

The Employee Group Billing by Employee by Call Type report shows the subscriber's call activity and call cost by employees in an employee group for the shift duration and day(s) you specify, sorted by call type. It reports the call statistics in hours, minutes, and seconds, and provides call counts across employees. (See Figure 92.)

The Employee Group Billing by Employee by Call Type report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the extension being reported upon
Full name	the name of the person or group to which that extension is assigned
Call type	the call type is determined by the carrier plan and the digits dialed the call type is determined by the subscriber plan
Total calls	the total number of calls handled
Cost	the cost of the telephone call
Duration	the total length of the call
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Totals	the total of each of the columns

Reporting / Full name / Call type			Total calls	Cost	Duration	Average duration (hh:mm:ss)
1112	KevinFerris	Local outbound	17	\$0.43	00:31:19	00:01:51
		North America Long Distance	2	\$0.28	00:05:51	00:02:56
		Subtotal	19	\$0.71	00:37:10	00:01:51
Totals			19	\$0.71	00:37:10	00:01:51

Figure 92: Employee Group Billing by Employee by Call Type



## EMPLOYEE DIVISION REPORTS

Business Reporter Subscriber Services Employee Division reports provide an indication of call activity and call costs by employee groups, based on the subscriber plans.

Business Reporter Subscriber Services Employee Division reports are as follows:

- All Employee Division Billing Detailed
- All Employee Division Billing by Employee Division

### *All Employee Division Billing by Employee Division*

The All Employee Division Billing by Employee Division report provides the division's total call counts and total call costs for the employees that make up each division. (See Figure 93.)

The All Employee Division Billing by Employee Division report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the number of the division being reported on
Full name	the name of the division being reported on
Total calls	the total number of calls handled
Total costs	the total cost of the calls
Total duration (hh:mm:ss)	the total length of time for all calls handled
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Totals	the total of each of the columns

Reporting	Full name	Total calls	Total costs	Total duration (hh:mm:ss)	Average cost	Average duration (hh:mm:ss)
2	QA&CS	73	\$9.92	06:24:45	\$0.14	00:05:16
1	Division 1	18	\$0.16	00:52:58	\$0.01	00:02:57
Totals	2	91	\$10.08	07:17:43	\$0.11	00:04:49

**Figure 93: All Employee Division Billing by Employee Division**

### *All Employee Division Billing Detailed*

The All Employee Division Billing Detailed report provides the subscriber's call counts and call costs for each employee within the group that make up each division. To compare carrier to subscriber costs, compare the All Employee Division Accounting Detailed report to this report. (See Figure 94.)

The All Employee Division Billing Detailed report provides the following information:

REPORT FIELD	DESCRIPTION
Division name	the number assigned to the employee group
Employee Group name	the name of the employee group
Reporting	the extension and name of the employee
Full name	the name of the person or group to which that extension is assigned
Total calls	the total number of calls handled
Total costs	the total cost of the calls
Total duration (hh:mm:ss)	the total length of time for all calls handled
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Subtotal	the subtotal of each of the columns
Totals	the total of each of the columns

Division Name	Employee Group Name	Reporting	Full name	Total calls	Total costs	Total duration (hh:mm:ss)	Average cost	Average duration (hh:mm:ss)
Division 1	QA	1107	Chris Cott	5	\$0.00	00:25:17	\$0.00	00:05:03
		1121	Vlad Doss	10	\$0.06	00:19:49	\$0.01	00:01:59
		1135	Brett Dern	3	\$0.10	00:07:52	\$0.03	00:02:37
		Subtotal		18	\$0.16	00:52:58	\$0.01	00:02:57
		Subtotal		18	\$0.16	00:52:58	\$0.01	00:02:57
QA&CS	CS	1119	Mike Crick	24	\$9.76	03:21:41	\$0.41	00:08:24
		1125	Nick Platt	12	\$0.00	00:13:45	\$0.00	00:01:09
		1146	Trevor Cillis	1	\$0.00	00:02:34	\$0.00	00:02:34
		1159	Eric Turt	8	\$0.00	00:55:35	\$0.00	00:06:57
		1234	Marc Lerit	3	\$0.00	00:00:47	\$0.00	00:00:16
		1236	Joss Deffen	7	\$0.00	00:57:25	\$0.00	00:08:12
		Subtotal		55	\$9.76	05:31:47	\$0.18	00:06:02
	QA	1107	Chris Cott	5	\$0.00	00:25:17	\$0.00	00:05:03
		1121	Vlad Doss	10	\$0.06	00:19:49	\$0.01	00:01:59
		1135	Brett Dern	3	\$0.10	00:07:52	\$0.03	00:02:37
		Subtotal		18	\$0.16	00:52:58	\$0.01	00:02:57
		Subtotal		73	\$9.92	06:24:45	\$0.14	00:05:16
Totals				91	####	07:17:43	\$0.11	00:04:49

Figure 94: All Employee Division Billing Detailed

### *Employee Division Billing by Employee Group*

The Employee Division Billing by Employee Group report provides the call counts, durations, and costs for the employee groups comprising the selected divisions. (See Figure 95.)

The Employee Division Billing by Employee Group report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the reporting number of the employee group
Full name	the name of the employee group
Total calls	the total number of calls handled
Total costs	the total cost of the calls
Total duration (hh:mm:ss)	the total length of time for all calls handled
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Total	the total of each of the columns

Reporting	Full name	Total calls	Total costs	Total duration (hh:mm:ss)	Average cost	Average duration (hh:mm:ss)
13	Hr/Admin	12	\$0.12	00:03:23	\$0.01	00:00:17
12	FrameWork	34	\$0.18	00:14:41	\$0.01	00:00:26
15	Finance	8	\$0.21	00:32:26	\$0.03	00:04:03
10	Applications Team	50	\$0.39	01:03:11	\$0.01	00:01:16
9	IT	17	\$0.57	00:16:52	\$0.03	00:01:00
5	Professional Services	19	\$0.71	00:37:10	\$0.04	00:01:57
14	Execs	32	\$1.03	06:15:25	\$0.03	00:11:44
2	QA	81	\$1.18	03:22:14	\$0.01	00:02:30
6	Training	38	\$1.35	00:49:25	\$0.04	00:01:18
4	PM	22	\$3.27	01:19:19	\$0.15	00:03:36
7	Sales	299	\$13.89	36:40:49	\$0.05	00:07:22
1	CS	322	\$14.53	56:55:36	\$0.05	00:10:36
11	IQ Team	60	\$175.37	03:28:22	\$2.92	00:03:28
<b>Total</b>		<b>994</b>	<b>\$212.80</b>	<b>111:38:53</b>	<b>\$0.21</b>	<b>00:06:44</b>

Figure 95: Employee Division Billing by Employee Group

### SUBSCRIBER REPORTS

Business Reporter Subscriber Services Subscriber reports provide an indication of call activity and call costs by groups of based on the subscriber plans.

The Subscriber Services Subscriber reports are listed below:

- Subscriber and Subscriber Group Billing by Account Code
- Subscriber and Subscriber Group Billing by Extension
- Subscriber and Subscriber Group Billing by Interval
- Subscriber Billing by Interval by Call Type
- Subscriber Billing Service Charges
- Subscriber and Subscriber Group Billing Summary
- Subscriber and Subscriber Group Billing Trace
- Subscriber Billing Usage and Service Charges
- Subscriber Group Billing by Subscriber



### *Subscriber and Subscriber Group Billing by Account Code*

The Subscriber and Subscriber Group Billing by Account Code reports show the subscriber's call activity and call cost by subscriber account code. To compare carrier to subscriber costs, compare the Employee and Employee Group Accounting by Day of the Week reports to these reports. (See Figure 96.)

The Subscriber and Subscriber Group Billing by Account Code reports provide the following information:

REPORT FIELD	DESCRIPTION
Reporting	the Account Code entered for this segment of the call
Full name	the name of the Account Code
Total calls	the total number of calls handled
Total costs	the cost of the telephone call
Total duration (hh:mm:ss)	the total amount of time, including hold, between when an Account Code was entered and when the contact was either completed, tagged with another Code, or when the agent logged off  <b>NOTE:</b> For Classification Codes, this statistic includes transfer time and the time calls were handled at other extensions.
Totals	the total of each of the columns

Reporting	Full name	Total calls	Total costs	Total duration (hh:mm:ss)
17	Renewals	11	\$0.61	00:07:54
Totals	1	11	\$0.61	00:07:54

Figure 96: Subscriber Billing by Account Code

### *Subscriber and Subscriber Group Billing by Extension*

The Subscriber and Subscriber Group Billing by Extension reports compare the call costing data distributed across the extensions of a single subscriber or members of a subscriber group for the shift duration and day(s) you specify. It reports the call statistics in hours, minutes, and seconds, and provides call counts. (See Figure 97.)

The Subscriber and Subscriber Group Billing by Extension reports provide the following information:

REPORT FIELD	DESCRIPTION
Reporting	the extension being reported upon
Full name	the name of the person or group to which that extension is assigned
Total calls	the total number of calls handled
Total cost	the total cost of the calls
Total duration (hh:mm:ss)	the total length of time for all calls handled
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Total	the total of each of the columns

Reporting	Full name	Total calls	Total costs	Total duration (hh:mm:ss)	Average cost	Average duration (hh:mm:ss)
1258	Support	4	\$0.27	00:41:08	\$0.07	00:10:17
Total		4	\$0.27	00:41:08	\$0.07	00:10:17

Figure 97: Subscriber Billing by Extension

### *Subscriber and Subscriber Group Billing by Interval*

The Subscriber and Subscriber Group Billing by Interval reports show all call activity by interval, including calls, call duration, and related costs, by subscriber. (See Figure 98.)

The Subscriber and Subscriber Group Billing by Interval reports provide the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Total calls	the total number of calls handled for the interval
Total duration (hh:mm:ss)	the total length of the calls handled for the interval
Total costs	the total cost of the call for the interval
Incoming calls	the total number of calls received for the interval
Incoming duration (hh:mm:ss)	the total length of incoming calls handled for the interval
Incoming costs	the total cost of incoming calls handled for the interval
Outgoing calls	the total number of outgoing calls handled for the interval
Outgoing duration (hh:mm:ss)	the total duration of outgoing calls for the interval
Outgoing costs	the total cost of outgoing calls handled for the interval
Total	the total of each of the columns

Activity period	Total calls	Total duration (hh:mm:ss)	Total costs	Incoming calls	Incoming duration (hh:mm:ss)	Incoming costs	Outgoing calls	Outgoing duration (hh:mm:ss)	Outgoing costs
Sunday	0	00:00:00	\$0.00	0	00:00:00	\$0.00	0	00:00:00	\$0.00
Monday	0	00:00:00	\$0.00	0	00:00:00	\$0.00	0	00:00:00	\$0.00
Tuesday	1	00:00:09	\$0.00	0	00:00:00	\$0.00	1	00:00:09	\$0.00
Wednesday	1	00:26:45	\$0.30	0	00:00:00	\$0.00	1	00:26:45	\$0.30
Thursday	0	00:00:00	\$0.00	0	00:00:00	\$0.00	0	00:00:00	\$0.00
Friday	0	00:00:00	\$0.00	0	00:00:00	\$0.00	0	00:00:00	\$0.00
Saturday	0	00:00:00	\$0.00	0	00:00:00	\$0.00	0	00:00:00	\$0.00
<b>Total</b>	<b>2</b>	<b>00:26:54</b>	<b>\$0.30</b>	<b>0</b>	<b>00:00:00</b>	<b>\$0.00</b>	<b>2</b>	<b>00:26:54</b>	<b>\$0.30</b>

Figure 98: Subscriber Billing by Interval

### *Subscriber Billing by Interval by Call Type*

The Subscriber Billing by Interval by Call Type report shows the subscriber's call activity and call costs by subscriber for the shift duration and day (s) you specify, by interval, by call type. To compare carrier to subscriber costs, compare the Employee and Employee Group Accounting by Interval reports to these reports. (In previous versions, this report was the Subscriber Employee and Employee Group Accounting by Day of Month, Day of the Week, by Month, and by Period Reports.) (See Figure 99.)

The Subscriber Billing by Interval by Call Type report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Call type	the call type is determined by the carrier plan and the digits dialed the call type is determined by the subscriber plan
Total calls	the total number of calls handled for the interval
Cost	the total cost of the call for the interval
Duration	the total length of the call
Totals	the total of each of the columns

Activity period / Call type		Total calls	Cost	Duration
Sunday		5	\$1.00	0:00:00
	Subtotal	5	\$1.00	00:00:00
Monday		5	\$1.00	00:00:00
	Subtotal	5	\$1.00	00:00:00
Tuesday		10	\$1.00	00:00:00
	Subtotal	10	\$1.00	00:00:00
Wednesday		8	\$1.00	00:00:00
	Subtotal	8	\$1.00	00:00:00
Thursday		5	\$1.00	00:00:00
	Subtotal	5	\$1.00	00:00:00
Friday		12	\$1.00	00:00:00
	Subtotal	12	\$1.00	00:00:00
Saturday		8	\$1.00	00:00:00
	Subtotal	8	\$1.00	00:00:00
Totals		53	\$14.00	00:00:00

Figure 99: Subscriber Billing by Interval by Call Type



### *Subscriber Billing Service Charges*

The Subscriber Billing Service Charges report provides a list of all service charges incurred by the subscriber, their related cost, and the overall cost of all billing options for that subscriber. (See Figure 100.)

The Subscriber Billing Service Charges report provides the following information:

REPORT FIELD	DESCRIPTION
Service Charge option	the billing option assigned to this subscriber plan
Recurrence type	the method used to determine how the billing option is calculated with respect to the date range (single, daily, weekly, monthly, or yearly)
Cost	the total cost of the service charge
Subtotal Billing option	the billing options that are of type simple percentage markup
Subtotal Billing percent	the percentage associated to the simple percentage markup billing option
Cost	the sum of Service Charge option costs, multiplied by the Subtotal Billing percent
Charge type	the type of service charges associated to the subscriber plan
Total costs	the total cost of all the service charge options
Grand total	the total of all service charges

Service Charge Option	Recurrence Type	Cost
annual billing option	Yearly Recurrence	\$100.00
Subtotal Billing Option	Subtotal Billing Percent	Cost
	Charge Type	Total costs
	Service Charge Option	\$100.00
	Subtotal Billing Option	\$0.00
	Grand Total	\$100.00

Figure 100: Subscriber Billing Service Charges

### *Subscriber and Subscriber Group Billing Summary*

The Subscriber and Subscriber Group Billing Summary reports provide a list of all of the subscriber member calls, when the calls were made, and the associated cost, if any, of each call. (See Figure 101.)

The Subscriber and Subscriber Group Billing Summary reports provide the following information:

REPORT FIELD	DESCRIPTION
Call type	the call type is determined by the carrier plan and the digits dialed the call type is determined by the subscriber plan
Total calls	the total number of calls handled
Cost	the total cost of calls
Duration	the total length of the call
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Totals	the total of each of the columns

Call type	Total calls	Cost	Duration	Average cost	Average duration (hh:mm:ss)
Local outbound	1	\$0.30	00:26:45	\$0.30	00:26:45
Internal	1	\$0.00	00:00:09	\$0.00	00:00:09
Totals	2	\$0.30	00:26:54	\$0.15	00:13:27

Figure 101: Subscriber Billing Summary

### *Subscriber and Subscriber Group Billing Trace*

The Subscriber and Subscriber Group Billing Trace reports show the subscriber's internal, inbound, and outbound call activity by extension. It lists the call type and cost. To compare carrier to subscriber costs, compare the Employee and Employee Group Inbound/Outbound Accounting Trace reports to these reports. (See Figure 102.)

**NOTE:** Calls display as two segments in Trace reports if you use route optimization. The first segment indicates the pre-optimized talk time (indicated by an r in the SMDR record), and the second segment indicates the post-optimized talk time (indicated by an R in the SMDR record). In Trace reports, combining the talk time for these two segments represents the length of the call.

The Subscriber and Subscriber Group Billing Trace reports provide the following information:

REPORT FIELD	DESCRIPTION
Call start time	the date and time of the initiation of the call
Extension	the extension that the call was made from (not available in the Subscriber Group Billing Trace report)
Phone number	the inbound/outbound digits dialed
Location	the location from where the call originated (for example, Kanata, Canada), or the name you associated to the phone number
Call type	the call type is determined by the carrier plan and the digits dialed the call type is determined by the subscriber plan
Call rate	the cost of the call for the duration. The call rate is determined by the carrier plan and the digits dialed
Total duration (hh:mm:ss)	the total length of the call
Total costs	the cost of the telephone call
Trunk	the communication line between two switching systems

REPORT FIELD	DESCRIPTION
DNIS	The DNIS reporting number, as programmed in YourSite Explorer, representing the number the caller dialed
Account Code	the Account Code entered for this segment of the call
Third party	the extension or phone number to which the call was transferred (if applicable)
Third party device type	the type of device to which the call was transferred (if applicable)
Caller ID	the phone number the caller is calling from (if available)
Totals	the total of each of the columns

Call start time	Extension	Phone Number	Location	Call type	Call rate	Total duration (hh:mm:ss)	Total costs	Trunk	DNIS	Account Code	Third party	Third Party Device type	Caller ID
11-10-2013 12:58:46 PM	1258	6135925660	Kanata, Ontario	Local outbound	LocalOut	00:26:45	\$0.30	8112					6135925660
11-16-2013 2:39:30 PM	1258	1110	1110	Internal	internal	00:00:09	\$0.00	9999					1110
Totals						00:26:54	\$0.30						

Figure 102: Subscriber Billing Trace

## *Subscriber Billing Usage and Service Charges*

The Subscriber Billing Usage and Service Charges reports provide a list of all call activity by subscriber, including when the calls were made, and the associated cost of each call. It also includes a list of all service charges incurred by the subscriber, their related cost, and the overall cost of all billing options for that employee. (See Figure 103.)

The Subscriber Billing Usage and Service Charges report provides the following information:

REPORT FIELD	DESCRIPTION
Call start time	the date and time of the initiation of the call
Number dialed	the inbound/outbound digits dialed
Location	the location of the call
Call type	the call type is determined by the carrier plan and the digits dialed
Duration	the total length of the call
Cost	the cost of the telephone call
Usage Billing option	the Billing options assigned to the subscriber plan, when not applied to a subtotal
Usage Billing percent	the Simple percent markup assigned to the subscriber plan, when not applied to a subtotal
Cost	the sum of the usage charges multiplied by the Usage Billing percent
Service Charge option	the Surcharge amounts assigned to the subscriber plan
Cost	the service charges, based on the Surcharge amount assigned to the subscriber plan
Subtotal Billing option	the Billing options assigned to the subscriber plan, when applied to a subtotal
Subtotal Billing percent	the Simple percent markup assigned to the subscriber plan, when applied to a subtotal
Cost	the sum of Usage, Usage Billing option, and Service Charge option costs, multiplied by the Subtotal Billing percent



REPORT FIELD	DESCRIPTION
Charge type	the type of charge incurred
Usage Charges	the sum of the costs of the calls
Usage Billing option	the sum of the Usage Billing options
Service Charge option	the sum of the Service Charge options
Subtotal Billing option	the sum of the Usage Charges, Usage Billing options, and Service Charge options, multiplied by the Simple percent markup
Total	the sums of the charge types
Grand total	the total of all usage and service charges

Call start time	Number dialed	Location	Call type	Duration	Cost					
						Usage Billing Option		Usage Billing Percent	Cost	
						Percent Not Subtotal		10.00%	\$0.00	
						Service Charge Option				Cost
						monthly billing				\$100.00
						Flat Fee				\$5.00
						Subtotal Billing Option		Subtotal Billing Percent	Cost	
						PercentOnSubtotal		5.00%	\$5.25	
						Charge Type				Total
						Usage Charges				\$0.00
						Usage Billing Option				\$0.00
						Service Charges				\$105.00
						Subtotal Billing Option				\$5.25
						Grand Total				\$110.25

Figure 103: Subscriber Billing Usage and Service Charges

### *Subscriber Group Billing by Subscriber*

The Subscriber Group Billing by Subscriber report shows the subscriber's call activity and call cost by employees in an employee group for the shift duration and day(s) you specify. It reports the call statistics in hours, minutes, and seconds, and provides call counts across employees. To compare carrier to subscriber costs, compare the Employee Group Accounting by Employee to this report. (See Figure 104.)

The Subscriber Group Billing by Subscriber report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the subscriber number being reported upon
Full name	the name of the person to whom that subscriber number is assigned
Total calls	the total number of calls handled
Total costs	the total cost of the calls
Total duration (hh:mm:ss)	the total length of time for all calls handled
Average cost	the total cost of all calls, divided by the number of calls
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Total	the total of each of the columns

Reporting	Full name	Total calls	Total costs	Total duration (hh:mm:ss)	Average cost	Average duration (hh:mm:ss)
1569311	Syn Tech	21	\$0.33	00:29:15	\$0.02	00:01:24
1638647	Harraway	2	\$0.04	00:00:40	\$0.02	00:00:20
1640675	Fixit	1	\$0.02	00:00:27	\$0.02	00:00:27
	<b>Total</b>	<b>603</b>	<b>\$43.66</b>	<b>16:31:23</b>	<b>\$0.07</b>	<b>00:01:39</b>

**Figure 104: Subscriber Group Billing by Subscriber**

## BUSINESS REPORTER TRAFFIC ANALYSIS REPORTS

Business Reporter Traffic Analysis reports are not available in real-time. In order to have summarized data for Traffic Analysis reports you must wait until the nightly maintenance routine runs the summary (at midnight each night). Alternatively, you can click Summarize Data on the Management Console to summarize immediately. The data for these reports is derived from the traffic stream.

Traffic Analysis reports provide call statistics on DTMF receivers, route lists, route plans, routes, and trunks. You can create on-demand and scheduled reports.

Business Reporter includes the following Traffic Analysis reports:

- **Traffic Attendant reports**
- **Traffic DTMF Receiver Group reports**
- **Traffic Route reports**
- **Traffic Trunk reports**

## TRAFFIC ATTENDANT REPORTS

The Business Reporter Traffic Attendant reports are listed below:

- Attendant Group Traffic by Period
- Attendant Console Traffic by Period
- Attendant Traffic by Period

### *Attendant Group Traffic by Period*

The Attendant Group Traffic by Period report shows the attendant group call activity for the shift duration and day(s) you specify. (See Figure 105.)

The Attendant Group Traffic by Period report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report in hours and minutes
Calls answered	the number of calls handled by the attendant
Calls abandoned	the number of calls abandoned before the attendant group could handle them
Average wait (hh:mm:ss)	the average duration that an incoming call waited before it was processed by the attendant group or was cleared by the calling party
Peak time	the hour of the day during which the attendant group was most busy. The time displayed is the ending time of the busy hour. For example, if the attendant group was busiest between 13:15 P.M. and 14:15 P.M., 14:15 P.M. will be displayed as the busiest hour.
Peak peg	the number of calls the attendant group handled during the busiest hour of the day
Total calls answered	the total number of calls handled by the attendant group
Total calls abandoned	the total number of calls abandoned before the attendant group could handle them
Average wait (hh:mm:ss)	the average duration that an incoming call waited before it was processed by the attendant group or was cleared by the calling party

Activity period	Calls answered	Calls abandoned	Average wait (hh:mm:ss)	Peak Hour		Totals	
08:00	14	2	0:00:05	Peak time	Feb 22 2013 10:15	Calls answered	55
08:15	5	0	0:00:02	Peak peg	10	Calls abandoned	3
08:30	2	0	0:00:01			Average wait (hh:mm:ss)	0:00:02
08:45	1	0	00:00:00				
09:00	4	0	0:00:02				
09:15	5	0	0:00:01				
09:30	3	0	0:00:03				
09:45	4	0	00:00:00				
10:00	3	0	0:00:02				
10:15	10	1	0:00:06				
10:30	2	0	0:00:01				
10:45	2	0	00:00:00				

Figure 105: Attendant Group Traffic by Period



### *Attendant Console Traffic by Period*

The Attendant Console Traffic by Period report shows the attendant console call activity for the shift duration and day(s) you specify. The activity is on a per-console basis, regardless of the number of attendants who may have manned it during the activity period. (See Figure 106.)

**NOTE:** Average service time is output from the Mitel telephone system and not calculated by Traffic Analysis.

The Attendant Console Traffic by Period report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Calls answered	the number of calls handled by the attendant console (internal and external calls)
Occupancy (hh:mm:ss)	the duration the attendant console spent processing calls
Average service time (hh:mm:ss)	the average duration the attendant console spent processing a call
Peak time	the hour of the day during which the attendant console was most busy. The time displayed is the ending time of the busy hour. For example, if the attendant console was busiest between 13:15 P.M. and 14:15 P.M., 14:15 P.M. will be displayed as the busiest hour.
Peak peg	the number of calls the attendant console handled during the busiest hour of the day
Total calls answered	the total number of calls handled by the attendant console
Occupancy (hh:mm:ss)	the total duration the attendant console spent processing calls
Average service time (hh:mm:ss)	the average duration the attendant console spent processing a call

Activity period	Calls answered	Occupancy (hh:mm:ss)	Average service time (hh:mm:ss)	Peak Hour		Totals	
09:00	14	0:13:00	00:00:00	Peak time	--	Calls answered	51
09:15	5	0:14:00	00:00:00	Peak peg	25	Occupancy (hh:mm:ss)	0:05:24
09:45	2	0:03:00	00:00:00			Average service time (hh:mm:ss)	0:00:03
10:15	1	0:02:33	00:00:00				
10:30	4	0:02:43	00:00:00				
10:45	5	0:06:21	00:00:00				
11:00	3	0:04:32	00:00:00				
11:15	4	0:04:32	00:00:00				
11:30	3	0:03:27	00:00:00				
11:45	10	0:02:45	00:00:00				

Figure 106: Attendant Console Traffic by Period

### *Attendant Traffic by Period*

The Attendant Traffic by Period report shows the attendant call activity for the shift duration and day(s) you specify. (See Figure 107.)

The Attendant Traffic by Period report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Calls answered	the number of calls handled by the attendant
Login time (hh:mm:ss)	the time at which the attendant logged in
Logout time (hh:mm:ss)	the time at which the attendant logged out
Duration of attendant shift (hh:mm:ss)	the duration the attendant was logged in
Occupancy (hh:mm:ss)	the duration the attendant spent processing calls
Peak time	the hour of the day during which the attendant was most busy. The time displayed is the ending time of the busy hour. For example, if the attendant was busiest between 13:15 P.M. and 14:15 P.M., 14:15 P.M. will be displayed as the busiest hour.
Peak peg	the number of calls the attendant handled during the busiest hour of the day
Total calls answered	the total number of calls handled by the attendant
First login time (hh:mm:ss)	the time at which the attendant first logged in
Last logout time (hh:mm:ss)	the time at which the attendant last logged off
Duration of attendant shift (hh:mm:ss)	the total duration the attendant was logged in. Total shift time is not necessarily the difference between the first login and the last logout. An attendant who logs in at 8:00 A.M. and logs out at noon, then logs in at 1:00 P.M. and logs out at 3:00 P.M. would have a total shift time of 6 hours.
Occupancy (hh:mm:ss)	the total duration the attendant spent processing calls

Activity period	Calls answered	Login time (hh:mm:ss)	Logout time (hh:mm:ss)	Duration of attendant shift (hh:mm:ss)	Occupancy (hh:mm:ss)	Peak Hour		Totals	
12:30	14	00:00:00	00:00:00	00:00:00	0:13:30	Peak time	Sep 17 2013 01:45	Calls answered	34
12:45	5	00:00:00	00:00:00	00:00:00	0:10:20	Peak peg	6	First login time (hh:mm:ss)	9:27:32
13:15	2	9:27:32	00:00:00	0:02:28	0:03:02			Last logout time (hh:mm:ss)	00:00:03
13:30	1	00:00:00	00:00:00	00:00:00	0:02:33			Duration of attendant shift (hh:mm:ss)	00:00:04
13:45	4	00:00:00	00:00:00	00:00:00	0:06:21			Occupancy (hh:mm:ss)	0:10:05
14:15	5	00:00:00	00:00:00	00:00:00	0:04:32				
14:30	3	00:00:00	00:00:00	00:00:00	0:04:32				

Figure 107: Attendant Traffic by Period

## TRAFFIC DTMF RECEIVER GROUP REPORTS

The Business Reporter Traffic DTMF Receiver Group reports are listed below:

- DTMF Receiver Group Traffic by Period

### *DTMF Receiver Group Traffic by Period*

The DTMF Receiver Group Traffic by Period report provides information on the accessibility of DTMF receivers for the shift duration and day(s) you specify. (See Figure 108.)

The DTMF Receiver Group Traffic by Period report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Peg	the number of times that the DTMF receivers were accessed for the activity period
Usage (hh:mm:ss)	the duration of calls that used a receiver for the activity period
Busy peg	the number of busy signals callers received because they could not get a DTMF receiver
Maximum in use	the greatest number of DTMF receivers busy (at any one time)
Maximum in use/available	the greatest number of DTMF receivers busy (at any one time) out of the total number of DTMF receivers available for the activity period
Totals	the total of each of the columns

Activity period	Peg	Usage (hh:mm:ss)	Busy peg	Maximum in use	Maximum in use/available
08:00	27	00:02:24	0	2	2/48
08:15	32	00:09:36	0	3	3/48
08:30	35	00:10:48	0	2	2/48
08:45	41	00:13:48	0	4	4/48
09:00	47	00:13:12	0	3	3/48
09:15	36	00:11:24	0	3	3/48
09:30	54	00:17:24	0	4	4/48
09:45	22	00:06:36	0	2	2/48
10:00	50	00:14:24	0	3	3/48
10:15	43	00:16:12	0	3	3/48
10:30	58	00:22:48	0	5	5/48
10:45	48	00:16:48	0	3	3/48
11:00	48	00:13:48	0	3	3/48
11:15	51	00:15:36	0	4	4/48
11:30	35	00:10:48	0	3	3/48
11:45	37	00:10:48	0	3	3/48
12:00	23	00:07:48	0	3	3/48
<b>Totals</b>	<b>687</b>	<b>5:36:36</b>	<b>0</b>	<b>53</b>	<b>5/48</b>

Figure 108: DTMF Receiver Group Traffic by Period

## TRAFFIC ROUTE REPORTS

The Business Reporter Traffic Route reports are listed below:

- Route Plan Traffic by Period
- Route List Traffic by Period
- Route Traffic by Period



### *Route Plan Traffic by Period*

The Route Plan Traffic by Period report shows the route plan activity for the shift duration and day(s) you specify. A route plan determines where call traffic is directed, based on the time of day and day of week. (See Figure 109.)

The Route Plan Traffic by Period report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Outbound peg	the number of times an outbound call used the route plan for the activity period
Outbound usage (hh:mm:ss)	the duration of outgoing calls on the route plan for the activity period
Busy peg	the number of busy signals callers receive when trying to access the route plan
Peak outbound time	lists the busiest traffic day and hour, and the busiest traffic peg
Peak outbound peg	the date and hour during which the route plan was most in use. The time displayed is the ending time of the busy hour. For example, if the route plan was busiest between 13:15 P.M. and 14:15 P.M., 14:15 P.M. will be displayed as the busiest hour.
Total outbound peg	the total number of times an outbound call used the route plan for the activity period
Total outbound usage (hh:mm:ss)	the total duration of outgoing calls on the route plan for the activity period
Total busy peg	the total number of busy signals callers receive when trying to access the route plan

Activity period	Outbound peg	Outbound usage (hh:mm:ss)	Busy peg		Peak Hour			Totals	
08:30	3	0:02:00	1		Peak outbound time	Mar 10 2013 08:30		Total outbound peg	13
08:45	2	0:02:00	0		Peak outbound peg	3		Total outbound usage (hh:mm:ss)	0:12:00
09:15	2	0:02:00	0					Total busy peg	1
09:45	2	0:02:00	0						
10:00	2	0:02:00	0						
10:15	2	0:02:00	0						

Figure 109: Route Plan Traffic by Period

### *Route List Traffic by Period*

The Route List Traffic by Period report shows the route list activity for the shift duration and day(s) you specify. A route list determines where call traffic is directed, based on a prioritized list of routes. (See Figure 110.)

The Route List Traffic by Period report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Outbound peg	the number of times an outbound call used the route list for the activity period
Outbound usage (hh:mm:ss)	the duration of outgoing calls on the route list for the activity period
Busy peg	the number of busy signals callers receive when trying to access the route list
Peak outbound time	the date and hour during which the route list was most in use. The time displayed is the ending time of the busy hour. For example, if the route list was busiest between 13:15 P.M. and 14:15 P.M., 14:15 P.M. will be displayed as the busiest hour.
Peak outbound peg	the number of calls the route list handled during the busiest hour of the day
Total outbound peg	the total number of times an outbound call used the route list for the activity period
Total outbound usage (hh:mm:ss)	the total duration of outgoing calls on the route list for the activity period
Total busy peg	the total number of busy signals callers receive when trying to access the route list for the activity period

Activity period	Outbound peg	Outbound usage (hh:mm:ss)	Busy peg	Peak Hour		Totals	
				Peak outbound time			
07:45	1	00:03:36	0	Peak outbound time	Sep 17 2013 09:45	Total outbound peg	171
08:00	7	00:09:00	0	Peak outbound peg	26	Total outbound usage (hh:mm:ss)	4:21:36
08:30	9	00:17:24	0			Total busy peg	0
09:00	10	00:22:12	0				
09:15	18	00:24:00	0				
09:30	17	00:12:00	0				
09:45	26	00:18:00	0				
10:00	20	00:34:48	0				
10:15	10	00:04:48	0				
10:30	9	00:10:48	0				
10:45	22	00:49:48	0				
11:00	12	00:13:12	0				
11:15	10	00:09:36	0				

Figure 110: Route List Traffic by Period

### *Route Traffic by Period report*

The Route Traffic by Period report shows the route activity for the shift duration and day(s) you specify. (See Figure 111.)

The Route Traffic by Period report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Outbound peg	the number of times an outbound call used the route for the activity period
Outbound usage (hh:mm:ss)	the duration of outgoing calls on the route for the activity period
Busy peg	the number of busy signals callers receive when trying to access the route
Overflow peg	the count of when a route could not be accessed due to busy conditions but another route was taken
Peak outbound time	the date and hour during which the route was most in use. The time displayed is the ending time of the busy hour. For example, if the route was busiest between 13:15 P.M. and 14:15 P.M., 14:15 P.M. will be displayed as the busiest hour.
Total outbound peg	the total number of times an outbound call used the route for the activity period
Total overflow peg	the total count of when a route could not be accessed due to busy conditions but another route was taken

Activity period	Outbound peg	Outbound usage (hh:mm:ss)	Busy peg	Overflow peg	Peak Hour		Totals	
08:45	4	0:10:24	0	0	Peak outbound time	Sep 17 2013 08:45	Total outbound peg	31
11:00	1	00:00:36	0	0			Total overflow peg	0
11:45	1	00:03:36	0	0				
12:00	2	00:03:00	0	0				
12:15	1	00:02:24	0	0				
13:00	1	00:03:00	0	0				
13:30	3	00:09:36	0	0				
13:45	0	00:02:24	0	0				
14:00	3	00:00:36	0	0				
14:15	1	00:09:36	0	0				
14:30	2	00:05:24	0	0				
14:45	1	00:03:36	0	0				
15:00	2	00:04:12	0	0				
15:15	1	00:00:00	0	0				
15:30	1	00:00:36	0	0				
16:00	2	00:07:12	0	0				
16:30	1	00:00:36	0	0				
16:45	2	00:00:36	0	0				

Figure 111: Route Traffic by Period

## TRAFFIC TRUNK REPORTS

The Business Reporter Traffic Trunk reports are as follows:

- Trunk Busy Hour Traffic by Day of Week
- Trunk Traffic by Period
- Trunk Traffic Usage by Day of Week
- Trunk Group Outgoing Busy Hour Traffic by Day of Week
- Trunk Group Outgoing Traffic by Period
- Trunk Group Outgoing Traffic Usage by Day of Week

### *Trunk Busy Hour Traffic by Day of Week*

The Trunk Busy Hour Traffic by Day of Week report shows the trunk's busiest hour for each day of the week. (See Figure 112.)

The Trunk Busy Hour Traffic by Day of Week report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Busiest start hour	the hour at which the trunk starts being the busiest for the day
Busiest end hour	the hour at which the trunk ends being the busiest for the day
Inbound usage (hh:mm:ss)	the duration of incoming calls on the trunk for the day
Outbound usage (hh:mm:ss)	the duration of outgoing calls on the trunk for the day
Total usage (hh:mm:ss)	the total duration of the use of the trunk for the day
Inbound peg	the number of times an inbound call used the trunk that day
Outbound peg	the number of times an outbound call used the trunk that day
Total peg	the total number of times the trunk was accessed that day
Average duration (hh:mm:ss)	the average length of the call
Totals	the total of each of the columns



Activity period	Busiest start hour	Busiest end hour	Inbound usage (hh:mm:ss)	Outbound usage (hh:mm:ss)	Total usage (hh:mm:ss)	Inbound peg	Outbound peg	Total peg	Average duration (hh:mm:ss)
Sunday			00:00:00	00:00:00	00:00:00	0	0	0	00:00:00
Monday			00:00:00	00:00:00	00:00:00	0	0	0	00:00:00
Tuesday			00:00:00	00:00:00	00:00:00	0	0	0	00:00:00
Wednesday	Sep 17 2013 15:30	Sep 17 2013 16:30	00:00:00	00:14:24	00:14:24	0	0	0	00:00:00
Thursday			00:00:00	00:00:00	00:00:00	0	0	0	00:00:00
Friday			00:00:00	00:00:00	00:00:00	0	0	0	00:00:00
Saturday			00:00:00	00:00:00	00:00:00	0	0	0	00:00:00
<b>Totals</b>	<b>Sep 17 2013 15:30</b>	<b>Sep 17 2013 16:30</b>	<b>00:00:00</b>	<b>00:14:24</b>	<b>00:14:24</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>00:00:00</b>

Figure 112: Trunk Busy Hour Traffic by Day of Week

### *Trunk Traffic by Period*

The Trunk Traffic by Period report shows the trunk activity for the shift duration and day(s) you specify. (See Figure 113.)

The Trunk Traffic by Period report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Inbound peg	the number of times an inbound call used the trunk for the activity period
Inbound usage (hh:mm:ss)	the duration of incoming calls on the trunk for the activity period
Outbound peg	the number of times an outbound call used the trunk for the activity period
Outbound usage (hh:mm:ss)	the duration of outgoing calls on the trunk for the activity period
Low peg high usage	Yes indicates a low number of call counts but a high value for duration (suggesting the trunk is not releasing properly). When this column contains Yes only, the total will indicate Yes.
High peg low usage	Yes indicates a high number of call counts but a low value for duration (suggesting there could be a problem accessing the trunk). Only one Yes is necessary in this column for the total to indicate Yes.
Totals	the total of each of the columns

Activity period	Inbound peg	Inbound usage (hh:mm:ss)	Outbound peg	Outbound usage (hh:mm:ss)	Low peg high usage	High peg low usage
09:30	0	00:00:00	4	00:07:12	No	No
09:45	0	00:00:00	0	00:00:36	No	No
10:00	0	00:00:00	0	00:00:00	No	No
10:15	0	00:00:00	3	00:03:00	No	No
10:30	0	00:00:00	2	00:03:00	No	No
10:45	0	00:00:00	1	00:02:24	No	No
11:00	0	00:00:00	0	00:00:00	No	No
11:15	0	00:00:00	1	00:08:24	No	No
11:45	0	00:00:00	1	00:00:36	No	No
12:00	0	00:00:00	1	00:00:36	No	No
13:30	0	00:00:00	2	00:01:12	No	No
14:15	0	00:00:00	1	00:04:48	No	No
14:30	0	00:00:00	2	00:06:36	No	No
15:00	0	00:00:00	1	00:00:36	No	No
15:15	0	00:00:00	2	00:03:00	No	No
15:30	0	00:00:00	0	00:14:24	Yes	No
15:45	0	00:00:00	0	00:11:24	Yes	No
16:00	0	00:00:00	1	00:12:36	Yes	No
16:15	0	00:00:00	3	00:07:48	No	No
16:30	0	00:00:00	1	00:01:12	No	No
17:30	0	00:00:00	2	00:07:48	No	No
17:45	0	00:00:00	1	00:14:24	Yes	No
18:00	0	00:00:00	0	00:14:24	Yes	No
18:45	0	00:00:00	1	00:04:12	No	No
<b>Totals</b>	<b>0</b>	<b>00:00:00</b>	<b>32</b>	<b>02:10:12</b>	<b>No</b>	<b>No</b>

Figure 113: Trunk Traffic by Period

### *Trunk Traffic Usage by Day of Week*

The Trunk Traffic Usage by Day of Week report shows the use of the trunk across 15-, 30-, or 60-minute intervals for each day of the week. (See Figure 114.)

The Trunk Traffic Usage by Day of Week report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Monday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Monday
Tuesday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Tuesday
Wednesday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Wednesday
Thursday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Thursday
Friday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Friday
Saturday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Saturday
Sunday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Sunday
Totals	the total of each of the columns

Activity period	Monday usage (hh:mm:ss)	Tuesday usage (hh:mm:ss)	Wednesday usage (hh:mm:ss)	Thursday usage (hh:mm:ss)	Friday usage (hh:mm:ss)	Saturday usage (hh:mm:ss)	Sunday usage (hh:mm:ss)
07:00	00:01:12	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
08:00	00:35:24	00:35:24	00:30:36	00:19:12	00:46:48	00:00:00	00:00:36
09:00	00:47:24	00:37:12	00:44:24	00:36:36	00:38:24	00:00:00	00:03:36
10:00	00:39:36	00:29:24	00:36:36	00:12:00	00:43:48	00:00:00	00:04:12
11:00	00:45:00	00:54:00	00:40:48	00:31:12	00:40:12	00:03:00	00:06:00
12:00	00:50:24	00:52:48	00:42:00	00:48:36	00:35:24	00:01:48	00:10:48
13:00	00:43:12	00:55:48	00:50:24	00:46:48	00:52:48	00:05:24	00:03:36
14:00	00:57:00	00:57:36	00:57:36	00:18:00	00:57:36	00:00:36	00:00:36
15:00	00:52:12	00:57:36	00:52:12	00:44:24	00:54:00	00:07:48	00:00:00
16:00	00:46:48	00:49:12	00:45:36	00:45:36	00:27:36	00:00:00	00:00:00
17:00	00:56:24	00:46:12	00:40:12	00:48:00	00:49:48	00:00:00	00:00:00
18:00	00:14:24	00:36:00	00:29:24	00:57:36	00:58:12	00:00:00	00:04:12
19:00	00:14:24	00:13:48	00:34:12	00:21:36	00:31:12	00:00:00	00:00:00
20:00	00:03:36	00:01:48	00:00:00	00:00:00	00:31:12	00:00:00	00:00:00
21:00	00:00:00	00:01:12	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
22:00	00:00:00	00:30:36	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
23:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
<b>Totals</b>	<b>08:27:00</b>	<b>09:18:36</b>	<b>08:24:00</b>	<b>07:09:36</b>	<b>09:27:00</b>	<b>00:18:36</b>	<b>00:33:36</b>

Figure 114: Trunk Traffic Usage by Day of Week

### *Trunk Group Outgoing Busy Hour Traffic by Day of Week*

The Trunk Group Outgoing Busy Hour Traffic by Day of Week report shows the outgoing trunk's busiest hour for each day of the week. (See Figure 115.)

The Trunk Group Outgoing Busy Hour Traffic by Day of Week report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Busiest start hour	the hour at which the trunk starts being the busiest for the day
Busiest end hour	the hour at which the trunk ends being the busiest for the day
Total usage (hh:mm:ss)	the duration of outgoing calls on the trunk for the day
Outbound peg	the number of times an outbound call used the trunk that day
Total peg	the total number of times the trunk was accessed that day
Average duration (hh:mm:ss)	the average duration an incoming call waited before it accessed the trunk group
Totals	the total of each of the columns

Activity period	Busiest start hour	Busiest end hour	Total usage (hh:mm:ss)	Outbound peg	Total peg	Average duration (hh:mm:ss)
Sunday			00:00:00	0	0	00:00:00
Monday			00:00:00	0	0	00:00:00
Tuesday			00:00:00	0	0	00:00:00
Wednesday	Sep 17 2013 13:45	Sep 17 2013 14:45	00:37:12	13	0	00:02:51
Thursday			00:00:00	0	0	00:00:00
Friday			00:00:00	0	0	00:00:00
Saturday			00:00:00	0	0	00:00:00
<b>Totals</b>	<b>Sep 17 2013 13:45</b>	<b>Sep 17 2013 14:45</b>	<b>00:37:12</b>	<b>13</b>	<b>0</b>	<b>00:02:51</b>

Figure 115: Trunk Group Outgoing Busy Hour Traffic by Day of Week

### *Trunk Group Outgoing Traffic by Period*

The Trunk Group Outgoing Traffic by Period report shows the outgoing trunk activity for the shift duration and day(s) you specify. (See Figure 116.)

The Trunk Group Outgoing Traffic by Period report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Outbound peg	the number of times an outbound call used the trunk group for the activity period
Outbound usage (hh:mm:ss)	the duration of outgoing calls on the trunk group for the activity period
Busy peg	the number of busy signals callers receive when trying to access the trunk group
Maximum in use	the greatest number of trunks busy (at any one time)
Maximum in use/available	the greatest number of trunks busy (at any one time) out of the total number of trunks available for the activity period
Totals	the total of each of the columns



Activity period	Outbound peg	Outbound usage (hh:mm:ss)	Busy peg	Maximum in use	Maximum in use/available
07:30	1	00:00:36	0	1	1/23
07:45	2	00:03:00	0	2	2/23
08:00	9	00:09:36	0	2	2/23
08:15	7	00:09:00	0	3	3/23
08:30	3	00:03:00	0	1	1/23
08:45	8	00:07:12	0	2	2/23
09:00	7	00:16:12	0	4	4/23
09:15	5	00:22:12	0	3	3/23
09:30	8	00:13:48	0	3	3/23
09:45	23	00:31:48	0	5	5/23
10:00	17	00:25:12	0	3	3/23
10:15	14	00:22:12	0	3	3/23
10:30	11	00:12:36	0	2	2/23
10:45	12	00:22:48	0	5	5/23
11:00	22	00:25:12	0	5	5/23
11:15	15	00:20:24	0	3	3/23
11:30	10	00:14:24	0	4	4/23
11:45	15	00:29:24	0	5	5/23
12:00	5	00:15:36	0	2	2/23
12:15	7	00:18:00	0	2	2/23
12:30	5	00:04:48	0	2	2/23
12:45	7	00:21:00	0	3	3/23
13:00	11	00:24:00	0	3	3/23
13:15	9	00:10:12	0	2	2/23
13:30	16	00:31:48	0	5	5/23
13:45	13	00:37:12	0	4	4/23
14:00	10	00:13:12	0	3	3/23
14:15	10	00:22:48	0	3	3/23
14:30	7	00:23:24	0	3	3/23
<b>Totals</b>	<b>273</b>	<b>8:48:00</b>	<b>0</b>	<b>6</b>	<b>6/23</b>

Figure 116: Trunk Group Outgoing Traffic by Period

### *Trunk Group Outgoing Traffic Usage by Day of Week*

The Trunk Group Outgoing Traffic Usage by Day of Week report shows the outgoing trunk usage across each day of the week. (See Figure 117.)

The Trunk Group Outgoing Traffic Usage by Day of Week report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Monday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Monday
Tuesday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Tuesday
Wednesday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Wednesday
Thursday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Thursday
Friday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Friday
Saturday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Saturday
Sunday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Sunday
Totals	the total of each of the columns

Activity period	Monday usage (hh:mm:ss)	Tuesday usage (hh:mm:ss)	Wednesday usage (hh:mm:ss)	Thursday usage (hh:mm:ss)	Friday usage (hh:mm:ss)	Saturday usage (hh:mm:ss)	Sunday usage (hh:mm:ss)
14:00	00:00:00	00:00:00	00:13:12	00:00:00	00:00:00	00:00:00	00:00:00
14:15	00:00:00	00:00:00	00:22:48	00:00:00	00:00:00	00:00:00	00:00:00
14:30	00:00:00	00:00:00	00:23:24	00:00:00	00:00:00	00:00:00	00:00:00
14:45	00:00:00	00:00:00	00:14:24	00:00:00	00:00:00	00:00:00	00:00:00
15:00	00:00:00	00:00:00	00:15:00	00:00:00	00:00:00	00:00:00	00:00:00
15:15	00:00:00	00:00:00	00:13:48	00:00:00	00:00:00	00:00:00	00:00:00
15:30	00:00:00	00:00:00	00:12:00	00:00:00	00:00:00	00:00:00	00:00:00
15:45	00:00:00	00:00:00	00:31:48	00:00:00	00:00:00	00:00:00	00:00:00
16:00	00:00:00	00:00:00	00:15:36	00:00:00	00:00:00	00:00:00	00:00:00
16:15	00:00:00	00:00:00	00:21:00	00:00:00	00:00:00	00:00:00	00:00:00
16:30	00:00:00	00:00:00	00:18:00	00:00:00	00:00:00	00:00:00	00:00:00
16:45	00:00:00	00:00:00	00:18:00	00:00:00	00:00:00	00:00:00	00:00:00
17:00	00:00:00	00:00:00	00:15:00	00:00:00	00:00:00	00:00:00	00:00:00
17:15	00:00:00	00:00:00	00:10:12	00:00:00	00:00:00	00:00:00	00:00:00
17:30	00:00:00	00:00:00	00:12:00	00:00:00	00:00:00	00:00:00	00:00:00
17:45	00:00:00	00:00:00	00:04:12	00:00:00	00:00:00	00:00:00	00:00:00
18:00	00:00:00	00:00:00	00:02:24	00:00:00	00:00:00	00:00:00	00:00:00
18:15	00:00:00	00:00:00	00:13:48	00:00:00	00:00:00	00:00:00	00:00:00
18:30	00:00:00	00:00:00	00:19:12	00:00:00	00:00:00	00:00:00	00:00:00
18:45	00:00:00	00:00:00	00:10:48	00:00:00	00:00:00	00:00:00	00:00:00
19:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
19:15	00:00:00	00:00:00	00:00:36	00:00:00	00:00:00	00:00:00	00:00:00
19:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
19:45	00:00:00	00:00:00	00:01:12	00:00:00	00:00:00	00:00:00	00:00:00
<b>Totals</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>8:48:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>

Figure 117: Trunk Group Outgoing Traffic Usage by Day of Week

## APPENDIX A: REPORTING SERVICE

Reporting Service prints and emails reports, and displays the status of your print and email jobs.

You can configure the interval at which Reporting Service attempts to print and email reports. Reporting Service must be running at all times in order to print and email reports automatically.

Reporting Service runs under the administrative account specified during installation. For our recommendations on specifying this administrative account, see “Before running the server installation” in the *MiVoice Business Reporter Installation Guide*.

**NOTE:**

- If you do not set up at least one printer on the administrative account specified during installation, Reporting Service will not be able to print reports. You must also log onto the server using the administrative account and run Excel once, to confirm Excel installation and configuration options before printing.
- Reporting Service prints to the default printer unless the user specifies a preferred printer. If the preferred printer is not installed, reports will be sent to the default printer.

## SETTING UP REPORTING SERVICE

Before you can use Reporting Service, you must

1. Configure SMTP connections
2. Configure user printer settings

## CONFIGURING SMTP CONNECTIONS

SMTP connections are typically configured during the installation process. If the server information is not entered during installation or the information is incorrect, the settings can be configured in YourSite Explorer. For procedures on configuring SMTP connections, see the *Business Reporter User Guide*.

## CONFIGURING USER PRINTER SETTINGS

You can configure Reporting Service to print on either a network printer or a local printer, for each employee. All email and network printing is handled from the Enterprise Server. Local printing is handled from the client computer. To print to a private desktop printer, you must configure the Employee user account (YourSite Explorer=>YourSite=>Employee, on the User account tab) and you must run the Contact Center Client on the client machine where the printer resides.

To configure user printer settings

1. In YourSite Explorer, click **Employee**.
2. Select an employee and click the **User account** tab.
3. Type the file path of the **Network printer**.  
You must configure the network printer as the default printer on the Enterprise Server. The printer path name is case sensitive.
4. If you want the employee's reports to print from their desktop printer, select **Send printed report to the employee's desktop printer**.
5. If you want to use the employee's email address for report distribution, select **Use the employee's email address for report distribution**.
6. Click **Save**.

## VIEWING THE STATUS OF REPORTS YOU PRINT AND EMAIL

To view the status of reports

1. Open **Contact Center Management** and select **Report Inbox=>Today's reports** (or **Yesterday's reports**).
2. Click the link of the report for which you want to view report details.  
The Report properties dialog box opens.
3. After **Print status** and **Email status** you will see one of the following descriptions:
  - **Complete** – The email has been received, or the report has been printed.
  - **Sent to client** – The email has been sent to the recipient, or the report has been sent to the printer.
  - **Failed** – The email has not been successfully sent to the recipient, or the report has not been successfully printed.

## TROUBLESHOOTING REPORTING SERVICE

Why is Reporting Service not emailing or printing my reports?

- Ensure the SMTP Mail settings are correctly configured.
- Ensure the printer settings are correctly configured.
- View the installation/Log file for Reporting Service to find out why reports are not being printed/emailed the way you expect

# GLOSSARY

**NOTE:** Some of these concepts may not be applicable to Business Reporter.

## *About reports*

You can create on-demand or scheduled reports.

## *On-demand reports*

Using the *Reporter* application, you can generate on-demand reports immediately.

## *Scheduled reports*

Using the *Scheduled reports* application, you can set up timetables for generating future reports at specific times and on specific days.

## *Reporting Service*

At an interval you can configure, *Reporting Service* seeks print and email jobs and attempts to process them. Clicking the report in your Report Inbox displays the status of your printing and emailing jobs. Reporting Service must be running at all times in order to print and email reports automatically.

## *All of your reports*

*All of your reports* displays all of the reports generated under your user name over the last 30 days.

## *Today's reports*

*Today's reports* displays all of the reports generated today under your user name.

## *Yesterday's reports*

*Yesterday's reports* displays all of the reports generated yesterday under your user name.

## *Voice reports*

*Voice reports* provide detailed information about call performance. Voice statistics are collected when the client calls the contact center and communicates via telephone. Voice reports can be run on the following devices: Agent and Agent Group, Queue and Queue group, Employee and Employee group, Team, Extension, Trunk, and DNIS, and Forecast.

### *Email reports*

*Email reports* provide detailed information about email performance. Email statistics are collected when the client contacts the agent and communicates via email. Email reports have the following report types: Agent, Agent Group, Queue, and Queue Group.

### *Chat reports*

*Chat reports* provide detailed information about chat performance. Chat statistics are collected when the client contacts the agent and communicates via a real-time conversation online. Chat reports have the following report types: Agent, Agent Group, Queue, and Queue Group.

### *Multimedia reports*

*Multimedia reports* provide detailed information across media types: voice, email, and chat. Multimedia reports enable you to compare performance across media types. Multimedia reports have the following report types: Agent Group, Queue, Queue Group, Unified Queue Group, and Employee Group.

### *Workflow reports*

*Workflow reports* summarize data on IVR Routing and Multimedia workflows. These reports are available to customers licensed for IVR Routing and Multimedia Contact Center

### *Workforce Scheduling reports*

*Scheduling reports* provide detailed information about schedules. Scheduling reports have the following report types: Agent and Agent Group.



## REPORTING TERMS AND DEFINITIONS

**NOTE:** This section includes terms that may not be applicable to Business Reporter.

### *Abandoned*

An abandoned call is one where the client hangs up before the call is answered. An abandoned chat is one where the client ends the chat before an agent opens the session. Abandoned statistics are not applicable to email.

### *Abandoned (long)*

Abandoned (long) calls/chats are calls/chats that end with an abandon time > Short Abandon. You define the Short Abandon you want in YourSite Explorer under YourSite =>Queues. The Short Abandon default is 6 seconds. If a caller hangs up after waiting 7 seconds, the call is considered a long abandon. These long abandoned calls/chats are included in call/chat statistics.

### *Abandoned (short)*

Abandoned (short) calls/chats are calls/chats that end with an abandon time <= Short Abandon. You define the Short Abandon you want in YourSite Explorer under YourSite =>Queues. The Short Abandon default is 6 seconds. For example, if a caller hangs up after waiting just 6 seconds or less, the call is considered a Short Abandon. Short Abandon calls are not included in call statistics.

### *ACD*

An Automatic Call Distributor (ACD) is a specialized telephone system application for distributing incoming contacts. ACDs are programmed to process contacts in a pre-defined order, queue contacts, provide in-queue messaging, and report on real-time and historical activities. A queue member is on ACD when the member is involved in an ACD contact.

### *ACD calls offered*

See Offered.

### *ACD handling time*

See Handling time.

### *ACD path*

An ACD path is a predefined route that a call follows before reaching an agent. ACD paths direct callers to the agents or agent groups best suited to handle the calls. For example, a contact center can have an ACD path for sales, which routes callers to the agents taking sales orders.

### *ACD true-talk time*

The ACD true-talk time is the duration of an ACD call, from when an agent answers the call to when it is disconnected. The ACD true-talk time excludes hold time.

### *ANI*

Automatic Number Identification (ANI) is a technology that identifies telephone numbers of callers to your contact center. Connecting a database to your telephone system allows the caller information and call to be sent simultaneously.

### *Average speed of answer*

The average speed of answer (ASA) is an ACD statistic that measures how long the average caller waits on hold before the call is picked up by a queue member (including time in queue and ringing time).

### *Calls answered*

See Handled.

### *Call load*

Call load refers to the aggregate effect of the number of calls received by the ACD queue and their duration, or the calls offered x (average handling time + average wrap-up time).

### *Calls waiting*

Calls waiting is the number of callers in queue waiting for a member to become available, including those listening to silence, music, or a recorded announcement.

### *Delayed contact*

A delayed contact is a contact placed in the ACD queue because it cannot be immediately answered by a queue member. The ACD queue allows the client to wait for an available member rather than blocking the client from entering the system.

### *DNIS*

Dialed Number Identification Service (DNIS) is a feature of toll-free lines that provides the number the caller dials. This assists queue members who handle calls for more than one business or product line. Each business or product line has its own toll-free number. When a caller dials a toll-free number, the telephone system forwards information to the queue member, so the member can identify whom the caller dialed.

### *DND*

Do Not Disturb (DND) is a state that prevents queue members from receiving inbound contacts and transfers. For agents, Do Not Disturb is an employee-level configuration. When an employee is in Do Not Disturb, they enter Do Not Disturb across all agent capabilities.

### *Enterprise*

The enterprise consists of the single site where the Enterprise Server is installed.

### *Erlang*

An Erlang measures telephone traffic, or the flow of calls and call attempts to your contact center during a given period of time. One Erlang equals one hour or  $60 \times 60 = 3,600$  seconds of telephone conversation. This could be one call lasting 1 hour, six calls lasting 10 minutes, or any combination of calls and call durations which equal 60 minutes. The Erlang series of formulae provide a mathematical basis for making predictions about randomly arriving workloads.

### *Erlang C*

The Erlang C equation is commonly used for queue member and delay calculations where ACD queuing is involved. It predicts the resources required to keep wait (delay) times within your Service Level objective. The Erlang C formula uses your historical Call Load data and the Service Level Percentage, Service Level Time, and Wrap-Up Time you specify and predicts the member requirement for the time interval and date range in the forecast.

### *Extension*

An extension is an endpoint for answering calls. Extensions can be either assigned to Ring Groups or logged into by agents.

### *Handled*

A handled contact is a contact opened by a queue member. Calls that listen to in-queue RAD messages are not considered to be handled until a queue member connects.

### *Handling time*

The handling time parameter is the total duration of the contact.

For calls, the handling time is from when a queue member answers the call to when it is disconnected (including hold time and transfer/conference time). If the member handling the call contacts the supervisor for information (while the caller is on hold) and/or transfers or conferences the call, these times are added to the ACD Handling Time value.

For example, a queue member speaks to a caller for two minutes and then puts the caller on hold for three minutes and tries to solve the problem. This might include a call to the supervisor. The member then initiates a conference call with the caller and a third party and they speak for three minutes and resolve the issue. Therefore, the ACD handling time for the member is  $2 + 3 + 3 = 8$  minutes.

For emails, the handling time is from when the member opens the email to when they send the reply, transfer the contact, or classify the contact as Junk or requiring No Reply, from the Inbox. For chats, the handling time starts when the queue member opens the chat and ends when either the member or the client ends the chat.

### *Inbound*

The term inbound refers to incoming contacts to your contact center.

### *Interflowed*

Interflow is a mechanism that redirects contacts from queues to alternate answering points (for example, to another queue or to voicemail). Interflow statistics include contacts manually transferred from one queue to another. Contacts routed from queues to other answering points after the Short Abandon threshold are included in Interflow statistics. Contacts routed from queues to alternate answering points before the Short Abandon time are not included in Interflow statistics.

### *Logged on*

An agent is logged on when the agent signs in to the ACD system. The agent might or might not be ready to receive contacts.

### *Logged off*

An agent is logged off when the agent signs out of the ACD system.

### *Longest waiting*

The longest waiting is the duration, in minutes and seconds, of the contact that has been waiting the longest in queue.

### *Make Busy*

Make Busy is an agent state in which an agent is unavailable to the ACD path. Agents in Make Busy are able to receive non-ACD calls. Make Busy is an employee-level configuration. When an employee is in Make Busy, they enter Make Busy across all agent capabilities.

The Make Busy statistic displays differently in Trace reports compared to Performance and Event reports. In Trace reports, the Make Busy statistic represents the time the agent entered the Make Busy state to the time they left the Make Busy state. In Performance and Event reports, this statistic does not include time spent in an overriding state. For example, if an agent in Make Busy receives a transferred ACD call, they can be simultaneously in Make Busy and in an ACD state. Their Make Busy statistic in the Performance and Event report will not include the time they were simultaneously in an ACD state.

### *Media server*

The media servers are the means by which the client communicates with you. The Media server field defines the media server against which you are running the report.

### *Non-ACD*

A queue member is on non-ACD when the member is involved in an incoming personal contact, a member-originated call, or a call dialed directly to their extension.

### *Non-ACD true talk-time*

The non-ACD true talk time is the duration of a non-ACD call, from when an agent answers the call to when it is disconnected. The true talk time excludes hold time.

### *Offered*

All contacts received by the ACD queue, regardless of how they are handled or routed, are referred to as offered contacts. Offered contacts include ACD handled contacts, abandoned (long) contacts, and interflowed contacts. ACD queued contacts, Queue unavailable contacts, and abandoned (short) contacts are not considered. Telephone system data on the offered contacts and Average Talk Time is used by the Erlang C equation in calculating the queue members required.

### *Overflow*

The term overflow refers to a mechanism that limits the delay faced by clients by queuing ACD contacts against two or more agent groups. An ACD contact that cannot be answered immediately is placed in an ACD path. If the contact is not answered after a set amount of time (the overflow time), it is placed in the ACD path of another agent group, in addition to keeping its place in the first path. The first available agent in either group handles the contact. Overflow time is set at the telephone system switch and there is no default.

### *Quality of service*

The quality of service reflects an agent's ability to provide excellent assistance to each client.

### *Queue member*

A queue member is an individual answering for the queue. For ACD paths, 'members' refers to agents in the queue's answering agent groups. For Ring Groups, 'members' refers to the extensions assigned to the Ring Groups.

### *Queue unavailable*

Queue unavailable is a routing option that reroutes calls to an unavailable answer point/overflow point. Queues are unavailable when the call enters the system outside business hours, when all queue members have removed their presence, when all queue members are in DND, or when the queue has been placed in DND (ACD path only). Calls interflowed before the Short Abandon time are included in Queue Unavailable statistics. Queue unavailable statistics are applicable to voice only.

### *Schedule adherence*

The term schedule adherence describes whether or not agents are performing activities they are scheduled to be doing. Workforce management tools keep supervisors informed of discrepancies between agents' work schedules and the actual activities they perform.

### *Recorded announcement device*

A Recorded Announcement Device (RAD) is a system that provides prerecorded messages to callers waiting in the ACD queue.

### *Reporting number*

The term reporting number refers to the number assigned to contact center resources, such as trunks, and to devices, such as ACD queues, for reporting purposes.

### *Queued*

When an agent receives an ACD contact and fails to pick up the call after X seconds or X rings, the telephone system places the agent in Make Busy. The telephone system queues the call (places the call back in the same ACD path) and offers it to the next available agent.

### *Ring Group*

A Ring Group is a collection of extensions, or a single dialing point for a collection of extensions, in a business. Ring Groups are typically used to reach back office extensions. For example, a business with agents taking sales orders may also have several phone extensions in the warehouse. These warehouse phone extensions are compiled into a Ring Group, which can be reached via a single dialing point.

### *Service Level Percent*

Your Queue Service Objective might require queue members to handle 80% (Service Level Percent) of contacts within 120 seconds (Service Level Time). You specify the Queue Service Objective under YourSite Explorer under YourSite=>Queues.

The Service Level Percent is the total number of contacts which are handled, abandoned, and interflowed before a defined threshold time (Service Level Time), compared to the total number of contacts handled, abandoned, and interflowed. The Service Level Percent = (contacts answered + contacts abandoned (long) + contacts interflowed (long)) within the specified Service Level Time ÷ (contacts answered + contacts abandoned (long) + contacts interflowed (long)).

The default Service Level Percent is 80% for all contacts.

### *Service Level Time*

The Service Level Time is the threshold time used in calculating the Queue Service Objective.

Your Queue Service Objective might be for your queue members to handle 80% (Service Level Percent) of contacts within 120 seconds (Service Level Time). You specify the Queue Service Objective under in YourSite Explorer under YourSite=>Queues.

The default Service Level Time for contacts is 120 seconds.

### *SQL*

Structured Query Language (SQL) is the language used to talk to popular Relational database Management Systems (RDBMSs). SQL is a standard query language that can be used to enter, query, and change data in a database. SQL is also used to create and administer databases. Administration of YourSite is done using Microsoft's SQL Server, a database management system.

### *Talk time*

See ACD true-talk time

### *Time to answer*

Time to answer is the number of seconds from the time an incoming external request enters the queue until the request is answered. This does not include the duration the request waits in queue outside of regular business hours for the queue.

### *Trunk load*

The trunk load includes the time from when a trunk picks up a call until the queue member finishes speaking to the caller and disconnects. The trunk load does not include Wrap-up time.

### *Unavailable*

See Queue unavailable

### *Workforce management*

Workforce management is the forecasting and scheduling of agents. Some workforce management systems use telephone system data to monitor the real-time adherence of agents to scheduled activities, so you to know how many agents are currently logged in and available to handle calls.

### *Wrap-up time*

Wrap-up time is a real-time and reporting statistic detailing the total time an agent spends in the Work Timer state.



