Enterprise IP Solutions

OfficeServ

OfficeServ DataView User Manual

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INTRODUCTION

Purpose

This is the user's guide for OfficeServ DataView, which provides monitoring and statistics data for the OfficeServ system. This guide provides detailed information on the main functions of OfficeServ DataView and describes how to install and use OfficeServ DataView.

Document Content and Organization

This guide consists of 8 chapters and 1 annex as follows:

CHAPTER 1. Overview of OfficeServ DataView

This chapter provides an overview of OfficeServ DataView and its functions.

CHAPTER 2. OfficeServ DataView Installation

This chapter provides information on installing OfficeServ DataView.

CHAPTER 3. OfficeServ DataView Menus

This chapter describes the components and settings of OfficeServ DataView and method of using these programs.

CHAPTER 4. Statistics

This chapter describes the statistical functions supported by OfficeServ DataView.

CHAPTER 5. Monitoring

This chapter describes the system monitoring functions supported by OfficeServ DataView.

CHAPTER 6. Scheduled Reports

This chapter describes the scheduled report functionality of OfficeServ DataView.

CHAPTER 7. Troubleshooting

This chapter describes how to troubleshoot the problems that may occur while installing or using OfficeServ DataView.

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ANNEX A. Abbreviations

Describes the acronyms used in this guide.

Conventions

The following special paragraphs are used in this document to point out information that must be read. This information may be set-off from the surrounding text, but is always preceded by a bold title in capital letters.

CHECK

CHECKPOINT

Provides the operator with checkpoints for stable system operation.

NOTE

NOTE

Indicates additional information as a reference.

CHAPTER 1. Overview of OfficeServ DataView

This chapter provides an overview of OfficeServ DataView and describes its functions and system requirements.

Overview of OfficeServ DataView

OfficeServ DataView is a monitoring and statistics application for Samsung OfficeServ phone systems, and provides information on current system usage as well as cumulative statistics on usage through web-based user interfaces.

OfficeServ DataView has the following components:

- The Data Collector which analyzes the call events generated by OfficeServ Link.
- The Data Manager processing module that calculates statistics on the collected data and saves the statistical data in the database.
- The Scheduler program which manages the other modules and provides statistics on database usage. The Scheduler also provides backup and restore functions for scheduled reports and event logging databases.

In order to use OfficeServ DataView, the OfficeServ Link program must be installed. OfficeServ Link acts as a gateway between the phone system and OfficeServ DataView, passing events from the phone system to OfficeServ DataView. OfficeServ DataView can run concurrently with OfficeServ Link on the same server, or on a separate dedicated server depending on user load.

The OfficeServ system, OfficeServ Link, and OfficeServ DataView communicate via TCP/IP (Transmission Control Protocol/Internet Protocol).

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System Requirements

Category	Specification
Operating System	Windows 2000 Series (Service Pack 3 or higher); † Windows XP Professional (Service Pack 1 or higher); † Windows 2003 Series †Windows 2000 Workstation and Windows XP Professional are limited to 10 concurrent web users. If more users are required, a server version of Windows 2000 / 2003 is required
Processor(CPU)	Pentium IV at 1 GHz or higher (Requirements for CPU and memory depend on number of lines and maximum traffic.)
Memory (RAM)	512 MB or higher
Network Interface Card	10/100 BASE-T
Web Server	Microsoft Internet Information Services (IIS) v5.0 or higher
Database	If using SQL Server configuration, Microsoft SQL Server 2000 or higher is required. If using Microsoft Access configuration, there are no special requirements except that the database file size is limited to 2 GB.
Charts and Graphs	Microsoft Excel must be installed on both the server and any client machines in order to view charts for statistical reports.

Functions of OfficeServ DataView

OfficeServ DataView supports the functions below:

Live Monitoring

OfficeServ DataView monitors lines and call status for all phone system devices. OfficeServ DataView can monitor a specific trunk range or a specific station range as well as check if a trunk or station has exceeded a user-programmable time limit. Monitoring can be performed on a variety of device characteristics such as a trunk, station, UCD(Universal Call Distribution), Operator (attendant), and VM / AA(Voice Mail or Automated Attendant) groups. OfficeServ DataView also supports a configurable software wallboard that traces live changes in a variety of different monitors, such as the number of queued calls in a UCD group, or the total number of answered UCD calls for the current day. Live Monitoring data is gathered from OfficeServ Link by the Data Collector and saved to a log database by the Data Manager module.

Call Statistics

OfficeServ DataView provides statistics on all call activity in the phone system. OfficeServ DataView displays statistics according to a variety of characteristics such as trunk, station, UCD(Universal Call Distribution), Operator (attendant), and VM / AA(Voice Mail or Automated Attendant) groups as well as statistics on DID(Direct Inward Dialing) numbers. Every 15 minutes the Data Manager module summarizes the call events from the log database and saved into a summary database to increase the speed of statistical reporting.

Scheduled Reports

OfficeServ DataView provides the ability to schedule specific trunk or UCD reports to run for a specified period. OfficeServ DataView can automatically generate reports daily, weekly, or monthly as well as provide the ability to view, back up, or delete a report. OfficeServ DataView also provides the ability to deliver automatically generated reports to users in a variety of ways, including delivery as an e-mail attachment, FTP upload, and saving to a network drive.

Database Backup and Restore

OfficeServ DataView tracks the size of both log and summary databases and creates forecasts of approximately when each database will pass the programmable threshold. OfficeServ DataView will alarm when a database nears the threshold value, and provides the ability to perform emergency back up the database file in order to create a fresh new database with no loss of reporting functionality, as well as the ability to schedule automatic backups for tighter data file management.

OfficeServ DataView Event Logging

OfficeServ DataView can monitor operation status of each module and save events to a log file for debugging purposes. The Scheduler module provides a user interface which enables individual start/stop and batch start/stop of program modules easily.

CHAPTER 2. OfficeServ DataView Installation

This chapter provides information on installing OfficeServ DataView.

Before Installation

The following must be done before installing OfficeServ DataView:

Verify Specifications of The Server Where OfficeServ DataView Will be Installed

OfficeServ DataView is typically installed on a server PC. This may or may not be the server running OfficeServ Link. Verify that the server meets the minimum operating system, processor, and memory requirements detailed in the 'System Requirements' section of 'CHAPTER 1. Overview of OfficeServ DataView'. Verify that Microsoft IIS and OfficeServ Link have been installed on the server.

Obtain a Valid License Number for OfficeServ DataView

A valid license number must be registered in OfficeServ Link in order to operate OfficeServ DataView. A license number can be obtained from the Samsung dealer from whom OfficeServ DataView was purchased. The license number should be entered into the OfficeServ Link License Tools module. If a valid license number is not registered, OfficeServ DataView will not operate.

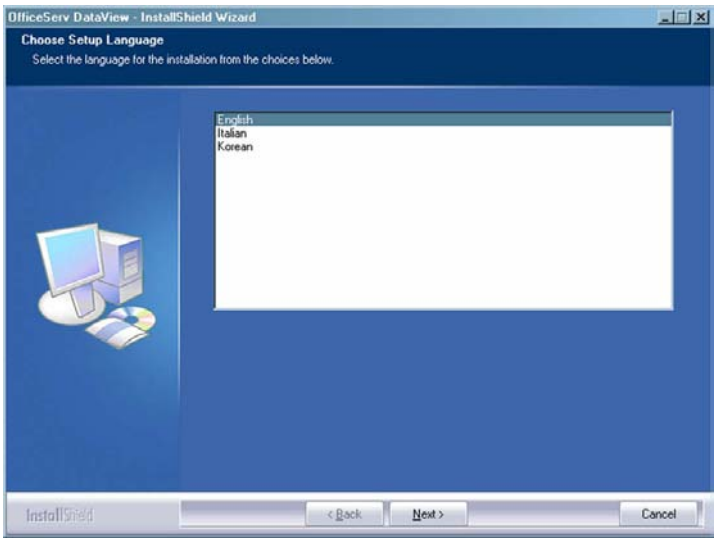
Check the IP Address of the OfficeServ Link Server

OfficeServ DataView communicates with OfficeServLink via TCP/IP. In order to facilitate these communications, the IP address of the OfficeServ Link server must be entered into OfficeServ DataView. Contact the OfficeServ Link or phone system administrator to obtain the IP address of the OfficeServ Link server.

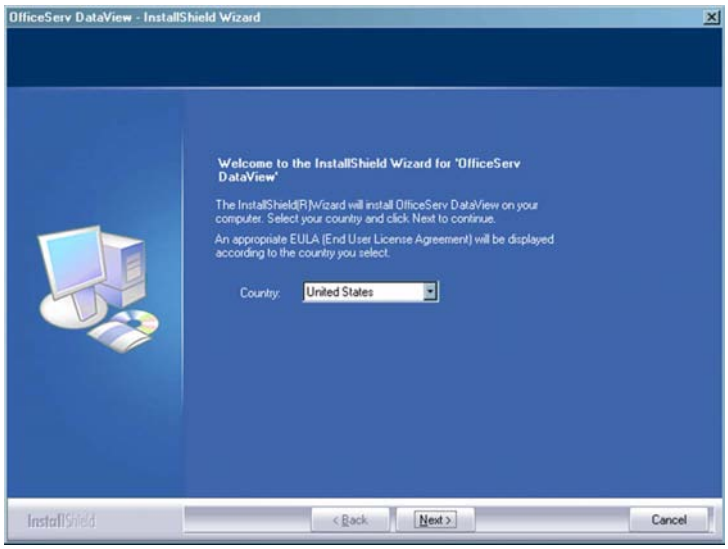
Installing OfficeServ DataView

Follow the steps below to install OfficeServ DataView.
OfficeServ DataView is installed in the ‘C:\Program Files\Samsung Electronics\OfficeServ DataView’ folder by default.

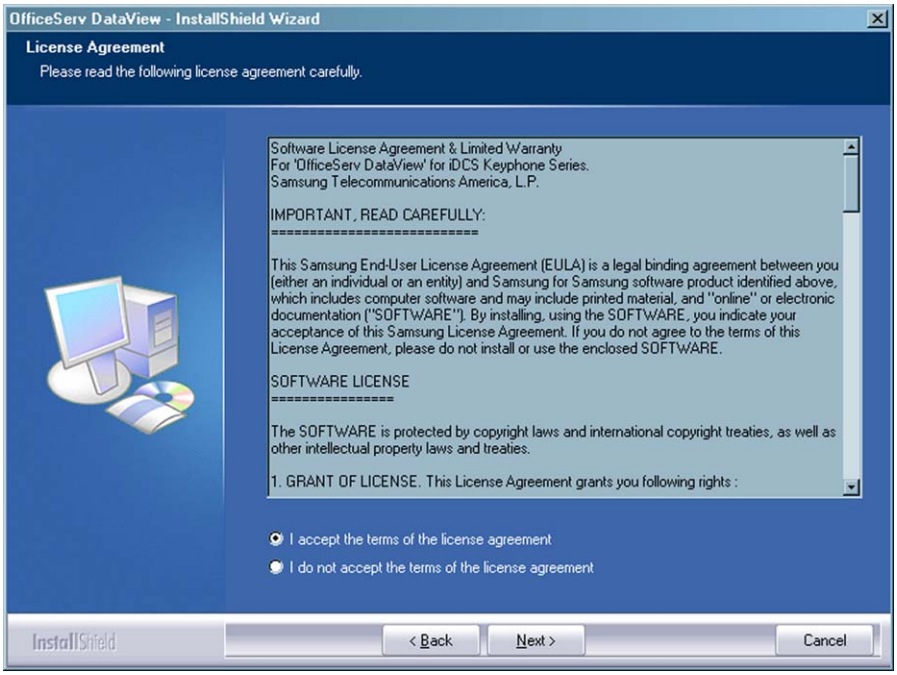
1. Insert the OfficeServ Aplications CD-ROM and follow the onscreen menus to locate the OfficeServ DataView setup link. If OfficeServ DataView was downloaded from the Samsung website, locate the installation file that was downloaded and double click the file to run it.
2. Once the <InstallShield Wizard> window appears select a language for the installation program and click [Next >].



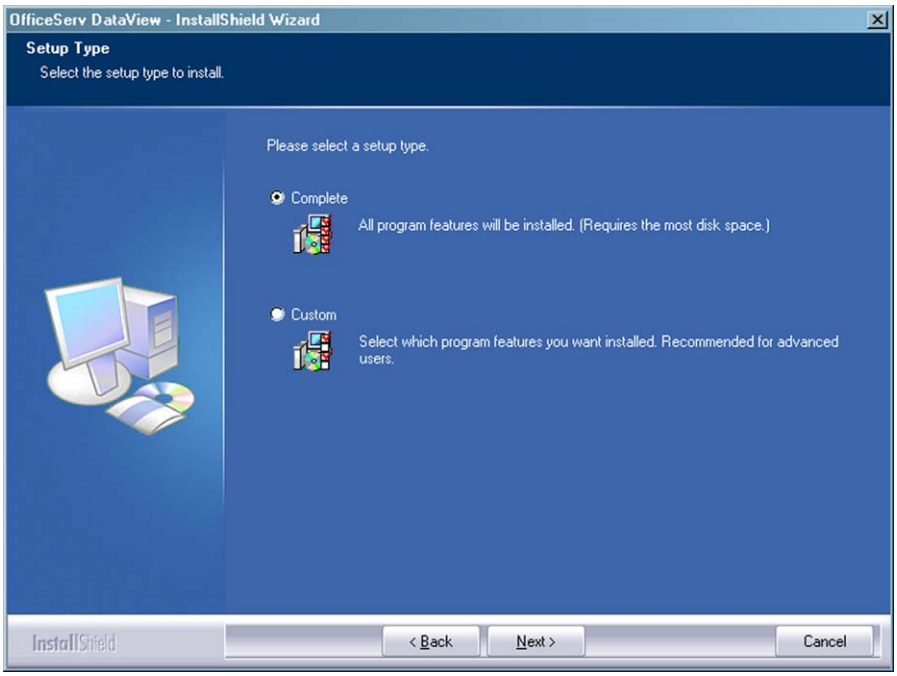
3. Choose a country and click [Next >]



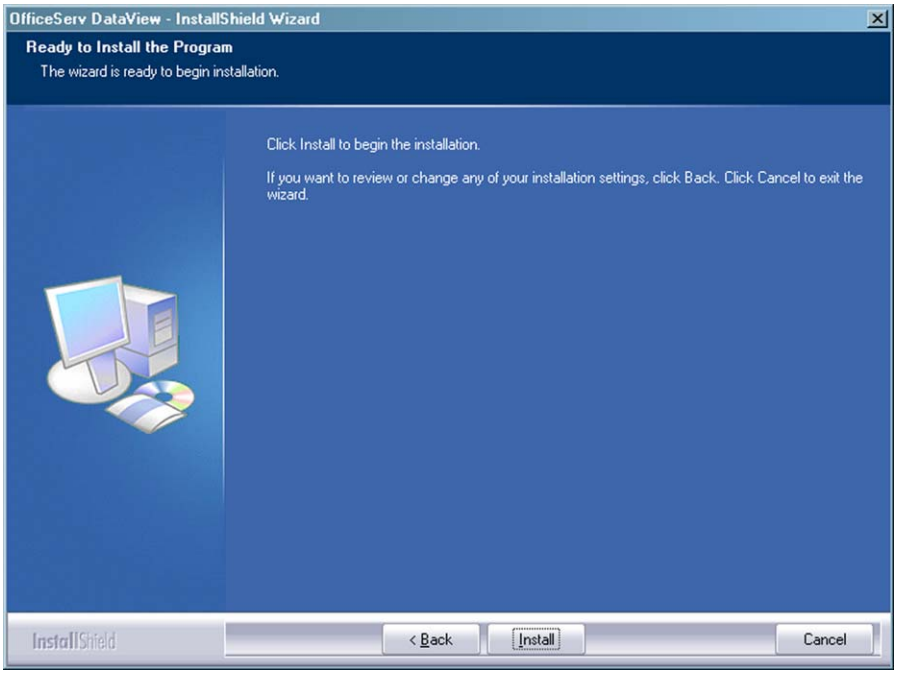
4. Carefully read the license agreement from the <License Agreement> window and check “I accept the terms of the license agreement” then click [Next>].



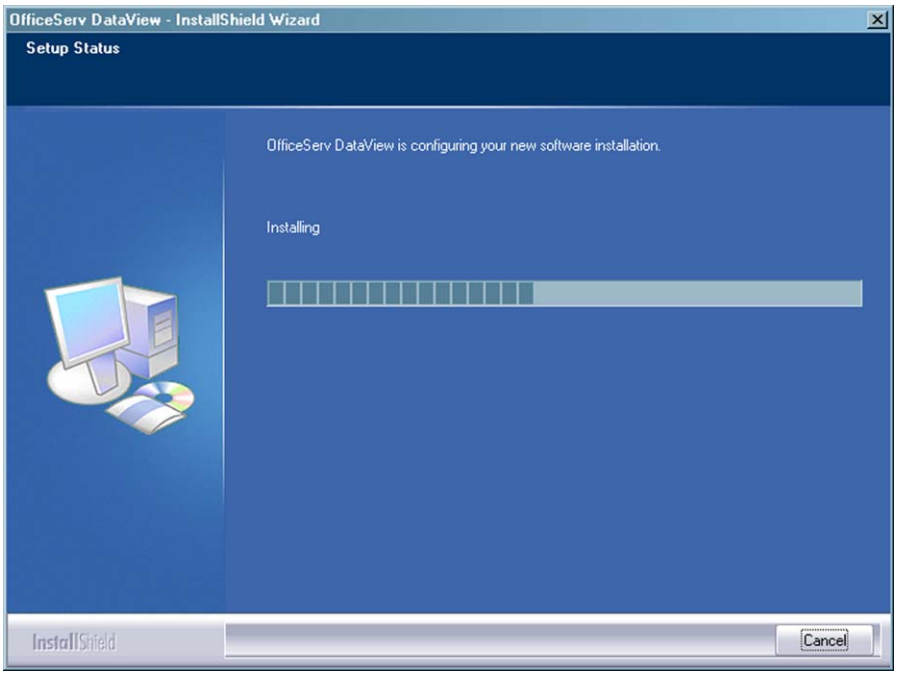
5. Once the <Setup Type> window appears, select a setup type and click [Next>].



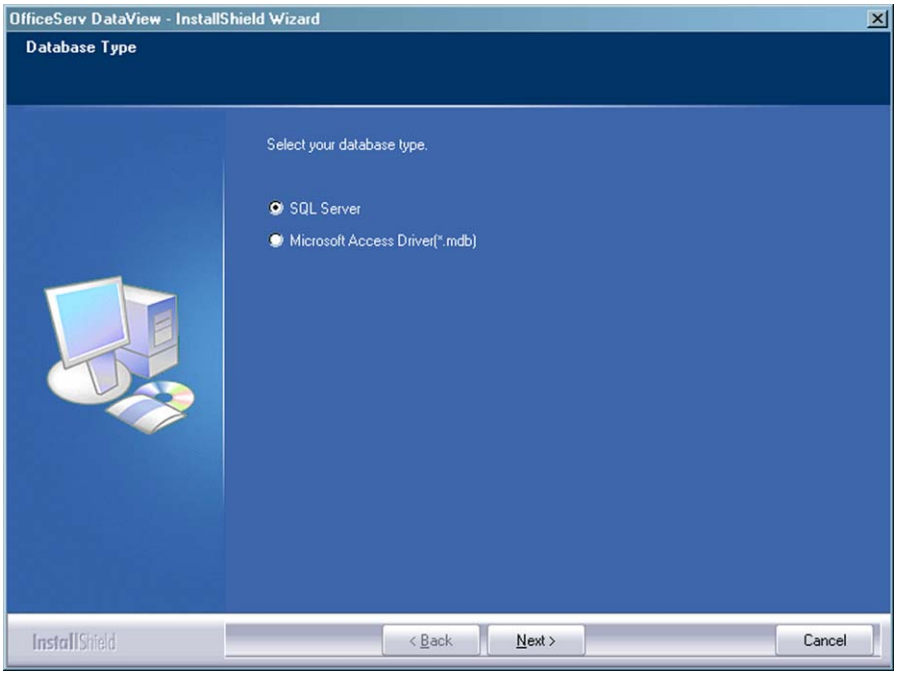
6. Once the <Ready to Install the Program> window appears click [Install].



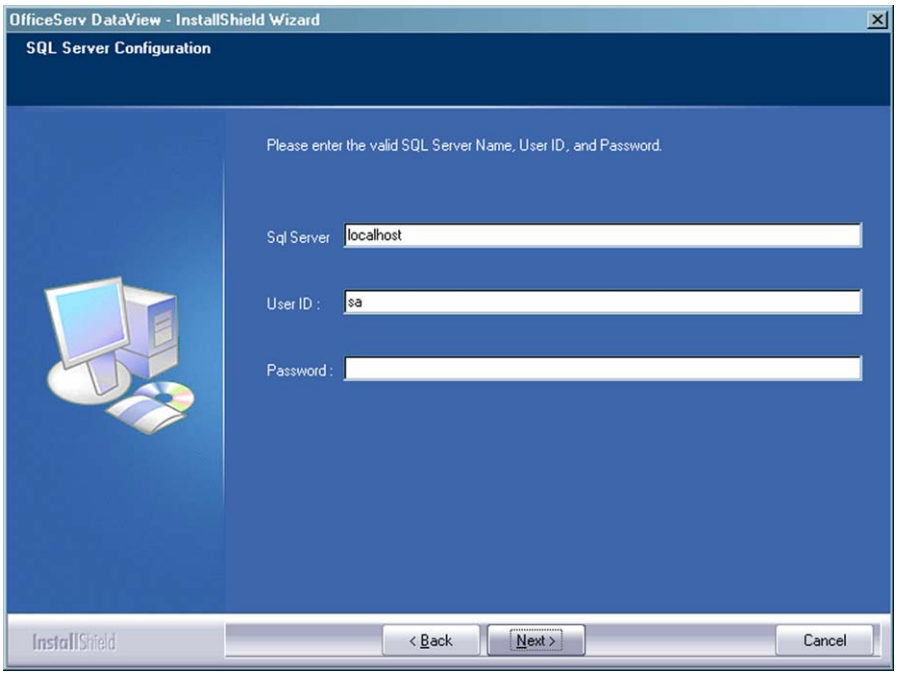
7. After clicking [Install] the software installation process will begin.



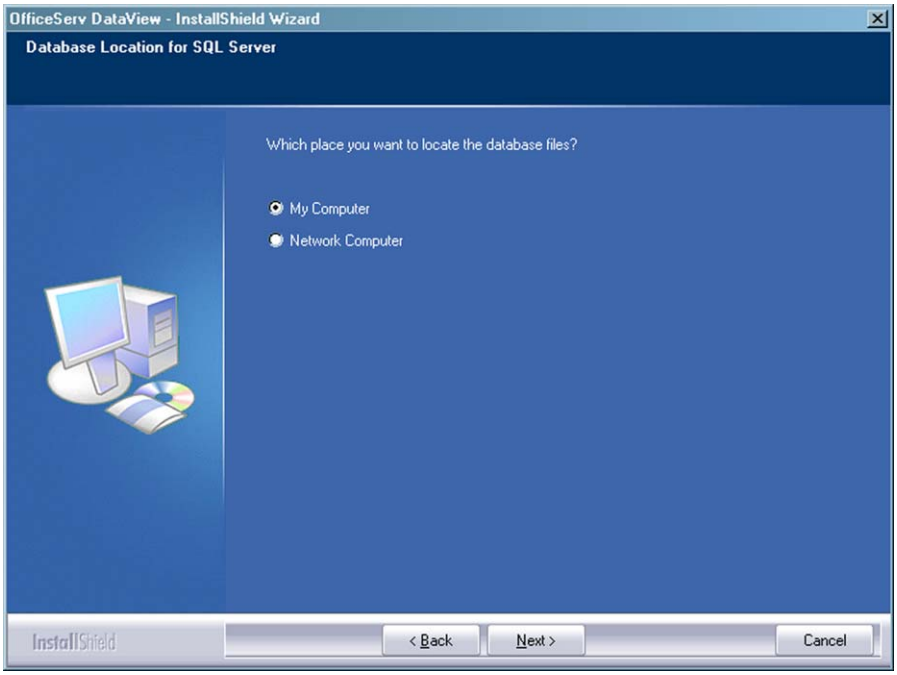
8. Select a database format (SQL or Access) to be used for OfficeServ DataView from the <Database Type> window and click [Next>].



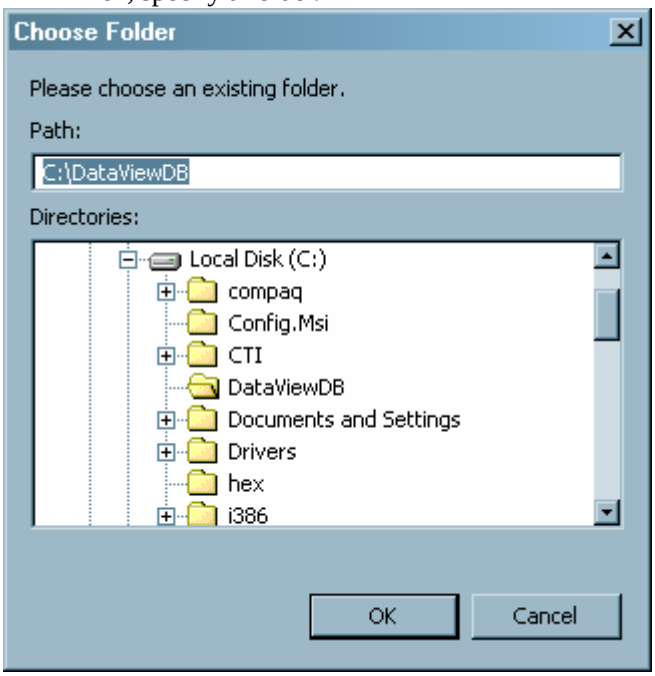
9. If SQL Server is selected, a window will appear to enter information about the SQL Server. Enter the SQL Server name (or IP address), user ID, and password then click [Next>].



10. Select a location where the database will be installed from the <Database Location for SQL Server> window. The database can be installed in a shared folder on the server (My Computer) or a network location (Network Computer).



Then, specify a folder.

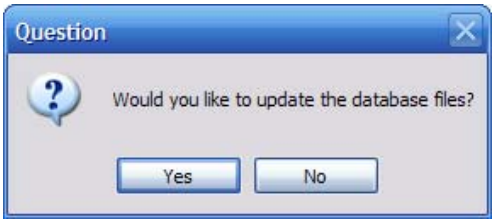


CHECK

Using Microsoft Access Driver(*.mdb)

Steps 7 and 8 will be skipped if Microsoft Access Driver(*.mdb) configuration is used.

11. A message will be displayed asking whether or not to attempt upgrade of database files. As this is a new installation, choose No.

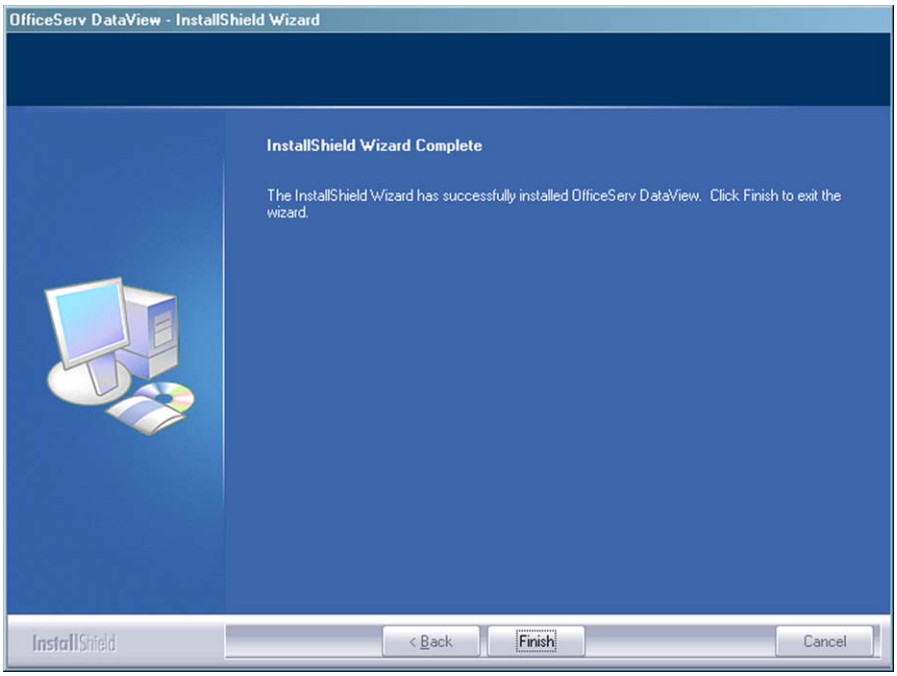


CHECK

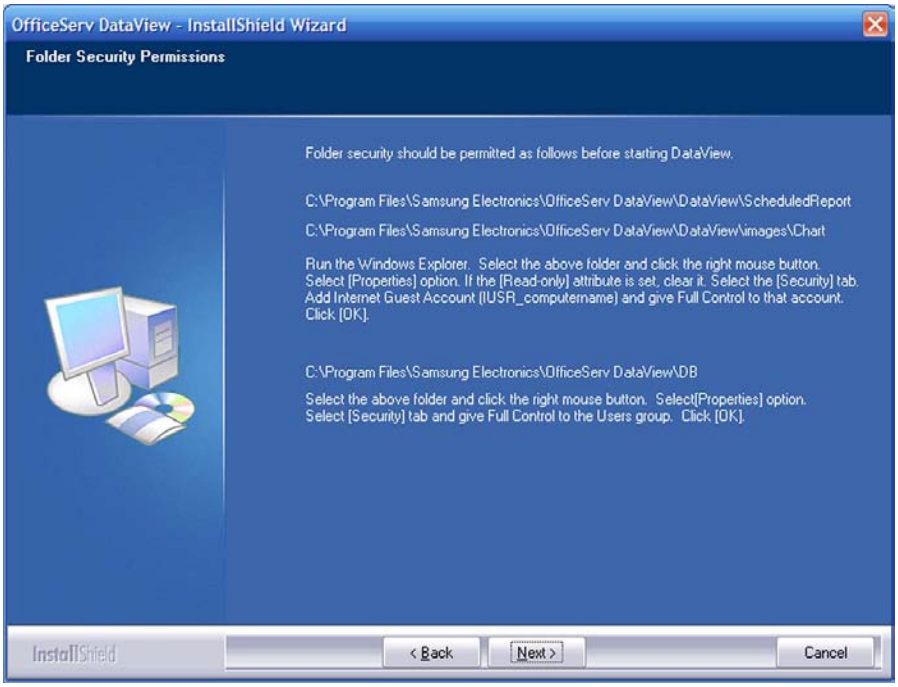
Using Microsoft Access Driver(*.mdb)

Step 11 will only be displayed if Microsoft Access Driver(*.mdb) configuration is used.

12. Once OfficeServ DataView setup is completed, click [Finish].



13. A message will be displayed explaining that the Iinternet guest account (IUSR_<*computername*>) must be given permissions to access the OfficeServ DataView system folders. Follow the instructions then click [Next >].



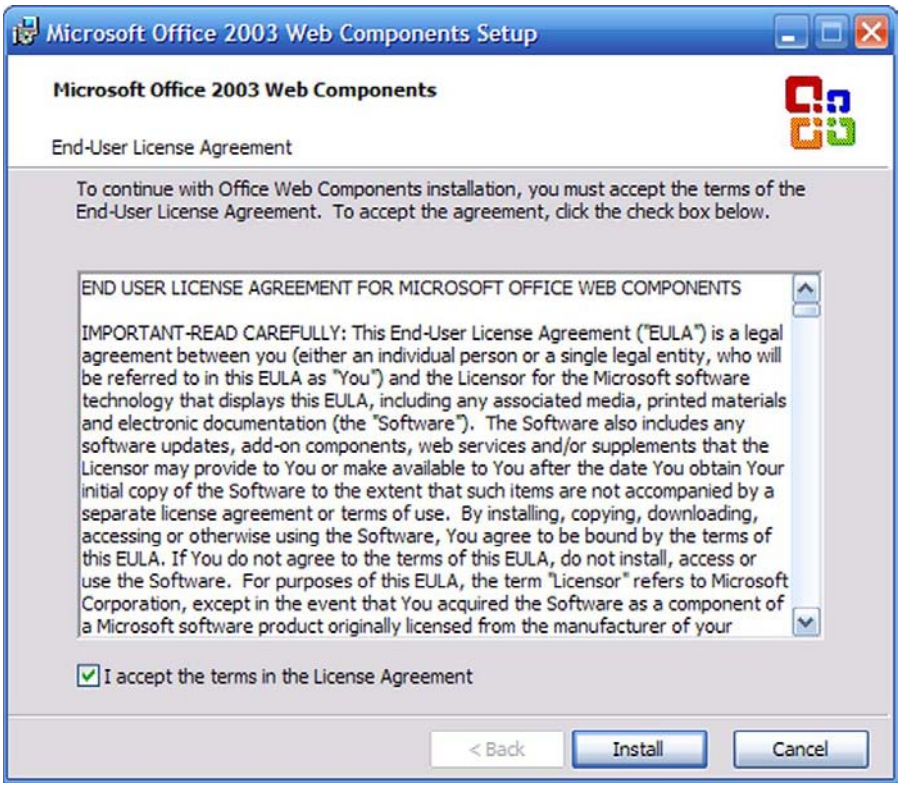
14. A prompt will be displayed asking if Office Web Controls should be installed. Click [Yes] to launch the OWC installer.

CHECK

Office Web Control (OWC)

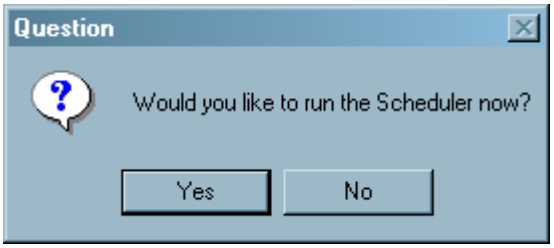
The OWC package is required to allow users to view live monitoring charts and graphs through the DataView web interface.

15. Carefully read the license agreement and check “I accept the terms of the license agreement” then click [Next>].

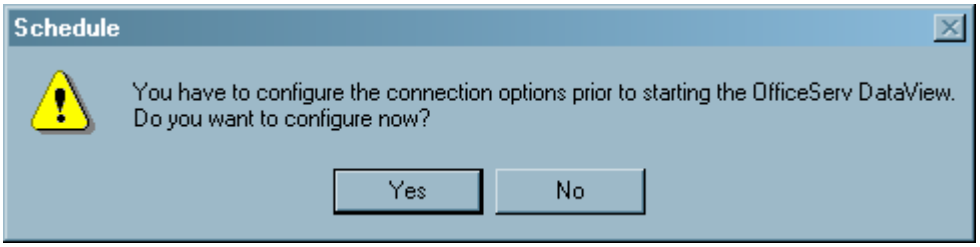


16. When the OWC has finished installing, clok [OK] to resume OfficeServ DataView setup.

17. A prompt will be displayed asking if the Scheduler application should launch. Click [Yes] to launch the Scheduler.



18. A prompt will then appear asking if the configuration window should be opened before the Scheduler launches. For initial setup choose [Yes].



19. Once the Connection Options window is open, enter the IP address of the OfficeServ DataView server in the 'Host Name/Address' field. Enter the IP address of the OfficeServ Link sserver in the 'IP Address' field (this may be the same IP address as the OfficeServ DataView server).

NOTE

Troubleshooting

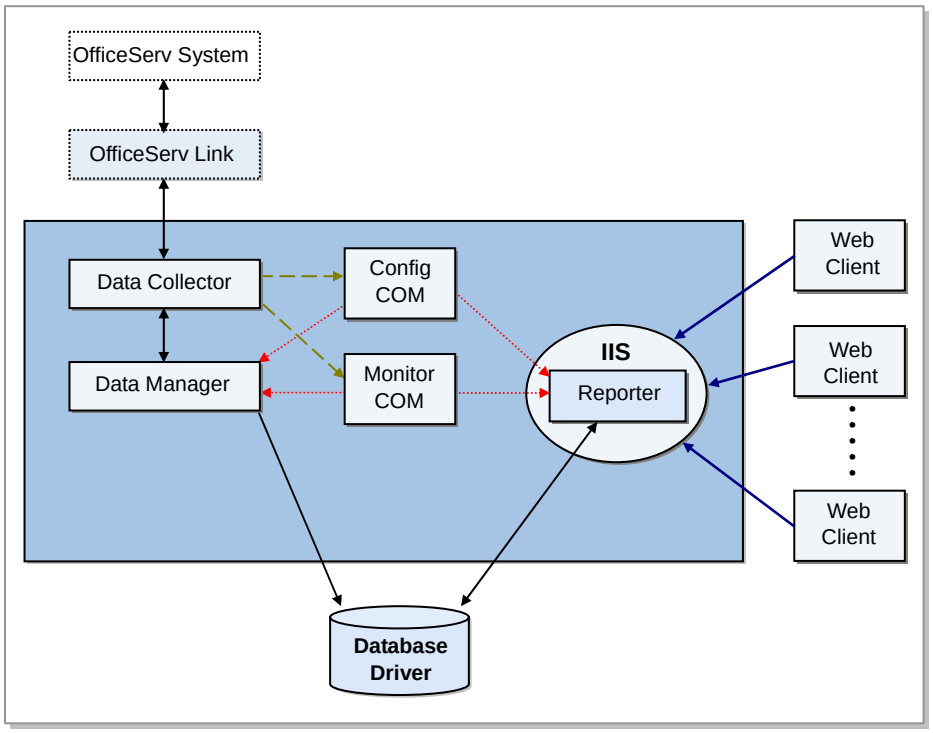
If OfficeServ DataView does not operate properly after installation, refer to 'CHAPTER 8. Troubleshooting.'

CHAPTER 3. OfficeServ DataView Menus

This chapter describes the menus and windows of OfficeServ DataView.

Components of OfficeServ DataView

OfficeServ DataView is configured with four server modules: Data Collector, Data Manager, Scheduler, and the DataView web application that allows viewing of data on monitoring and statistics.



As shown above, the server modules of OfficeServ DataView exchange data with the OfficeServ phone system through OfficeServ Link.

The web application interfaces with the other modules through the COM(Component Object Model) interface and the selected database driver (SQL Server or Access).

Users interface to the web application through the Windows IIS(Internet Information Server) service.

Scheduler

The OfficeServ DataView Scheduler module provides the ability to configure, start, or stop the other server modules of OfficeServ DataView and to monitor the operation of OfficeServ DataView.

The Scheduler module is also responsible for creating scheduled reports at correct intervals, and monitoring the sizes of database files. Scheduler also provides the ability to back up both database files and scheduled reports. Database files can be scheduled for periodic backups, as well as emergency backups in the event the database reaches the specified size limit.

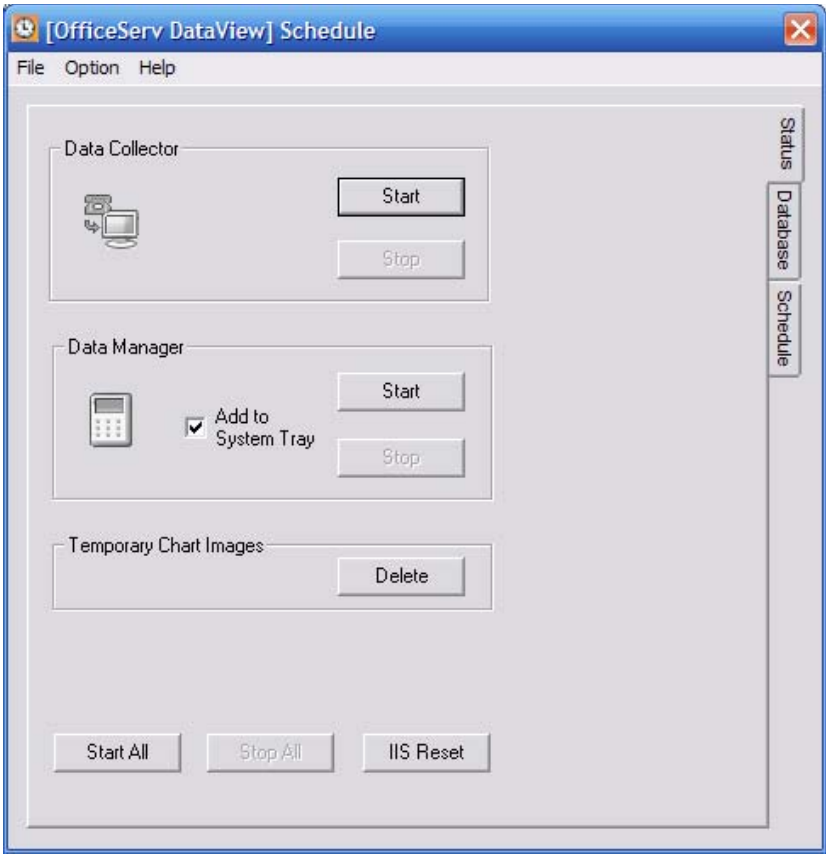
Although OfficeServ DataView will function properly without the Scheduler module running, none of the above functions can be performed unless the Scheduler is running on the server.

Select [Start] → [Programs] → [OfficeServ DataView] → [Scheduler] to execute Scheduler.

Scheduler Windows

Status Window

Upon starting Scheduler, the window below will appear:



If a module is not currently running the [Start] button will be enabled and the icon will be greyed. If a module is running the [Stop] button will be enabled and the icon will be colored.

If a server module fails to respond to a connection message received from Scheduler, a warning icon will be displayed. If this happens the module may need to be restarted.

Select whether to display the Data Manager icon in the system tray by using the checkbox at the right of the Data Manager icon.

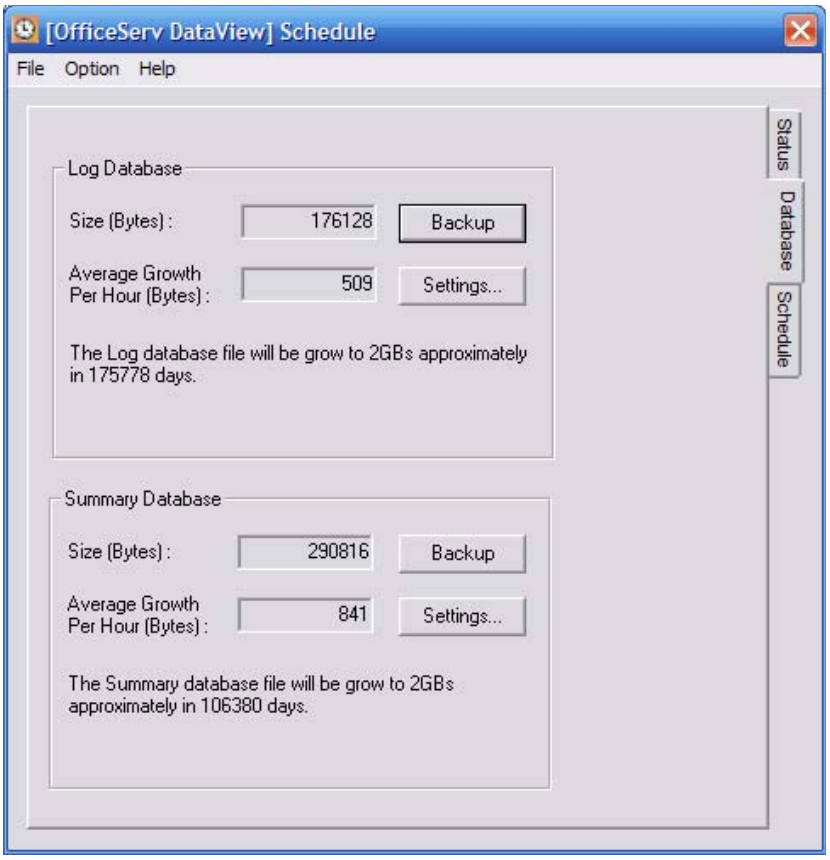
The Temporary Chart Images section provides the ability to delete all cached chart images that have been generated via the web interface

[Start All] and [Stop All] are used to launch Manager and Collector with one click.

In the event of an error in web service, click [IIS Reset] to restart the Windows IIS service. Restarting the IIS service will terminate all of the currently established sessions.

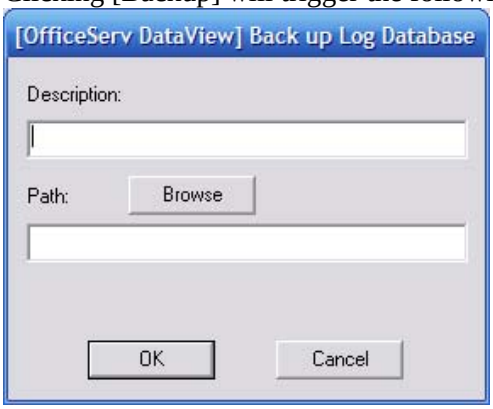
Database Window

Click the [Database] tab to display the following:



The database window displays the file size, average growth per hour, and estimated amount of time it will take for the database file size to reach the threshold value for both the event log database and the call summary database. The database window is also used to configure automatic backup settings. Databases cannot be backed up if the Data Manager module is running. Therefore, the module should be stopped before attempting a backup operation.

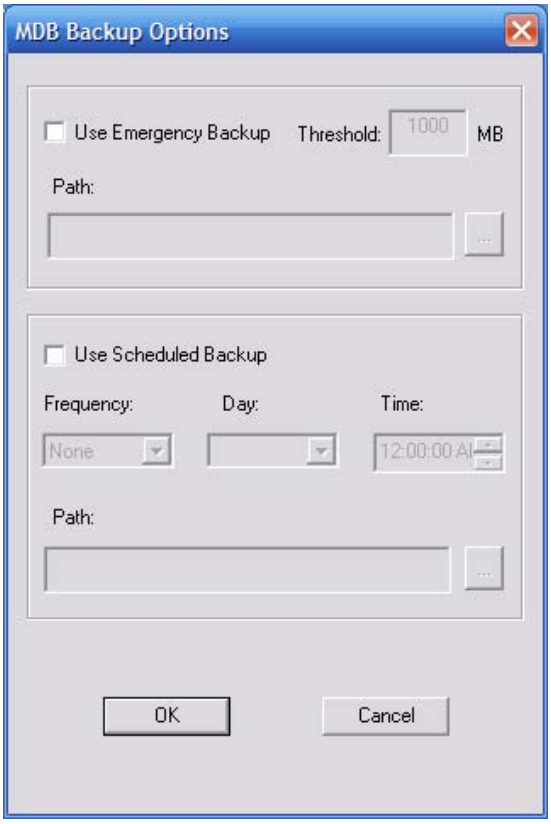
Clicking [Backup] will trigger the following display:



Enter a description for backup and the backup path and file name then click [OK].

The [Settings…] button will only be enabled when DataView is configured to use the Microsoft Access database format.

Clicking the [Settings…] button for the Log Database will display this window:



Use Emergency Backup: Marking this option causes Scheduler to backup the OfficeServ DataView Log database when the size of database reaches the specified threshold.

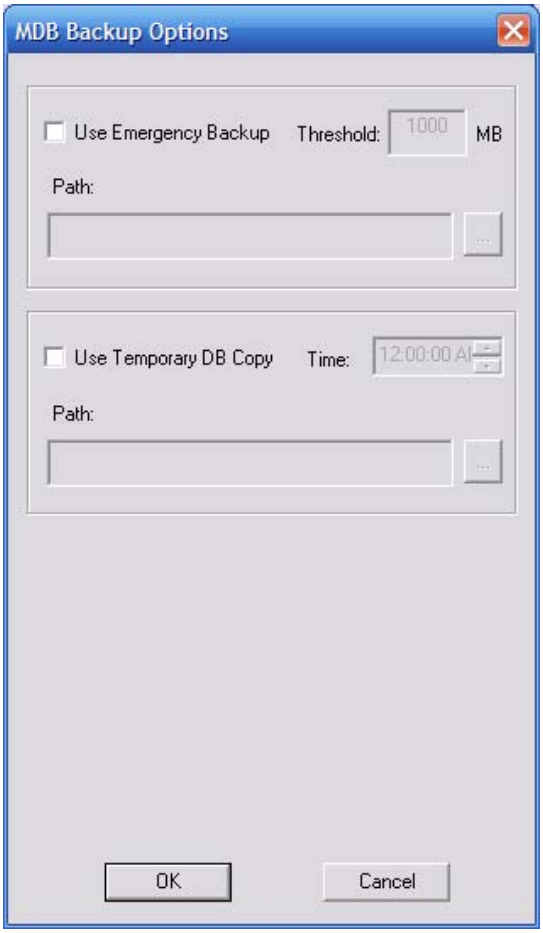
.

Item	Description
Threshold	Enter limit of database file size in megabytes(MB).
Path	Enter path to save backup database file to.

Use Scheduled Backup: Marking this option causes Scheduler to backup the database at a specified interval.

Item	Description
Frequency	Choose backup frequency: daily, weekly, monthly
Day	Choose which day to perform the backup
Time	Enter the time to perform backup.
Path	Enter path to save backup database file to.

Clicking the [Settings…] button for the Summary Database will display this window:



Use Emergency Backup: Marking this option causes Scheduler to backup the OfficeServ DataView Log database when the size of database reaches the specified threshold.

.

Item	Description
Threshold	Enter limit of database file size in megabytes(MB).
Path	Enter path to save backup database file to.

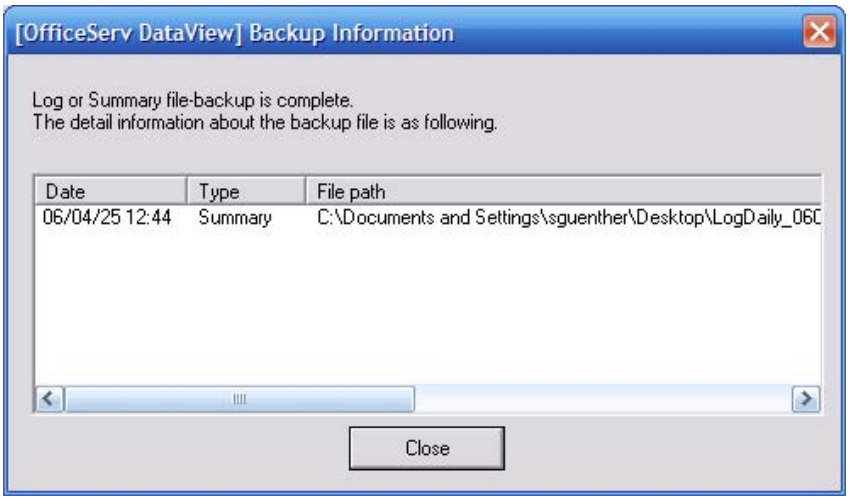
Use Temporary DB Copy: Marking this option causes Scheduler to backup the reporting database every day.

.

Item	Description
Time	Enter the time to perform backup.
Path	Enter path to save backup database file to.

When a backup has completed, a notification window will appear at the bottom right of the screen that looks similar to this:

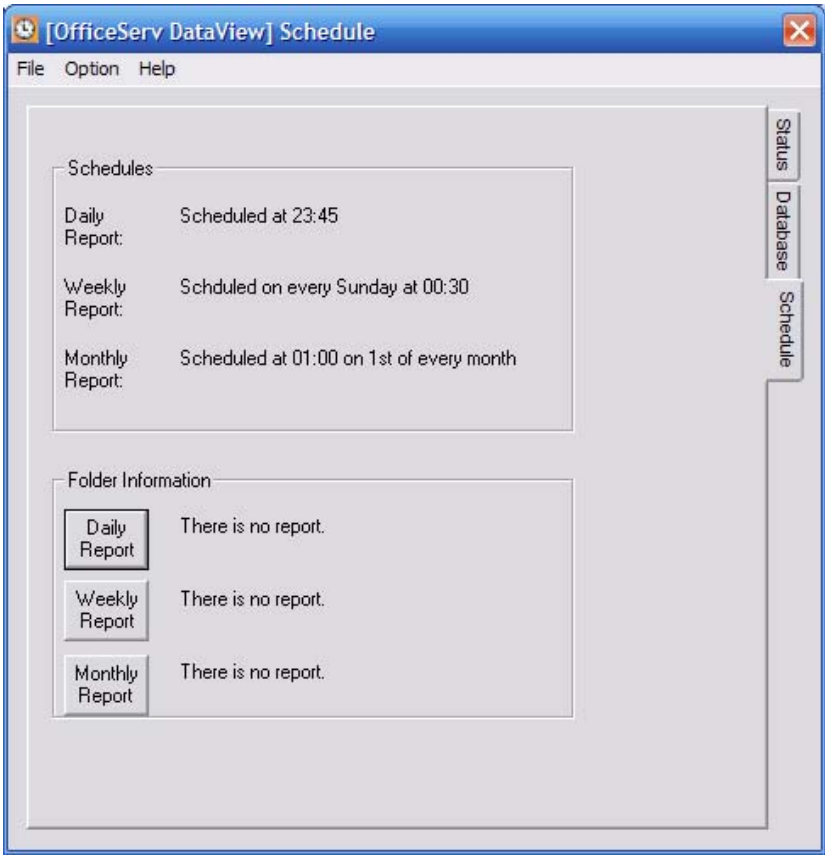
Clicking the link in the above window will display the following informational screen:



The notification window displays detailed information about the backup actions performed.

Schedule Window

Select the [Schedule] tab to manage the current settings for scheduled report files.

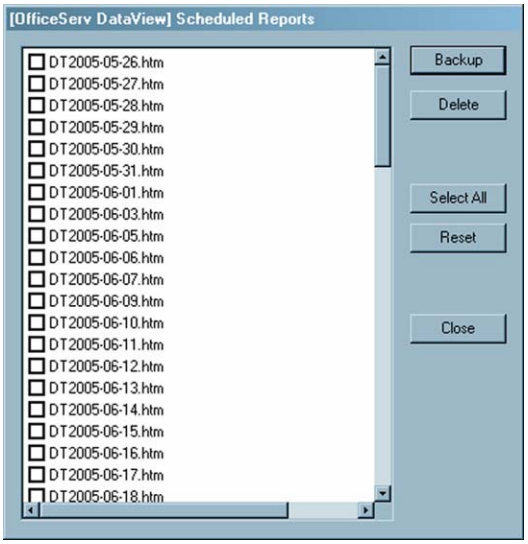


The Schedules frame displays information on the schedule reports currently configured to run.

These reports are configured through the web application as discussed in 'CHAPTER 6. Scheduled Reports'.

The Folder Information frame displays information on the folder where scheduled reports are saved. This includes information such as number of the files saved and total size of the files.

Click any report button in the Folder Information frame to display the following:



Select a file and then click [Backup] or [Delete]. If backing up files the selected files will be deleted from the scheduled reports folder and saved in the folder selected for backup.

Scheduler Menus

File Menu

Select [Exit] from the [File] menu to quit the Scheduler.

CHECK

Scheduled Report Function

Scheduled reports and backups will not be created if the Scheduler is not running.

Option Menu

The Option menu has the submenus shown below:

Connection

Select [Connection] to display the following:

Item	Description
Host Name/ Address	Enter the IP address or NetBIOS name of the PC where OfficeServ DataView is installed.
Site Name	Enter the name of the user site to be displayed in the web application. This value is optional.
OfficeServ Link Connection	Enter the IP address of the OfficeServ Link server and the port number for connection (6000 by default).
OfficeServ DataView Listen Port	Specify the port for the Data Manager to listen on (6100 by default).

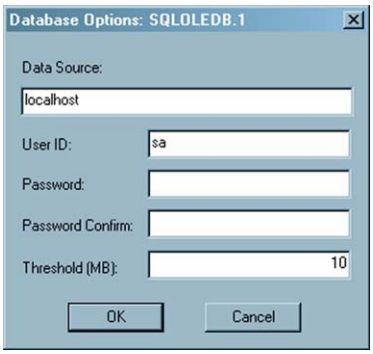
Database

Select [Database] to enter information on the database to be used in OfficeServ DataView. The window displayed is determined by the database driver chosen upon installation (Access or SQL Server).

> CHECK
>
> **Changes in Database Type**
>
> The database type selected during OfficeServ DataView installation cannot be changed.

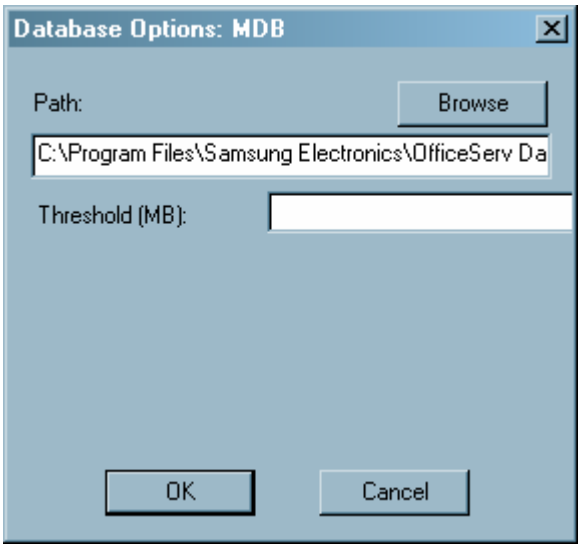
SQL Server:

If the SQL Server driver is being used the following will be displayed:



Item	Description
Data Source	Enter the NetBIOS name or IP address of the SQL Server.
User ID	Enter the user ID for connection.
Password / Password Confirm	Enter the password of the user ID entered in [User ID]. Enter the password twice for confirmation.
Threshold (MB)	Enter the threshold value of database file size.

Access:
If the Microsoft Access (*.MDB) driver is being used the following will be displayed:

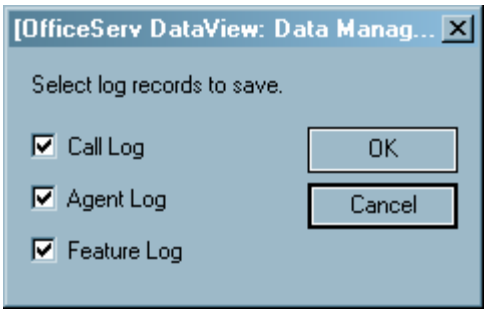


Item	Description
Path	Select the folder where the MDB files for OfficeServ DataView will be located. The IUSR_*<computername>* user account must have read and write access to this folder in order for the OfficeServ DataView web application to operate properly.
Threshold(MB)	Enter the threshold value of database file size. Microsoft has limited the size of an Access database to 2 GB (2048 MB). If the threshold is set above 2048, an error will be displayed.

Log Records

[Log Records] allows selection a the type of event logs are to be saved in the diagnostic logs. By default all types of events are logged. In high volume systems, this may create a bottleneck in communications resulting in uneven performance of OfficeServ DataView. To eliminate this risk disable any unnecessary logs.

Selecting [Log Records] will display the following:



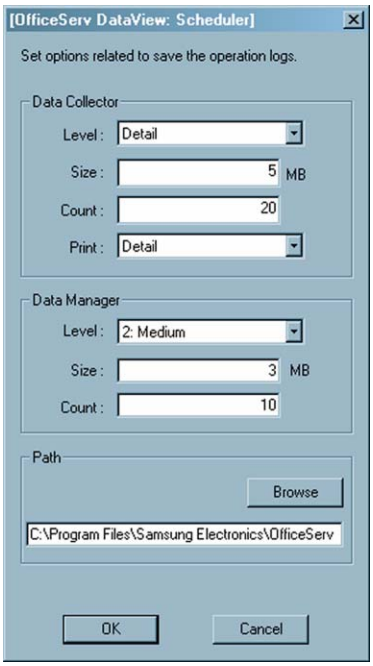
Select the event types to log and click [OK].

Item	Description
Call Log	This option causes call data (trunk number, DID number, etc.) in the switch to be logged.
Agent Log	This option causes agent status activities (log in, log out, etc.) to be logged.
Feature Log	This option will cause feature code usage (DND, OHVA, etc.) in the switch to be logged.

Operation Logs

The [Operation Logs] option is divided into two options: Data Collector and Data Manager. Select either option to configure settings for the diagnostic logs of the selected module.

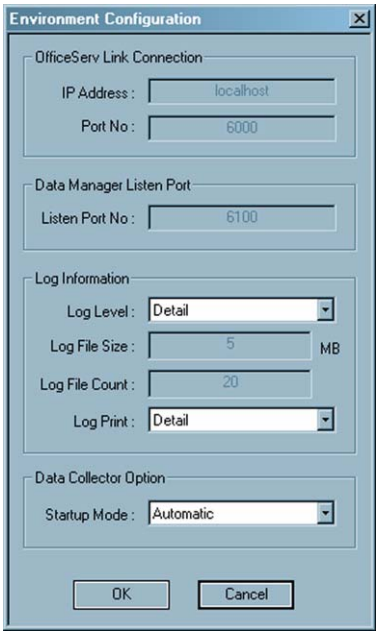
If both modules are currently stopped both options will display the following window:



Item	Description
Data Collector | Level	This option determines the level of detail for diagnostic logs.
Data Collector | Size	This option determines the maximum disk space diagnostic files can occupy.
Data Collector | Count	This option determines the maximum number of diagnostic logs to store.
Data Collector | Print	This option determines the level of detail for debug messages.
Data Manager | Level	This option determines the level of detail for diagnostic logs.
Data Manager | Size	This option determines the maximum disk space diagnostic files can occupy.
Data Manager | Count	This option determines the maximum number of diagnostic logs to store.
Path	This option sets the folder where diagnostic logs are stored.

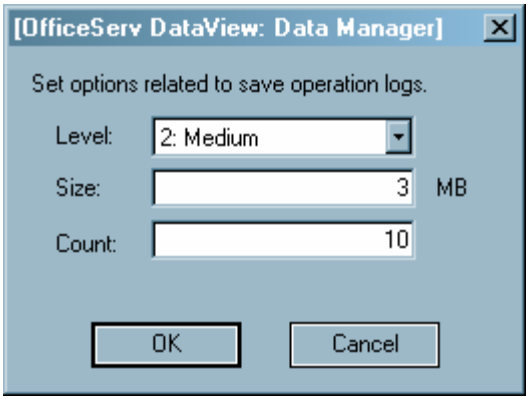
If either module is currently running each option will display a different window as shown below.

Data Collector:



Item	Description
IP Address	IP Address or NetBIOS name of the OfficeServ Link server. (read only)
Port No	Communications port for OfficeServ Link. (read only)
Listen Port No	Port for OfficeServ DataView to listen on. (read only)
Log Level	This option sets the level of detail for diagnostic log files.
Log File Size	Maximum disk space to use for diagnostic logs. (read only)
Log File Count	Maximum number of diagnostic log files to store. (read only)
Log Print	This option sets the level of detail for debug messages.
Startup Mode	This option determines whether the Data Collector should automatically connect to OfficeServ Link on launch. The default setting is Automatic.

Data Manager:



Item	Description
Level	This option sets the level of detail for diagnostic log files.
Size	This option sets the maximum disk space to allocate for diagnostic log files.
Count	This option sets the maximum number of diagnostic log files to store.

Preferences

The [Preferences] option has one submenu option: Run DataView Server when Windows starts. When this option is checked all 3 modules will automatically launch when a user logs in to Windows.

CHECK

Running DataView through Terminal Services

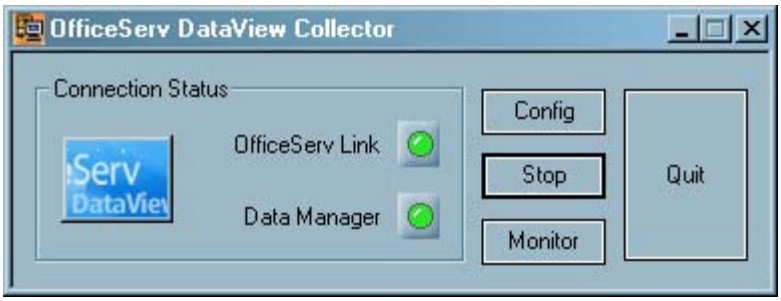
When using Windows Terminal Services, do not enable the 'Run DataView Server when Windows starts' option. This option can trigger multiple instances of DataView to run, causing possible data loss. When using Terminal Services it is recommended that each DataView module be enabled as a service using srvany or a similar utility.

Data Collector

The Data Collector module collects events from OfficeServ Link to create a call log and to deliver the call log to the Data Manager. The Data Collector also manages configuration data on the OfficeServ phone system and monitors the current status of the system. The Data Collector is the heart of the OfficeServ DataView software and must be running for proper operation of OfficeServ DataView.

Data Collector Window

When the Data Collector is launched, the following is displayed:



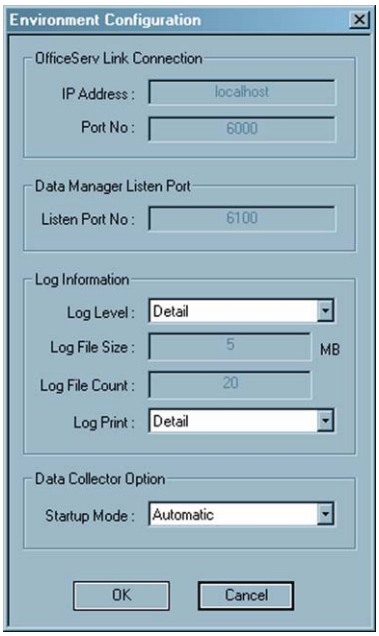
The LED graphics to the right of OfficeServ Link and DataView Manager indicate connection status.

LED	Description
(Gray)	Not connected
(Green)	Connected properly
(Red)	Data Collector has downloaded the configuration data from the OfficeServ system and is being initialized. Or, a connection error has occurred.

Button	Description
Config	This button launches the Environmental Options window for configuring Data Collector options.
Run/Stop	This button connects or disconnects from OfficeServ Link. During connection, the Data Collector must download current switch status data.
Monitor	This button opens a window that monitors the memory space managed by the Data Collector. This function is used for diagnostic tracing.
Quit	Exits the Data Collector.

Data Collector Configuration

Click the [Config] button from the Data Collector window to configure Data Collector.



Item	Description
OfficeServ Link Connection	Sets the IP address and the port number for connection to OfficeServ Link.
Data Manager Listen Port	Specify the port to use for connection to Data Manager.
Log Information	Configure diagnostic log options for Data Collector in this field.
Data Collector Option	This option determines whether the Data Collector should automatically connect to OfficeServ Link on launch. The default setting is Manual.

Only [Log Level] and [Log Print] can be changed while the Data Collector is running.

Data Manager

The Data Manager is responsible for providing statisitcal reports to the OfficeServ DataView web application. Every 15 minutes the Data Manager creates a cumulative record from the events logged by the Data Collector and saves that record to a summary database where the web application can access the data.

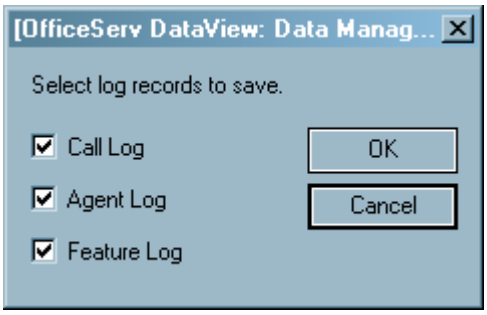
Data Manager Menu

Data Manager does not have any user interface windows. Monitoring of Data Manager operation is performed by the Scheduler. If the Data Manager is running in the system tray, right click the on the icon to access the Data Manager menu.

Log Records

[Log Records] allows selection a the type of event logs are to be saved in the diagnostic logs. By default all types of events are logged. In high volume systems, this may create a bottleneck in communications resulting in uneven performance of OfficeServ DataView. To eliminate this risk disable any unnecessary logs.

Selecting [Log Records] will display the following:

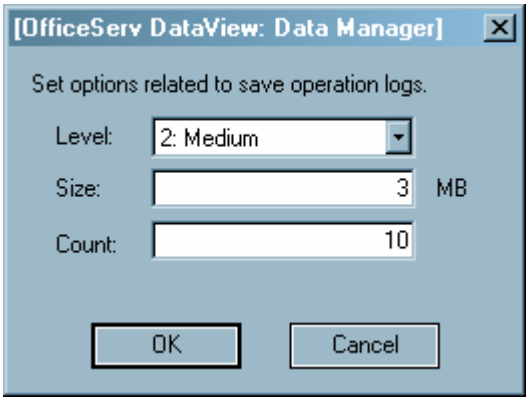


Select the event types to log and click [OK].

Item	Description
Call Log	This option causes call data (trunk number, DID number, etc.) in the switch to be logged.
Agent Log	This option causes agent status activities (log in, log out, etc.) to be logged.
Feature Log	This option will cause feature code usage (DND, OHVA, etc.) in the switch to be logged.

Operation Logs

[Operation Logs] allows custom settings for Data Manager debug logs.
Select [Operation Logs]. The dialog box below will appear:

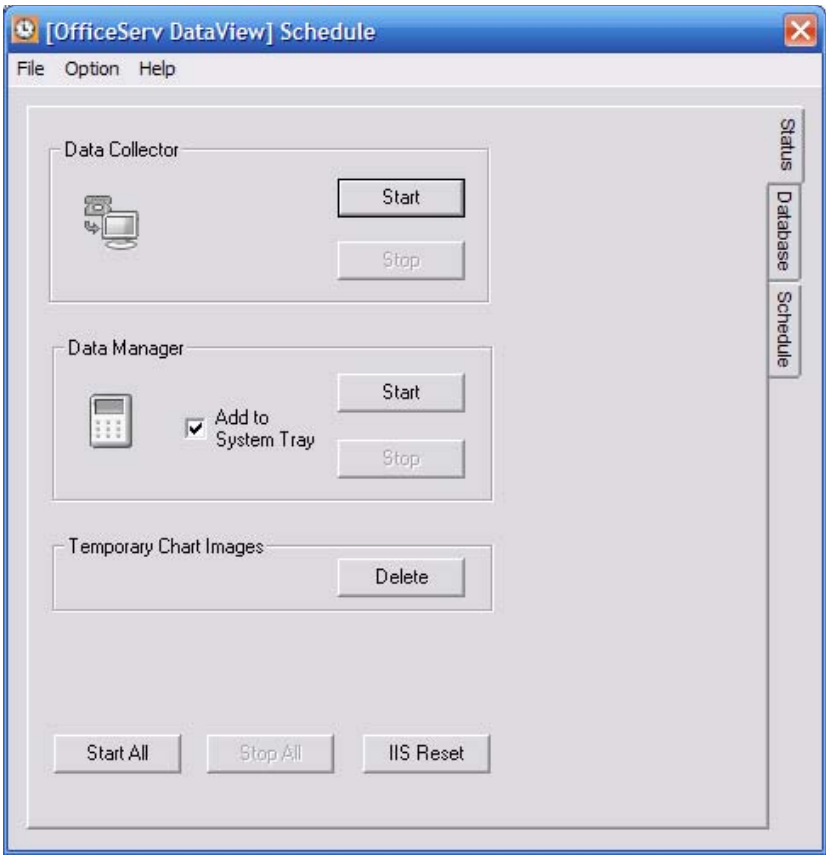


Field	Description
Level	Sets the detail level of diagnostic log files.
Size	Sets the maximum disk space to use for diagnostic log files.
Count	Sets the maximum number of diagnostic log files to save.

Starting OfficeServ DataView

Follow the steps below to start OfficeServ DataView:

1. Double-click the [OfficeServ DataView Scheduler] icon from the desktop or select [Start] → [Programs] → [OfficeServ DataView] → [Scheduler] to load the Scheduler:



Once Scheduler starts, the Scheduler icon is displayed in the system tray.
If no server modules are running the system tray icon will have a pink background.

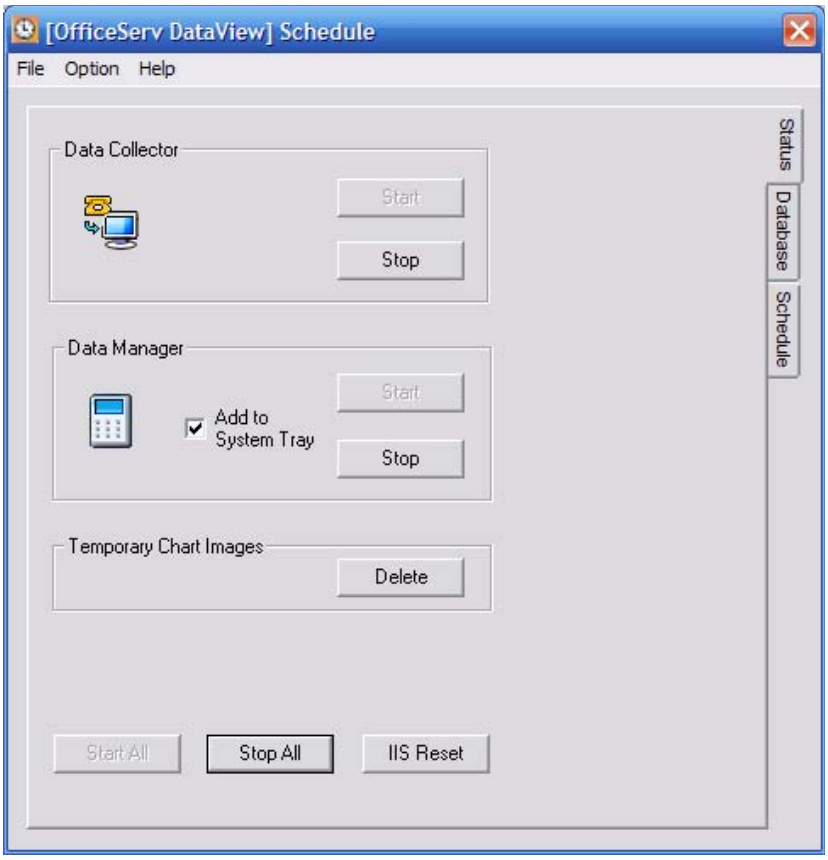
2. Click [Start All] to start all server modules or click each [Start] button to start each module seperately.

NOTE

Starting Each Module

Data Collector downloads configuration data from the OfficeServ system when the module starts. It is recommended that Data Manager be started after Data Collector starts. Clicking Start All will launch Data Collector first and then Data Manager.

3. Once each module is started the Status icon, [Stop All], and all of the [Stop] buttons are enabled while [Start All] and all of the [Start] buttons are disabled.



Once all of the server modules are operating properly, the system tray icon will have a yellow background.

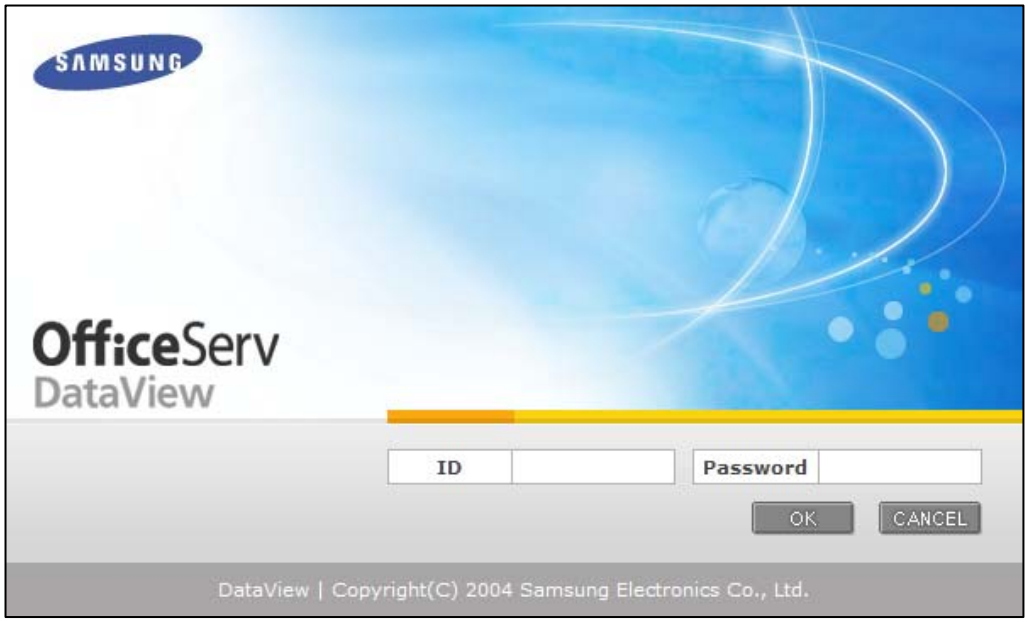
When all server modules and the Scheduler are running OfficeServ DataView is fully active and the web application may be used to view monitoring and statistics data.

Main Window

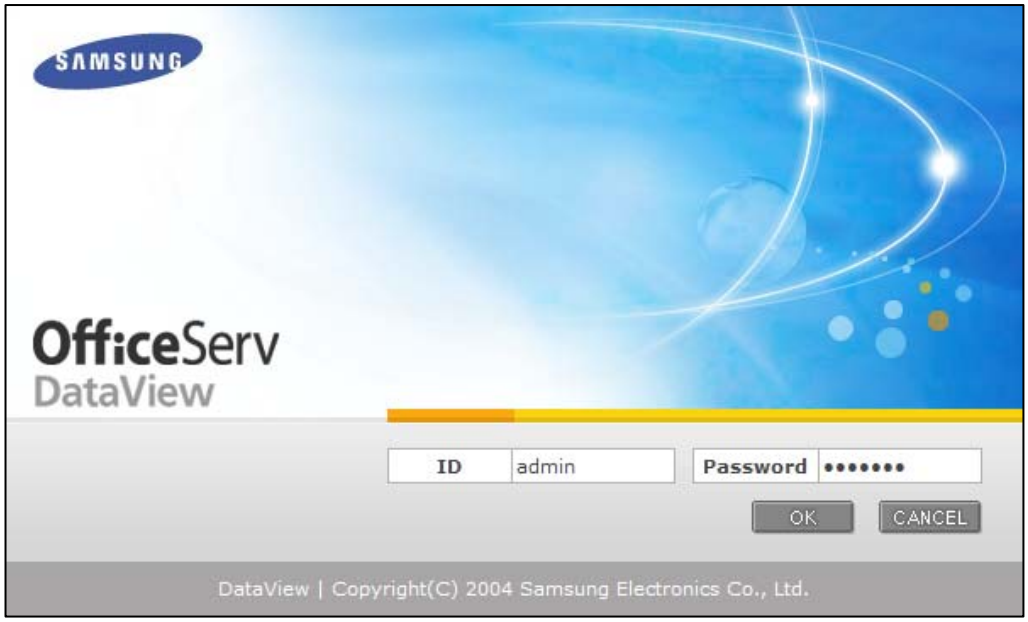
Run Internet Explorer and enter the following in the address bar to view the home page of OfficeServ DataView. Then, press [Enter].

Enter the IP address or NetBIOS name of the server where OfficeServ DataView is installed.

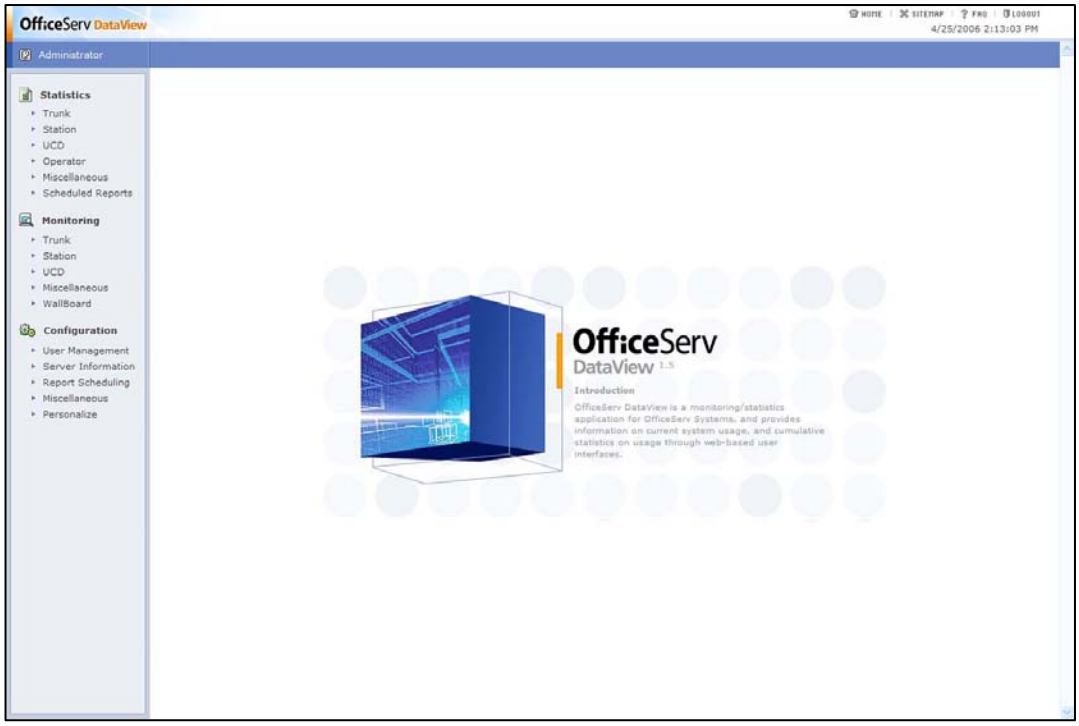
Once the web address for OfficeServ DataView is input press [Enter]. This will display the login page of the OfficeServ DataView web application as shown below:



If using OfficeServ DataView for the first time, enter the administrator ID provided by default. The default administrator account is ID: '**admin**' and password: '**samsung**'.



If login is successful the web browser will be redirected to the main application home page:



Menus

The main menus of the OfficeServ DataView home page are shown below:

Hovering the mouse over any menu item will display the sub-menu for that item.

For detailed information on monitoring and statistics sub-menus see Chapters 4 and 5 of this document.

Details of the [Configuration] sub-menu are described in the next section: ‘Configuration’.

Configuration

The Configuration menu of OfficeServ DataView has the following sub-menus: User Management, Server Information, Report Scheduling, and Personalize.

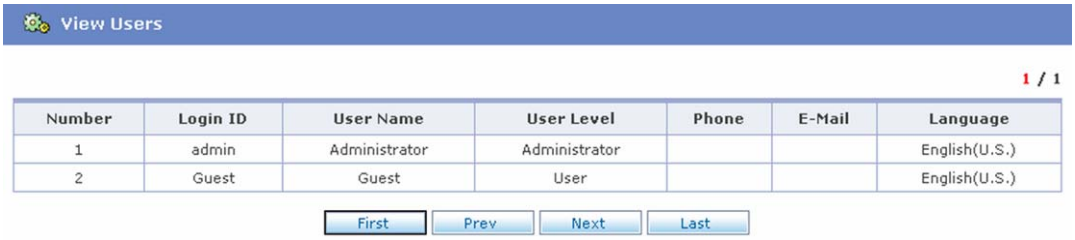
User Management

This menu allows user list display for OfficeServ DataView, and to add or delete a user, modify user information, or search for a specific user by using this menu.

If the selected list has multiple pages, click [<First], [<Prev], [Next>], or [Last>] to move from one page to another.

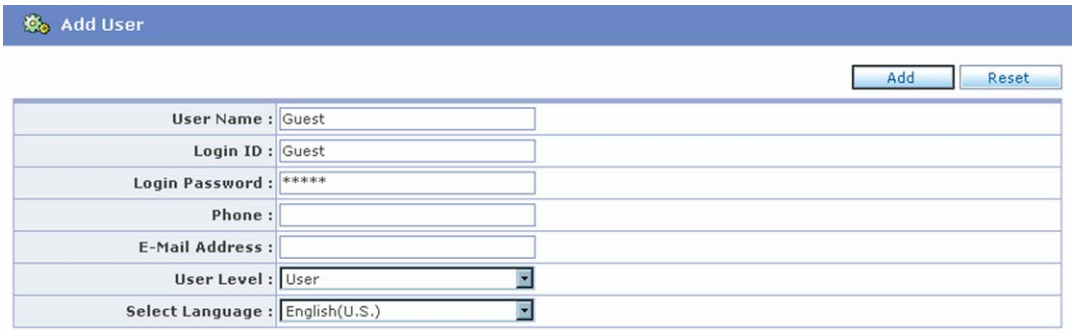
View Users

Select [View Users] to display users as shown below:



Add User

Select [Add User] to add a user to the user list as shown below:



Item	Description
User Name	Enter a user name up to 50 characters.
Login ID	Enter a login ID up to 20 characters or numbers. This field is case-sensitive and must be unique.
Login Password	Enter a login password up to 20 characters or numbers. This field is case-sensitive.
Phone	Enter the telephone number of the user. This field is optional.
E-Mail	Enter the e-mail address of the user up to 50 characters. This field is optional.
User Level	Select a user level. The Administrator level allows use of all the functions supported by OfficeServ DataView. The User level cannot use any [Configuration] menu options except [Personalize].
Select Language	Select the language of the user interface for this account.

Delete User

Select [Delete User] to delete a user from the user list as shown below:

Select the checkbox of the user to be deleted and click [Delete] to delete the account. The default ‘admin’ user cannot be deleted.

Modify User

Select [Modify User] to modify user profiles as shown below:

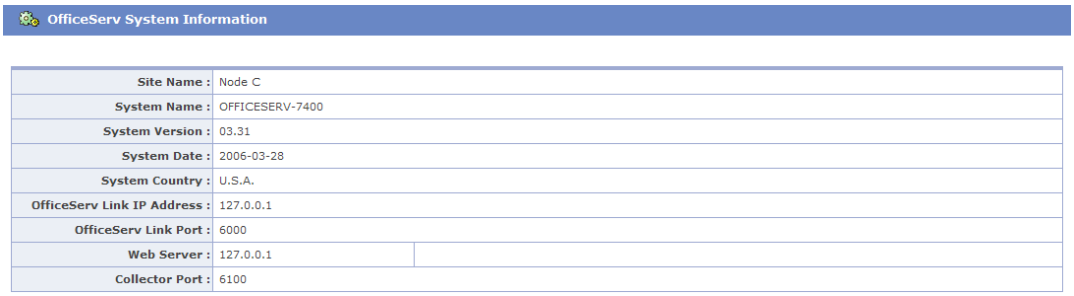
Select checkboxes of the user to be changed and make necessary changes then click [Change]. If user information is modified but [Change] is not clicked the window will not be updated.

Server Information

This menu allows viewing of the OfficeServ phone system information and the OfficeServ DataView operating environment.

OfficeServ System Information

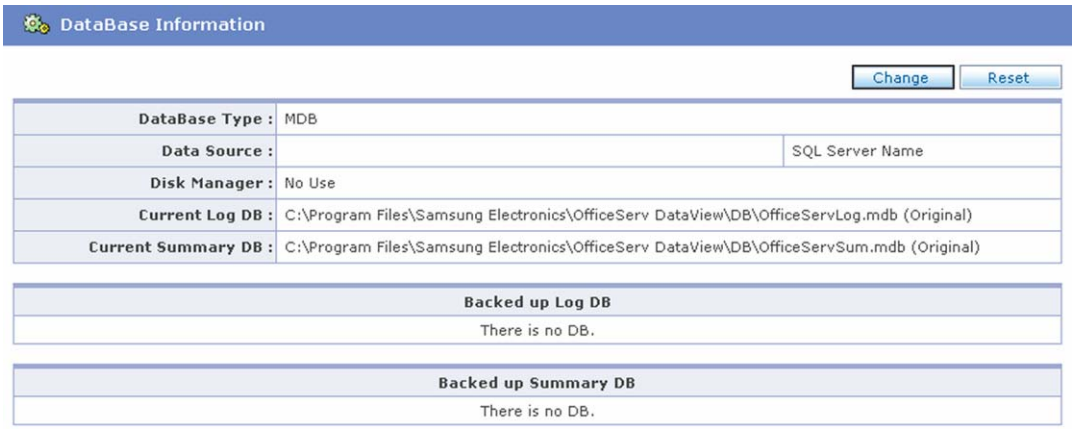
This menu allows verification of information on the connection between the OfficeServ phone system and Officeserv DataView.



Item	Description
Site Name	Name of the installation site for DataView
System Name	Name of the OfficeServ phone system.
System Version	Version of the phone system main program.
System Date	Date of the phone system main program.
System Country	Country information set in the phone system.
OfficeServ Link IP Address	IP address of the OfficeServ Link server.
OfficeServ Link Port	Number of the port used by the Data Collector for connecting to the OfficeServ Link.
Web Server	IP address or NetBIOS name of the computer where the OfficeServ DataView is installed.
Collector Port	Number of the port used by the Data Manager for connecting to the Data Collector

DataBase Information

This menu is used for displaying information on the databases used by OfficeServ DataView. The database information used by the current web program and a list of backed up databases are also displayed.



In order to view statistical reports from a backed up database, select the database and click [Register]. Connections to a backed up database are valid only during the current session. Upon logging out, connection to the current databases are restored. Changing to a backed up database does not affect other users.

Trunk Group Information

This menu is used for displaying information on trunk groups configured in the phone system.

Station Group Information

This menu is used for displaying information on station groups configured in the phone system.

Group Number	Name	Type	Group Members
5000		Normal	2001
5001	CUST SVC	UCD	2001, 2004, 2005, 2201, 2202
5002	TECH SUPPT	UCD	2001, 2005, 2201, 2202, 2004
5003		UCD	2001, 2004, 2005, 2201, 2202
5004		Normal	2004
5026		Normal	2501
5028		AA	2951, 2952, 2953, 2954, 2955, 2956, 2957, 2958
5029		Voice Mail	2034, 2035, 2036, 2033

Report Scheduling

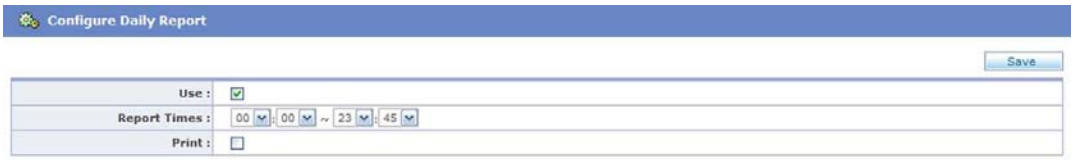
This menu allows configuration of scheduled reports or deletion of unnecessary scheduled reports.

Scheduled Report Setup

This Report Scheduling menu is used for setting the report period and structure for the report.

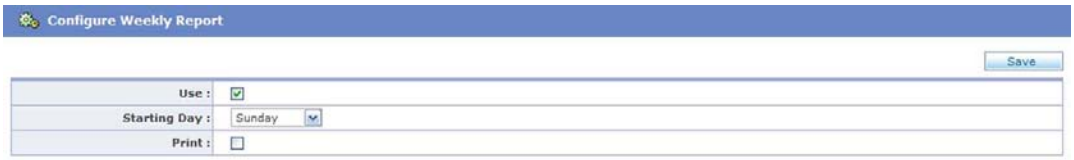
Different options are provided for setting the period of a scheduled report depending on whether the report is a daily report, a weekly report, or a monthly report.

Configure Daily Report



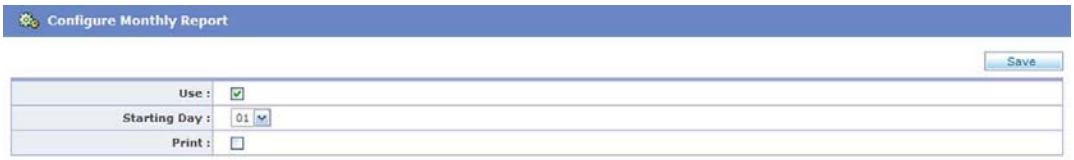
Item	Description
Use	Check this option to generate daily reports.
Report Times	Set the time period for which the report should be created each day.
Print	Automatically print the report to the server's default printer

Configure Weekly Report



Item	Description
Use	Check this option to generate weekly reports.
Starting Day	Specify the starting day of the weekly report. The report will be generated between 00:00 of the starting day through 00:00 on the next starting day.
Print	Automatically print the report to the server's default printer

Configure Monthly Report



Item	Description
Use	Check this option to generate monthly reports.
Starting Day	Specify the starting day of the monthly report. The report will be generated between 00:00 of the starting day through 00:00 on the next starting day.
Print	Automatically print the report to the server's default printer

Scheduled Report Item Setup

Scheduled reports can be created for for trunks and UCD groups.
Check the Detail checkbox to view detailed statistics for each time period.

Trunk Reports	Detail
☑ Trunk Call Statistics	☑
☑ Inbound Trunk Call Statistics	☑
☑ Outbound Trunk Call Statistics	☑
☑ Trunk Call Time Statistics	☑
☑ Inbound Trunk Call Time Statistics	☑
☑ Outbound Trunk Call Time Statistics	☑
☑ Inbound Trunk Call Error Statistics	☑
☑ Outbound Trunk Call Error Statistics	☑
☑ Trunk Group Call Statistics	☑
☑ Trunk Abandoned Call List	☑

UCD Reports	Detail
☑ UCD Call Statistics	☑
☑ UCD Group Call Statistics	☑
☑ UCD Agent Statistics Summary	☑
☑ UCD Group Statistics Summary	☑
☑ UCD Call Time Statistics	☑
☑ UCD Group Call Time Statistics	☑
☑ UCD Wait Time Statistics	☑
☑ UCD Group Wait Time Statistics	☑

Scheduled Report Management

Choose [Scheduled Report Management] to search, view, or delete existing scheduled reports:

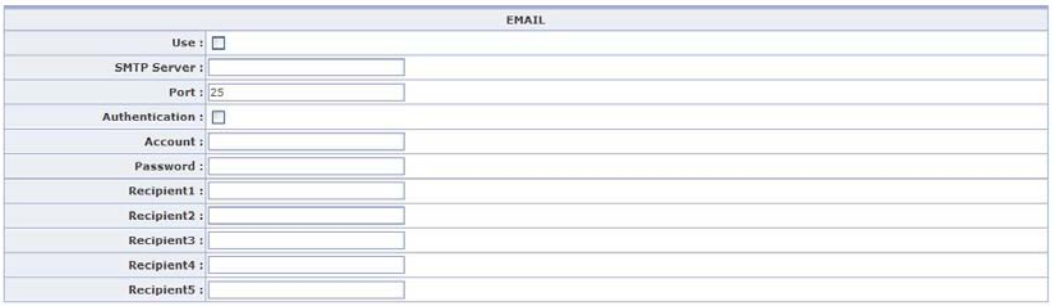
Item	Description
Start	This option sets the starting date to search from.
End	Choose the ending date for the search.
Type	Select which types of reports to search for. (daily, weekly, monthly)

Deliver Scheduled Report

Choose [Deliver Scheduled Report] to configure automatic report delivery options. The available options are:

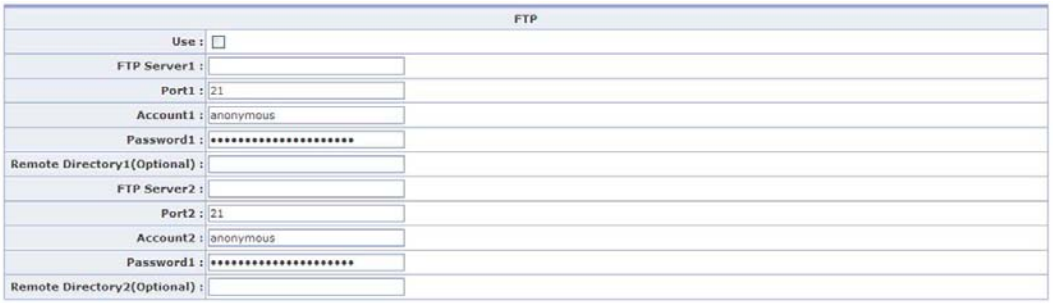
Item	Description
Email	Sends the report as an email attachment to up to 5 recipients.
FTP	Uploads the report to up to two FTP sites.
Copy to the following folder	Save the report to up to two network drive locations.

Email



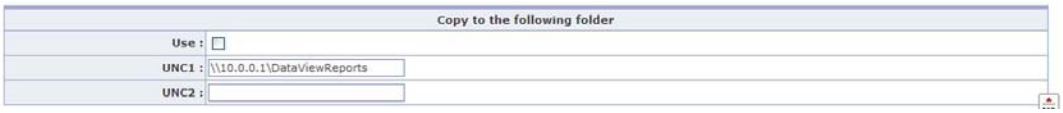
Item	Description
Use	Enable or disable emailing of reports
SMTP Server	IP address or URL of SMTP server
Port	Port to communicate with SMTP server
Authentication	Does the SMTP server require authentication to send messages?
Account	Username to log in to SMTP server (if Authentication is required)
Password	Password to log in to SMTP server (if Authentication is required)
Recipient1	First email address or distribution list address to email reports to
Recipient2	Second email address or distribution list address to email reports to
Recipient3	Third email address or distribution list address to email reports to
Recipient4	Fourth email address or distribution list address to email reports to
Recipient5	Fifth email address or distribution list address to email reports to

FTP



Item	Description
Use	Enable or disable ability to upload reports to FTP sites
FTP Server1	IP address or URL of first FTP site
Port1	Port to connect to FTP site on
Account1	Username to log in to FTP site
Password1	Password to log in to FTP site
Remote Directory1	Directory on the FTP site to save to. (this entry is optional)
FTP Server2	IP address or URL of second FTP site
Port2	Port to connect to FTP site on
Account2	Username to log in to FTP site
Password2	Password to log in to FTP site
Remote Directory2	Directory on the FTP site to save to. (this entry is optional)

Copy to the following folder



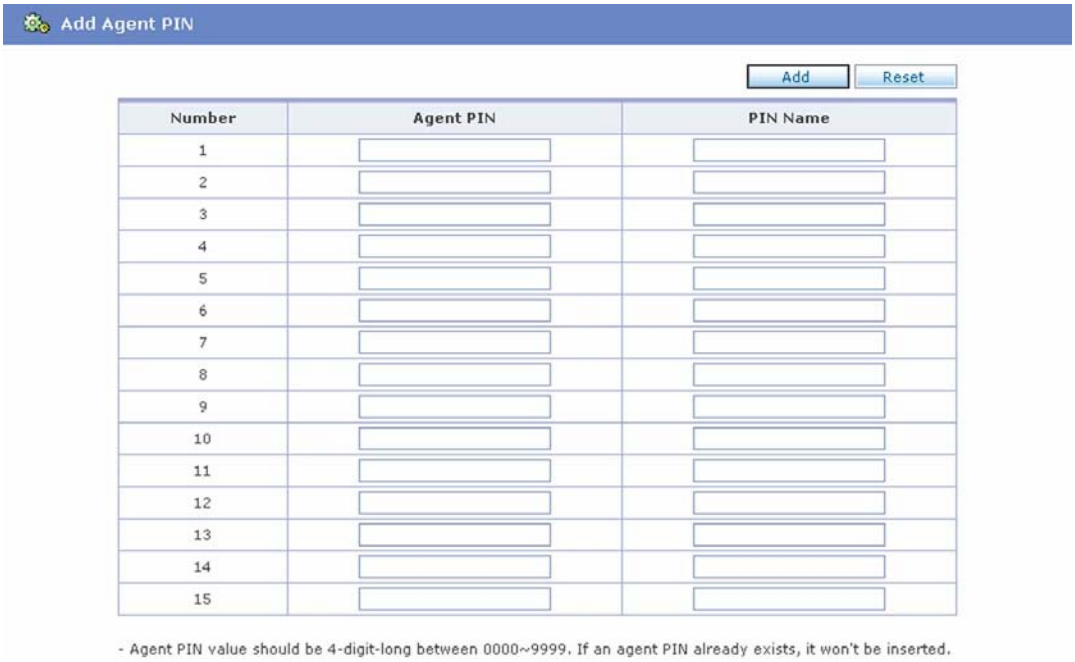
Item	Description
Use	Enable or disable ability to save reports to network drives
UNC1	Universal Naming Convention path to first network drive
UNC2	Path to second network drive

Miscellaneous

Users can configure certain options to enhance the statistics and monitoring sections of DataView. These options include associating names to UCD Agent PIN numbers and grouping DIDs by department or customer to simplify statistical reporting.

Add Agent PIN

Select [Miscellaneous] → [Add Agent PIN] and display the following window:



Item	Description
Number	Line Number for the current PIN. Up to 15 PINs can be added at a time.
Agent PIN	Enter the PIN number for the agent to be named
PIN Name	Enter the name (up to 11 characters) that is associated with the listed Agent PIN

Modify/Delete Agent PIN

Select [Miscellaneous] → [Modify/Delete Agent PIN] and display the following window:

Configure DID

Select [Miscellaneous] → [Configure DID] and display the following window:

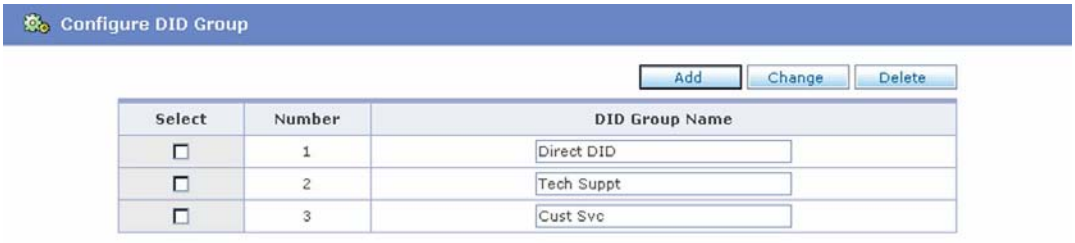
Show	Number	DID Digit	DID Name	DID Group Name
☐	1	214		Direct DID
☑	2	5730	Tech Supp	Tech Suppt
☑	3	5732	Training	Cust Svc
☑	4	5733	Repair	Cust Svc
☑	5	58	TS	Tech Suppt
☑	6	6045		Direct DID
☑	7	60**		Direct DID
☑	8	6102		Direct DID
☑	9	6105	Train DID	Cust Svc
☑	10	6160		Direct DID
☑	11	6165		Direct DID
☑	12	6180	Repair DID	Cust Svc
☑	13	6186	OVRFLW UCD	Direct DID
☑	14	6198	TS IP Grp	Tech Suppt
☑	15	61**		Direct DID

Item	Description
Show	Determines whether or not to display this DID on DID Statistics
Number	Line number of the DID Digit
DID Digit	DID digit list from the phone system
DID Name	Name associated with this DID digit
DID Group Name	Choose which DID Group, if any, this DID digit belongs in

Configure DID Group

DID grouping can be used to summarize DID statistics reports in user-configured groupings for increased visibility of call data.

Select [Miscellaneous] → [Configure DID Group] and display the following window:



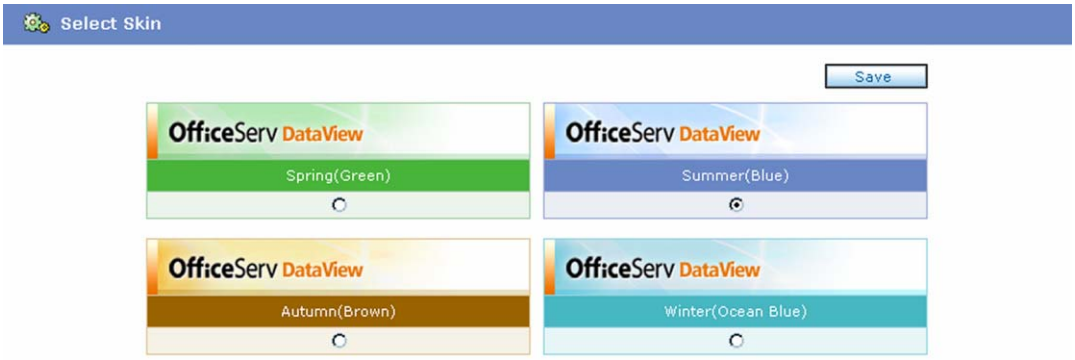
Click [Add] to display the following popup window which allows creation of new DID Groups:

Personalize

Users can personalize user environment options such as interface skin and language.
Skin refers to a set of graphic files used for changing the UI(User Interface) color scheme to one that is preferred by the user.

Select Skin

Select [Personalize] → [Select Skin] and display the following window:



Select a skin and click [Save].

Select Language

Select [Personalize] → [Select Language] and display the following window:

Select the proper language from the combo box and click [Save]. For the USA, select English (U.S.).

Configure Wallboard

Select [Personalize] → [Configure Wallboard] to display the following window:

Configure Wallboard

Save

Wallboard Item	Minor Threshold	Major Threshold
Trunk Total Lines	Below	Below
Trunk Lines Out of Svc	Over	Over
Trunk Lines Avail.	Below	Below
Trunk Busy	Over	Over
Trunk In Trys	Over	Over
Trunk Out Trys	Over	Over
Trunk Busy Ratio (%)	(%) Over	(%) Over
Trunk Calls to Group	Over	Over
Trunk Longest Call Time (s)	(s) Over	(s) Over
UCD Agents	Below	Below
UCD Logged In	Below	Below
UCD Logged Out	Over	Over
UCD Agents Busy	Over	Over
UCD Busy Ratio (%)	(%) Over	(%) Over
UCD Inbd Answers	Over	Over
UCD Calls In Queue	Over	Over
UCD Calls Answered	Over	Over
UCD Calls to Group	Over	Over
UCD Ans Calls to Grp	Over	Over
UCD Group Call Ans Ratio (%)	(%) Below	(%) Below
UCD Longest Talk Time (s)	(s) Over	(s) Over
UCD Longest Wait Time (s)	(s) Over	(s) Over
UCD Longest Wait Time Today (s)	(s) Over	(s) Over
UCD Answered Calls Today	Over	Over
UCD Abandoned Calls Today	Over	Over

Mark the values to monitor in the Wallboard, input the alarm threshold values, and then click [Save]. When a minor threshold has been crossed the number will display in yellow on the wallboard. When a major threshold has been crossed the number will display in red on the wallboard.

For detailed information on wallboard monitor fields see the Wallboard section of Chapter 5 in this document.

Change Password

Select [Personalize] → [Change Password] to display the following window:

Change Password

Save

Change Password :

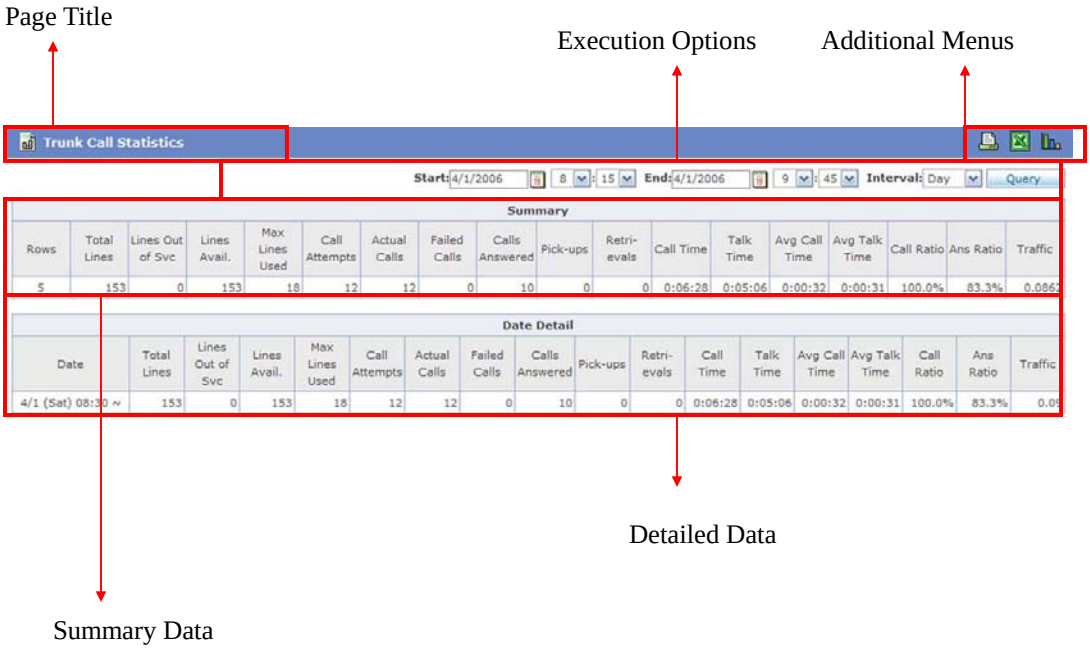
Change the password to the desired value and click [Save].

CHAPTER 4. Statistics

This chapter describes the statistics functions of the OfficeServ DataView web application.

Statistics Window Layout

Statistics functions can be accessed after connecting and logging in to the OfficeServ DataView homepage.
The general layout of a statistics window is shown below:



Page Title

The selected statistics sub-menu is displayed as the title.

Additional Menus

The menus below are provided as additional menus. Refer to the 'Additional Menu' section of this chapter for detailed descriptions.

Menu	Description
	Print the report.
	Export the report to Microsoft Excel.
	View the report as a Chart.

Execution Options

This section sets statistics options and start and stop times for the report. The [Start ~ End] option is applied to all statistics pages and additional options may be provided depending on the statistics item. Refer to the 'Execution Option Setup' section of this chapter for more detail.

Summary Data

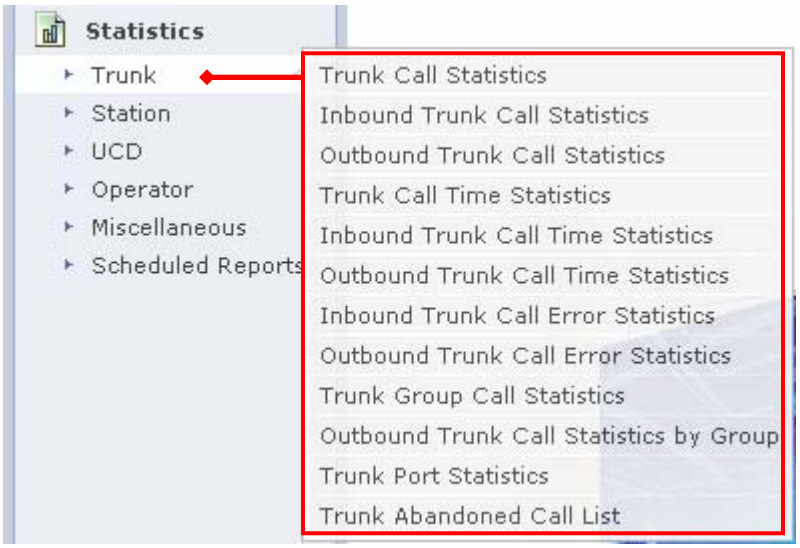
This section of the window displays the summary of each detailed data item.

Detailed Data

This section of the window displays detailed statistics results for the selected sub-menu.

Selecting a Statistics Item

Statistics windows display data generated by the OfficeServ phone system and saved in the database based on various criteria such as trunk or station data. Statistics items can be selected by placing the mouse pointer over a main menu and clicking a sub-menu item from the popup list.



Statistics Item

Statistics items are categorized into six main menus, Trunk, Station, UCD, Operator, Miscellaneous and Scheduled Reports, and are further categorized into fifty-three submenus.

Statistics

Trunk	Station
· Trunk Call Statistics · Inbound Trunk Call Statistics · Outbound Trunk Call Statistics · Trunk Call Time Statistics · Inbound Trunk Call Time Statistics · Outbound Trunk Call Time Statistics · Inbound Trunk Call Error Statistics · Outbound Trunk Call Error Statistics · Trunk Group Call Statistics · Outbound Trunk Call Statistics by Group · Trunk Port Statistics · Trunk Abandoned Call List	· Station Call Statistics · Inbound Station Call Statistics · Outbound Station Call Statistics · Inbound Station Call Breakdown · Outbound Station Call Breakdown · Outbound Station Call Error Statistics · Station Feature Code Usage Statistics · Station Group Call Statistics · Inbound Station Call Statistics by Group · Inbd Station Call Breakdown by Group · Station Port Statistics
UCD	**Operator**
· UCD Call Statistics · UCD Group Call Statistics · UCD Call Statistics by Group · UCD Agent Statistics Summary · UCD Group Statistics Summary · UCD Agent Statistics by Group · UCD Agent Counts Detailed Statistics · UCD Agent Times Detailed Statistics · UCD Call Time Statistics · UCD Group Call Time Statistics · UCD Wait Time Statistics · UCD Group Wait Time Statistics · UCD Group Abandoned Call List	· Operator Group Call Statistics · Operator Group Call Breakdown · Operator Call Time Statistics · Operator Call Time Stats by Ring Plan · Operator Port Call Statistics · Operator Port Call Breakdown
Miscellaneous	**Scheduled Reports**
· VM/AA Group Statistics · VM/AA Group Error Statistics · DID Statistics · DID Statistics by DID Group · Detailed DID Statistics	· Daily Trunk Report · Daily UCD Report · Weekly Trunk Report · Weekly UCD Report · Monthly Trunk Report · Monthly UCD Report

Additional Menus

Print

Click the Print( ) icon from the additional menus to print a statistics window. The following figure shows an example of clicking the Print icon in a Trunk Overall Statistics window:

UCD Call Statistics by Group

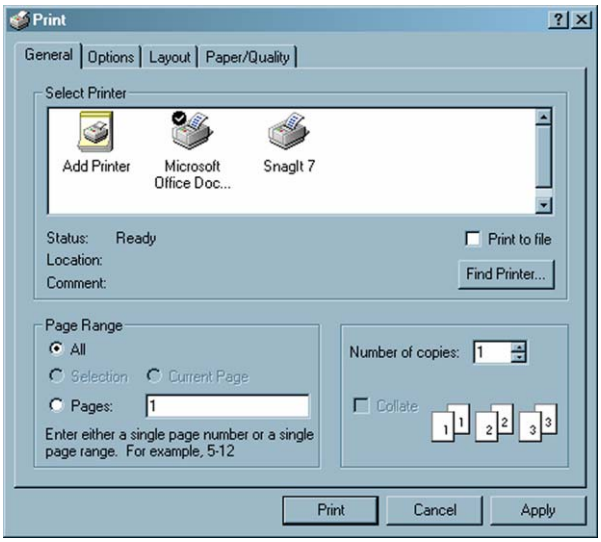
Period : 7/14/2005 07:30 ~ 7/14/2005 12:00 Print Time : 7/14/2005 13:50

Summary															
Group Number	Group Name	Max Agents	Avg Agents Logged In	Calls In	Calls Ans	Abd Calls	Over-flow In	Over-flow Out	Forced Log Outs	Inbd Xfers Ans	Talk Time	Avg Talk Time	Avg Wait Time	Avg Time to Abd	Ans Ratio
5002	TECH SUPPT	4	4.0	9	2	7	0	0	0	0	0:00:27	0:00:14	0:00:04	0:00:08	22.2%

Time Detail															
Time	Max Agents	Avg Agents Logged In	Calls In	Calls Ans	Abd Calls	Over-flow In	Over-flow Out	Forced Log Outs	Inbd Xfers Ans	Talk Time	Avg Talk Time	Avg Wait Time	Avg Time to Abd	Ans Ratio
7/14/2005 12:00	4	4.0	9	2	7	0	0	0	0	0:00:27	0:00:14	0:00:04	0:00:08	22.2%

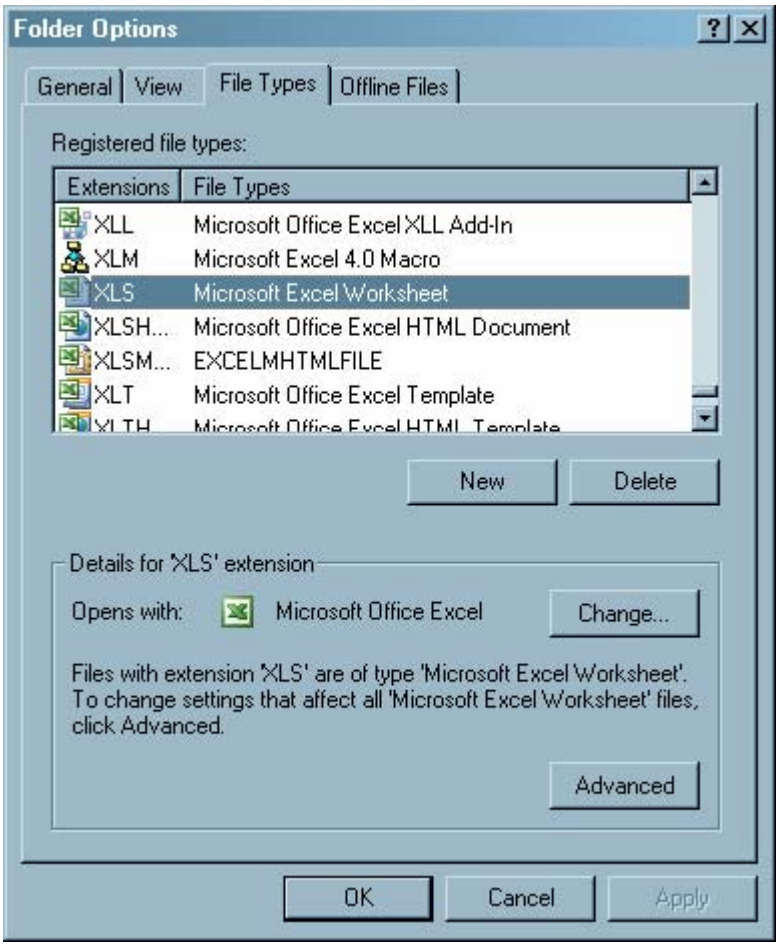
A page for printing is created with the title on the upper middle, the data retrieval period on the upper left section, and the printing date on the upper right section of the page. The summary and detailed results are expressed in black and white colors.

The <Print> window will appear over the new page. Click the [Print] to start printing. In order to print the gridlines and shading, Internet Explorer must be configured to do so. This change can be made from [Tools] → [Internet Options] → [Advanced] by checking the 'Print background colors and images' option.



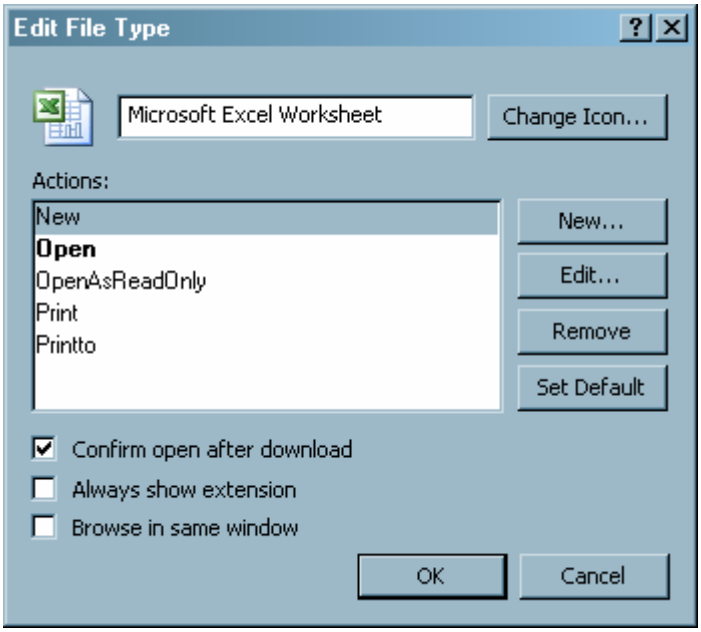
Export to Excel

Click the Export to Excel ( ) icon from the additional menus to export a report into Microsoft Excel. Note that it works only when Microsoft Excel is properly installed on the PC. If the report opens with the Internet Explorer instead of Excel, modify the following options: Open the Windows Explorer and select [Tools] → [Folder Options…].
The select the [File Types] tab, select [XLS] from the [Registered file types] list, and click the [Advanced] button

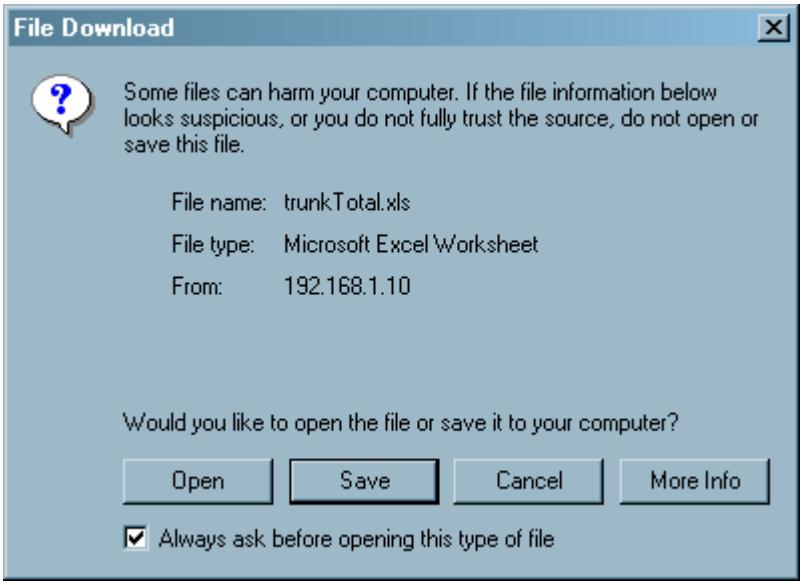


When the [Edit File Type] dialog open, clear this option”

- Browse in same window



Whenever exporting a report into Excel, the following warning may display:

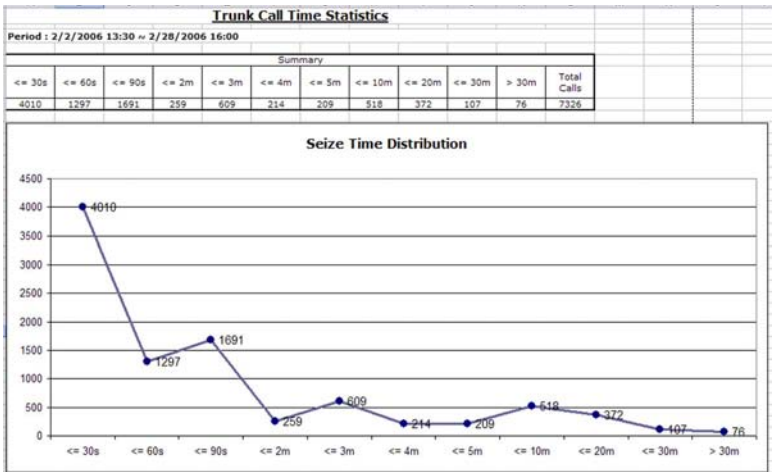


To clear the file download warning, clear this option from the [Edit File Type] window:

- Confirm open after download

View as Chart

Click the View as Chart ( ) icon from the additional menus to launch Microsoft Excel and create a data page charting the data for the specified report. Chart type and data fields reported on will be dependant upon the report chosen. A few examples can be seen below.
Note: charts can only be viewed when Microsoft Excel is installed on both the server and client PCs.

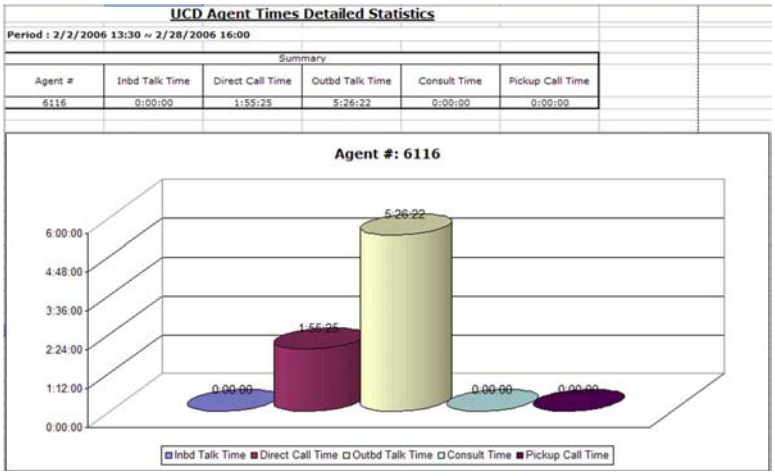


Trunk Call Time Statistics

Period : 2/2/2006 13:30 ~ 2/28/2006 16:00

Summary

<= 30s	<= 60s	<= 90s	<= 2m	<= 3m	<= 4m	<= 5m	<= 10m	<= 20m	<= 30m	> 30m	Total Calls
4010	1297	1691	259	609	214	209	518	372	107	76	7326

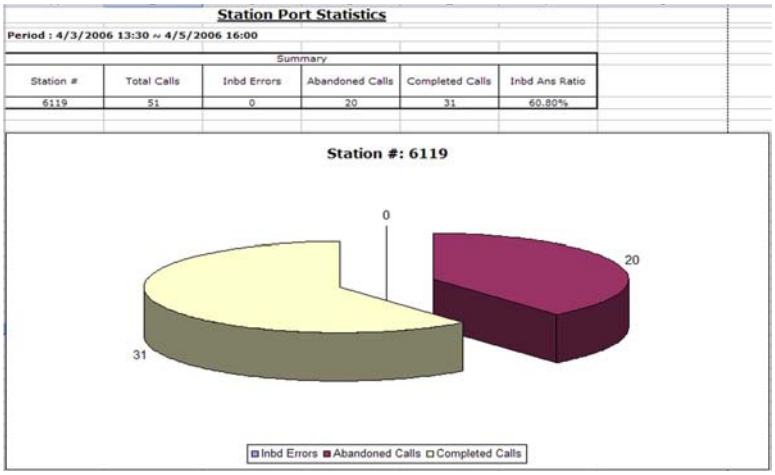


UCD Agent Times Detailed Statistics

Period : 2/2/2006 13:30 ~ 2/28/2006 16:00

Summary

Agent #	Inbd Talk Time	Direct Call Time	Outbd Talk Time	Consult Time	Pickup Call Time
6116	0:00:00	1:55:25	5:26:22	0:00:00	0:00:00



Station Port Statistics

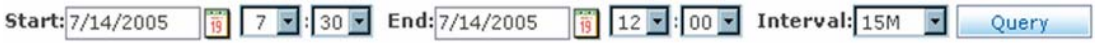
Period : 4/3/2006 13:30 ~ 4/5/2006 16:00

Summary

Station #	Total Calls	Inbd Errors	Abandoned Calls	Completed Calls	Inbd Ans Ratio
6119	51	0	20	31	60.80%

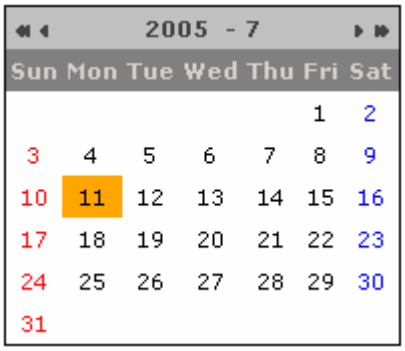
Execution Option Setup

The [Start ~ End] option is used for setting the scope of data to be retrieved, and the [Interval] option is used for setting the time increment for the data displayed on each row of the detailed data table. Additional options may be provided depending on the statistics item being viewed.



The procedure for setting the execution options is as follows:

1. Start Date: Click the calander box( ) next to the [Start] option to display a calendar window, shown below, and select the start date from the window by double clicking on it.



2. Start Time: Use the combo boxes next to the calendar box to select the time (hour 0~23, minute 00~45).

3. End Date: Click the calendar box next to the [End] option and select the end date.

4. End Time: Use the combo boxes next to the calendar box to select the time.

5. Interval: Select 15min, 30min, 1hour, day, week, or month from the [Interval] option to select the resolution of the detailed data table.

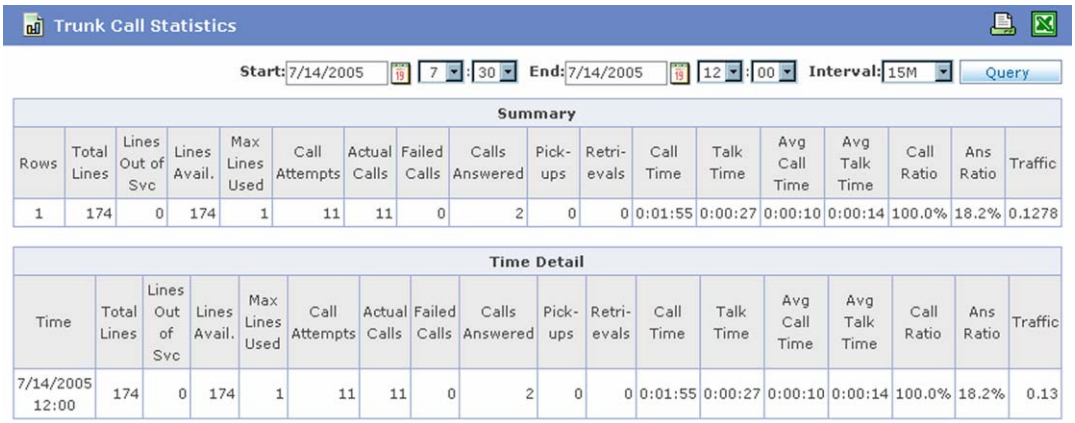
Trunk Statistics

This section describes the statistics on trunks in the OfficeServ phone system.

Trunk Call Statistics

The Trunk Call Statistics report allows viewing of call volume statistics and time-based statistics on all trunk calls.

Select the target time period from the execution options and click [Query].



Summary

Rows	Total Lines	Lines Out of Svc	Lines Avail.	Max Lines Used	Call Attempts	Actual Calls	Failed Calls	Calls Answered	Pick-ups	Retri-evals	Call Time	Talk Time	Avg Call Time	Avg Talk Time	Call Ratio	Ans Ratio	Traffic
1	174	0	174	1	11	11	0	2	0	0	0:01:55	0:00:27	0:00:10	0:00:14	100.0%	18.2%	0.1278

Time Detail

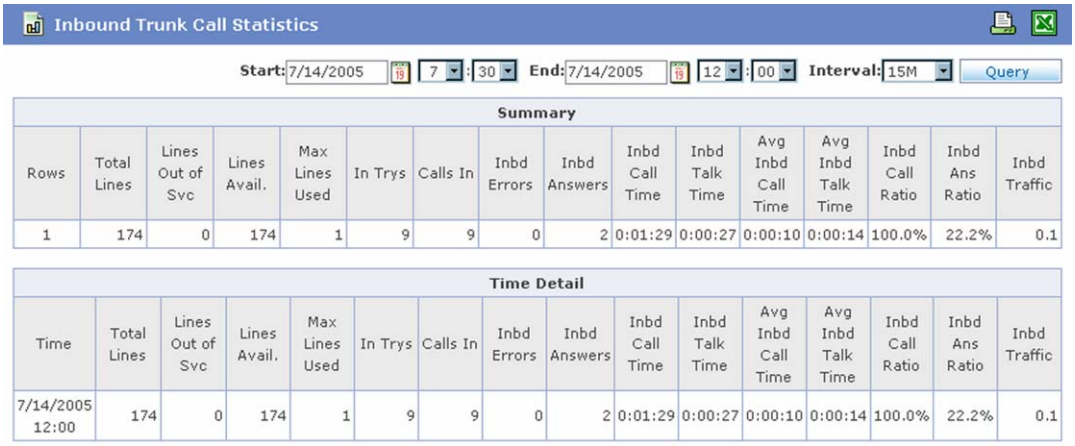
Time	Total Lines	Lines Out of Svc	Lines Avail.	Max Lines Used	Call Attempts	Actual Calls	Failed Calls	Calls Answered	Pick-ups	Retri-evals	Call Time	Talk Time	Avg Call Time	Avg Talk Time	Call Ratio	Ans Ratio	Traffic
7/14/2005 12:00	174	0	174	1	11	11	0	2	0	0	0:01:55	0:00:27	0:00:10	0:00:14	100.0%	18.2%	0.13

Column	Description
Rows	Total number of rows in the detailed data section.
Time	Time period for each row.
Total Lines	Total number of lines (trunks) in the phone system.
Lines Out of Svc.	Number of lines in an error condition.
Lines Avail.	Number of lines ready for use.
Max Lines Used	Maximum number of lines used at one time.
Call Attempts	Total number of calls attempted to or from the phone system.
Actual Calls	Number of calls successfully delivered to or from the system.
Failed Calls	Number of calls that failed to connect to / from the phone system.
Calls Answered	Total number of calls answered.
Pick-ups	Total calls retrieved from hold by direct pickup.
Call Time	Summary of call time for all calls. (ring until disconnect)
Talk Time	Summary of talk time for all calls. (answer until disconnect)
Avg Call Time	Average call time.
Avg Talk Time	Average talk time.
Call Ratio	Call success ratio.
Ans Ratio	Call answer ratio.
Traffic	Traffic Erlang - (Total Call Time / Total Report Time)

Inbound Trunk Call Statistics

The Inbound Trunk Call Statistics report allows viewing of call volume statistics and time-based statistics on inbound trunk calls only.

Select the target time period from the execution options and click [Query].



Summary

Rows	Total Lines	Lines Out of Svc	Lines Avail.	Max Lines Used	In Trys	Calls In	Inbd Errors	Inbd Answers	Inbd Call Time	Inbd Talk Time	Avg Inbd Call Time	Avg Inbd Talk Time	Inbd Call Ratio	Inbd Ans Ratio	Inbd Traffic
1	174	0	174	1	9	9	0	2	0:01:29	0:00:27	0:00:10	0:00:14	100.0%	22.2%	0.1

Time Detail

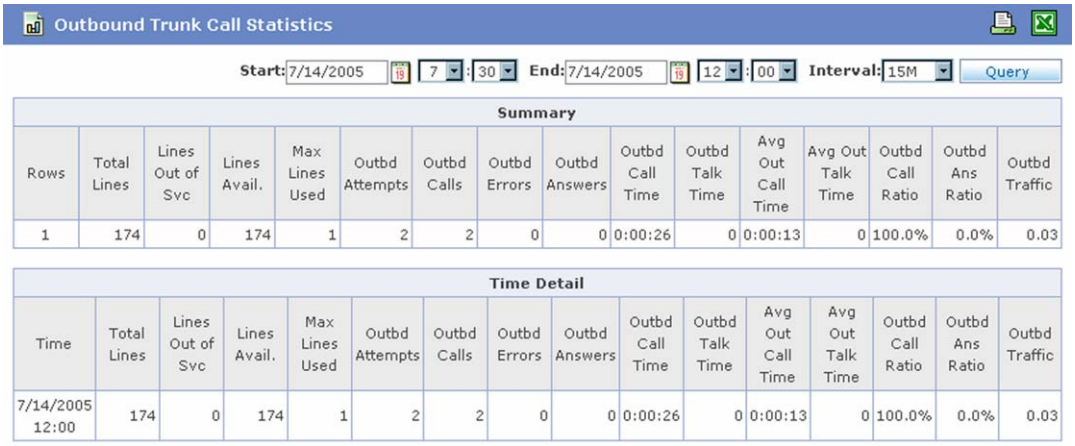
Time	Total Lines	Lines Out of Svc	Lines Avail.	Max Lines Used	In Trys	Calls In	Inbd Errors	Inbd Answers	Inbd Call Time	Inbd Talk Time	Avg Inbd Call Time	Avg Inbd Talk Time	Inbd Call Ratio	Inbd Ans Ratio	Inbd Traffic
7/14/2005 12:00	174	0	174	1	9	9	0	2	0:01:29	0:00:27	0:00:10	0:00:14	100.0%	22.2%	0.1

Column	Description
Rows	Total number of rows in the detailed data section.
Time	Time period for each row.
Total Lines	Total number of lines (trunks) in the phone system.
Lines Out of Svc.	Number of lines in an error condition.
Lines Avail.	Number of lines ready for use.
Max Lines Used	Maximum number of lines used at one time.
In Trys	Number of inbound call attempts.
Calls In	Number of successful inbound call attempts.
Inbd Errors	Number of failed inbound call attempts.
Inbd Answers	Number of inbound calls answered.
Inbd Call Time	Total call time for inbound calls.
Inbd Talk Time	Total talk time for inbound calls.
Avg Inbd Call Time	Average call time for inbound calls.
Avg Inbd Talk Time	Average talk time for inbound calls.
Inbd Call Ratio	Call success ratio for inbound calls.
Inbd Ans Ratio	Inbound call answer ratio.
Inbd Traffic	Inbound call traffic Erlang - (Call Time / Report Time)

Outbound Trunk Call Statistics

The Outbound Trunk Call Statistics report allows viewing of call volume statistics and time-based statistics on outbound trunk calls only.

Select the target time period from the execution options and click [Query].



Summary

Rows	Total Lines	Lines Out of Svc	Lines Avail.	Max Lines Used	Outbd Attempts	Outbd Calls	Outbd Errors	Outbd Answers	Outbd Call Time	Outbd Talk Time	Avg Out Call Time	Avg Out Talk Time	Outbd Call Ratio	Outbd Ans Ratio	Outbd Traffic
1	174	0	174	1	2	2	0	0	0:00:26	0	0:00:13	0	100.0%	0.0%	0.03

Time Detail

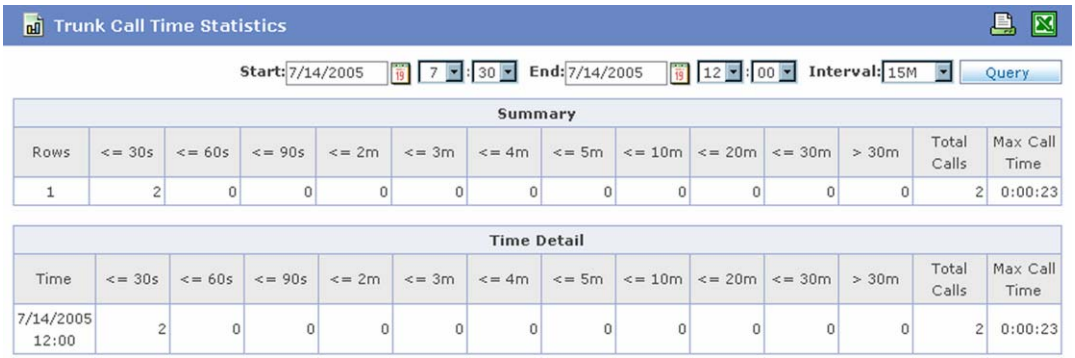
Time	Total Lines	Lines Out of Svc	Lines Avail.	Max Lines Used	Outbd Attempts	Outbd Calls	Outbd Errors	Outbd Answers	Outbd Call Time	Outbd Talk Time	Avg Out Call Time	Avg Out Talk Time	Outbd Call Ratio	Outbd Ans Ratio	Outbd Traffic
7/14/2005 12:00	174	0	174	1	2	2	0	0	0:00:26	0	0:00:13	0	100.0%	0.0%	0.03

Column	Description
Rows	Total number of rows in the detailed data section.
Time	Time period for each row.
Total Lines	Total number of lines (trunks) in the phone system.
Lines Out of Svc.	Number of lines in an error condition.
Lines Avail.	Number of lines ready for use.
Max Lines Used	Maximum number of lines used at one time.
Outbd Attempts	Number of outbound call attempts.
Outbd Calls	Number of successful outbound call attempts.
Outbd Errors	Number of failed outbound call attempts.
Outbd Answers	Number of outbound calls answered.
Outbd Call Time	Total call time for outbound calls.
Outbd Talk Time	Total talk time for outbound calls.
Avg Out Call Time	Average call time for outbound calls.
Avg Out Talk Time	Average talk time for outbound calls.
Outbd Call Ratio	Call success ratio for outbound calls.
Outbd Ans Ratio	Outbound call answer ratio.
Outbd Traffic	Outbound call traffic Erlang - (Call Time / Report Time)

Trunk Call Time Statistics

The Trunk Call Time Statistics report shows the distribution of trunk call times grouped into set time bands as shown below.

Select the target time period from the execution options and click [Query].



Summary

Rows	<= 30s	<= 60s	<= 90s	<= 2m	<= 3m	<= 4m	<= 5m	<= 10m	<= 20m	<= 30m	> 30m	Total Calls	Max Call Time
1	2	0	0	0	0	0	0	0	0	0	0	2	0:00:23

Time Detail

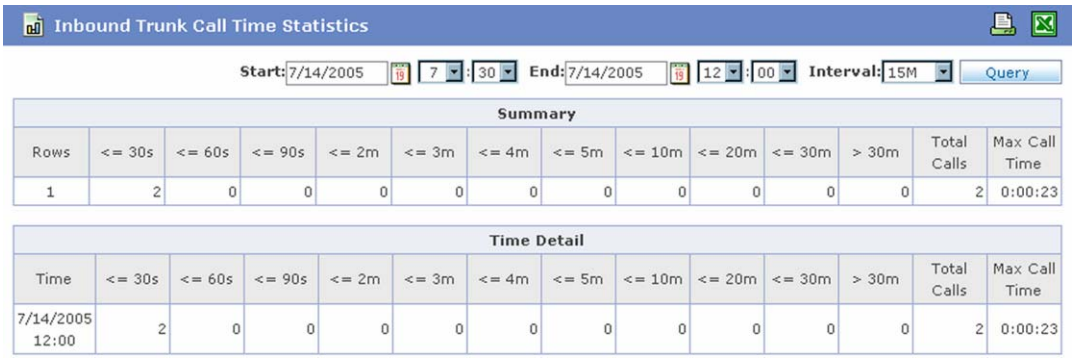
Time	<= 30s	<= 60s	<= 90s	<= 2m	<= 3m	<= 4m	<= 5m	<= 10m	<= 20m	<= 30m	> 30m	Total Calls	Max Call Time
7/14/2005 12:00	2	0	0	0	0	0	0	0	0	0	0	2	0:00:23

Column	Description
Rows	Total number of rows in the detailed data section.
Time	Time period for each row.
≤ 30 s	Number of calls with duration less than 30 seconds.
≤ 60 s	Number of calls with duration between 30 and 60 seconds.
≤ 90 s	Number of calls with duration between 60 and 90 seconds.
≤ 2 m	Number of calls with duration between 1.5 and 2 minutes.
≤ 3 m	Number of calls with duration between 2 and 3 minutes.
≤ 4 m	Number of calls with duration between 3 and 4 minutes.
≤ 5 m	Number of calls with duration between 4 and 5 minutes.
≤ 10 m	Number of calls with duration between 5 and 10 minutes.
≤ 20 m	Number of calls with duration between 10 and 20 minutes.
≤ 30 m	Number of calls with duration between 20 and 30 minutes.
> 30 m	Number of calls with duration over 30 minutes.
Total Calls	Total number of calls over the target time period.
Max Call Time	Longest call duration for this time period.

Inbound Trunk Call Time Statistics

The Inbound Trunk Call Time Statistics report shows the distribution of inbound trunk call times grouped into set time bands as shown below.

Select the target time period from the execution options and click [Query].



Summary

Rows	<= 30s	<= 60s	<= 90s	<= 2m	<= 3m	<= 4m	<= 5m	<= 10m	<= 20m	<= 30m	> 30m	Total Calls	Max Call Time
1	2	0	0	0	0	0	0	0	0	0	0	2	0:00:23

Time Detail

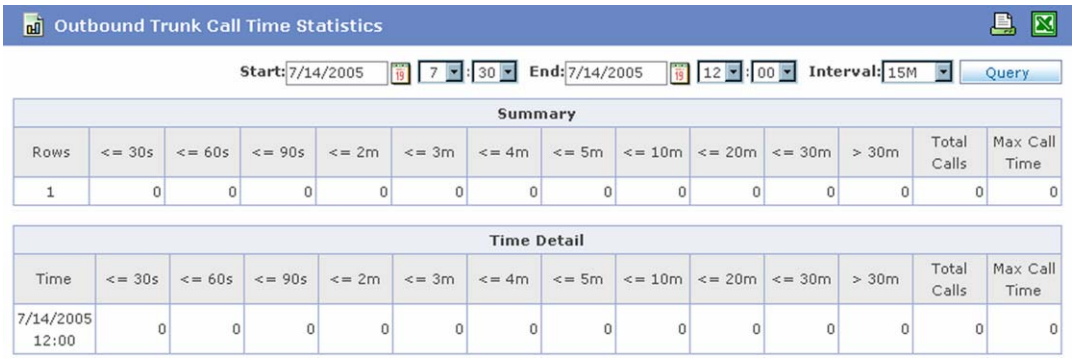
Time	<= 30s	<= 60s	<= 90s	<= 2m	<= 3m	<= 4m	<= 5m	<= 10m	<= 20m	<= 30m	> 30m	Total Calls	Max Call Time
7/14/2005 12:00	2	0	0	0	0	0	0	0	0	0	0	2	0:00:23

Column	Description
Rows	Total number of rows in the detailed data section.
Time	Time period for each row.
≤ 30 s	Number of inbound calls lasting less than 30 seconds.
≤ 60 s	Number of inbound calls lasting between 30 and 60 seconds.
≤ 90 s	Number of inbound calls lasting between 60 and 90 seconds.
≤ 2 m	Number of inbound calls lasting between 1.5 and 2 minutes.
≤ 3 m	Number of inbound calls lasting between 2 and 3 minutes.
≤ 4 m	Number of inbound calls lasting between 3 and 4 minutes.
≤ 5 m	Number of inbound calls lasting between 4 and 5 minutes.
≤ 10 m	Number of inbound calls lasting between 5 and 10 minutes.
≤ 20 m	Number of inbound calls lasting between 10 and 20 minutes.
≤ 30 m	Number of inbound calls lasting between 20 and 30 minutes.
> 30 m	Number of inbound calls with duration over 30 minutes.
Total Calls	Total number of inbound calls over the target time period.
Max Call Time	Longest inbound call duration for this time period.

Outbound Trunk Call Time Statistics

The Outbound Trunk Call Time Statistics report shows the distribution of inbound trunk call times grouped into set time bands as shown below.

Select the target time period from the execution options and click [Query].



Summary

Rows	<= 30s	<= 60s	<= 90s	<= 2m	<= 3m	<= 4m	<= 5m	<= 10m	<= 20m	<= 30m	> 30m	Total Calls	Max Call Time
1	0	0	0	0	0	0	0	0	0	0	0	0	0

Time Detail

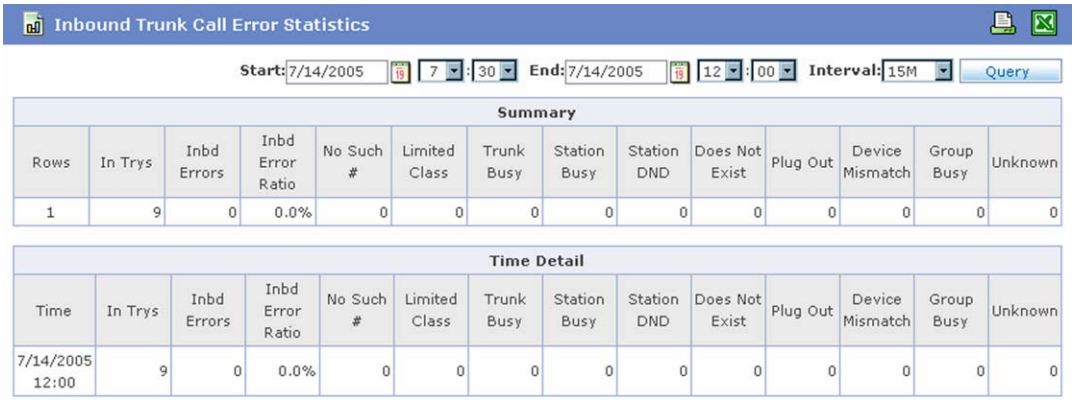
Time	<= 30s	<= 60s	<= 90s	<= 2m	<= 3m	<= 4m	<= 5m	<= 10m	<= 20m	<= 30m	> 30m	Total Calls	Max Call Time
7/14/2005 12:00	0	0	0	0	0	0	0	0	0	0	0	0	0

Column	Description
Rows	Total number of rows in the detailed data section.
Time	Time period for each row.
≤ 30 s	Number of outbound calls lasting less than 30 seconds.
≤ 60 s	Number of outbound calls lasting between 30 and 60 seconds.
≤ 90 s	Number of outbound calls lasting between 60 and 90 seconds.
≤ 2 m	Number of outbound calls lasting between 1.5 and 2 minutes.
≤ 3 m	Number of outbound calls lasting between 2 and 3 minutes.
≤ 4 m	Number of outbound calls lasting between 3 and 4 minutes.
≤ 5 m	Number of outbound calls lasting between 4 and 5 minutes.
≤ 10 m	Number of outbound calls lasting between 5 and 10 minutes.
≤ 20 m	Number of outbound calls lasting between 10 and 20 minutes.
≤ 30 m	Number of outbound calls lasting between 20 and 30 minutes.
> 30 m	Number of outbound calls with duration over 30 minutes.
Total Calls	Total number of outbound calls over the target time period.
Max Call Time	Longest outbound call duration for this time period.

Inbound Trunk Call Error Statistics

The Inbound Trunk Call Error Statistics report shows totals for the error types an inbound trunk call may encounter.

Select the target time period from the execution options and click [Query].



Summary

Rows	In Trys	Inbd Errors	Inbd Error Ratio	No Such #	Limited Class	Trunk Busy	Station Busy	Station DND	Does Not Exist	Plug Out	Device Mismatch	Group Busy	Unknown
1	9	0	0.0%	0	0	0	0	0	0	0	0	0	0

Time Detail

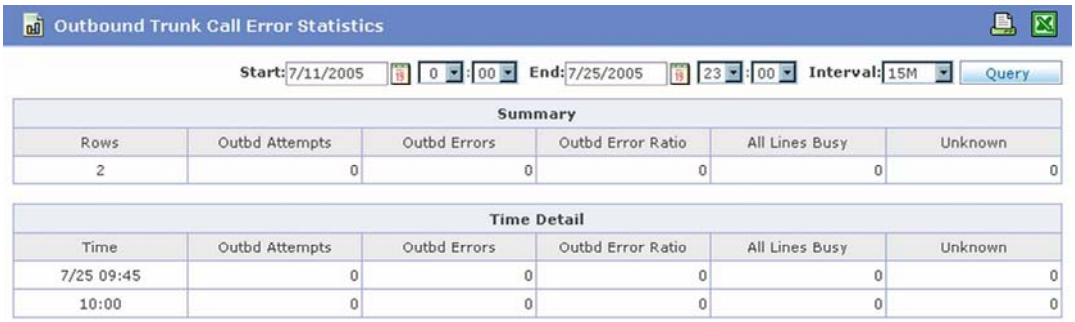
Time	In Trys	Inbd Errors	Inbd Error Ratio	No Such #	Limited Class	Trunk Busy	Station Busy	Station DND	Does Not Exist	Plug Out	Device Mismatch	Group Busy	Unknown
7/14/2005 12:00	9	0	0.0%	0	0	0	0	0	0	0	0	0	0

Column	Description
Rows	Total number of rows in the detailed data section.
Time	Time period for each row.
In Trys	Number of inbound call attempts.
Inbd Errors	Number of failed inbound call attempts.
Inbd Error Ratio	Ratio of failed calls to call attempts.
No Such #	Number of calls to non-existent stations or groups.
Limited Class	Number of calls that failed due to class of service restrictions.
Trunk Busy	Number of calls failed due to a trunk or trunks being busy.
Station Busy	Number of calls failed due to a busy station.
Station DND	Calls that failed because the station was in Do Not Disturb.
Does Not Exist	Number of calls to non-existent destinations.
Plug Out	Number of calls to unplugged stations.
Device Mismatch	Number of failed calls to invalid devices. (i.e.- Add-on Modules)
Group Busy	Number of calls failed due to a busy station group.
Unknown	Number of calls that failed for an unknown reason.

Outbound Trunk Call Error Statistics

The Outbound Trunk Call Error Statistics report shows totals for the error types an outbound trunk call may encounter.

Select the target time period from the execution options and click [Query].



Summary

Rows	Outbd Attempts	Outbd Errors	Outbd Error Ratio	All Lines Busy	Unknown
2	0	0	0	0	0

Time Detail

Time	Outbd Attempts	Outbd Errors	Outbd Error Ratio	All Lines Busy	Unknown
7/25 09:45	0	0	0	0	0
10:00	0	0	0	0	0

Column	Description
Rows	Total number of rows in the detailed data section.
Time	Time period for each row.
Outbd Attempts	Number of outbound call attempts.
Outbd Errors	Number of failed outbound call attempts.
Outbd Error Ratio	Ratio of failed calls to call attempts.
All Lines Busy	Calls that failed because all trunks were busy.
Unknown	Number of calls that failed for unknown reasons.

Trunk Group Call Statistics

The Trunk Group Call Statistics report displays call volume and time-based statistics for all outbound trunk calls displayed by trunk group.

Select the target time period from the execution options and click [Query].

Trunk Group Call Statistics

Start: 7/14/2005 7 : 30 End: 7/14/2005 12 : 00 Query

Summary

Total Groups	Total Lines	Lines Out of Svc	Lines Avail.	Max Lines Used	Outbd Attempts	Outbd Calls	Outbd Errors	Outbd Answers	Outbd Call Time	Outbd Talk Time	Avg Out Call Time	Avg Out Talk Time	Outbd Call Ratio	Outbd Ans Ratio	Outbd Traffic
29	62	0	62	1	2	2	0	0	0:00:26	0	0:00:13	0	100.0%	0.0%	0

Group Detail

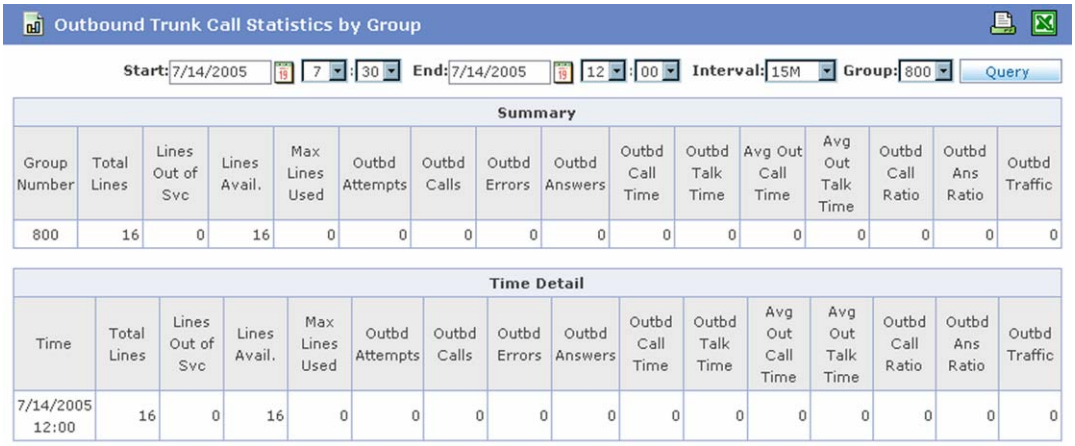
Group Number	Total Lines	Max Line Errors	Lines Avail.	Max Lines Used	Outbd Attempts	Outbd Calls	Outbd Errors	Outbd Answers	Outbd Call Time	Outbd Talk Time	Avg Out Call Time	Avg Out Talk Time	Outbd Call Ratio	Outbd Ans Ratio	Outbd Traffic
800	16	0	16	0	0	0	0	0	0	0	0	0	0	0	0
801	46	0	46	1	2	2	0	0	0:00:26	0	0:00:13	0	100.0%	0.0%	0.03
802	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Column	Description
Total Groups	Total number of trunk groups in the phone system.
Group Number	Trunk group number of current record.
Total Lines	Total number of lines (trunks) in this trunk group.
Lines Out of Svc.	Number of lines in an error condition.
Lines Avail.	Number of lines ready for use.
Max Lines Used	Maximum number of lines used at one time.
Outbd Attempts	Number of outbound call attempts.
Outbd Calls	Number of successful outbound call attempts.
Outbd Errors	Number of failed outbound call attempts.
Outbd Answers	Number of outbound calls answered.
Outbd Call Time	Total call time for outbound calls.
Outbd Talk Time	Total talk time for outbound calls.
Avg Out Call Time	Average call time for outbound calls.
Avg Out Talk Time	Average talk time for outbound calls.
Outbd Call Ratio	Call success ratio for outbound calls.
Outbd Ans Ratio	Outbound call answer ratio.
Outbd Traffic	Outbound call traffic Erlang - (Call Time / Report Time)

Outbound Trunk Call Statistics by Group

The Outbound Trunk Call Statistics by Group report displays call volume and time-based statistics for all outbound trunk calls made by a specific trunk group.

Select the target time period and trunk group from the execution options and click [Query].

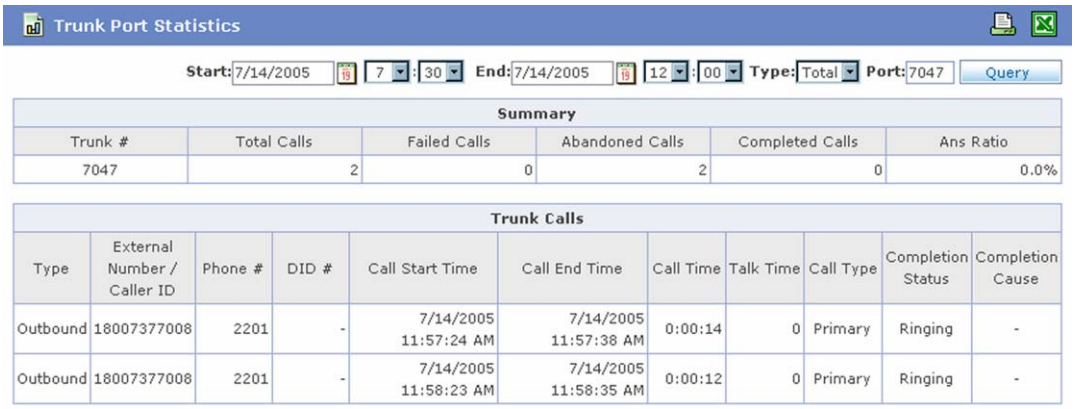


Column	Description
Group Number	Trunk group number of current report.
Time	Time period for each row.
Total Lines	Total number of lines (trunks) in this trunk group.
Lines Out of Svc.	Number of lines in an error condition.
Lines Avail.	Number of lines ready for use.
Max Lines Used	Maximum number of lines used at one time.
Outbd Attempts	Number of outbound call attempts.
Outbd Calls	Number of successful outbound call attempts.
Outbd Errors	Number of failed outbound call attempts.
Outbd Answers	Number of outbound calls answered.
Outbd Call Time	Total call time for outbound calls.
Outbd Talk Time	Total talk time for outbound calls.
Avg Out Call Time	Average call time for outbound calls.
Avg Out Talk Time	Average talk time for outbound calls.
Outbd Call Ratio	Call success ratio for outbound calls.
Outbd Ans Ratio	Outbound call answer ratio.
Outbd Traffic	Outbound call traffic Erlang - (Call Time / Report Time)

Trunk Port Statistics

The Trunk Port Statistics report displays detailed information about all calls made to or from a specific trunk over a specific period of time.

Select the target time period, type of call (inbound, outbound, or total), and port (trunk number) from the execution options and click [Query].



Summary

Trunk #	Total Calls	Failed Calls	Abandoned Calls	Completed Calls	Ans Ratio
7047	2	0	2	0	0.0%

Trunk Calls

Type	External Number / Caller ID	Phone #	DID #	Call Start Time	Call End Time	Call Time	Talk Time	Call Type	Completion Status	Completion Cause
Outbound	18007377008	2201	-	7/14/2005 11:57:24 AM	7/14/2005 11:57:38 AM	0:00:14	0	Primary	Ringing	-
Outbound	18007377008	2201	-	7/14/2005 11:58:23 AM	7/14/2005 11:58:35 AM	0:00:12	0	Primary	Ringing	-

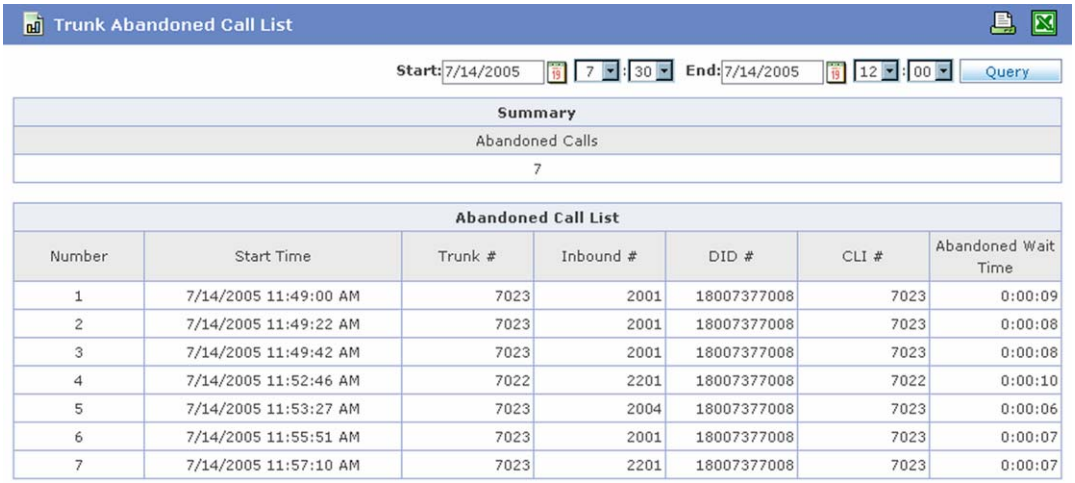
Column	Description
Trunk #	Trunk port number for this record.
Total Calls	Total calls to or from this trunk.
Failed Calls	Number of failed calls to or from this trunk.
Abandoned Calls	Number of abandoned calls on this trunk.
Completed Calls	Number of calls to or from this trunk that were answered.
Ans Ratio	Ratio of answered calls to offered calls for this trunk.
Type	Type of call for this record (Inbound / Outbound)
External Number / Caller ID	Outbound calls: Number dialed by internal user. Inbound calls: Caller ID received for this call.
Phone #	Station in the phone system that made or received this call.
DID #	DID number received for this inbound call.
Call Start Time	Time that this call was received or made by the phone system.
Call End Time	Time that this call was terminated in the phone system.
Call Time	Total call time for this call.
Talk Time	Total talk time for this call.
Call Type	Method this call was delivered by: Primary – call was made directly to or from this port Recall – this call recalled to the port from hold Callback – this call was a callback set by another station Consult – this call was a consultation with another station Transfer – this call was transferred to this port Conference – this port was added to a conference call

Column	Description
	Overflow – a station group overflowed to this port Pickup – this call was retrieved form hold by direct pickup
Completion Status	Ending status for this call: Fail – this call encountered an error Off Hook – this call ended with the port off hook Ringing – this call was terminated while ringing Answered – this call was answered Queued – this call was terminated while in queue Hold – this call ended with the remote party on hold
Completion Cause	Reason that the call ended: Error – the call encountered an error Hung Up – the local or remote party hung up Transfer – the call was transferred Conference – the call was conferenced with another port Overflow – the call overflowed to another port

Trunk Abandoned Call List

The Trunk Abandoned Call List report displays detailed information about all abandoned trunk calls for a specific period of time.

Select the target time period from the execution options and click [Query].



Summary
Abandoned Calls
7

Abandoned Call List						
Number	Start Time	Trunk #	Inbound #	DID #	CLI #	Abandoned Wait Time
1	7/14/2005 11:49:00 AM	7023	2001	18007377008	7023	0:00:09
2	7/14/2005 11:49:22 AM	7023	2001	18007377008	7023	0:00:08
3	7/14/2005 11:49:42 AM	7023	2001	18007377008	7023	0:00:08
4	7/14/2005 11:52:46 AM	7022	2201	18007377008	7022	0:00:10
5	7/14/2005 11:53:27 AM	7023	2004	18007377008	7023	0:00:06
6	7/14/2005 11:55:51 AM	7023	2001	18007377008	7023	0:00:07
7	7/14/2005 11:57:10 AM	7023	2201	18007377008	7023	0:00:07

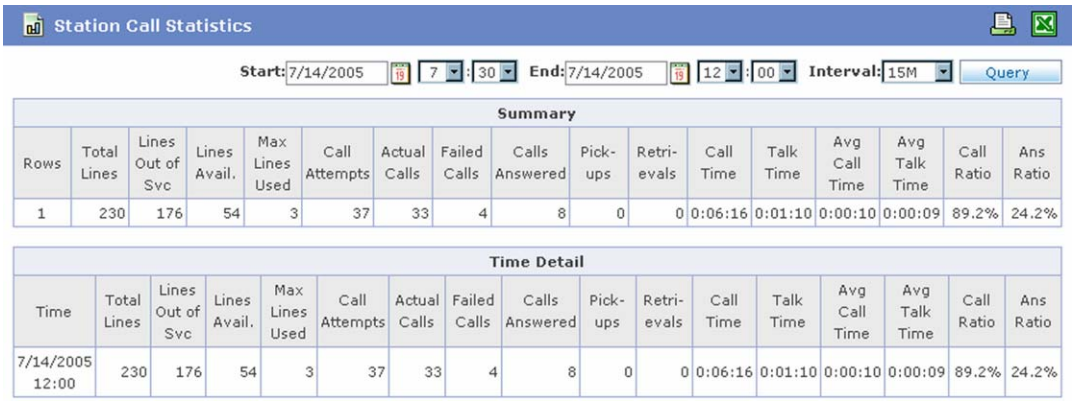
Column	Description
Abandoned Calls	Total number of abandoned calls for this time period.
Number	Call record number.
Start Time	The time the call was received by the phone system.
Trunk #	Trunk port number.
Inbound #	Internal station or station group that was called.
DID #	DID number this call came in on.
CLI #	Caller ID information for this caller.
Abandoned Wait Time	Time this caller waited before hanging up (abandoning).

Station Statistics

This section describes the statistics on stations in the OfficeServ phone system.

Station Call Statistics

The Station Call Statistics report provides call volume and time-based statistics for all station calls.



Summary

Rows	Total Lines	Lines Out of Svc	Lines Avail.	Max Lines Used	Call Attempts	Actual Calls	Failed Calls	Calls Answered	Pick-ups	Retri-evals	Call Time	Talk Time	Avg Call Time	Avg Talk Time	Call Ratio	Ans Ratio
1	230	176	54	3	37	33	4	8	0	0	0:06:16	0:01:10	0:00:10	0:00:09	89.2%	24.2%

Time Detail

Time	Total Lines	Lines Out of Svc	Lines Avail.	Max Lines Used	Call Attempts	Actual Calls	Failed Calls	Calls Answered	Pick-ups	Retri-evals	Call Time	Talk Time	Avg Call Time	Avg Talk Time	Call Ratio	Ans Ratio
7/14/2005 12:00	230	176	54	3	37	33	4	8	0	0	0:06:16	0:01:10	0:00:10	0:00:09	89.2%	24.2%

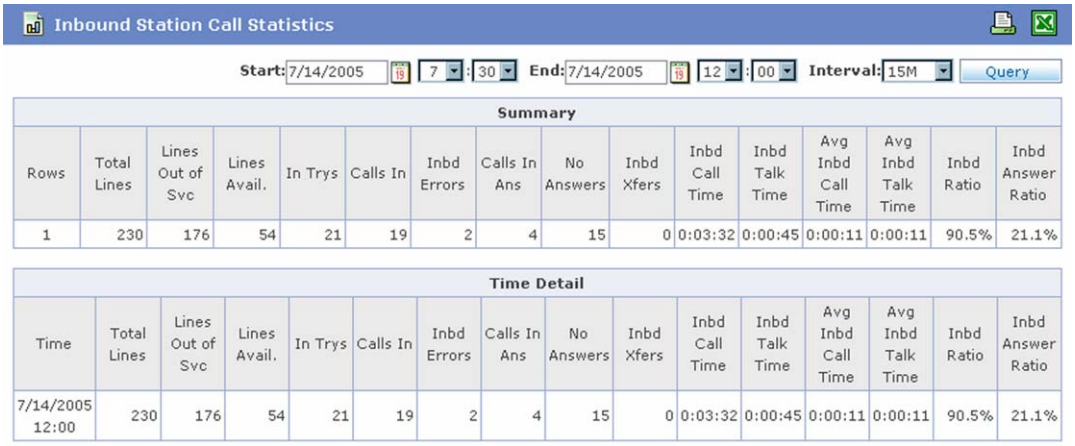
Select the target time period from the execution options and click [Query].

Column	Description
Rows	Total number of rows in the detailed data section.
Time	Time period for each row.
Total Lines	Total number of lines (stations) in the phone system.
Lines Out of Svc.	Number of lines in an error condition.
Lines Avail.	Number of lines ready for use.
Max Lines Used	Maximum number of lines used at one time.
Call Attempts	Total number of calls attempted to or from the phone system.
Actual Calls	Number of calls successfully delivered to or from the system.
Failed Calls	Number of calls that failed to connect to / from the phone system.
Calls Answered	Total number of calls answered.
Pick-ups	Total calls retrieved from hold by direct pickup.
Retrievals	Calls retrieved from hold from a different station.
Call Time	Summary of call time for all calls. (ring until disconnect)
Talk Time	Summary of talk time for all calls. (answer until disconnect)
Avg Call Time	Average call time.
Avg Talk Time	Average talk time.
Call Ratio	Call success ratio.
Ans Ratio	Call answer ratio.

Inbound Station Call Statistics

The Inbound Station Call Statistics report provides call volume and time-based statistics for incoming station calls only.

Select the target time period from the execution options and click [Query].



Summary

Rows	Total Lines	Lines Out of Svc	Lines Avail.	In Trys	Calls In	Inbd Errors	Calls In Ans	No Answers	Inbd Xfers	Inbd Call Time	Inbd Talk Time	Avg Inbd Call Time	Avg Inbd Talk Time	Inbd Ratio	Inbd Answer Ratio
1	230	176	54	21	19	2	4	15	0	0:03:32	0:00:45	0:00:11	0:00:11	90.5%	21.1%

Time Detail

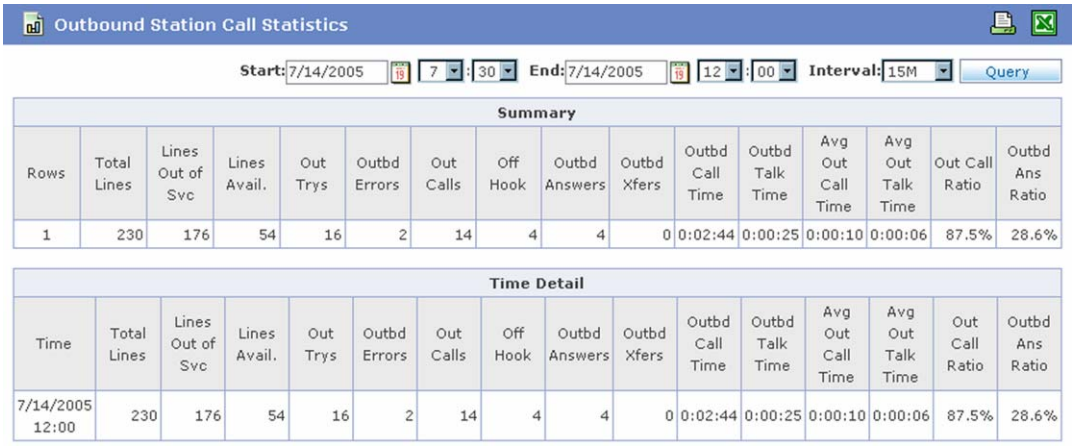
Time	Total Lines	Lines Out of Svc	Lines Avail.	In Trys	Calls In	Inbd Errors	Calls In Ans	No Answers	Inbd Xfers	Inbd Call Time	Inbd Talk Time	Avg Inbd Call Time	Avg Inbd Talk Time	Inbd Ratio	Inbd Answer Ratio
7/14/2005 12:00	230	176	54	21	19	2	4	15	0	0:03:32	0:00:45	0:00:11	0:00:11	90.5%	21.1%

Column	Description
Rows	Total number of rows in the detailed data section.
Time	Time period for each row.
Total Lines	Total number of lines (stations) in the phone system.
Lines Out of Svc.	Number of lines in an error condition.
Lines Avail.	Number of lines ready for use.
In Trys	Number of inbound call attempts.
Calls In	Number of successful inbound call attempts.
Inbd Errors	Number of failed inbound call attempts.
Calls In Ans	Number of answered inbound calls.
No Answers	Number of unanswered inbound calls.
Inbd Xfers	Number of inbound transfers.
Inbd Call Time	Total call time for inbound calls.
Inbd Talk Time	Total talk time for inbound calls.
Avg Inbd Call Time	Average call time for inbound calls.
Avg Inbd Talk Time	Average talk time for inbound calls.
Inbd Ratio	Call success ratio for inbound calls.
Inbd Ans Ratio	Inbound call answer ratio.

Outbound Station Call Statistics

The Outbound Station Call Statistics rep provides call volume and time-based statistics for outgoing station calls only.

Select the target time period from the execution options and click [Query].



Summary

Rows	Total Lines	Lines Out of Svc	Lines Avail.	Out Trys	Outbd Errors	Out Calls	Off Hook	Outbd Answers	Outbd Xfers	Outbd Call Time	Outbd Talk Time	Avg Out Call Time	Avg Out Talk Time	Out Call Ratio	Outbd Ans Ratio
1	230	176	54	16	2	14	4	4	0	0:02:44	0:00:25	0:00:10	0:00:06	87.5%	28.6%

Time Detail

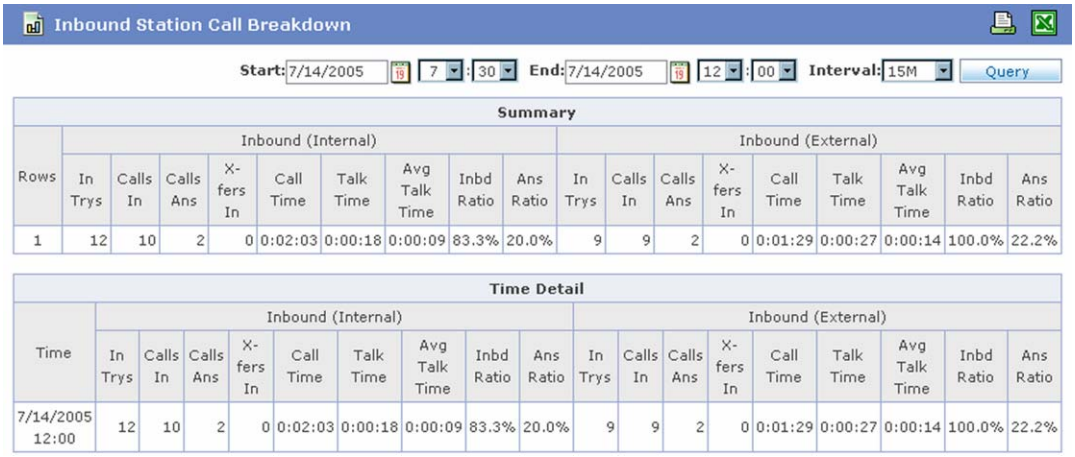
Time	Total Lines	Lines Out of Svc	Lines Avail.	Out Trys	Outbd Errors	Out Calls	Off Hook	Outbd Answers	Outbd Xfers	Outbd Call Time	Outbd Talk Time	Avg Out Call Time	Avg Out Talk Time	Out Call Ratio	Outbd Ans Ratio
7/14/2005 12:00	230	176	54	16	2	14	4	4	0	0:02:44	0:00:25	0:00:10	0:00:06	87.5%	28.6%

Column	Description
Rows	Total number of rows in the detailed data section.
Time	Time period for each row.
Total Lines	Total number of lines (stations) in the phone system.
Lines Out of Svc.	Number of lines in an error condition.
Lines Avail.	Number of lines ready for use.
Out Trys	Number of outbound call attempts.
Outbd Errors	Number of failed outbound call attempts.
Out Calls	Number of successful outbound calls
Off Hook	Number of times a phone went off hook.
Outbd Answers	Number of answered outbound calls.
Outbd Xfers	Number of transfers initiated.
Outbd Call Time	Total call time for outbound calls.
Outbd Talk Time	Total talk time for outbound calls.
Avg Out Call Time	Average call time for outbound calls.
Avg Out Talk Time	Average talk time for outbound calls.
Out Call Ratio	Call success ratio for outbound calls.
Outbd Ans Ratio	Outbound call answer ratio.

Inbound Station Call Breakdown

The Inbound Station Call Breakdown report provides call volume and time-based statistics for all inbound station calls divided into internal and external incoming calls.

Select the target time period from the execution options and click [Query].



Summary

Rows	Inbound (Internal)									Inbound (External)								
	In Trys	Calls In	Calls Ans	X-fers In	Call Time	Talk Time	Avg Talk Time	Inbd Ratio	Ans Ratio	In Trys	Calls In	Calls Ans	X-fers In	Call Time	Talk Time	Avg Talk Time	Inbd Ratio	Ans Ratio
1	12	10	2	0	0:02:03	0:00:18	0:00:09	83.3%	20.0%	9	9	2	0	0:01:29	0:00:27	0:00:14	100.0%	22.2%

Time Detail

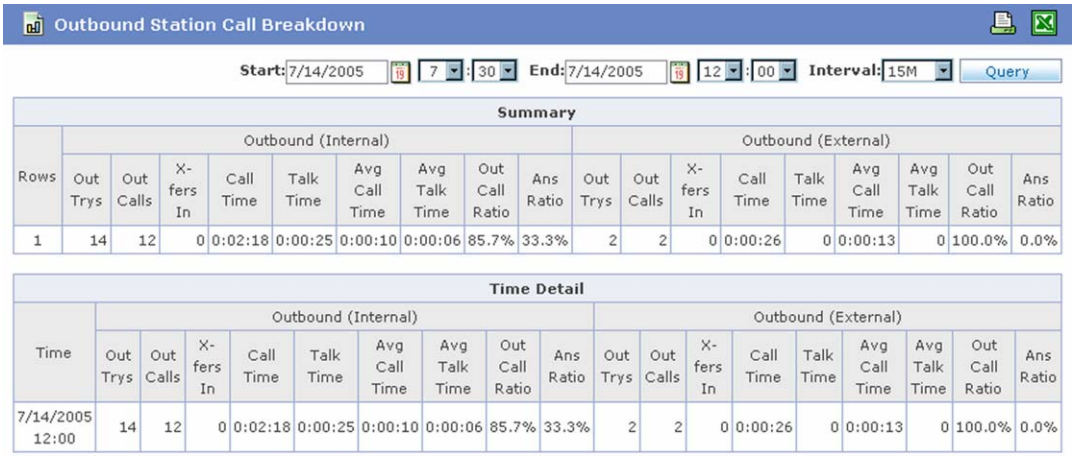
Time	Inbound (Internal)									Inbound (External)								
	In Trys	Calls In	Calls Ans	X-fers In	Call Time	Talk Time	Avg Talk Time	Inbd Ratio	Ans Ratio	In Trys	Calls In	Calls Ans	X-fers In	Call Time	Talk Time	Avg Talk Time	Inbd Ratio	Ans Ratio
7/14/2005 12:00	12	10	2	0	0:02:03	0:00:18	0:00:09	83.3%	20.0%	9	9	2	0	0:01:29	0:00:27	0:00:14	100.0%	22.2%

Column	Description
Rows	Total number of rows in the detailed data section.
Time	Time period for each row.
Inbound (Internal)	Call details for internal station calls.
Inbound (External)	Call details for external phone calls.
In Trys	Number of inbound call attempts.
Calls In	Number of successful inbound call attempts.
Calls Ans	Number of answered inbound calls.
X-fers In	Number of inbound transfers.
Call Time	Total call time for inbound calls.
Talk Time	Total talk time for inbound calls.
Avg Talk Time	Average talk time for inbound calls.
Inbd Ratio	Call success ratio for inbound calls.
Ans Ratio	Inbound call answer ratio.

Outbound Station Call Breakdown

The Outbound Station Call Breakdown report provides call volume and time-based statistics for all outbound station calls divided into internal and external outgoing calls.

Select the target time period from the execution options and click [Query].



Summary

Rows	Outbound (Internal)									Outbound (External)								
	Out Trys	Out Calls	X-fers In	Call Time	Talk Time	Avg Call Time	Avg Talk Time	Out Call Ratio	Ans Ratio	Out Trys	Out Calls	X-fers In	Call Time	Talk Time	Avg Call Time	Avg Talk Time	Out Call Ratio	Ans Ratio
1	14	12	0	0:02:18	0:00:25	0:00:10	0:00:06	85.7%	33.3%	2	2	0	0:00:26	0	0:00:13	0	100.0%	0.0%

Time Detail

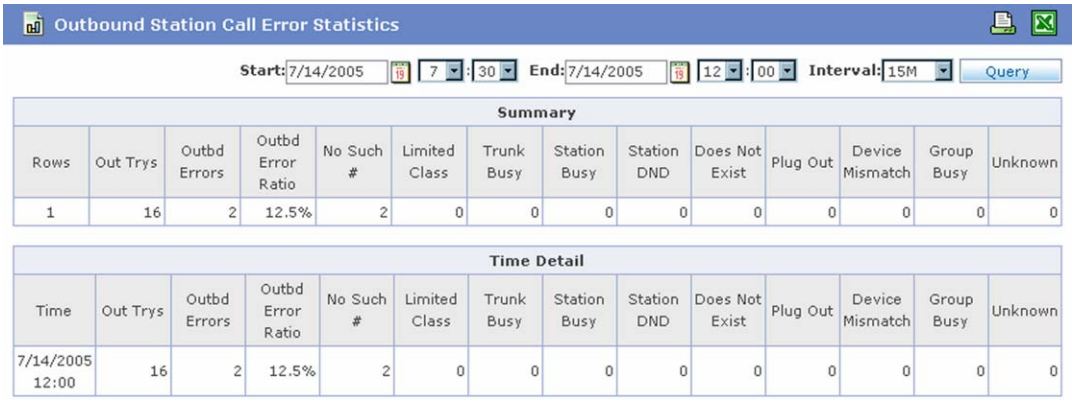
Time	Outbound (Internal)									Outbound (External)								
	Out Trys	Out Calls	X-fers In	Call Time	Talk Time	Avg Call Time	Avg Talk Time	Out Call Ratio	Ans Ratio	Out Trys	Out Calls	X-fers In	Call Time	Talk Time	Avg Call Time	Avg Talk Time	Out Call Ratio	Ans Ratio
7/14/2005 12:00	14	12	0	0:02:18	0:00:25	0:00:10	0:00:06	85.7%	33.3%	2	2	0	0:00:26	0	0:00:13	0	100.0%	0.0%

Column	Description
Rows	Total number of rows in the detailed data section.
Time	Time period for each row.
Outbound (Internal)	Call details for internal station calls.
Outbound (External)	Call details for external phone calls.
Out Trys	Number of outbound call attempts.
Out Calls	Number of successful outbound calls
X-fers In	Number of transfers from internal devices.
Call Time	Total call time for outbound calls.
Talk Time	Total talk time for outbound calls.
Avg Call Time	Average call time for outbound calls.
Avg Talk Time	Average talk time for outbound calls.
Out Call Ratio	Call success ratio for outbound calls.
Ans Ratio	Outbound call answer ratio.

Outbound Station Call Error Statistics

The Outbound Station Call Error Statistics report shows totals for the error types an outbound station call may encounter.

Select the target time period from the execution options and click [Query].



Summary

Rows	Out Trys	Outbd Errors	Outbd Error Ratio	No Such #	Limited Class	Trunk Busy	Station Busy	Station DND	Does Not Exist	Plug Out	Device Mismatch	Group Busy	Unknown
1	16	2	12.5%	2	0	0	0	0	0	0	0	0	0

Time Detail

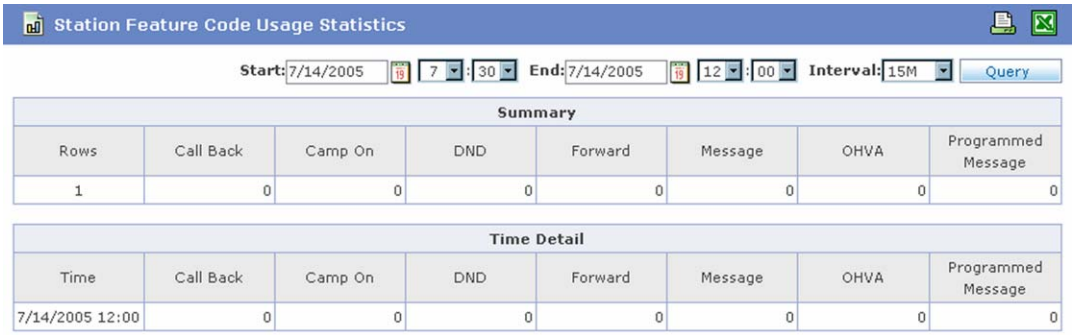
Time	Out Trys	Outbd Errors	Outbd Error Ratio	No Such #	Limited Class	Trunk Busy	Station Busy	Station DND	Does Not Exist	Plug Out	Device Mismatch	Group Busy	Unknown
7/14/2005 12:00	16	2	12.5%	2	0	0	0	0	0	0	0	0	0

Column	Description
Rows	Total number of rows in the detailed data section.
Time	Time period for each row.
Out Trys	Number of outbound call attempts.
Outbd Errors	Number of failed outbound call attempts.
Outbd Error Ratio	Ratio of failed calls to call attempts.
No Such #	Number of calls to non-existent stations or groups.
Limited Class	Number of calls that failed due to class of service restrictions.
Trunk Busy	Number of calls failed due to a trunk or trunks being busy.
Station Busy	Number of calls failed due to a busy station.
Station DND	Calls that failed because the station was in Do Not Disturb.
Does Not Exist	Number of calls to non-existent destinations.
Plug Out	Number of calls to unplugged stations.
Device Mismatch	Number of failed calls to invalid devices. (i.e.- Add-on Modules)
Group Busy	Number of calls failed due to a busy station group.
Unknown	Number of calls that failed for an unknown reason.

Station Feature Code Usage Statistics

The Station Feature Code Usage Statistics report gives counts of the number of times station users accessed various phone system features.

Select the target time period from the execution options and click [Query].



Summary							
Rows	Call Back	Camp On	DND	Forward	Message	OHVA	Programmed Message
1	0	0	0	0	0	0	0

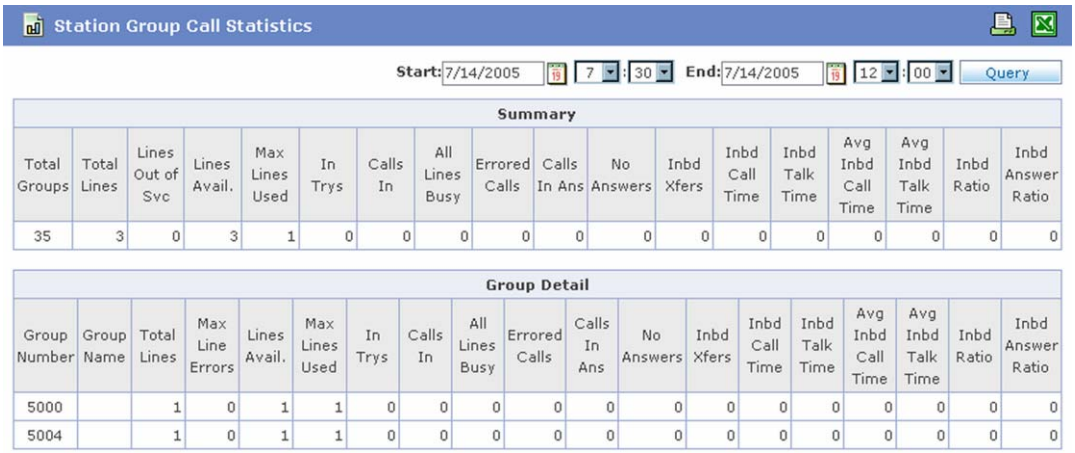
Time Detail							
Time	Call Back	Camp On	DND	Forward	Message	OHVA	Programmed Message
7/14/2005 12:00	0	0	0	0	0	0	0

Column	Description
Rows	Total number of rows in the detailed data section.
Time	Time period for each row.
Call Back	Number of times a callback request was issued.
Camp On	Number of times a station camped on to a busy station.
DND	Number of times Do Not Disturb was activated.
Forward	Number of times a user changed call forwarding options.
Message	Number of station to station (not voicemail) messages left.
OHVA	Number of times Off-Hook Voice Announce was used.
Programmed Message	Number of times users activated Programmed Messages.

Station Group Call Statistics

The Station Group Call Statistics report provides call volume and time-based statistics for incoming calls to non-UCD station groups summarized by station group.

Select the target time period from the execution options and click [Query].



Station Group Call Statistics

Start: 7/14/2005 7 : 30 End: 7/14/2005 12 : 00 Query

Summary

Total Groups	Total Lines	Lines Out of Svc	Lines Avail.	Max Lines Used	In Trys	Calls In	All Lines Busy	Errored Calls	Calls In Ans	No Answers	Inbd Xfers	Inbd Call Time	Inbd Talk Time	Avg Inbd Call Time	Avg Inbd Talk Time	Inbd Ratio	Inbd Answer Ratio
35	3	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0

Group Detail

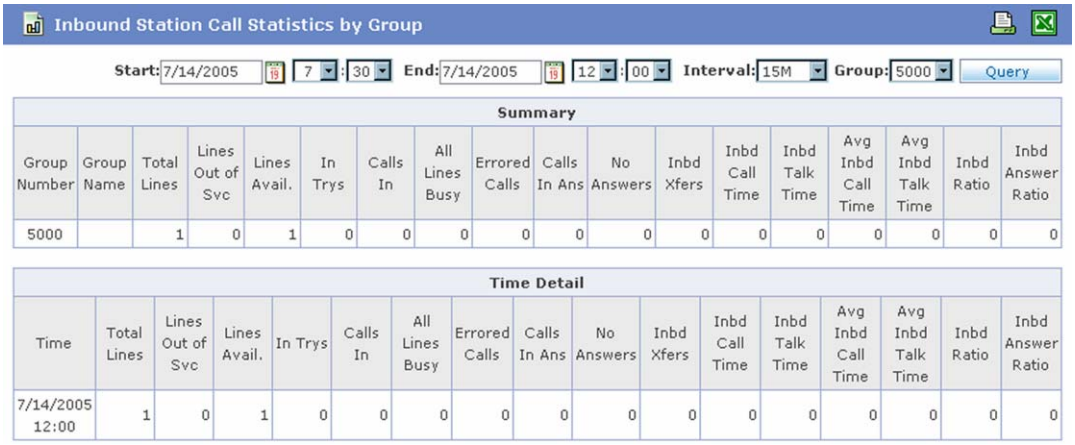
Group Number	Group Name	Total Lines	Max Line Errors	Lines Avail.	Max Lines Used	In Trys	Calls In	All Lines Busy	Errored Calls	Calls In Ans	No Answers	Inbd Xfers	Inbd Call Time	Inbd Talk Time	Avg Inbd Call Time	Avg Inbd Talk Time	Inbd Ratio	Inbd Answer Ratio
5000		1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
5004		1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0

Column	Description
Total Groups	Total number of station groups in the phone system.
Group Number	Station group number of current record.
Total Lines	Total number of lines (stations) in this station group.
Lines Out of Svc.	Number of lines in an error condition.
Lines Avail.	Number of lines ready for use.
Max Lines Used	Maximum number of lines used at one time.
In Trys	Number of inbound call attempts.
Calls In	Number of successful inbound call attempts.
All Lines Busy	Calls that failed because all stations were busy.
Errored Calls	Number of calls that failed for other reasons.
In Answer Cnt	Number of answered inbound calls
Calls In Ans	Number of answered inbound calls.
No Answers	Number of unanswered inbound calls.
Inbd Xfers	Number of inbound transfers.
Inbd Call Time	Total call time for inbound calls.
Inbd Talk Time	Total talk time for inbound calls.
Avg Inbd Call Time	Average call time for inbound calls.
Avg Inbd Talk Time	Average talk time for inbound calls.
Inbd Ratio	Call success ratio for inbound calls.

Inbound Station Call Statistics by Group

The Inbound Station Call Statistics by Group report displays call volume and time-based statistics for incoming calls to a specific station group.

Select the target time period and station group from the execution options and click [Query].



Summary

Group Number	Group Name	Total Lines	Lines Out of Svc	Lines Avail.	In Trys	Calls In	All Lines Busy	Errored Calls	Calls In Ans	No Answers	Inbd Xfers	Inbd Call Time	Inbd Talk Time	Avg Inbd Call Time	Avg Inbd Talk Time	Inbd Ratio	Inbd Answer Ratio
5000		1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0

Time Detail

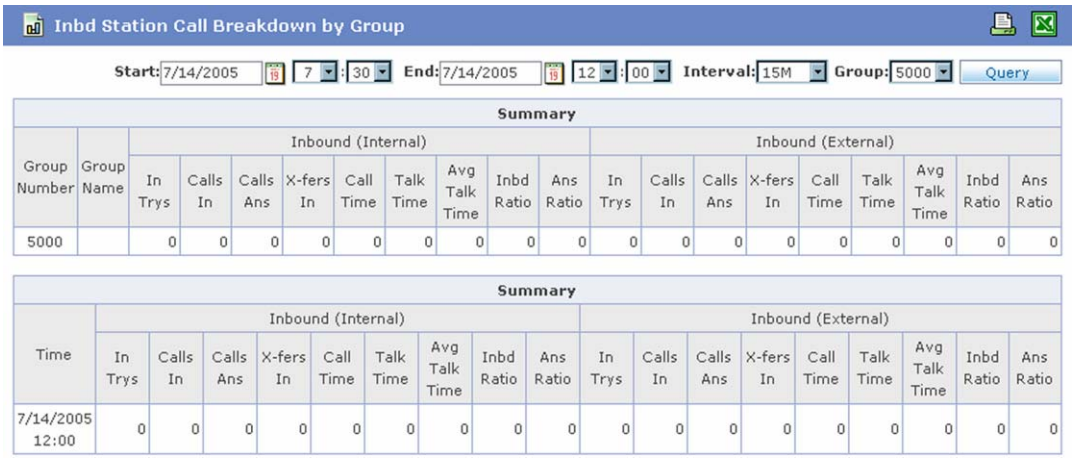
Time	Total Lines	Lines Out of Svc	Lines Avail.	In Trys	Calls In	All Lines Busy	Errored Calls	Calls In Ans	No Answers	Inbd Xfers	Inbd Call Time	Inbd Talk Time	Avg Inbd Call Time	Avg Inbd Talk Time	Inbd Ratio	Inbd Answer Ratio
7/14/2005 12:00	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0

Column	Description
Group Number	Station group number of current record.
Group Name	Name of the station group, if one is set.
Time	Time period for each row.
Total Lines	Total number of lines (stations) in this station group.
Lines Out of Svc.	Number of lines in an error condition.
Lines Avail.	Number of lines ready for use.
In Trys	Number of inbound call attempts.
Calls In	Number of successful inbound call attempts.
All Lines Busy	Calls that failed because all stations were busy.
Errored Calls	Number of calls that failed for other reasons.
Calls In Ans	Number of answered inbound calls.
No Answers	Number of unanswered inbound calls.
Inbd Xfers	Number of inbound transfers.
Inbd Call Time	Total call time for inbound calls.
Inbd Talk Time	Total talk time for inbound calls.
Avg Inbd Call Time	Average call time for inbound calls.
Avg Inbd Talk Time	Average talk time for inbound calls.
Inbd Ratio	Call success ratio for inbound calls.
Inbd Ans Ratio	Inbound call answer ratio.

Inbd Station Call Breakdown by Group

The Inbd Station Call Breakdown by Group report displays call volume and time-based statistics for incoming calls to a specific station group divided into internal and external incoming calls.

Select the target time period and station group from the execution options and click [Query].



Summary																			
Group Number	Group Name	Inbound (Internal)									Inbound (External)								
		In Trys	Calls In	Calls Ans	X-fers In	Call Time	Talk Time	Avg Talk Time	Inbd Ratio	Ans Ratio	In Trys	Calls In	Calls Ans	X-fers In	Call Time	Talk Time	Avg Talk Time	Inbd Ratio	Ans Ratio
5000		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

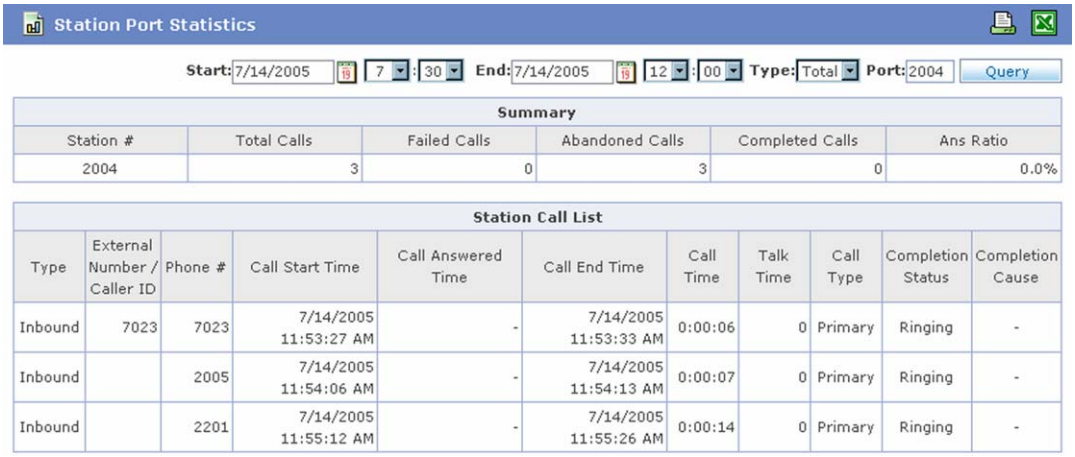
Summary																			
Time	Inbound (Internal)									Inbound (External)									
	In Trys	Calls In	Calls Ans	X-fers In	Call Time	Talk Time	Avg Talk Time	Inbd Ratio	Ans Ratio	In Trys	Calls In	Calls Ans	X-fers In	Call Time	Talk Time	Avg Talk Time	Inbd Ratio	Ans Ratio
7/14/2005 12:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Column	Description
Group Number	Station group number of current record.
Group Name	Name of the station group, if one is set.
Time	Time period for each row.
Inbound (Internal)	Call details for internal station calls.
Inbound (External)	Call details for external phone calls.
In Trys	Number of inbound call attempts.
Calls In	Number of successful inbound call attempts.
Calls Ans	Number of answered inbound calls.
X-fers In	Number of inbound transfers.
Call Time	Total call time for inbound calls.
Talk Time	Total talk time for inbound calls.
Avg Talk Time	Average talk time for inbound calls.
Inbd Ratio	Call success ratio for inbound calls.
Ans Ratio	Inbound call answer ratio.

Station Port Statistics

The Station Port Statistics report provides detailed information of all calls made to or from a specific station port over a specific time period.

Select the target time period, type and port from the execution options and click [Query].



Station Port Statistics

Start: 7/14/2005 7 : 30 End: 7/14/2005 12 : 00 Type: Total Port: 2004 Query

Summary

Station #	Total Calls	Failed Calls	Abandoned Calls	Completed Calls	Ans Ratio
2004	3	0	3	0	0.0%

Station Call List

Type	External Number / Caller ID	Phone #	Call Start Time	Call Answered Time	Call End Time	Call Time	Talk Time	Call Type	Completion Status	Completion Cause
Inbound	7023	7023	7/14/2005 11:53:27 AM	-	7/14/2005 11:53:33 AM	0:00:06	0	Primary	Ringing	-
Inbound		2005	7/14/2005 11:54:06 AM	-	7/14/2005 11:54:13 AM	0:00:07	0	Primary	Ringing	-
Inbound		2201	7/14/2005 11:55:12 AM	-	7/14/2005 11:55:26 AM	0:00:14	0	Primary	Ringing	-

Column	Description
Station #	Station port number for this record.
Total Calls	Total calls to or from this station.
Failed Calls	Number of failed calls to or from this station.
Abandoned Calls	Number of abandoned calls on this station.
Completed Calls	Number of calls to or from this station that were answered.
Ans Ratio	Ratio of answered calls to offered calls for this trunk.
Type	Type of call for this record (Inbound / Outbound)
External Number / Caller ID	Outbound calls: Number dialed by internal user. Inbound calls: Caller ID received for this call.
Phone #	Station in the phone system that made or received this call.
Call Start Time	Time that this call was received or made by the phone system.
Call Answered Time	Time that this call was answered.
Call End Time	Time that this call was terminated in the phone system.
Call Time	Total call time for this call.
Talk Time	Total talk time for this call.
Call Type	Method this call was delivered by: Primary – call was made directly to or from this port Recall – this call recalled to the port from hold Callback – this call was a callback set by another station Consult – this call was a consultation with another station Transfer – this call was transferred to this port Conference – this port was added to a conference call

Column	Description
	Overflow – a station group overflowed to this port Pickup – this call was retrieved form hold by direct pickup
Completion Status	Ending status for this call: Fail – this call encountered an error Off Hook – this call ended with the port off hook Ringing – this call was terminated while ringing Answered – this call was answered Queued – this call was terminated while in queue Hold – this call ended with the remote party on hold
Completion Cause	Reason that the call ended: Error – the call encountered an error Hung Up – the local or remote party hung up Transfer – the call was transferred Conference – the call was conferenced with another port Overflow – the call overflowed to another port

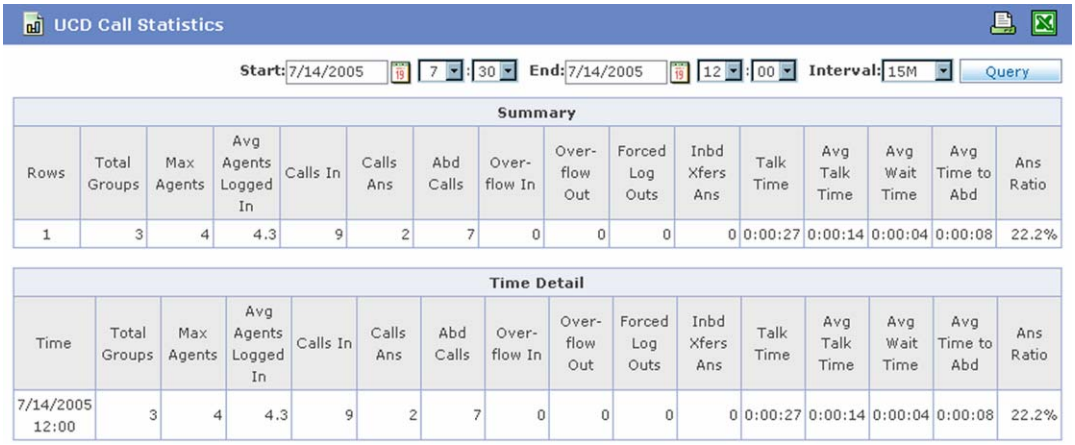
UCD Statistics

This section describes the UCD group statistics of the OfficeServ system.

UCD Call Statistics

The UCD Call Statistics report provides call volume and time-based statistics for all UCD groups in the phone system.

Select the target time period from the execution options and click [Query].



Summary

Rows	Total Groups	Max Agents	Avg Agents Logged In	Calls In	Calls Ans	Abd Calls	Over-flow In	Over-flow Out	Forced Log Outs	Inbd Xfers Ans	Talk Time	Avg Talk Time	Avg Wait Time	Avg Time to Abd	Ans Ratio
1	3	4	4.3	9	2	7	0	0	0	0	0:00:27	0:00:14	0:00:04	0:00:08	22.2%

Time Detail

Time	Total Groups	Max Agents	Avg Agents Logged In	Calls In	Calls Ans	Abd Calls	Over-flow In	Over-flow Out	Forced Log Outs	Inbd Xfers Ans	Talk Time	Avg Talk Time	Avg Wait Time	Avg Time to Abd	Ans Ratio
7/14/2005 12:00	3	4	4.3	9	2	7	0	0	0	0	0:00:27	0:00:14	0:00:04	0:00:08	22.2%

Column	Description
Rows	Total number of rows in the detailed data section.
Total Groups	Total number of UCD groups in the system.
Time	Time period for each row.
Max Agents	Number of UCD agents.
Avg Agents Logged In	Average number of agents logged in.
Calls In	Number of inbound calls.
Calls Ans	Number of calls answered.
Abd Calls	Number of abandoned calls.
Over-flow In	Calls that overflowed to this group from another group.
Over-flow Out	Calls that overflowed from this group to another group.
Forced Log Outs	Number of times an agent was logged out by the system.
Inbd Xfers Ans	Number of transferred inbound calls answered.
Talk Time	Total talk time for this period.
Avg Talk Time	Average talk time this period.
Avg Wait Time	Average waiting duration.
Avg Time to Abd	Average time to abandon for this period.
Ans Ratio	Ratio of calls answered to call attempts.

UCD Group Call Statistics

The UCD Group Call Statistics report provides call volume and time-based statistics for all inbound UCD calls summarized by UCD group.

Select the target time period from the execution options and click [Query].

UCD Group Call Statistics

Start: 7/14/2005 7 : 30 End: 7/14/2005 12 : 00 Query

Summary

Total Groups	Max Agents	Avg Agents Logged In	Calls In	Calls Ans	Abd Calls	Over-flow In	Over-flow Out	Forced Log Outs	Inbd Xfers Ans	Talk Time	Avg Talk Time	Avg Wait Time	Avg Time to Abd	Ans Ratio
3	4	4.3	9	2	7	0	0	0	0	0:00:27	0:00:14	0:00:04	0:00:08	22.2%

Group Detail

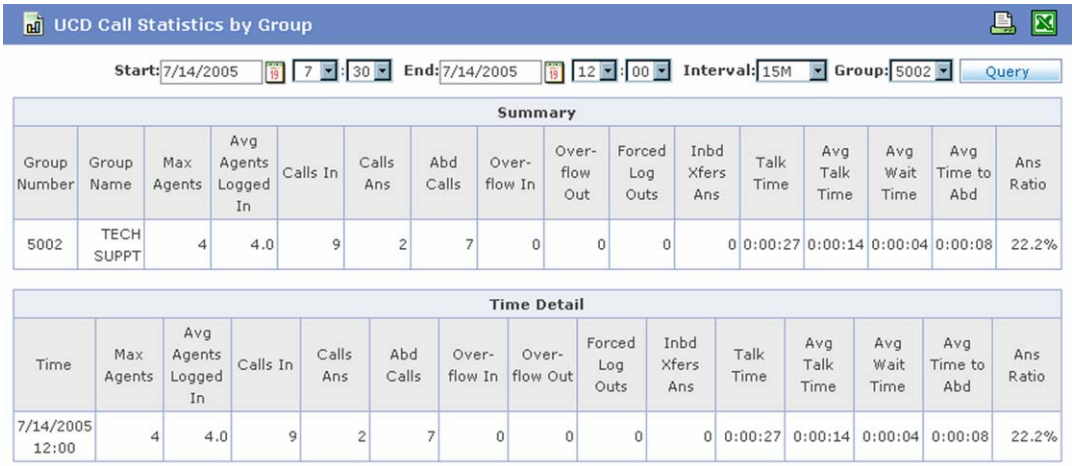
Group Number	Group Name	Max Agents	Avg Agents Logged In	Calls In	Calls Ans	Abd Calls	Over-flow In	Over-flow Out	Forced Log Outs	Inbd Xfers Ans	Talk Time	Avg Talk Time	Avg Wait Time	Avg Time to Abd	Ans Ratio
5001	CUST SVC	4	4.0	0	0	0	0	0	0	0	0	0	0	0	0
5002	TECH SUPPT	4	4.0	9	2	7	0	0	0	0	0:00:27	0:00:14	0:00:04	0:00:08	22.2%
5003		4	5.0	0	0	0	0	0	0	0	0	0	0	0	0

Column	Description
Total Groups	Total number of UCD groups in the system.
Group Number	UCD group number for this record.
Group Name	Name of this UCD group if set.
Max Agents	Number of UCD agents in this group.
Avg Agents Logged In	Average number of agents logged in.
Calls In	Number of inbound calls.
Calls Ans	Number of calls answered.
Abd Calls	Number of abandoned calls.
Over-flow In	Calls that overflowed to this group from another group.
Over-flow Out	Calls that overflowed from this group to another group.
Forced Log Outs	Number of times an agent was logged out by the system.
Inbd Xfers Ans	Number of transferred inbound calls answered.
Talk Time	Total talk time for this period.
Avg Talk Time	Average talk time this period.
Avg Wait Time	Average waiting duration.
Avg Time to Abd	Average time to abandon for this period.
Ans Ratio	Ratio of calls answered to call attempts.

UCD Call Statistics by Group

The UCD Call Statistics by Group report provides call volume and time-based statistics for a specific UCD group.

Select the target time period and UCD group from the execution options and click [Query].



Summary

Group Number	Group Name	Max Agents	Avg Agents Logged In	Calls In	Calls Ans	Abd Calls	Over-flow In	Over-flow Out	Forced Log Outs	Inbd Xfers Ans	Talk Time	Avg Talk Time	Avg Wait Time	Avg Time to Abd	Ans Ratio
5002	TECH SUPPT	4	4.0	9	2	7	0	0	0	0	0:00:27	0:00:14	0:00:04	0:00:08	22.2%

Time Detail

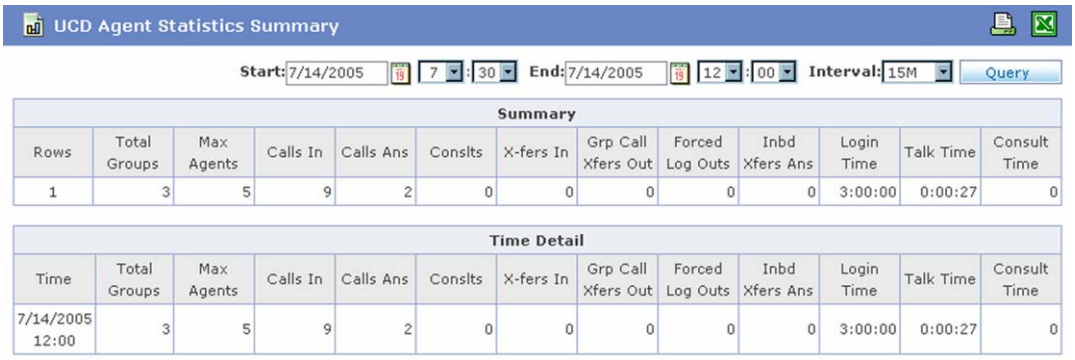
Time	Max Agents	Avg Agents Logged In	Calls In	Calls Ans	Abd Calls	Over-flow In	Over-flow Out	Forced Log Outs	Inbd Xfers Ans	Talk Time	Avg Talk Time	Avg Wait Time	Avg Time to Abd	Ans Ratio
7/14/2005 12:00	4	4.0	9	2	7	0	0	0	0	0:00:27	0:00:14	0:00:04	0:00:08	22.2%

Column	Description
Group Number	UCD group number for this record.
Group Name	Name of this UCD group if set.
Time	Time period for each row.
Max Agents	Number of UCD agents in this group.
Avg Agents Logged In	Average number of agents logged in.
Calls In	Number of inbound calls.
Calls Ans	Number of calls answered.
Abd Calls	Number of abandoned calls.
Over-flow In	Calls that overflowed to this group from another group.
Over-flow Out	Calls that overflowed from this group to another group.
Forced Log Outs	Number of times an agent was logged out by the system.
Inbd Xfers Ans	Number of transferred inbound calls answered.
Talk Time	Total talk time for this period.
Avg Talk Time	Average talk time this period.
Avg Wait Time	Average waiting duration.
Avg Time to Abd	Average time to abandon for this period.
Ans Ratio	Ratio of calls answered to call attempts.

UCD Agent Statistics Summary

The UCD Agent Statistics Summary report provides call volume and time-based statistics for all UCD agents in the phone system.

Select the target time period from the execution options and click [Query].



Summary

Rows	Total Groups	Max Agents	Calls In	Calls Ans	Conslts	X-fers In	Grp Call Xfers Out	Forced Log Outs	Inbd Xfers Ans	Login Time	Talk Time	Consult Time
1	3	5	9	2	0	0	0	0	0	3:00:00	0:00:27	0

Time Detail

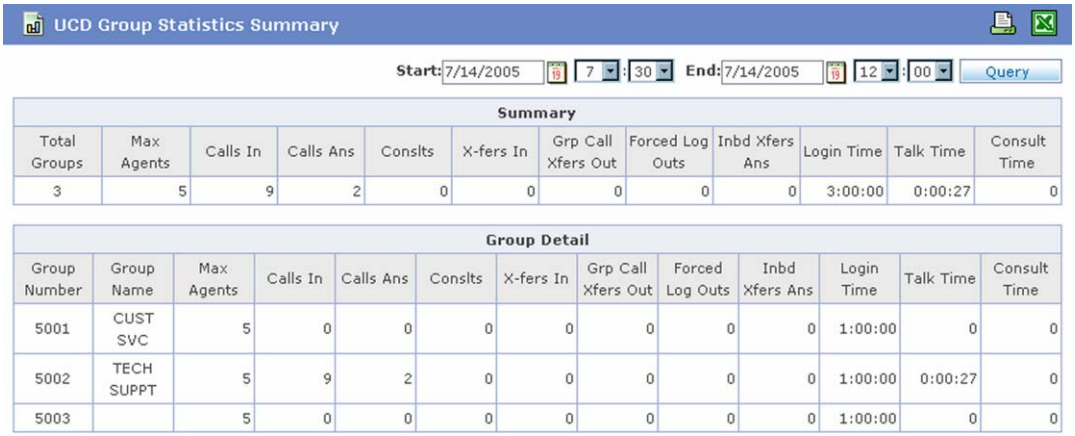
Time	Total Groups	Max Agents	Calls In	Calls Ans	Conslts	X-fers In	Grp Call Xfers Out	Forced Log Outs	Inbd Xfers Ans	Login Time	Talk Time	Consult Time
7/14/2005 12:00	3	5	9	2	0	0	0	0	0	3:00:00	0:00:27	0

Column	Description
Rows	Total number of rows in the detailed data section.
Time	Time period for each row.
Total Groups	Total number of UCD groups in the system.
Max Agents	Number of UCD agents in the system.
Calls In	Number of inbound calls.
Calls Ans	Number of calls answered.
Conslts	Number of consultation transfers.
X-fers In	Number of internal transfers to a group.
Group Call Xfers Out	Number of outbound group transfers.
Forced Log Outs	Number of times an agent was logged out by the system.
Inbd Xfers Ans	Number of transferred inbound calls answered.
Login Time	Total time agents were logged in this period.
Talk Time	Total talk time for this period.
Consult Time	Total consultation time this period.

UCD Group Statistics Summary

The UCD Group Statistics Summary provides call volume and time-based statistics for all UCD agents in the phone system summarized by UCD group.

Select the target time period from the execution options and click [Query].



Summary

Total Groups	Max Agents	Calls In	Calls Ans	Conslts	X-fers In	Grp Call Xfers Out	Forced Log Outs	Inbd Xfers Ans	Login Time	Talk Time	Consult Time
3	5	9	2	0	0	0	0	0	3:00:00	0:00:27	0

Group Detail

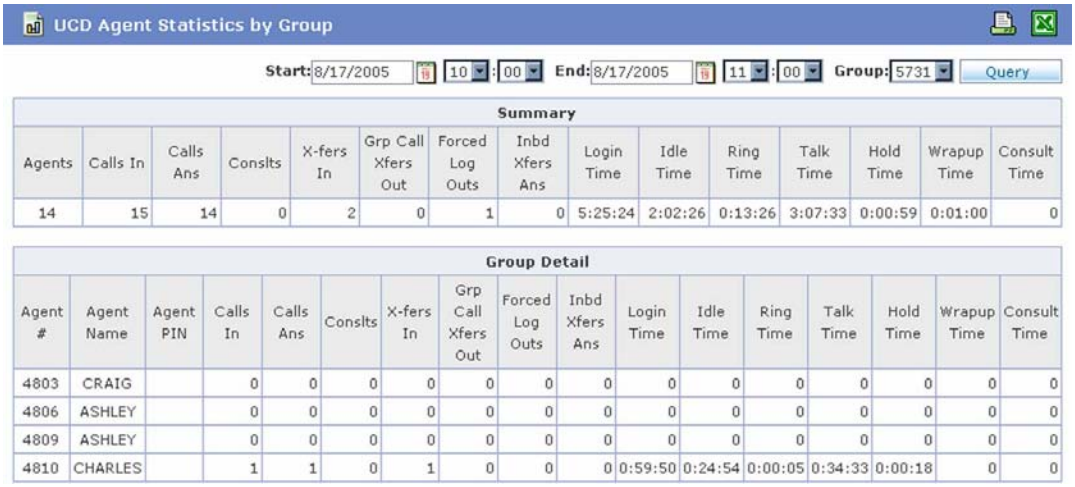
Group Number	Group Name	Max Agents	Calls In	Calls Ans	Conslts	X-fers In	Grp Call Xfers Out	Forced Log Outs	Inbd Xfers Ans	Login Time	Talk Time	Consult Time
5001	CUST SVC	5	0	0	0	0	0	0	0	1:00:00	0	0
5002	TECH SUPPT	5	9	2	0	0	0	0	0	1:00:00	0:00:27	0
5003		5	0	0	0	0	0	0	0	1:00:00	0	0

Column	Description
Total Groups	Total number of UCD groups in the system.
Group Number	UCD group number for this record.
Group Name	Name of this UCD group if set.
Max Agents	Number of agents in this UCD group.
Calls In	Number of inbound calls.
Calls Ans	Number of calls answered.
Conslts	Number of consultation transfers.
X-fers In	Number of internal transfers to this group.
Group Call Xfers Out	Number of outbound group transfers.
Forced Log Outs	Number of times an agent was logged out by the system.
Inbd Xfers Ans	Number of transferred inbound calls answered.
Login Time	Total time agents were logged in this period.
Talk Time	Total talk time for this period.
Consult Time	Total consultation time this period.

UCD Agent Statistics by Group

The UCD Agent Statistics by Group report provides call volume and time-based statistics for inbound calls to UCD agents in a specific group.

Select the target time period and UCD group from the execution options and click [Query].



Summary

Agents	Calls In	Calls Ans	Conslts	X-fers In	Grp Call Xfers Out	Forced Log Outs	Inbd Xfers Ans	Login Time	Idle Time	Ring Time	Talk Time	Hold Time	Wrapup Time	Consult Time
14	15	14	0	2	0	1	0	5:25:24	2:02:26	0:13:26	3:07:33	0:00:59	0:01:00	0

Group Detail

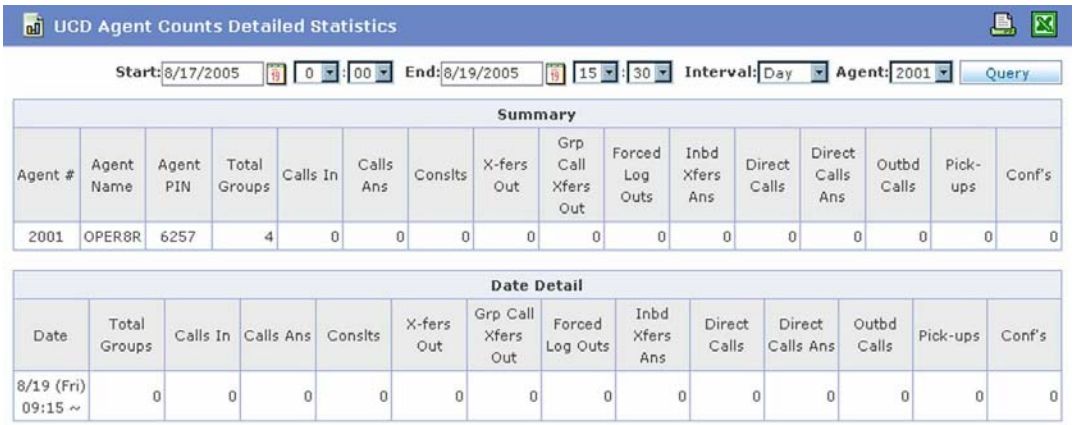
Agent #	Agent Name	Agent PIN	Calls In	Calls Ans	Conslts	X-fers In	Grp Call Xfers Out	Forced Log Outs	Inbd Xfers Ans	Login Time	Idle Time	Ring Time	Talk Time	Hold Time	Wrapup Time	Consult Time
4803	CRAIG		0	0	0	0	0	0	0	0	0	0	0	0	0	0
4806	ASHLEY		0	0	0	0	0	0	0	0	0	0	0	0	0	0
4809	ASHLEY		0	0	0	0	0	0	0	0	0	0	0	0	0	0
4810	CHARLES		1	1	0	1	0	0	0	0:59:50	0:24:54	0:00:05	0:34:33	0:00:18	0	0

Column	Description
Agents	Total number of agents in this group.
Agent #	Agent station number.
Agent Name	Station name for agent if set.
Agent PIN	PIN number for this agent.
Calls In	Number of inbound calls.
Calls Ans	Number of calls answered.
Conslts	Number of consultation transfers.
X-fers In	Number of internal transfers to this agent.
Group Call Xfers Out	Number of outbound group transfers.
Forced Log Outs	Number of times the agent was logged out by the system.
Inbd Xfers Ans	Number of transferred inbound calls answered.
Login Time	Total time agent was logged in this period.
Talk Time	Total talk time for this period.
Consult Time	Total consultation time this period.

UCD Agent Counts Detailed Statistics

The UCD Agent Count Detailed Statistics report provides call volume statistics for a specific UCD agent. Agents can be selected based on extension (Tel) or Agent PIN number (PIN).

Select the target time period and agent from the execution options and click [Query].

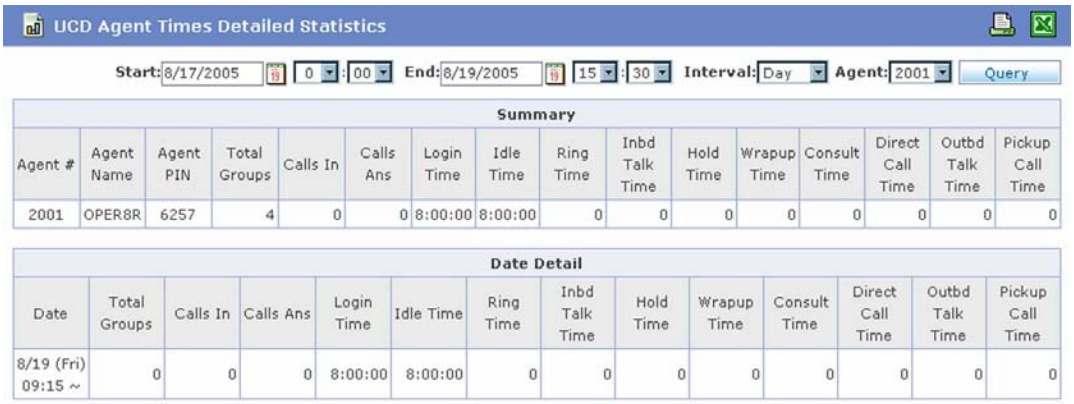


Column	Description
Agent #	Agent station number.
Agent Name	Station name for agent if set.
Agent PIN	PIN number for this agent.
Time	Time period for each row.
Total Groups	Number of UCD groups this agent answered calls for.
Calls In	Number of inbound calls.
Calls Ans	Number of calls answered.
Conslts	Number of consultation transfers.
X-fers In	Number of internal transfers to this agent.
Group Call Xfers Out	Number of outbound group transfers.
Forced Log Outs	Number of times the agent was logged out by the system.
Inbd Xfers Ans	Number of transferred inbound calls answered.
Direct Calls	Number of calls to the agent, not the UCD group.
Direct Calls Ans	Number of direct inbound calls answered.
Outbd Calls	Number of outbound calls.
Pick-ups	Number of calls picked up from other devices.
Conf's	Number of conferences.

UCD Agent Times Detailed Statistics

The UCD Agent Times Detailed Statistics report provides time-based statistics for a specific UCD agent. Agents can be selected based on extension (Tel) or Agent PIN number (PIN).

Select the target time period and agent from the execution options and click [Query].



Summary

Agent #	Agent Name	Agent PIN	Total Groups	Calls In	Calls Ans	Login Time	Idle Time	Ring Time	Inbd Talk Time	Hold Time	Wrapup Time	Consult Time	Direct Call Time	Outbd Talk Time	Pickup Call Time
2001	OPER8R	6257	4	0	0	8:00:00	8:00:00	0	0	0	0	0	0	0	0

Date Detail

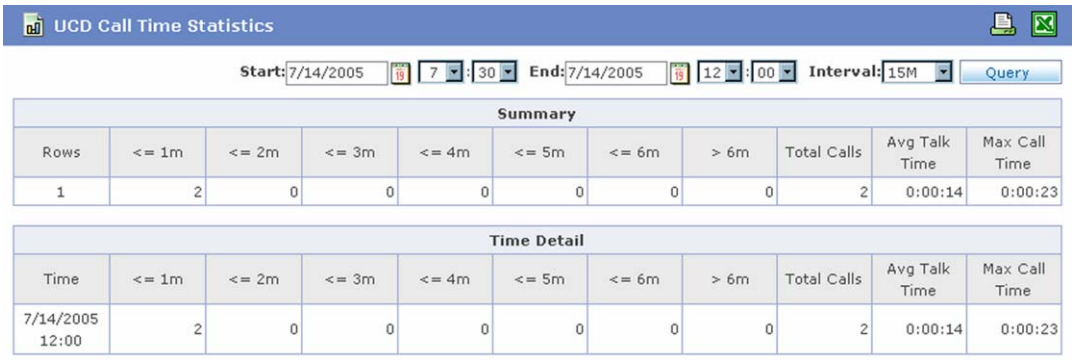
Date	Total Groups	Calls In	Calls Ans	Login Time	Idle Time	Ring Time	Inbd Talk Time	Hold Time	Wrapup Time	Consult Time	Direct Call Time	Outbd Talk Time	Pickup Call Time
8/19 (Fri) 09:15 ~	0	0	0	8:00:00	8:00:00	0	0	0	0	0	0	0	0

Column	Description
Agent #	Agent station number.
Agent Name	Station name or Agent PIN Name for agent if set.
Agent PIN	PIN number for this agent.
Time	Time period for each row.
Total Groups	Number of UCD groups this agent answered calls for.
Calls In	Number of inbound calls.
Calls Ans	Number of calls answered.
Login Time	Total time the agent was logged in to the group this period.
Idle Time	Amount of time the agent was idle for this period.
Ring Time	Time that the agent's phone was ringing for this period.
Inbd Talk Talk	Total talk time for inbound calls this period for this agent.
Hold Time	Total time that calls were on hold for this agent.
Wrapup Time	Total time this agent spent in wrapup this period.
Consult Time	Total time for consultations for this agent.
Direct Call Time	Total call time for calls directly to this agent.
Outbd Talk Time	Talk time for outbound calls this agent made.
Pickup Call Time	Total call time for calls this agent picked up from another agent.

UCD Call Time Statistics

The UCD Call Time Statistics report shows the distribution of all inbound UCD call times grouped into set time bands as shown below.

Select the target time period from the execution options and click [Query].

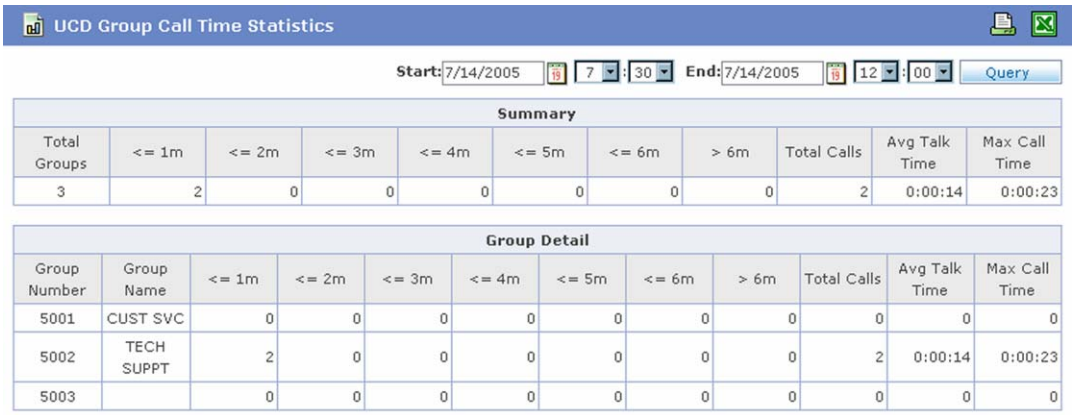


Column	Description
Rows	Total number of rows in the detailed data section.
Time	Time period for each row.
≤ 1 m	Number of calls with duration less than 1 minute.
≤ 2 m	Number of calls with duration between 1 and 2 minutes.
≤ 3 m	Number of calls with duration between 2 and 3 minutes.
≤ 4 m	Number of calls with duration between 3 and 4 minutes.
≤ 5 m	Number of calls with duration between 4 and 5 minutes.
≤ 6 m	Number of calls with duration between 5 and 6 minutes.
> 6 m	Number of calls with duration over 6 minutes.
Total Calls	Total number of calls.
Avg Talk Time	Average talk time this period.
Max Call Time	Maximum call time this period.

UCD Group Call Time Statistics

The UCD Group Call Time Statistics report shows the distribution of all inbound UCD call times summarized by group and grouped into set time bands as shown below.

Select the target time period from the execution options and click [Query].



Summary

Total Groups	<= 1m	<= 2m	<= 3m	<= 4m	<= 5m	<= 6m	> 6m	Total Calls	Avg Talk Time	Max Call Time
3	2	0	0	0	0	0	0	2	0:00:14	0:00:23

Group Detail

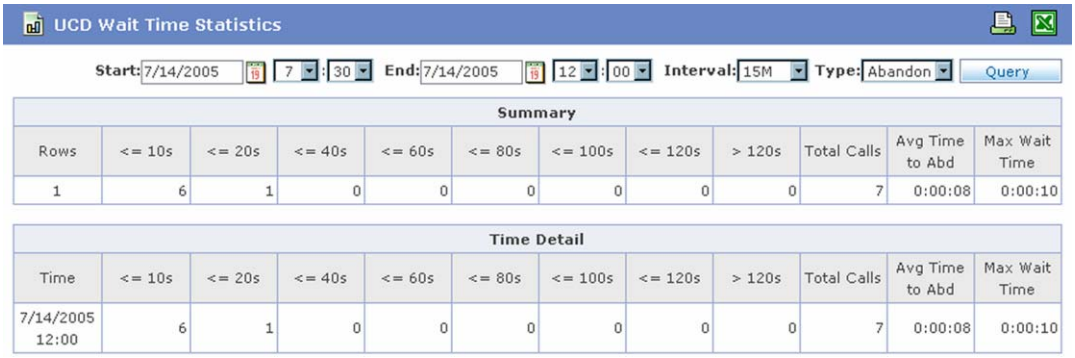
Group Number	Group Name	<= 1m	<= 2m	<= 3m	<= 4m	<= 5m	<= 6m	> 6m	Total Calls	Avg Talk Time	Max Call Time
5001	CUST SVC	0	0	0	0	0	0	0	0	0	0
5002	TECH SUPPT	2	0	0	0	0	0	0	2	0:00:14	0:00:23
5003		0	0	0	0	0	0	0	0	0	0

Column	Description
Total Groups	Total number of UCD groups in the system.
Group Number	UCD group number for this record.
Group Name	Name of this UCD group if set.
≤ 1 m	Number of calls with duration less than 1 minute.
≤ 2 m	Number of calls with duration between 1 and 2 minutes.
≤ 3 m	Number of calls with duration between 2 and 3 minutes.
≤ 4 m	Number of calls with duration between 3 and 4 minutes.
≤ 5 m	Number of calls with duration between 4 and 5 minutes.
≤ 6 m	Number of calls with duration between 5 and 6 minutes.
> 6 m	Number of calls with duration over 6 minutes.
Total Calls	Total number of calls.
Avg Talk Time	Average talk time this period.
Max Call Time	Maximum call time this period.

UCD Wait Time Statistics

The UCD Wait Time Statistics report shows the distribution of inbound UCD call waiting times grouped into set time bands as shown below. This report can be viewed for answered calls or abandoned calls.

Select the target time period and type from the execution options and click [Query].



Summary

Rows	<= 10s	<= 20s	<= 40s	<= 60s	<= 80s	<= 100s	<= 120s	> 120s	Total Calls	Avg Time to Abd	Max Wait Time
1	6	1	0	0	0	0	0	0	7	0:00:08	0:00:10

Time Detail

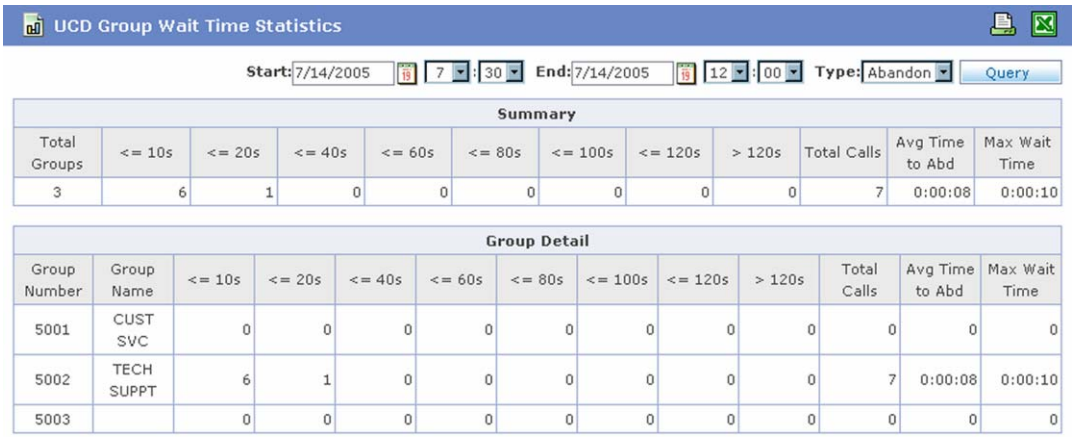
Time	<= 10s	<= 20s	<= 40s	<= 60s	<= 80s	<= 100s	<= 120s	> 120s	Total Calls	Avg Time to Abd	Max Wait Time
7/14/2005 12:00	6	1	0	0	0	0	0	0	7	0:00:08	0:00:10

Column	Description
Rows	Total number of rows in the detailed data section.
Time	Time period for each row.
≤ 10 s	Number of calls with duration less than 10 seconds.
≤ 20 s	Number of calls with duration between 10 and 20 seconds.
≤ 40 s	Number of calls with duration between 20 and 40 seconds.
≤ 60 s	Number of calls with duration between 40 and 60 seconds.
≤ 80 s	Number of calls with duration between 60 and 80 seconds.
≤ 100 s	Number of calls with duration between 80 and 100 seconds.
≤ 120 s	Number of calls with duration between 100 and 120 seconds.
> 120 s	Number of calls with duration over 120 seconds.
Total Calls	Total number of calls.
Avg Wait Time	Average waiting duration.
Max Wait Time	Maximum waiting duration.

UCD Group Wait Time Statistics

The UCD Group Wait Time Statistics report shows the distribution of inbound UCD call waiting times summarized by UCD group and grouped into set time bands as shown below. This report can be viewed for answered calls or abandoned calls.

Select the target time period and type from the execution options and click [Query].



Summary

Total Groups	<= 10s	<= 20s	<= 40s	<= 60s	<= 80s	<= 100s	<= 120s	> 120s	Total Calls	Avg Time to Abd	Max Wait Time
3	6	1	0	0	0	0	0	0	7	0:00:08	0:00:10

Group Detail

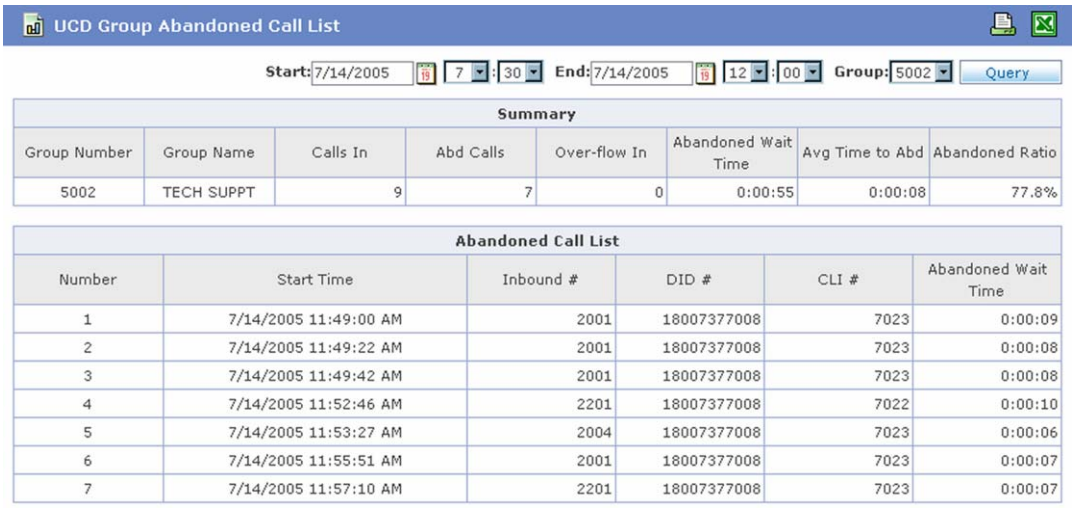
Group Number	Group Name	<= 10s	<= 20s	<= 40s	<= 60s	<= 80s	<= 100s	<= 120s	> 120s	Total Calls	Avg Time to Abd	Max Wait Time
5001	CUST SVC	0	0	0	0	0	0	0	0	0	0	0
5002	TECH SUPPT	6	1	0	0	0	0	0	0	7	0:00:08	0:00:10
5003		0	0	0	0	0	0	0	0	0	0	0

Column	Description
Total Groups	Total number of UCD groups in the system.
Group Number	UCD group number for this record.
Group Name	Name of this UCD group if set.
≤ 10 s	Number of calls with duration less than 10 seconds.
≤ 20 s	Number of calls with duration between 10 and 20 seconds.
≤ 40 s	Number of calls with duration between 20 and 40 seconds.
≤ 60 s	Number of calls with duration between 40 and 60 seconds.
≤ 80 s	Number of calls with duration between 60 and 80 seconds.
≤ 100 s	Number of calls with duration between 80 and 100 seconds.
≤ 120 s	Number of calls with duration between 100 and 120 seconds.
> 120 s	Number of calls with duration over 120 seconds.
Total Calls	Total number of calls.
Avg Wait Time	Average waiting duration.
Max Wait Time	Maximum waiting duration.

UCD Group Abandoned Call List

The UCD Group Abandoned Call List displays detailed information about all abandoned UCD group calls for a specific UCD group over a specific period of time.

Select the target time period and UCD group from the execution options and click [Query].



Summary

Group Number	Group Name	Calls In	Abd Calls	Over-flow In	Abandoned Wait Time	Avg Time to Abd	Abandoned Ratio
5002	TECH SUPPT	9	7	0	0:00:55	0:00:08	77.8%

Abandoned Call List

Number	Start Time	Inbound #	DID #	CLI #	Abandoned Wait Time
1	7/14/2005 11:49:00 AM	2001	18007377008	7023	0:00:09
2	7/14/2005 11:49:22 AM	2001	18007377008	7023	0:00:08
3	7/14/2005 11:49:42 AM	2001	18007377008	7023	0:00:08
4	7/14/2005 11:52:46 AM	2201	18007377008	7022	0:00:10
5	7/14/2005 11:53:27 AM	2004	18007377008	7023	0:00:06
6	7/14/2005 11:55:51 AM	2001	18007377008	7023	0:00:07
7	7/14/2005 11:57:10 AM	2201	18007377008	7023	0:00:07

Column	Description
Group Number	UCD group number for this record.
Group Name	Name of this UCD group if set.
Calls In	Number of inbound calls.
Abd Calls	Number of abandoned calls.
Over-flow In	Number of calls that overflowed to this group from another group.
Abandoned Wait Time	Total wait time for abandoned calls.
Avg Time to Abd	Average time to abandon for this period.
Abandoned Ratio	Ratio of abandoned calls to call attempts.
Number	Call record number.
Start Time	The time the call was received by the phone system.
Inbound #	Internal station or station group that was called.
DID #	DID number this call came in on.
CLI #	Caller ID information for this caller.

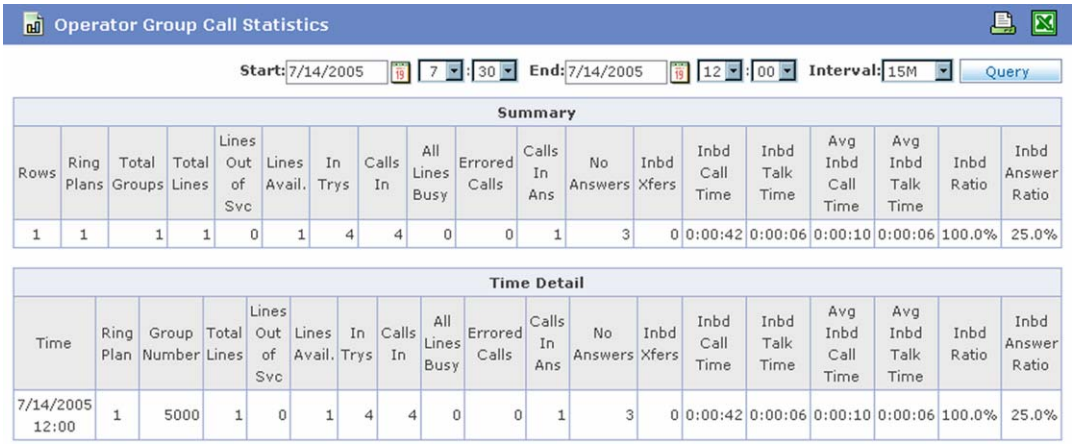
Operator Statistics

This section describes the operator group statistics of the OfficeServ system.

Operator Group Call Statistics

The Operator Group Call Statistics report provides call volume and time-based statistics for all inbound operator group calls in the phone system.

Set the options in the execution options, and click [Query].



Summary

Rows	Ring Plans	Total Groups	Total Lines	Lines Out of Svc	Lines Avail.	In Trys	Calls In	All Lines Busy	Errored Calls	Calls In Ans	No Answers	Inbd Xfers	Inbd Call Time	Inbd Talk Time	Avg Inbd Call Time	Avg Inbd Talk Time	Inbd Ratio	Inbd Answer Ratio
1	1	1	1	0	1	4	4	0	0	1	3	0	0:00:42	0:00:06	0:00:10	0:00:06	100.0%	25.0%

Time Detail

Time	Ring Plan	Group Number	Total Lines	Lines Out of Svc	Lines Avail.	In Trys	Calls In	All Lines Busy	Errored Calls	Calls In Ans	No Answers	Inbd Xfers	Inbd Call Time	Inbd Talk Time	Avg Inbd Call Time	Avg Inbd Talk Time	Inbd Ratio	Inbd Answer Ratio
7/14/2005 12:00	1	5000	1	0	1	4	4	0	0	1	3	0	0:00:42	0:00:06	0:00:10	0:00:06	100.0%	25.0%

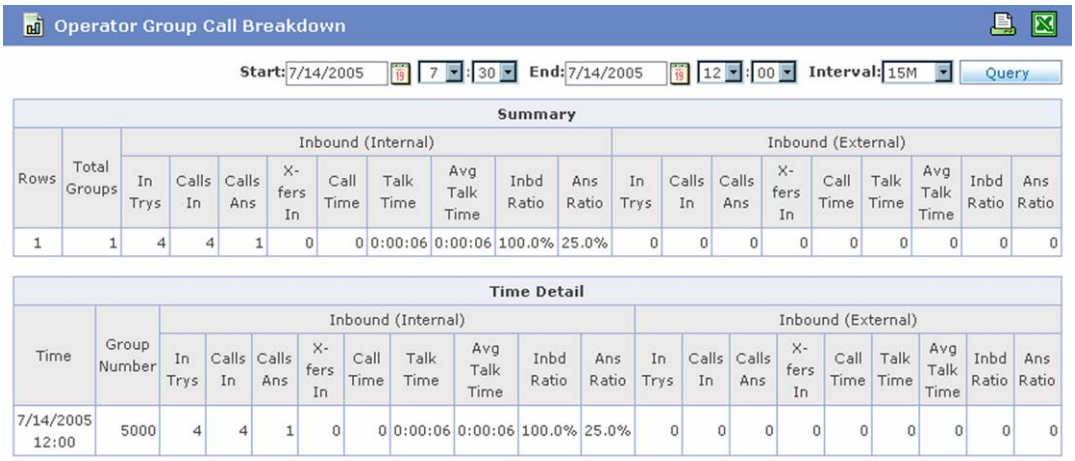
Column	Description
Rows	Total number of rows in the detailed data section.
Ring Plans	Number of separate ring plans the system used during this period.
Total Groups	Number of separate operator groups during this period.
Time	Time period for each row.
Ring Plan	Ring plan the system used during this period.
Group Number	Operator group number during this period.
Total Lines	Total number of lines (stations) in the operator group.
Lines Out of Svc.	Number of lines in an error condition.
Lines Avail.	Number of lines ready for use.
In Trys	Number of inbound call attempts.
Calls In	Number of successful inbound call attempts.
All Lines Busy	Calls failed because all operators were busy.
Errored Calls	Number of calls that failed for other reasons.
Calls In Ans	Number of answered inbound calls.
No Answers	Number of unanswered inbound calls.
Inbd Xfers	Number of inbound transfers.
Inbd Call Time	Total call time for inbound calls.

Column	Description
Inbd Talk Time	Total talk time for inbound calls.
Avg Inbd Call Time	Average call time for inbound calls.
Avg Inbd Talk Time	Average talk time for inbound calls.
Inbd Ratio	Call success ratio for inbound calls.
Inbd Ans Ratio	Inbound call answer ratio.

Operator Group Call Breakdown

The Operator Group Call Breakdown report provides call volume and time-based statistics for all inbound operator group calls divided into internal and external incoming calls.

Set the options in the execution options, and click [Query].



Summary

Rows	Total Groups	Inbound (Internal)									Inbound (External)								
		In Trys	Calls In	Calls Ans	X-fers In	Call Time	Talk Time	Avg Talk Time	Inbd Ratio	Ans Ratio	In Trys	Calls In	Calls Ans	X-fers In	Call Time	Talk Time	Avg Talk Time	Inbd Ratio	Ans Ratio
1	1	4	4	1	0	0	0:00:06	0:00:06	100.0%	25.0%	0	0	0	0	0	0	0	0	0

Time Detail

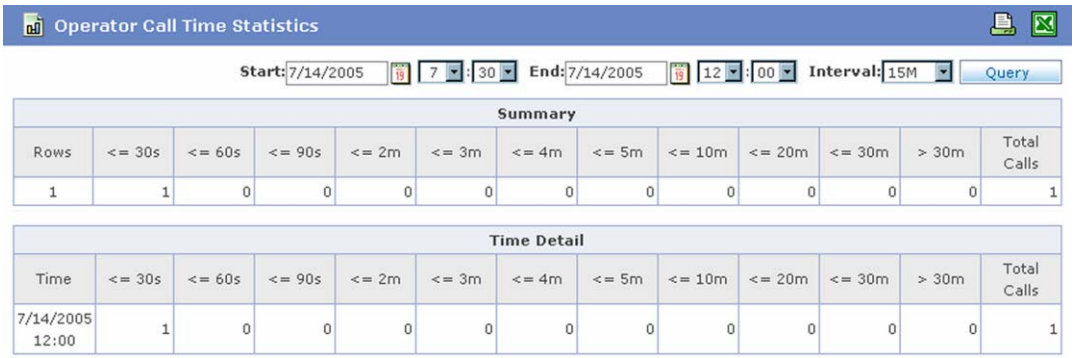
Time	Group Number	Inbound (Internal)									Inbound (External)								
		In Trys	Calls In	Calls Ans	X-fers In	Call Time	Talk Time	Avg Talk Time	Inbd Ratio	Ans Ratio	In Trys	Calls In	Calls Ans	X-fers In	Call Time	Talk Time	Avg Talk Time	Inbd Ratio	Ans Ratio
7/14/2005 12:00	5000	4	4	1	0	0	0:00:06	0:00:06	100.0%	25.0%	0	0	0	0	0	0	0	0	0

Column	Description
Rows	Total number of rows in the detailed data section.
Total Groups	Number of separate operator groups during this period.
Time	Time period for each row.
Group Number	Operator group number for this period.
Inbound (Internal)	Call details for internal station calls.
Inbound (External)	Call details for external phone calls.
In Trys	Number of inbound call attempts.
Calls In	Number of successful inbound call attempts.
Calls Ans	Number of answered inbound calls.
X-fers In	Number of inbound transfers.
Call Time	Total call time for inbound calls.
Talk Time	Total talk time for inbound calls.
Avg Talk Time	Average talk time for inbound calls.
Inbd Ratio	Call success ratio for inbound calls.
Ans Ratio	Inbound call answer ratio.

Operator Call Time Statistics

The Operator Call Time Statistics report shows the distribution of all inbound operator group call times grouped into set time bands as shown below.

Select the target time period from the execution options and click [Query].



Summary

Rows	<= 30s	<= 60s	<= 90s	<= 2m	<= 3m	<= 4m	<= 5m	<= 10m	<= 20m	<= 30m	> 30m	Total Calls
1	1	0	0	0	0	0	0	0	0	0	0	1

Time Detail

Time	<= 30s	<= 60s	<= 90s	<= 2m	<= 3m	<= 4m	<= 5m	<= 10m	<= 20m	<= 30m	> 30m	Total Calls
7/14/2005 12:00	1	0	0	0	0	0	0	0	0	0	0	1

Column	Description
Rows	Total number of rows in the detailed data section.
Time	Time period for each row.
≤ 30 s	Number of calls with duration less than 30 seconds.
≤ 60 s	Number of calls with duration between 30 and 60 seconds.
≤ 90 s	Number of calls with duration between 60 and 90 seconds.
≤ 2 m	Number of calls with duration between 1.5 and 2 minutes.
≤ 3 m	Number of calls with duration between 2 and 3 minutes.
≤ 4 m	Number of calls with duration between 3 and 4 minutes.
≤ 5 m	Number of calls with duration between 4 and 5 minutes.
≤ 10 m	Number of calls with duration between 5 and 10 minutes.
≤ 20 m	Number of calls with duration between 10 and 20 minutes.
≤ 30 m	Number of calls with duration between 20 and 30 minutes.
> 30 m	Number of calls with duration over 30 minutes.
Total Calls	Total number of calls this period.

Operator Call Time Stats by Ring Plan

The Operator Call Time Statistics report shows the distribution of all inbound operator group call times summarized by phone system ring plan and grouped into set time bands as shown below.

Select the target time period from the execution options and click [Query].

Summary

Ring Plans	<= 30s	<= 60s	<= 90s	<= 2m	<= 3m	<= 4m	<= 5m	<= 10m	<= 20m	<= 30m	> 30m	Total Calls
0	1	0	0	0	0	0	0	0	0	0	0	1

Ring Plan Detail

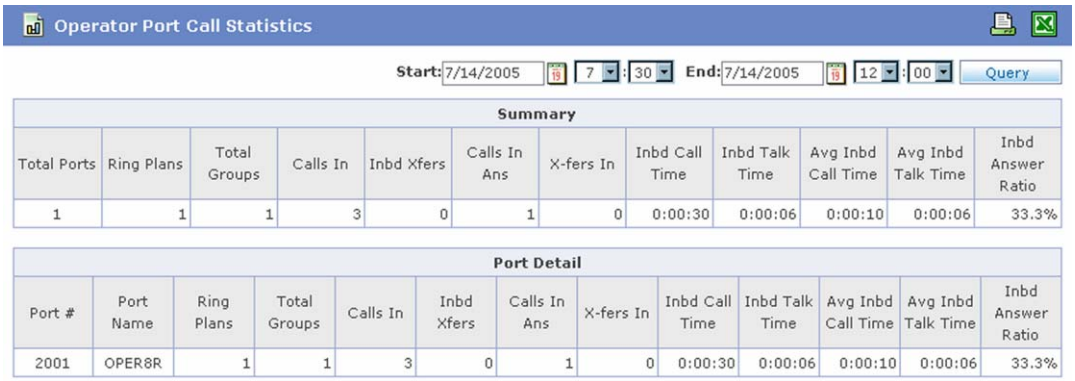
Ring Plan	<= 30s	<= 60s	<= 90s	<= 2m	<= 3m	<= 4m	<= 5m	<= 10m	<= 20m	<= 30m	> 30m	Total Calls
-	0	0	0	0	0	0	0	0	0	0	0	0

Column	Description
Ring Plans	Number of separate ring plans the system operated in during this period.
Ring Plan	Ring plan the system was in for this period.
≤ 30 s	Number of calls with duration less than 30 seconds.
≤ 60 s	Number of calls with duration between 30 and 60 seconds.
≤ 90 s	Number of calls with duration between 60 and 90 seconds.
≤ 2 m	Number of calls with duration between 1.5 and 2 minutes.
≤ 3 m	Number of calls with duration between 2 and 3 minutes.
≤ 4 m	Number of calls with duration between 3 and 4 minutes.
≤ 5 m	Number of calls with duration between 4 and 5 minutes.
≤ 10 m	Number of calls with duration between 5 and 10 minutes.
≤ 20 m	Number of calls with duration between 10 and 20 minutes.
≤ 30 m	Number of calls with duration between 20 and 30 minutes.
> 30 m	Number of calls with duration over 30 minutes.
Total Calls	Total number of calls this period.

Operator Port Call Statistics

The Operator Port Call Statistics report provides call volume and time-based statistics for all inbound calls to the operator group summarized by group member.

Select the target time period from the execution options and click [Query].



Summary

Total Ports	Ring Plans	Total Groups	Calls In	Inbd Xfers	Calls In Ans	X-fers In	Inbd Call Time	Inbd Talk Time	Avg Inbd Call Time	Avg Inbd Talk Time	Inbd Answer Ratio
1	1	1	3	0	1	0	0:00:30	0:00:06	0:00:10	0:00:06	33.3%

Port Detail

Port #	Port Name	Ring Plans	Total Groups	Calls In	Inbd Xfers	Calls In Ans	X-fers In	Inbd Call Time	Inbd Talk Time	Avg Inbd Call Time	Avg Inbd Talk Time	Inbd Answer Ratio
2001	OPER8R	1	1	3	0	1	0	0:00:30	0:00:06	0:00:10	0:00:06	33.3%

Column	Description
Total Ports	Total number of operator ports (group members).
Port #	Station number for this port.
Port Name	Name of this station, if applicable.
Ring Plans	Number of separate ring plans the system operated in during this period.
Total Groups	Number of separate operator groups during this period.
Calls In	Number of inbound calls.
Inbd Xfers	Number of internal calls transferred to the operator group.
Calls In Ans	Number of answered calls.
Xfers In	Number of external calls transferred to the operator group.
Inbd Call Time	Total call time for inbound calls.
Inbd Talk Time	Total talk time for inbound calls.
Avg Inbd Call Time	Average call time for inbound calls.
Avg Inbd Talk Time	Average talk time for inbound calls.
Inbd Answer Ratio	Ratio of calls answered to calls attempted.

Operator Port Call Breakdown

The Operator Port Call Breakdown report provides call volume and time statistics for inbound operator group calls summarized by group member and system ring plan and divided into internal and external inbound calls.

Select the target time period from the execution options and click [Query].

Operator Port Call Breakdown

Start: 7/14/2005 7 : 30 End: 7/14/2005 12 : 00 Query

Summary														
Total Ports	Ring Plans	Total Groups	Inbound (Internal)						Inbound (External)					
			Calls In	Inbd Xfers	Calls Ans	Talk Time	Avg Talk Time	Ans Ratio	Calls In	Inbd Xfers	Calls Ans	Talk Time	Avg Talk Time	Ans Ratio
1	1	1	3	0	1	0:00:06	0:00:06	33.3%	0	0	0	0	0	0

Port Detail															
Port #	Port Name	Ring Plans	Total Groups	Inbound (Internal)						Inbound (External)					
				Calls In	Inbd Xfers	Calls Ans	Talk Time	Avg Talk Time	Ans Ratio	Calls In	Inbd Xfers	Calls Ans	Talk Time	Avg Talk Time	Ans Ratio
2001	OPER8R	1	1	3	0	1	0:00:06	0:00:06	33.3%	0	0	0	0	0	0

Column	Description
Total Ports	Total number of operator ports (group members).
Port #	Station number for this port.
Port Name	Name of this station, if applicable.
Ring Plans	Number of separate ring plans the system operated in during this period.
Total Groups	Number of separate operator groups during this period.
Inbound (Internal)	Call details for internal station calls.
Inbound (External)	Call details for external phone calls.
Calls In	Number of inbound calls.
Inbd Xfers	Number of calls transferred to the operator group.
Calls Ans	Number of answered calls.
Talk Time	Total talk time for this period.
Avg Talk Time	Average talk time for this period.
Ans Ratio	Ratio of answered calls to call attempts.

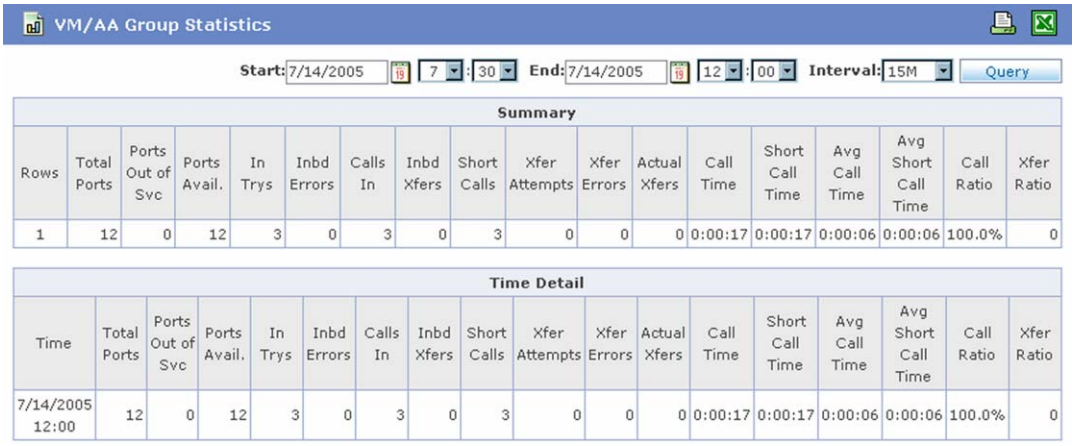
Miscellaneous

This section describes miscellaneous statistics of various OfficeServ phone system feautres.

VM/AA Group Statistics

The VM/AA Group Statistics report provides call volume and time-based statistics for all voicemail and automated attendant ports in the phone system.

Select the target time period from the execution options and click [Query].



Summary

Rows	Total Ports	Ports Out of Svc	Ports Avail.	In Trys	Inbd Errors	Calls In	Inbd Xfers	Short Calls	Xfer Attempts	Xfer Errors	Actual Xfers	Call Time	Short Call Time	Avg Call Time	Avg Short Call Time	Call Ratio	Xfer Ratio
1	12	0	12	3	0	3	0	3	0	0	0	0:00:17	0:00:17	0:00:06	0:00:06	100.0%	0

Time Detail

Time	Total Ports	Ports Out of Svc	Ports Avail.	In Trys	Inbd Errors	Calls In	Inbd Xfers	Short Calls	Xfer Attempts	Xfer Errors	Actual Xfers	Call Time	Short Call Time	Avg Call Time	Avg Short Call Time	Call Ratio	Xfer Ratio
7/14/2005 12:00	12	0	12	3	0	3	0	3	0	0	0	0:00:17	0:00:17	0:00:06	0:00:06	100.0%	0

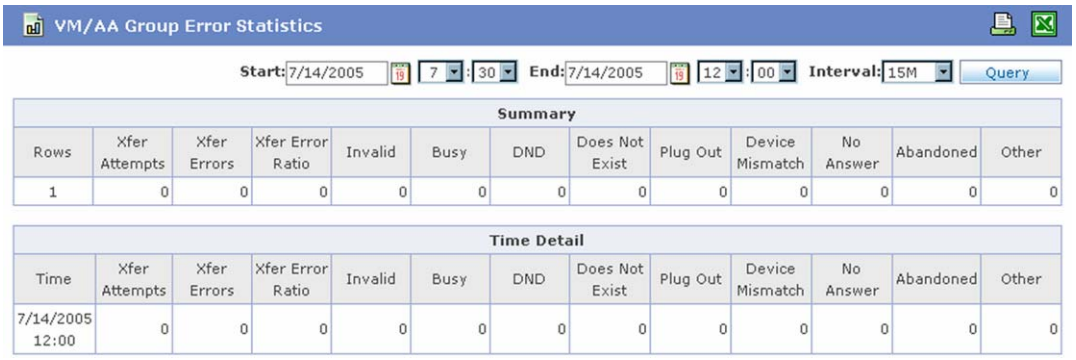
Column	Description
Rows	Total number of rows in the detailed data section.
Time	Time period for each row.
Total Ports	Total number of voicemail or automated attendant ports
Ports Out of Svc	Number of ports in an error condition.
Ports Avail.	Number of ports available.
In Trys	Number of inbound call attempts.
Inbd Errors	Number of inbound calls that failed.
Calls In	Number of successful inbound calls.
Inbd Xfers	Calls that were transferred to a VM / AA port.
Short Calls	Number of short calls. A short call is a call that was answered by the voicemail or automated attendant that was not transferred to another device. In these cases the VM / AA port provided the caller all necessary information in a short time.
Xfer Attempts	Number of attempted transfers.
Xfer Errors	Number of failed transfer attempts.
Actual Xfers	Number of successful transfers.

Column	Description
Call Time	Total call time.
Short Call Time	Total time for short calls.
Avg Call Time	Average call time.
Avg Short Call Time	Average call time for short calls.
Call Ratio	Ratio of answered calls to call attempts.
Xfer Ratio	Ratio of transferred calls to answered calls.

VM/AA Error Statistics

The VM/AA Error Statistics report totals for the error types a voicemail or automated attendant call may encounter.

Select the target time period from the execution options and click [Query].

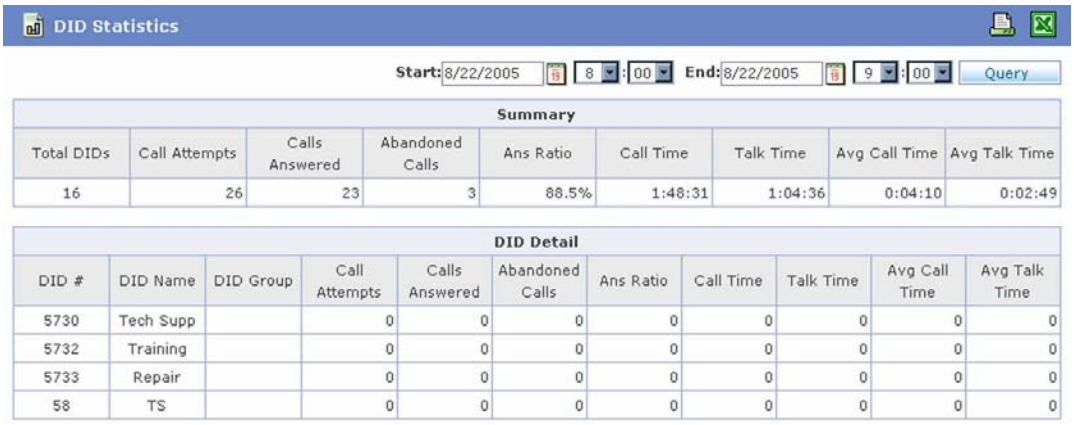


Column	Description
Rows	Total number of rows in the detailed data section.
Time	Time period for each row.
Xfer Attempts	Number of transfer attempts to or from a VM / AA port.
Xfer Errors	Number of failed transfers.
Xfer Error Ratio	Ratio of failed transfer to transfer attempts.
Invalid	Calls failed due to transfer to an invalid extension.
Busy	Calls failed due to a busy port.
DND	Calls failed due to a port being DND.
Does Not Exist	Calls attempted to a non-existent port.
Plug Out	Calls failed because a port was unplugged.
Device Mismatch	Calls failed due to a device mismatch, such as a transfer to an Add-On Module.
No Answer	Calls that received no answer.
Abandoned	Calls that were abandoned.
Other	Calls that failed for other reasons.

DID Statistics

The DID Statistics report provides call volume and time-based statistics for all DID calls in the system summarized by DID number.

Select the target time period from the execution options and click [Query].



Summary

Total DIDs	Call Attempts	Calls Answered	Abandoned Calls	Ans Ratio	Call Time	Talk Time	Avg Call Time	Avg Talk Time
16	26	23	3	88.5%	1:48:31	1:04:36	0:04:10	0:02:49

DID Detail

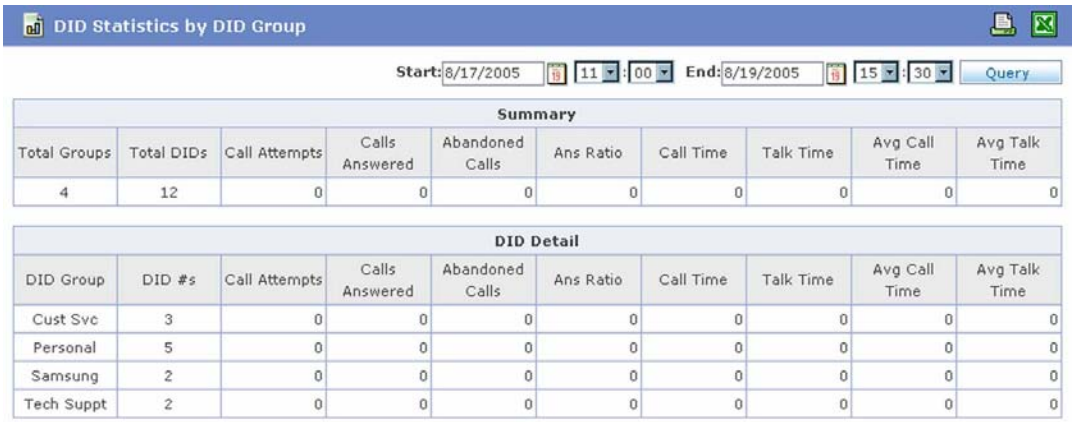
DID #	DID Name	DID Group	Call Attempts	Calls Answered	Abandoned Calls	Ans Ratio	Call Time	Talk Time	Avg Call Time	Avg Talk Time
5730	Tech Supp		0	0	0	0	0	0	0	0
5732	Training		0	0	0	0	0	0	0	0
5733	Repair		0	0	0	0	0	0	0	0
58	TS		0	0	0	0	0	0	0	0

Column	Description
Total DIDs	Number of separate DIDs called this period.
DID #	DID number for this record.
DID Name	Name associated with this DID in the phone system
DID Group	Name of the DID group DID is a member of
Call Attempts	Number of inbound call attempts.
Calls Answered	Number of calls answered.
Abandoned Calls	Number of calls abandoned.
Ans Ratio	Ratio of calls answered to call attempts.
Call Time	Total call time for this period.
Talk Time	Total talk time for this period.
Avg Call Time	Average call time for this period.
Avg Talk Time	Average talk time for this period.

DID Statistics by DID Group

The DID Statistics by DID Group report provides call volume and time-based statistics for all DID calls in the system summarized by DID group.

Select the target time period from the execution options and click [Query].



Summary

Total Groups	Total DIDs	Call Attempts	Calls Answered	Abandoned Calls	Ans Ratio	Call Time	Talk Time	Avg Call Time	Avg Talk Time
4	12	0	0	0	0	0	0	0	0

DID Detail

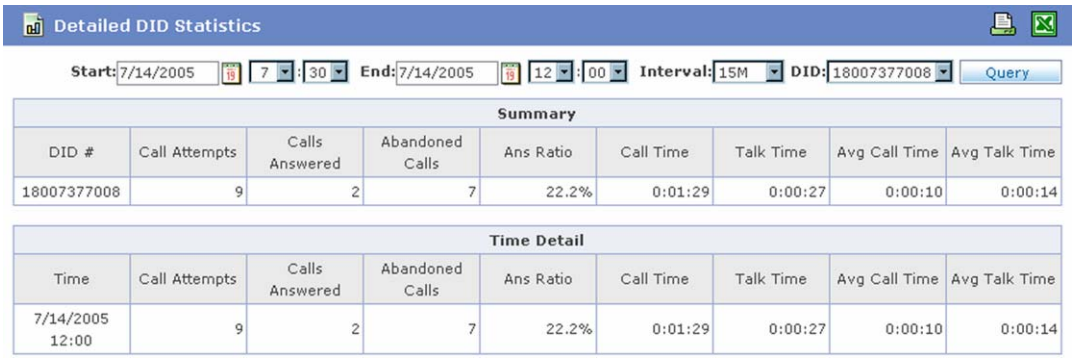
DID Group	DID #s	Call Attempts	Calls Answered	Abandoned Calls	Ans Ratio	Call Time	Talk Time	Avg Call Time	Avg Talk Time
Cust Svc	3	0	0	0	0	0	0	0	0
Personal	5	0	0	0	0	0	0	0	0
Samsung	2	0	0	0	0	0	0	0	0
Tech Suppt	2	0	0	0	0	0	0	0	0

Column	Description
Total Groups	Total number of DID Groups configured in DataVIew
DID Group	Name of this DID group
DID #s	Number of DIDs in this group
Call Attempts	Number of inbound call attempts.
Calls Answered	Number of calls answered.
Abandoned Calls	Number of calls abandoned.
Ans Ratio	Ratio of calls answered to call attempts.
Call Time	Total call time for this period.
Talk Time	Total talk time for this period.
Avg Call Time	Average call time for this period.
Avg Talk Time	Average talk time for this period.

Detailed DID Statistics

The DID Statistics report provides call volume and time-based statistics for all calls to a specific DID number.

Select the target time period from the execution options and click [Query].



Summary

DID #	Call Attempts	Calls Answered	Abandoned Calls	Ans Ratio	Call Time	Talk Time	Avg Call Time	Avg Talk Time
18007377008	9	2	7	22.2%	0:01:29	0:00:27	0:00:10	0:00:14

Time Detail

Time	Call Attempts	Calls Answered	Abandoned Calls	Ans Ratio	Call Time	Talk Time	Avg Call Time	Avg Talk Time
7/14/2005 12:00	9	2	7	22.2%	0:01:29	0:00:27	0:00:10	0:00:14

Column	Description
DID #	DID number for this record.
Time	Time period for each row.
Call Attempts	Number of inbound call attempts.
Calls Answered	Number of calls answered.
Abandoned Calls	Number of calls abandoned.
Ans Ratio	Ratio of calls answered to call attempts.
Call Time	Total call time for this period.
Talk Time	Total talk time for this period.
Avg Call Time	Average call time for this period.
Avg Talk Time	Average talk time for this period.

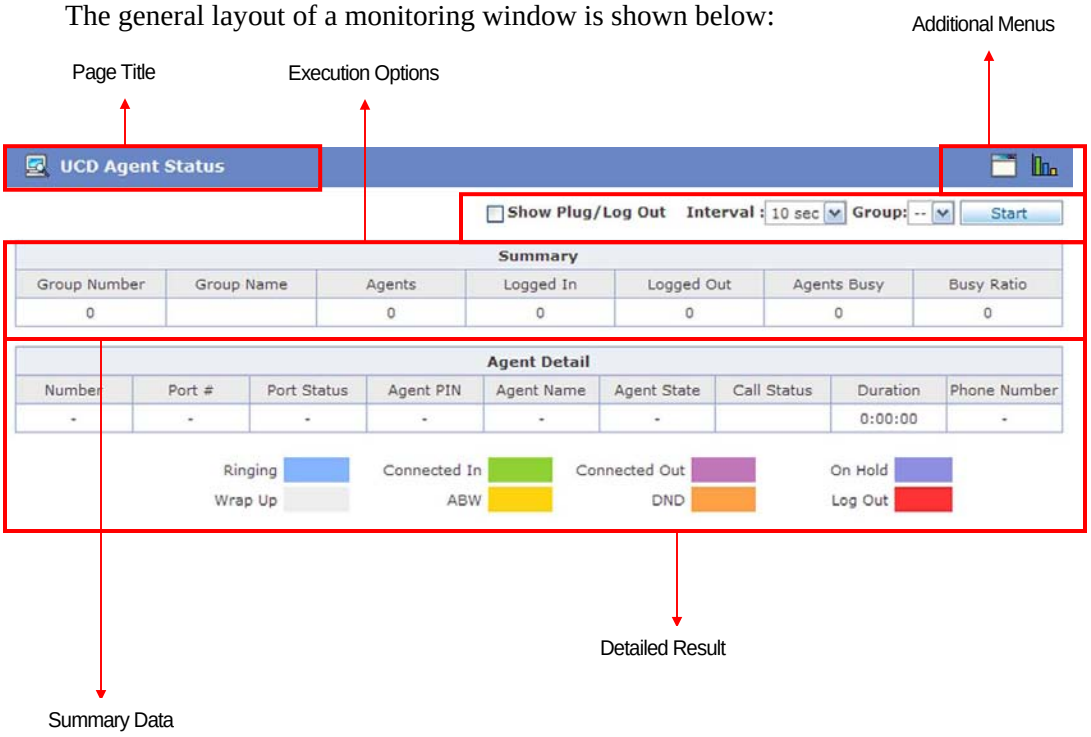
CHAPTER 5. Monitoring

This chapter describes the live monitoring functions of the OfficeServ DataView web application.

Monitoring Window Layout

The monitoring functions can be accesses after connecting and logging in to the OfficeServ DataView homepage.

The general layout of a monitoring window is shown below:



Page Title

The selected sub-menu is displayed as the title.

Additional Menus

The menus below are provided as additional menus. Refer to the 'Additional Menu' section of this chapter for detailed descriptions.

Menu	Description
	Opens a new window for viewing this monitor.
	Opens a new large character window for viewing this monitor (This option is only available for the UCD Data by Group Wallboard monitor)
	View the monitor as a Chart.

Execution Options

This section of the window is used to set monitoring options and to start or stop the monitoring process. The [Interval] option is applied to all monitoring pages, and is used to determine how often the monitor page should update. Additional conditions may be provided depending on the monitoring item.

Summary Data

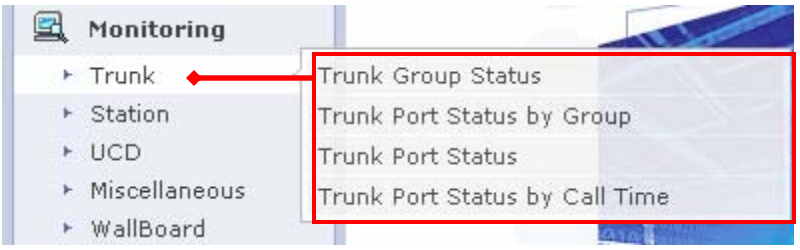
This section of the window displays the summary of each detailed data item.

Detailed Data

This section of the window displays detailed monitoring results for the selected sub-menu.

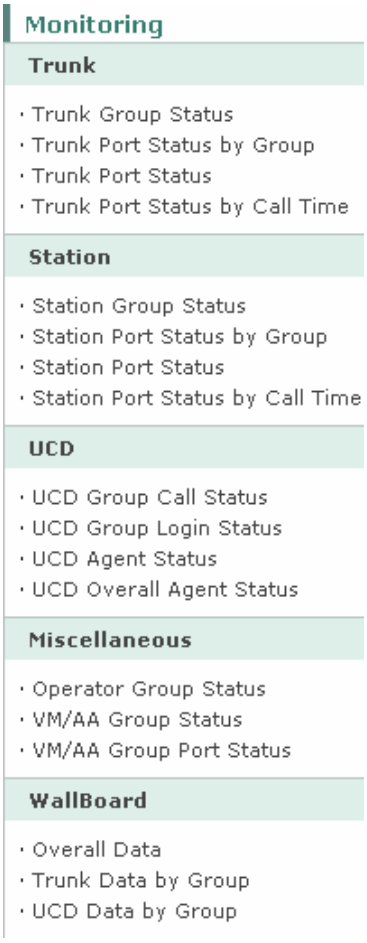
Selecting a Monitoring Item

Monitoring windows display live information on call events that occur in the phone system, based on various criteria such as trunk or station status. Monitoring items are selected by placing the mouse pointer over a main menu and clicking a sub-menu from the list displayed.



Monitoring Item

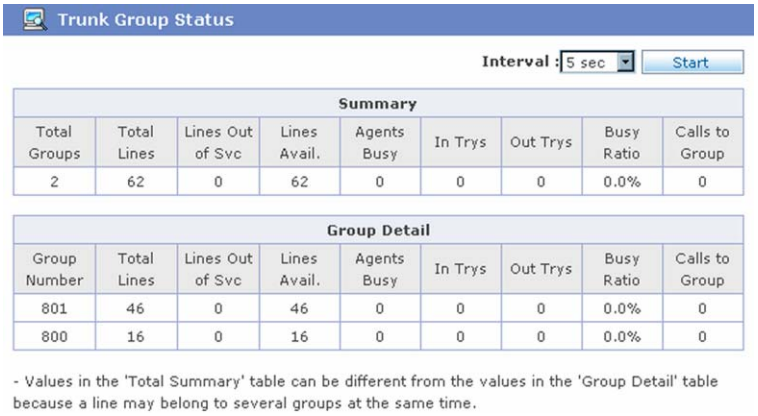
Monitoring items are categorized into four main menus: Trunk, Station, UCD, and Miscellaneous and are further categorized into eighteen sub-menus.



Additional Menus

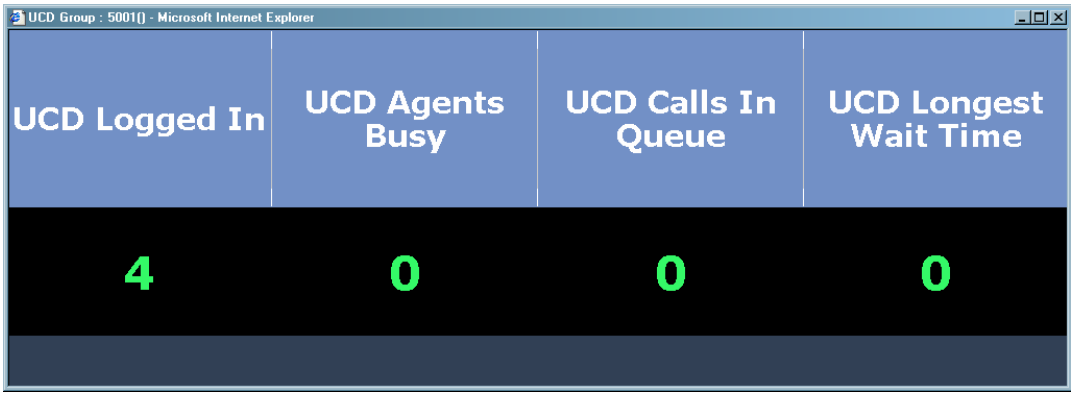
New Page

Click the New Page ( ) icon to view the current monitoring window from a new page. This function helps to monitor multiple items simultaneously. The following figure shows an example of the window created by clicking the New Page icon of a Trunk Group Status window.



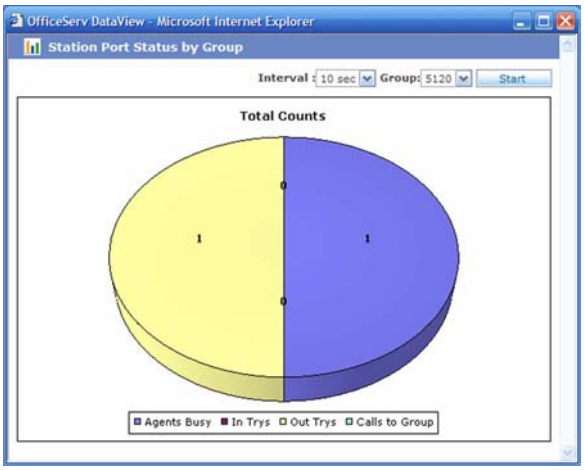
New Large Character Page

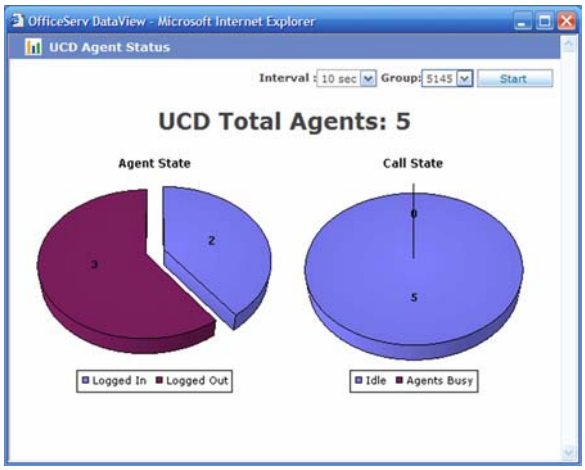
Click the New Page ( ) icon to view the current monitoring window from a new page using a large character display. This function helps to make pages more easily readable from long distances. The following figure shows an example of the window created by clicking the New Large Character Page icon of a UCD Data by Group Wallboard window.

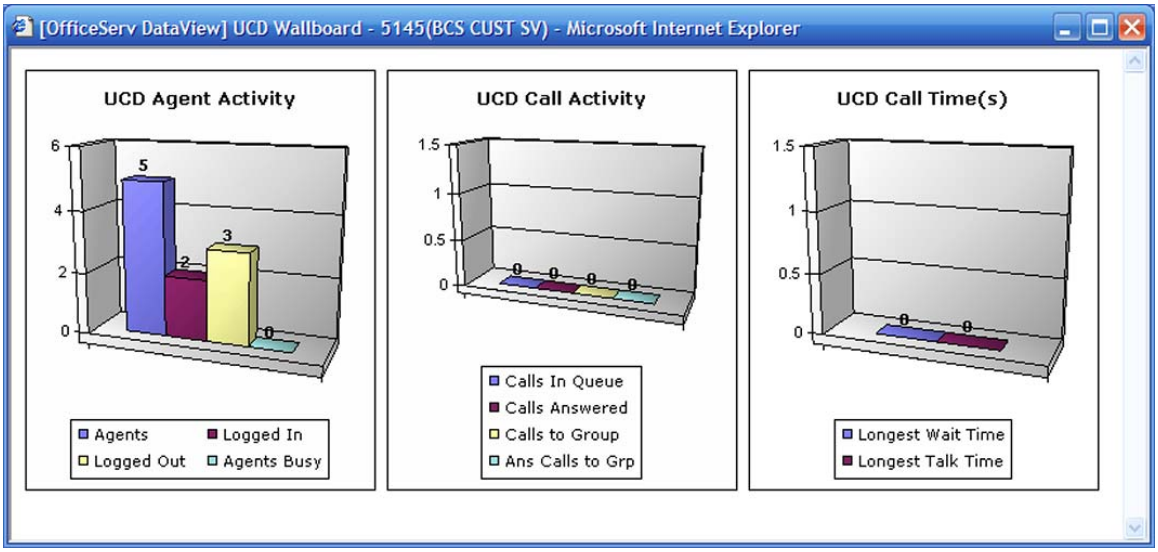


View as Chart

Click the View as Chart ( ) icon from the additional menus to launch a new window displaying the monitor information as a chart. Chart type and data fields reported on will be dependant upon the monitor chosen. The new window can also be used as a live monitor by setting the Execution Options for the chart. A few examples can be seen below.







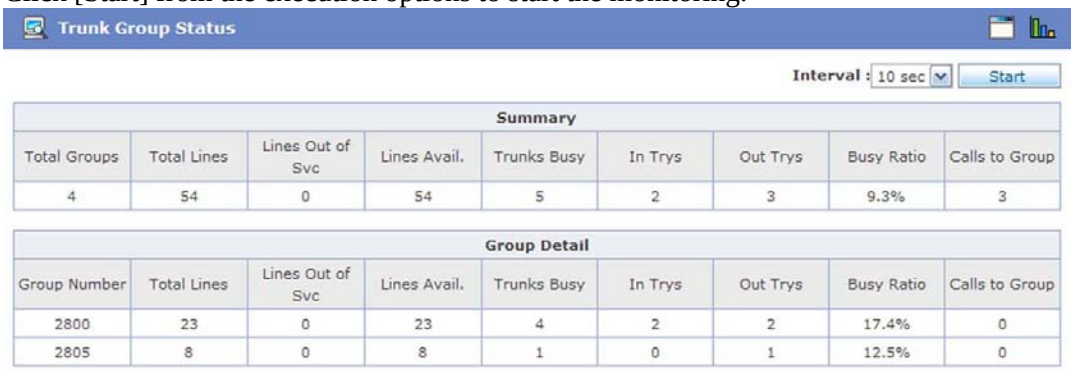
Trunk Monitoring

This function is used for monitoring the status of trunks in the phone system.

Trunk Group Status

The Trunk Group Status monitor is used to track call volume status for all trunk groups in the phone system.

Click [Start] from the execution options to start the monitoring.



Summary

Total Groups	Total Lines	Lines Out of Svc	Lines Avail.	Trunks Busy	In Trys	Out Trys	Busy Ratio	Calls to Group
4	54	0	54	5	2	3	9.3%	3

Group Detail

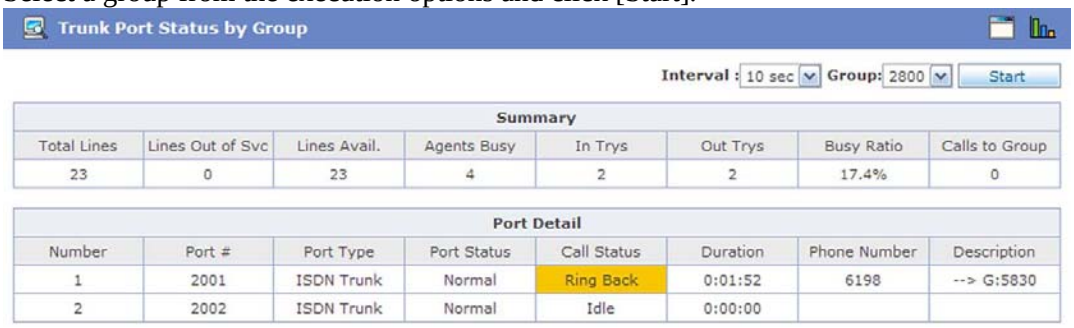
Group Number	Total Lines	Lines Out of Svc	Lines Avail.	Trunks Busy	In Trys	Out Trys	Busy Ratio	Calls to Group
2800	23	0	23	4	2	2	17.4%	0
2805	8	0	8	1	0	1	12.5%	0

Column	Description
Total Groups	Total number of trunk groups in the phone system.
Group Number	Trunk group number of current record.
Total Lines	Total number of lines (trunks) in this trunk group.
Lines Out of Svc.	Number of lines in an error condition.
Lines Avail.	Number of lines ready for use.
Trunks Busy	Number of busy trunk group agents (trunks).
In Trys	Number of inbound call attempts.
Out Trys	Number of outbound call attempts.
Busy Ratio	Ratio of busy lines to total lines available.
Calls to Group	Number of incoming calls to a group.

Trunk Port Status by Group

The Trunk Port Status by Group monitor is used to track call activity for all trunks in a specific trunk group.

Select a group from the execution options and click [Start].

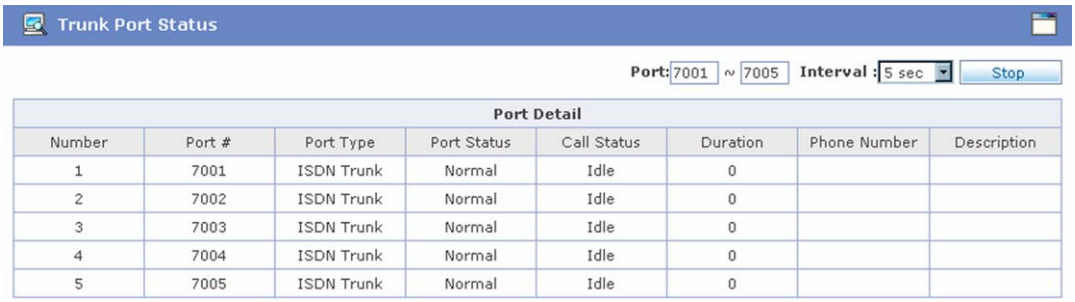


Column	Description
Total Lines	Total number of lines (trunks) in this trunk group.
Lines Out of Svc.	Number of lines in an error condition.
Lines Avail.	Number of lines ready for use.
Trunks Busy	Number of busy trunk group agents (trunks).
In Trys	Number of inbound call attempts.
Out Trys	Number of outbound call attempts.
Busy Ratio	Ratio of busy lines to total lines available.
Calls to Group	Number of incoming calls to a group.
Number	Record identifier for this trunk.
Port #	Trunk port number for this trunk.
Port Type	Device type for this trunk. (i.e. – ISDN Trunk)
Port Status	Current status of this trunk. (i.e. – Normal, Plug Out)
Call Status	Call status on this trunk. (i.e. – Idle, Connected)
Duration	Time this trunk has been in this status.
Phone Number	Outbound calls: Number dialed by internal user. Inbound calls: Caller ID received for this call.
Description	Brief description of call activity. (i.e. - → G:521 represents that this is an incoming call ringing group 521)

Trunk Port Status

The Trunk Port Status monitor is used to track call activity for a specific range of trunks.

Enter the range of trunk ports in the execution options and click [Start].



Column	Description
Number	Record identifier for this trunk.
Port #	Trunk port number for this trunk.
Port Type	Device type for this trunk. (i.e. – ISDN Trunk)
Port Status	Current status of this trunk. (i.e. – Normal, Plug Out)
Call Status	Call status on this trunk. (i.e. – Idle, Connected)
Duration	Time this trunk has been in this status.
Phone Number	Outbound calls: Number dialed by internal user. Inbound calls: Caller ID received for this call.
Description	Brief description of call activity. (i.e. - → G:521 represents that this is an incoming call ringing group 521)

Trunk Port Status by Call Time

The Trunk Port Status by Call Time monitor is used to track call activity for a specific range of trunks that have been connected for longer than a specific period of time.

Enter the range of trunk ports and select the duration of the trunk port, and click [Start].

Column	Description
Number	Record identifier for this trunk.
Port #	Trunk port number for this trunk.
Port Type	Device type for this trunk. (i.e. – ISDN Trunk)
Port Status	Current status of this trunk. (i.e. – Normal, Plug Out)
Call Status	Call status on this trunk. (i.e. – Idle, Connected)
Duration	Time this trunk has been in this status.
Phone Number	Outbound calls: Number dialed by internal user. Inbound calls: Caller ID received for this call.
Description	Brief description of call activity. (i.e. - → G:521 represents that this is an incoming call ringing group 521)

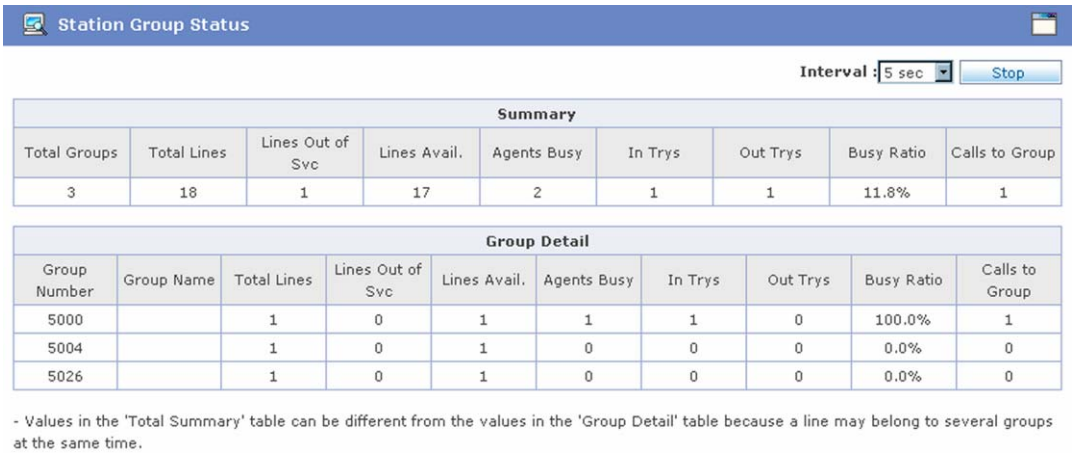
Station Monitoring

This function is used for monitoring the status of stations in the phone system.

Station Group Status

The Station Group Status monitor is used to track call volume status for all station groups in the phone system.

Click [Start] from the execution options to start the monitoring.



Summary

Total Groups	Total Lines	Lines Out of Svc	Lines Avail.	Agents Busy	In Trys	Out Trys	Busy Ratio	Calls to Group
3	18	1	17	2	1	1	11.8%	1

Group Detail

Group Number	Group Name	Total Lines	Lines Out of Svc	Lines Avail.	Agents Busy	In Trys	Out Trys	Busy Ratio	Calls to Group
5000		1	0	1	1	1	0	100.0%	1
5004		1	0	1	0	0	0	0.0%	0
5026		1	0	1	0	0	0	0.0%	0

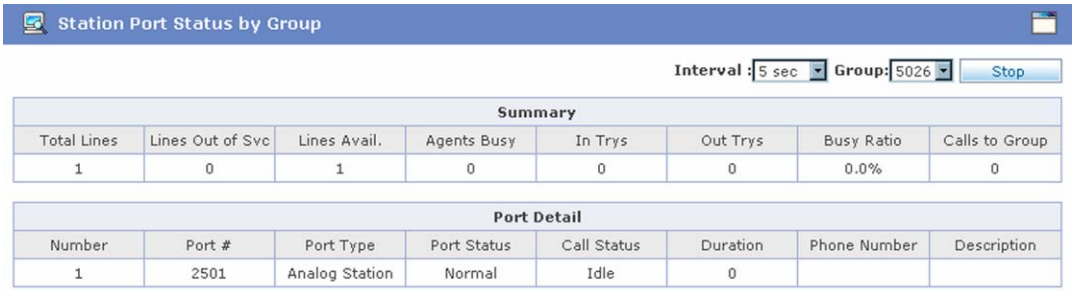
- Values in the 'Total Summary' table can be different from the values in the 'Group Detail' table because a line may belong to several groups at the same time.

Column	Description
Total Groups	Total number of station groups in the phone system.
Group Number	Station group number of current record.
Group Name	Name associated with this station group (if assigned).
Total Lines	Total number of lines (stations) in this station group.
Lines Out of Svc.	Number of lines in an error condition.
Lines Avail.	Number of lines ready for use.
Agents Busy	Number of busy station group agents (stations).
In Trys	Number of inbound call attempts.
Out Trys	Number of outbound call attempts.
Busy Ratio	Ratio of busy lines to total lines available.
Calls to Group	Number of incoming calls to a group.

Station Port Status by Group

The Station Port Status by Group monitor is used to track call activity for all stations in a specific station group.

Select a group from the execution options and click [Start].

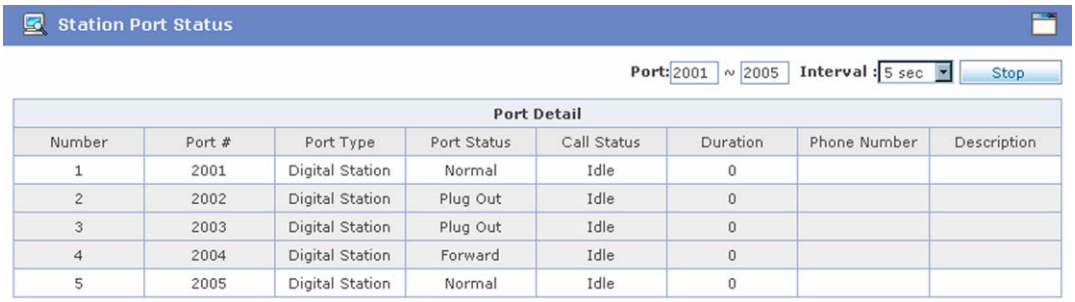


Column	Description
Total Lines	Total number of lines (stations) in this station group.
Lines Out of Svc.	Number of lines in an error condition.
Lines Avail.	Number of lines ready for use.
Agents Busy	Number of busy station group agents (stations).
In Trys	Number of inbound call attempts.
Out Trys	Number of outbound call attempts.
Busy Ratio	Ratio of busy lines to total lines available.
Calls to Group	Number of incoming calls to a group.
Number	Record identifier for this station.
Port #	Station port number for this station.
Port Type	Device type for this station. (i.e. – Digital Station)
Port Status	Current status of this station. (i.e. – Normal, Plug Out)
Call Status	Call status on this station. (i.e. – Idle, Connected)
Duration	Time this station has been in this status.
Phone Number	Outbound calls: Number dialed by internal user. Inbound calls: Caller ID received for this call.
Description	Brief description of call activity. (i.e. - ← G:549 represents that this is an outgoing internal call to group 549)

Station Port Status

The Station Port Status monitor is used to track call activity for a specific range of stations.

Enter the range of station ports in the execution options and click [Start].



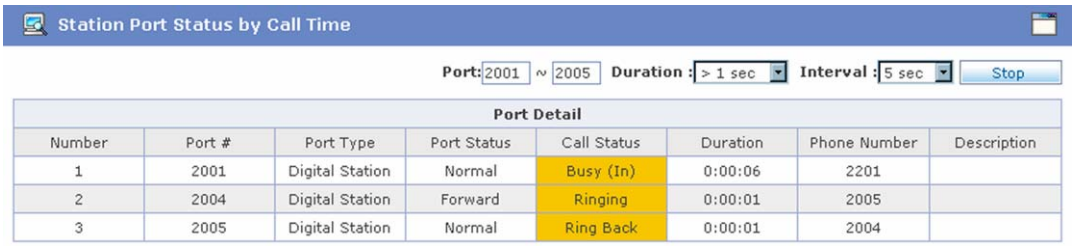
Number	Port #	Port Type	Port Status	Call Status	Duration	Phone Number	Description
1	2001	Digital Station	Normal	Idle	0		
2	2002	Digital Station	Plug Out	Idle	0		
3	2003	Digital Station	Plug Out	Idle	0		
4	2004	Digital Station	Forward	Idle	0		
5	2005	Digital Station	Normal	Idle	0		

Column	Description
Number	Record identifier for this station.
Port #	Station port number for this station.
Port Type	Device type for this station. (i.e. – Digital Station)
Port Status	Current status of this station. (i.e. – Normal, Plug Out)
Call Status	Call status on this station. (i.e. – Idle, Connected)
Duration	Time this station has been in this status.
Phone Number	Outbound calls: Number dialed by internal user. Inbound calls: Caller ID received for this call.
Description	Brief description of call activity. (i.e. - ← G:549 represents that this is an outgoing internal call to group 549)

Station Port Status by Call Time

The Station Port Status by Call Time monitor is used to track call activity for a specific range of stations that have been connected for longer than a specific period of time.

Enter the range of station ports and select the duration of the station port, and click [Start].



Column	Description
Number	Record identifier for this station.
Port #	Station port number for this station.
Port Type	Device type for this station. (i.e. – Digital Station)
Port Status	Current status of this station. (i.e. – Normal, Plug Out)
Call Status	Call status on this station. (i.e. – Idle, Connected)
Duration	Time this station has been in this status.
Phone Number	Outbound calls: Number dialed by internal user. Inbound calls: Caller ID received for this call.
Description	Brief description of call activity. (i.e. - ← G:549 represents that this is an outgoing internal call to group 549)

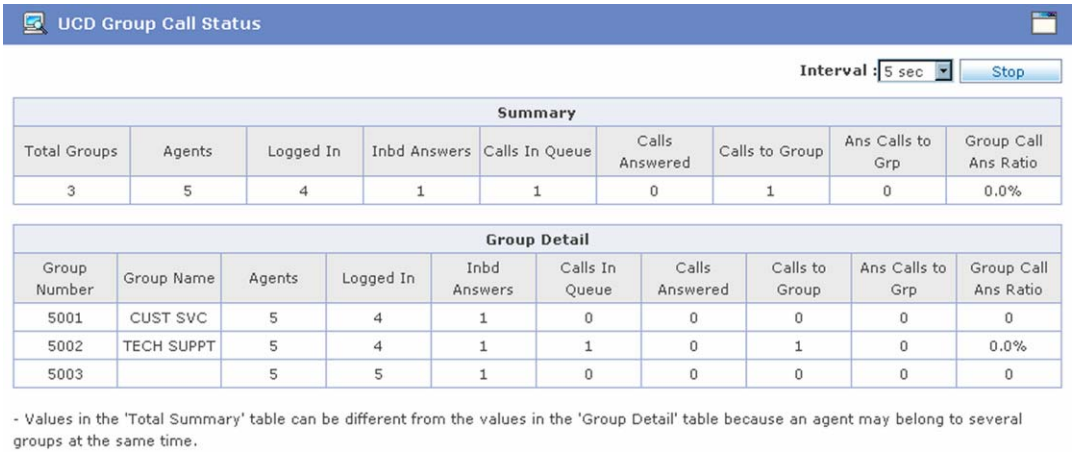
UCD Monitoring

This function is used for monitoring the status of UCD groups and agents in the phone system.

UCD Group Call Status

The UCD Group Call Status monitor is used to track call volume information for all UCD groups in the phone system.

Click [Start] from the execution options to start the monitoring.



Summary

Total Groups	Agents	Logged In	Inbd Answers	Calls In Queue	Calls Answered	Calls to Group	Ans Calls to Grp	Group Call Ans Ratio
3	5	4	1	1	0	1	0	0.0%

Group Detail

Group Number	Group Name	Agents	Logged In	Inbd Answers	Calls In Queue	Calls Answered	Calls to Group	Ans Calls to Grp	Group Call Ans Ratio
5001	CUST SVC	5	4	1	0	0	0	0	0
5002	TECH SUPPT	5	4	1	1	0	1	0	0.0%
5003		5	5	1	0	0	0	0	0

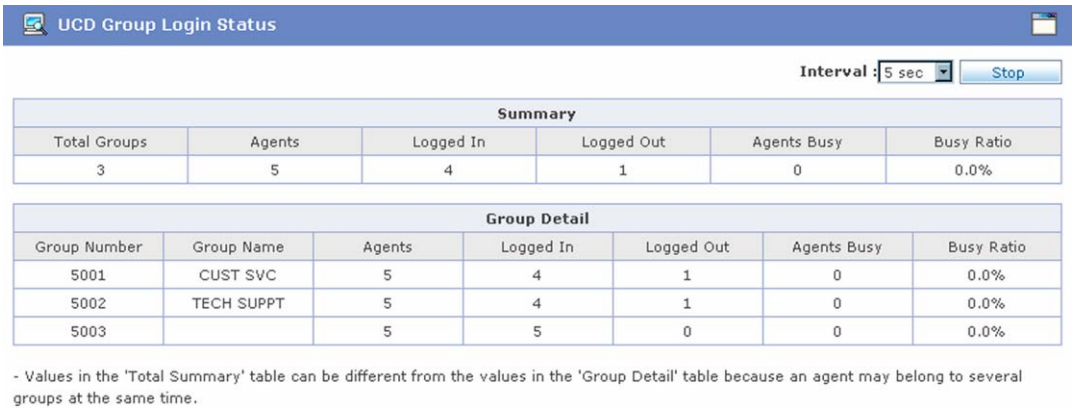
- Values in the 'Total Summary' table can be different from the values in the 'Group Detail' table because an agent may belong to several groups at the same time.

Column	Description
Total Groups	Total number of station groups in the phone system.
Group Number	Station group number of current record.
Group Name	Name associated with this station group (if assigned).
Agents	Number of agents in this UCD group.
Logged In	Number of agents currently logged in to the UCD group.
Inbd Answers	Number of inbound calls currently ringing an agent.
Calls In Queue	Number of calls waiting to be answered by an agent.
Calls Answered	Number of inbound calls currently speaking to an agent.
Calls to Group	Number of ringing calls directed to the UCD group.
Ans Calls to Grp	Number of connected calls directed to UCD group.
Group Call Answer Ratio	Ratio of answered group calls to total inbound calls.

UCD Group Login Status

The UCD Group Login Status monitor is used to track agent busy and login status for all UCD groups in the phone system.

Click [Start] from the execution options.



Summary					
Total Groups	Agents	Logged In	Logged Out	Agents Busy	Busy Ratio
3	5	4	1	0	0.0%

Group Detail						
Group Number	Group Name	Agents	Logged In	Logged Out	Agents Busy	Busy Ratio
5001	CUST SVC	5	4	1	0	0.0%
5002	TECH SUPPT	5	4	1	0	0.0%
5003		5	5	0	0	0.0%

- Values in the 'Total Summary' table can be different from the values in the 'Group Detail' table because an agent may belong to several groups at the same time.

Column	Description
Total Groups	Total number of station groups in the phone system.
Group Number	Station group number of current record.
Group Name	Name associated with this station group (if assigned).
Agents	Number of agents in this UCD group.
Logged In	Number of agents currently logged in to the UCD group.
Logged Out	Number of agents logged out
Agents Busy	Number of agents busy.
Busy Ratio	Ratio of busy agents to agents logged in.

UCD Agent Status

The UCD Agent Status monitor is used to track call activity for all agents in a specific UCD group. The Agent Detail section is color coded to provide at-a-glance status information for all agents.

Choose a UCD group and click [Start] from the execution options. To hide agents that are logged out or whose phones are unplugged uncheck the 'Show Plug Out / Log Out' checkbox.

Column	Description
Group Number	Group number for this UCD group.
Group Name	Name associated with this station group (if assigned).
Agents	Number of agents in this UCD group.
Logged In	Number of agents currently logged in to the UCD group.
Logged Out	Number of agents logged out
Agents Busy	Number of agents busy.
Busy Ratio	Ratio of busy agents to agents logged in.
Number	Record identifier for this station.
Port #	Station port number for this station.
Port Status	Current status of this station. (i.e. – Normal, Plug Out)
Agent PIN	PIN number that this agent logged in with (if any).
Agent Name	Name associated with this station or, if set, this PIN number.
Agent State	Current status of this agent. (i.e. – Log In, Wrap Up)
Call Status	Call status on this station. (i.e. – Idle, Connected)
Duration	Time this station has been in this status.
Phone Number	Outbound calls: Number dialed by internal user. Inbound calls: Caller ID received for this call.

UCD Overall Agent Status

The UCD Overall Agent Status monitor is used to track call activity for all agents in all UCD groups. The Agent Detail section is color coded to provide at-a-glance status information for all agents.

Click [Start] from the execution options.

UCD Overall Agent Status

Interval : 10 sec Start

Summary

Total Groups	Agents	Logged In	Logged Out	Agents Busy	Busy Ratio
4	5	4	1	0	0.0%

Agent Detail

Group Number	Group Name	Port #	Port Status	Agent PIN	Agent Name	Agent State	Call Status	Duration	Phone Number
5001		2001	Forward	6257		Log In	Idle	0	
		2004	Forward	-	-	Log In	Idle	0	
		2005	Normal	6256		Log In	Idle	0	
		2201	Forward	-	-	Log In	Idle	0	
		2202	Plug Out	-	-	Log Out	Idle	0	
5002		2001	Forward	6257		Log In	Idle	0	
		2004	Forward	-	-	Log Out	Idle	0	
		2005	Normal	6256		Log Out	Idle	0	
		2201	Forward	-	-	Log Out	Idle	0	
		2202	Plug Out	-	-	Log Out	Idle	0	

Column	Description
Total Groups	Total number of UCD groups in the phone system.
Agents	Number of unique agents among all UCD groups.
Logged In	Number of unique agents currently logged in to UCD groups.
Logged Out	Number of unique agents logged out.
Agents Busy	Number of unique agents busy.
Busy Ratio	Ratio of busy agents to agents logged in.
Group Number	Group number for this UCD group.
Group Name	Name associated with this station group (if assigned).
Port #	Station port number for this station.
Port Status	Current status of this station. (i.e. – Normal, Plug Out)
Agent PIN	PIN number that this agent logged in with (if any).
Agent Name	Name associated with this station or, if set, this PIN number.
Agent State	Current status of this agent. (i.e. – Log In, Wrap Up)
Call Status	Call status on this station. (i.e. – Idle, Connected)
Duration	Time this station has been in this status.
Phone Number	Outbound calls: Number dialed by internal user. Inbound calls: Caller ID received for this call.

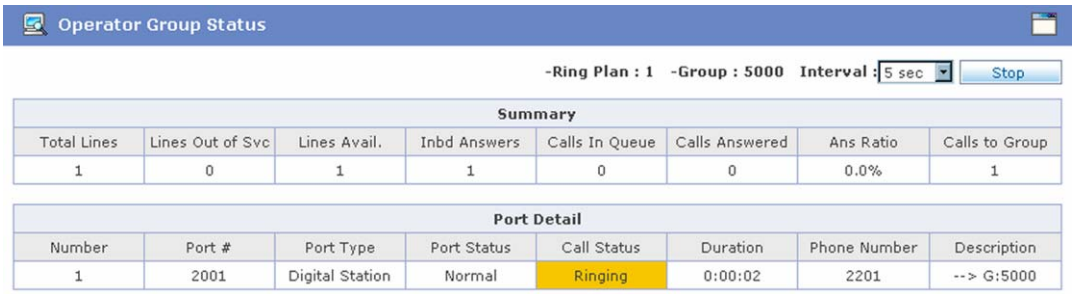
Miscellaneous

This function is used for monitoring miscellaneous ports in the phone system.

Operator Group Status

The Operator Group Status monitor is used to track call activity to the phone system's operator group.

Click [Start] from the execution options to start the monitoring.

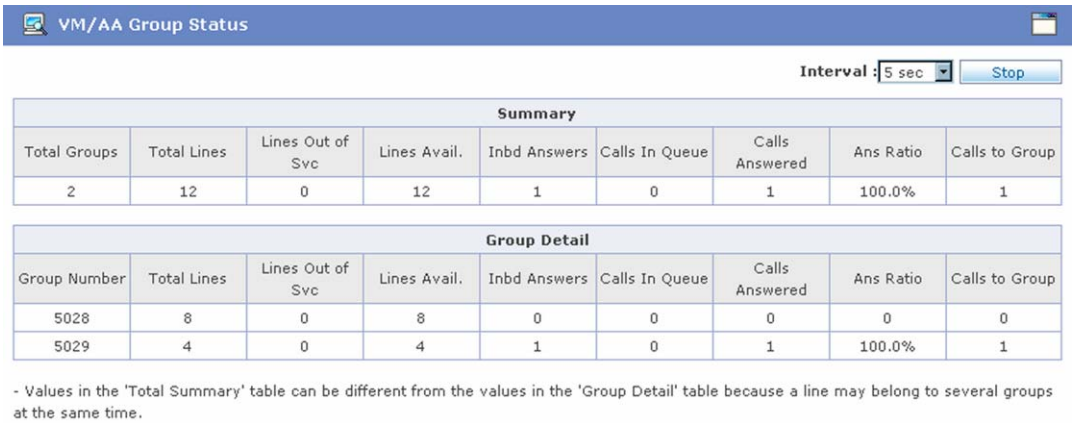


Column	Description
Ring Plan	This is the ring plan that the system is currently operating in.
Group	This is the group number of the operator group in the system.
Total Lines	Total number of lines (stations) in the operator group.
Lines Out of Svc.	Number of lines in an error condition.
Lines Avail.	Number of lines ready for use.
Inbd Answers	Number of inbound calls currently ringing the operator group.
Calls In Queue	Number of calls waiting to be answered by the operator group.
Calls Answered	Number of inbound calls currently speaking to an operator.
Ans Ratio	Ratio of answered group calls to total inbound calls.
Calls to Group	Number of ringing calls directed to the operator group.
Number	Record identifier for this station.
Port #	Station port number for this station.
Port Type	Device type for this station. (i.e. – Digital Station)
Port Status	Current status of this station. (i.e. – Normal, Plug Out)
Call Status	Call status on this station. (i.e. – Idle, Connected)
Duration	Time this station has been in this status.
Phone Number	Outbound calls: Number dialed by internal user. Inbound calls: Caller ID received for this call.
Description	Brief description of call activity.

VM/AA Group Status

The VM / AA Group Status monitor is used to track call activity to all voicemail and automated attendant groups in the phone system.

Click [Start] from the execution options.



Summary

Total Groups	Total Lines	Lines Out of Svc	Lines Avail.	Inbd Answers	Calls In Queue	Calls Answered	Ans Ratio	Calls to Group
2	12	0	12	1	0	1	100.0%	1

Group Detail

Group Number	Total Lines	Lines Out of Svc	Lines Avail.	Inbd Answers	Calls In Queue	Calls Answered	Ans Ratio	Calls to Group
5028	8	0	8	0	0	0	0	0
5029	4	0	4	1	0	1	100.0%	1

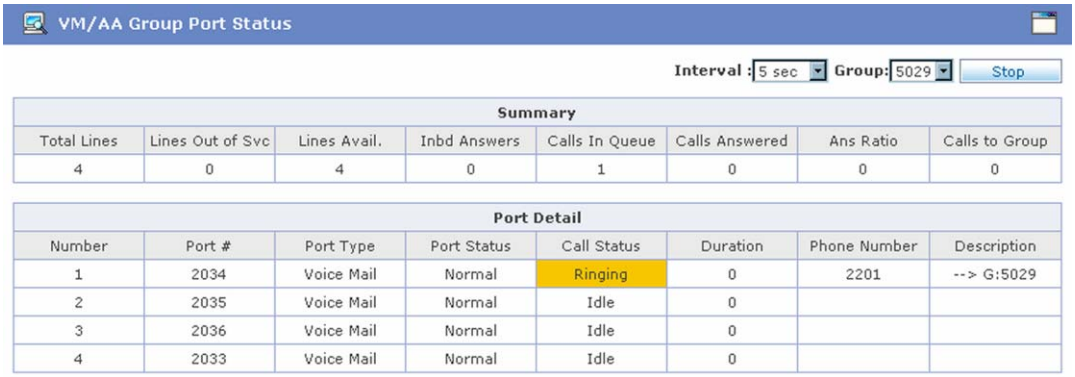
- Values in the 'Total Summary' table can be different from the values in the 'Group Detail' table because a line may belong to several groups at the same time.

Column	Description
Total Groups	Total number of voicemail and automated attendant groups in the phone system.
Group Number	VM / AA group number of current record.
Total Lines	Total number of lines (extensions) in the VM / AA group.
Lines Out of Svc.	Number of lines in an error condition.
Lines Avail.	Number of lines ready for use.
Inbd Answers	Number of inbound calls currently ringing the VM / AA group.
Calls In Queue	Number of calls waiting to be answered by the VM / AA group.
Calls Answered	Number of inbound calls currently connected to a voicemail or automated attendant port.
Ans Ratio	Ratio of answered group calls to total inbound calls.
Calls to Group	Number of ringing calls directed to the VM / AA group.

VM/AA Group Port Status

The VM / AA Group Port Status monitor is used to track call activity to a specific voicemail or automated attendant group.

Select a group from the execution options and click [Start].



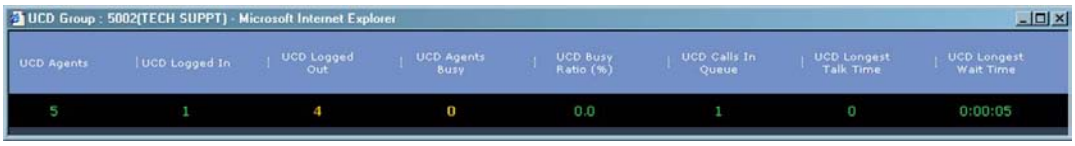
Summary							
Total Lines	Lines Out of Svc	Lines Avail.	Inbd Answers	Calls In Queue	Calls Answered	Ans Ratio	Calls to Group
4	0	4	0	1	0	0	0

Port Detail							
Number	Port #	Port Type	Port Status	Call Status	Duration	Phone Number	Description
1	2034	Voice Mail	Normal	Ringing	0	2201	--> G:5029
2	2035	Voice Mail	Normal	Idle	0		
3	2036	Voice Mail	Normal	Idle	0		
4	2033	Voice Mail	Normal	Idle	0		

Column	Description
Total Lines	Total number of lines (extensions) in the VM / AA group.
Lines Out of Svc.	Number of lines in an error condition.
Lines Avail.	Number of lines ready for use.
Inbd Answers	Number of inbound calls currently ringing the VM / AA group.
Calls In Queue	Number of calls waiting to be answered by the VM / AA group.
Calls Answered	Number of inbound calls currently connected to a voicemail or automated attendant port.
Ans Ratio	Ratio of answered group calls to total inbound calls.
Calls to Group	Number of ringing calls directed to the VM / AA group.
Number	Record identifier for this station.
Port #	Extension port number for this VM / AA port.
Port Type	Device type for this VM / AA port. (i.e. – Voice Mail)
Port Status	Current status of this VM / AA port. (i.e. – Normal, Plug Out)
Call Status	Call status on this VM / AA port. (i.e. – Idle, Connected)
Duration	Time this VM / AA port has been in this status.
Phone Number	Outbound calls: Number dialed by internal user. Inbound calls: Caller ID received for this call.
Description	Brief description of call activity.

Wallboard

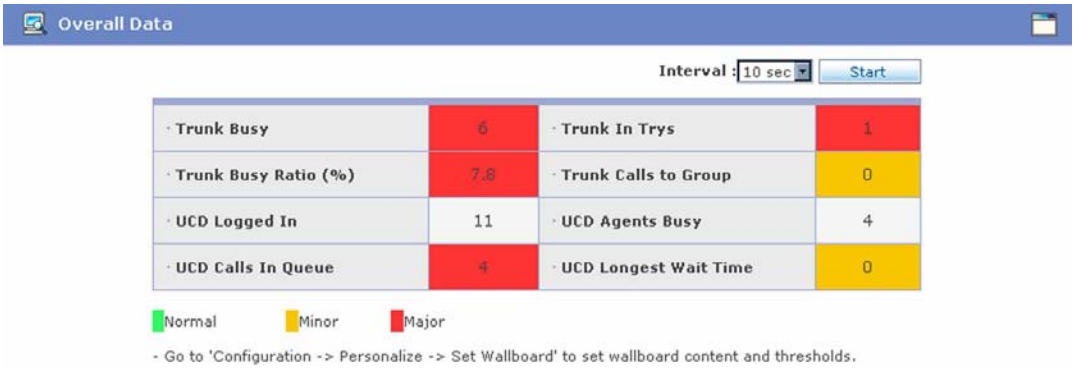
This function simulates a hardware readerboard, and provides status information on trunks and UCD groups. Clicking the New Page icon for a wallboard window will display a readerboard style window as shown below.



Overall Data

The Overall Data wallboard is used to track all call activity to trunks, UCD groups, and UCD agents in one centralized window. Fields displayed can be customized from the 'Configuration->Personalize->Configure Wallboard' menu.

Click [Start] from the execution options.



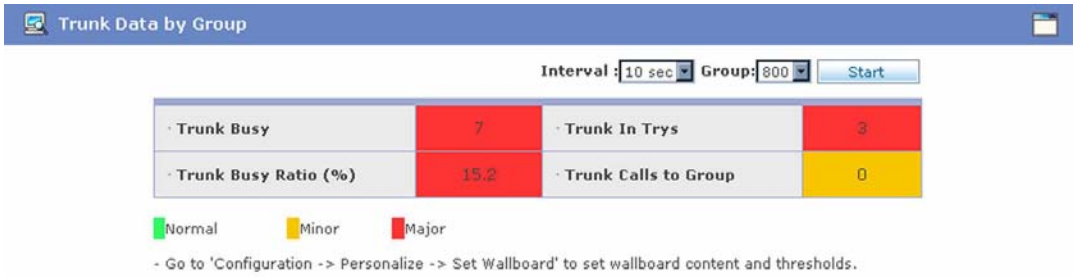
Column	Description
Trunk Total Lines	Total number of lines (trunks).
Trunk Lines Out of Svc.	Number of lines in an error conditions.
Trunk Lines Avail.	Number of lines available for use.
Trunk Agents Busy	Number of busy agents (trunks).
Trunk In Trys	Number of inbound call attempts.
Trunk Out Trys	Number of outbound call attempts.
Trunk Busy Ratio	Ratio of busy trunks to trunks available.
Trunk Calls to Group	Number of inbound calls directed to a group.
Trunk Longest Call Time	Longest call time for calls currently connected.
UCD Agents	Total number of UCD agents in the group.
UCD Logged In	Number of UCD agents currently logged in.
UCD Logged Out	Number of UCD agents logged out of the group.
UCD Agents Busy	Number of UCD agents busy.

Column	Description
UCD Busy Ratio	Ratio of busy agents to free agents.
UCD Inbd Answers	Number of calls connected to the UCD group.
UCD Calls In Queue	Number of calls queued to the UCD group.
UCD Calls Answered	Number of calls answered by UCD agents.
UCD Calls to Group	Number of calls directed to the UCD group.
UCD Ans Calls to Grp	Number of answered calls directed to a UCD group.
UCD Group Call Ans Ratio	Ratio of calls answered to calls offered to group.
UCD Longest Talk Time	Longest talk time for calls currently connected.
UCD Longest Wait Time	Longest wait time for calls currently in queue.
UCD Longest Wait Time Today	Longest wait time out of all calls in the current day
UCD Answered Calls Today	Total number of calls anwered in the current day
UCD Abandoned Calls Today	Total number of calls abandoned in the current day

Trunk Data by Group

The Trunk Data by Group wallboard is used to track all call activity for a specific trunk group. The trunk portion of the 'Configuration->Personalize->Configure Wallboard' page determines the fields displayed.

Click [Start] from the execution options.

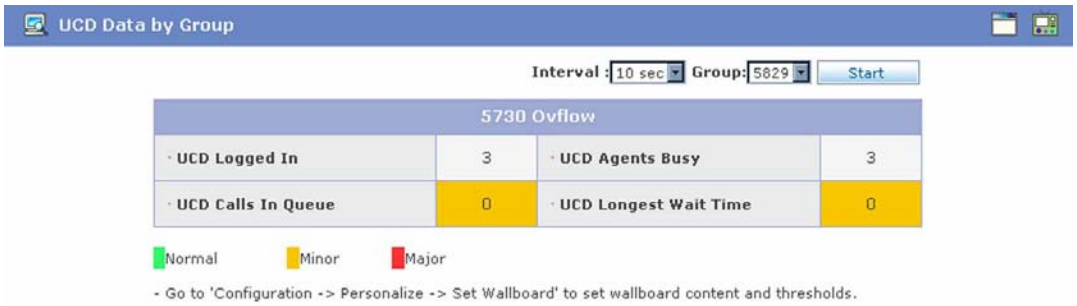


Column	Description
Trunk Total Lines	Total number of lines (trunks).
Trunk Lines Out of Svc.	Number of lines in an error conditions.
Trunk Lines Avail.	Number of lines available for use.
Trunk Agents Busy	Number of busy agents (trunks).
Trunk In Trys	Number of inbound call attempts.
Trunk Out Trys	Number of outbound call attempts.
Trunk Busy Ratio	Ratio of busy trunks to trunks available.
Trunk Calls to Group	Number of inbound calls directed to a group.
Trunk Longest Call Time	Longest call time for calls currently connected.

UCD Data by Group

The UCD Data by Group wallboard is used to track all call activity for a speciufic UCD group. The UCD portion of the 'Configuration->Personalize->Set Wallboard' page determines the fields displayed.

Click [Start] from the execution options.



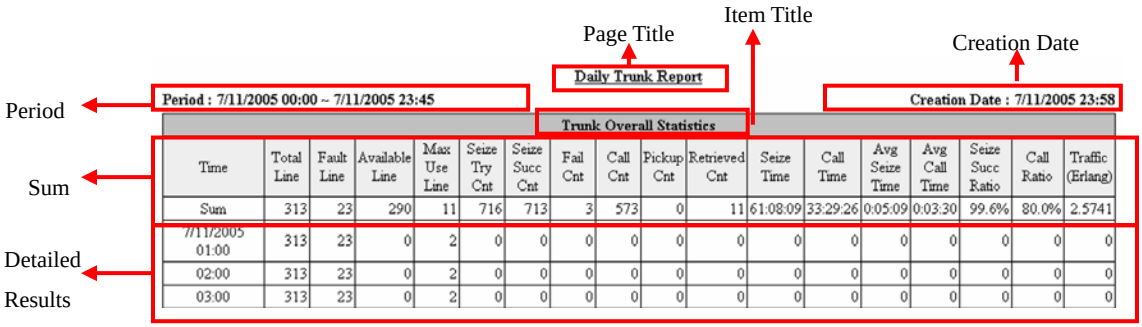
Column	Description
UCD Agents	Total number of UCD agents in the group.
UCD Logged In	Number of UCD agents currently logged in.
UCD Logged Out	Number of UCD agents logged out of the group.
UCD Agents Busy	Number of UCD agents busy.
UCD Busy Ratio	Ratio of busy agents to free agents.
UCD Inbd Answers	Number of calls connected to the UCD group.
UCD Calls In Queue	Number of calls queued to the UCD group.
UCD Calls Answered	Number of calls answered by UCD agents.
UCD Calls to Group	Number of calls directed to the UCD group.
UCD Ans Calls to Grp	Number of answered calls directed to a UCD group.
UCD Group Call Ans Ratio	Ratio of calls answered to calls offered to group.
UCD Longest Talk Time	Longest talk time for calls currently connected.
UCD Longest Wait Time	Longest wait time for calls currently in queue.
UCD Longest Wait Time Today	Longest wait time out of all calls in the current day
UCD Answered Calls Today	Total number of calls anwered in the current day
UCD Abandoned Calls Today	Total number of calls abandoned in the current day

CHAPTER 6. Scheduled Reports

This chapter describes the scheduled reporting functions of the OfficeServ DataView Web application. Scheduled reports include specific trunk reports and UCD reports selected by the user. Refer to 'Chapter 4. Statistics' for descriptions of report items.

Scheduled Report Window Layout

The general layout of a scheduled report window is shown below:



Time	Total Line	Fault Line	Available Line	Max Use Line	Seize Try Cnt	Seize Succ Cnt	Fail Cnt	Call Cnt	Pickup Cnt	Retrieved Cnt	Seize Time	Call Time	Avg Seize Time	Avg Call Time	Seize Succ Ratio	Call Ratio	Traffic (Erlang)
Sum	313	23	290	11	716	713	3	573	0	11	61:08:09	33:29:26	0:05:09	0:03:30	99.6%	80.0%	2.5741
7/11/2005 01:00	313	23	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
02:00	313	23	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
03:00	313	23	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0

Page Title

This is the title of the current report: Daily Trunk Report, Daily UCD Report, Weekly Trunk Report, Weekly UCD Report, Monthly Trunk Report, or Monthly UCD Report.

Period

This section of the window displays the time period that this report was created for.

Creation Date

This section of the window displays the time and date that the current daily, weekly, or monthly report was created.

Item Title

This section displays the title of each table. Configuration of the tables to display is discussed in the 'Report Scheduling' section of 'Chapter 3. OfficeServ DataView Menus'.

Summary Data

This section of the window displays the summary of each detailed data item.

Detailed Data

This section of the window displays detailed results for the selected sub-menu.

CHAPTER 7. Troubleshooting

This chapter provides information on problems that may occur during the installation and operation of OfficeServ DataView, and describes proper actions to resolve each problem.

ODBC Version Error

Symptom

An error message related to ODBC(Open Database Connectivity) appears on the window.

Cause

In order to use the OfficeServ DataView program with MDB, the version of Microsoft Access Driver(*.mdb) must be 4.0 or later. Although the Microsoft Access Driver 4.0 for ODBC is automatically installed during the installation of OfficeServ DataView, the driver may not have been automatically installed on certain PC configurations.

Resolution

Connect to the Microsoft site and download the latest version of Microsoft Jet Driver. Install the driver on the PC and restart the OfficeServ DataView program.

I cannot open the monitoring pages!

Symptom

Upon selecting any of the monitors the following error may appear:

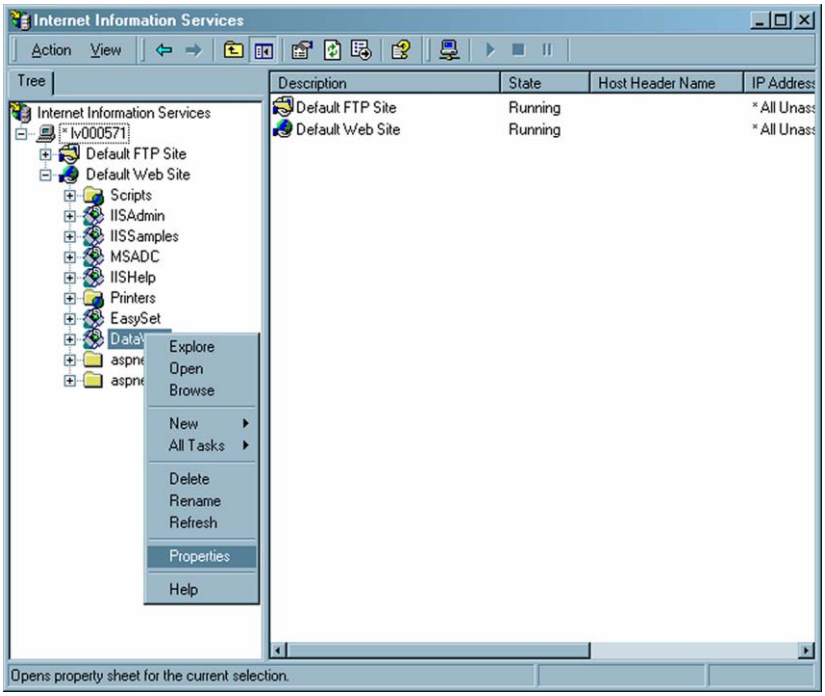
> Server object error 'ASP 0178 : 80070005'
> Server.CreateObject Access Error
> The call to Server.CreateObject failed while checking permissions. Access is denied to this object.

Cause

The authenticated user for the Visual Basic (VB) run-time file (Msvbvm60.dll) does not have sufficient permissions. The authenticated user is the IUSR_*computername* account when using anonymous access, or the user that is authenticated with the Web page if other access methods are used.

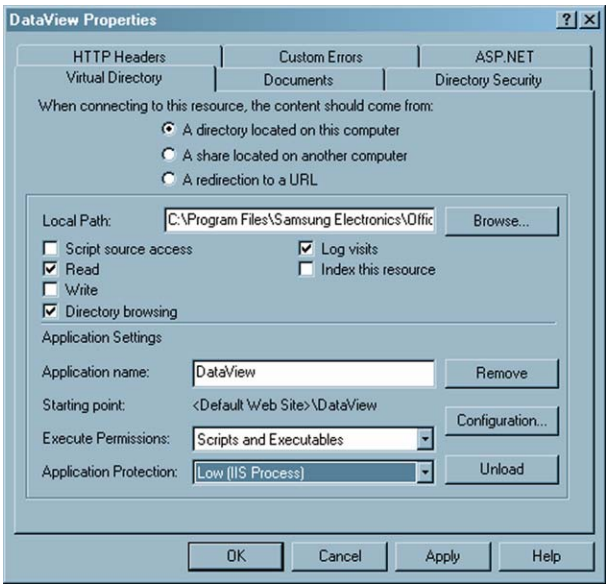
Resolution

Click [Start] and select [Settings] → [Control Panel] → [Administrative Tools] → [Internet Service Manager].
Expand [Default Web Site] folder and right click [DataView] web application.



Select the [Properties] option.

This will open the [DataView Properties] dialog.



Set the [Application Protection] option as ‘Low (IIS Process)’.
Click [OK].

I cannot save the Scheduled Report options!

Symptom

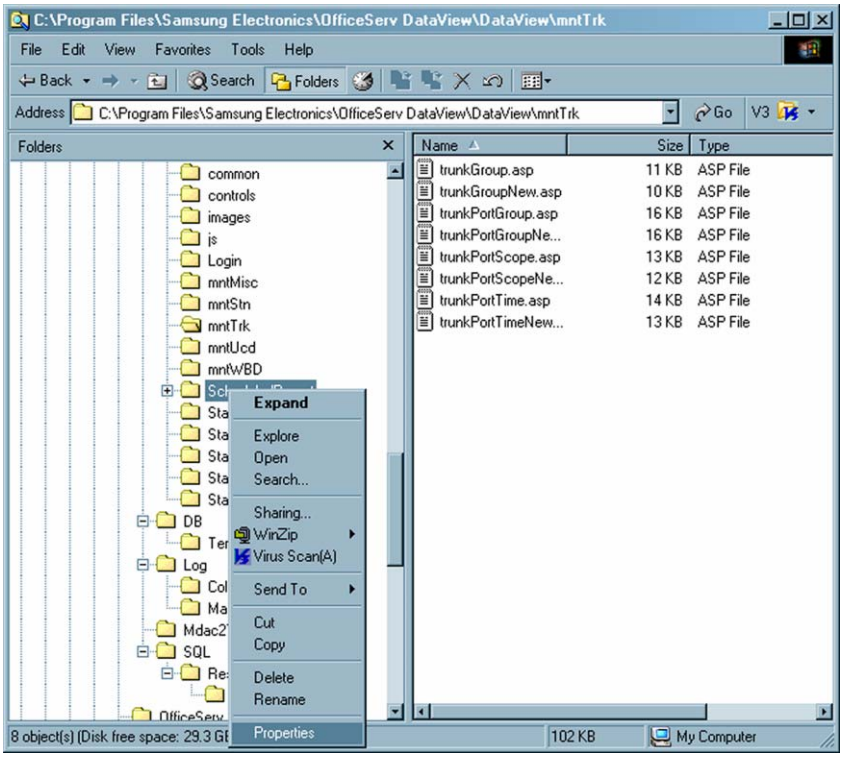
Upon making any changes to the [Configure Daily/Weekly/Monthly Report] pages options are reset to the defaults.

Cause

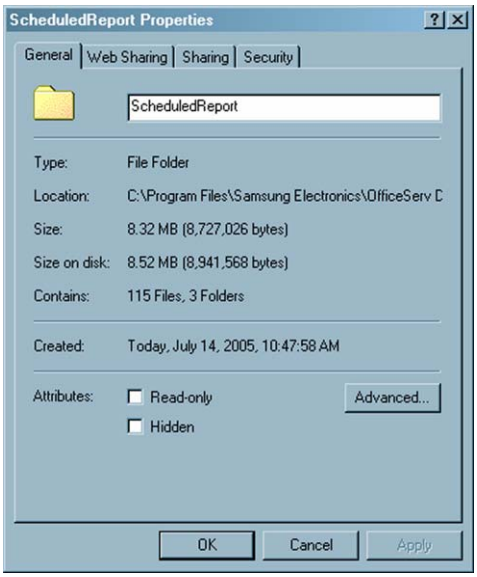
The IUSR_*computername* account does not have sufficient permissions to access the report configuration INI file, or the configuration file was set to read only upon installation of OfficeServ DataView.

Resolution

Open the Windows Explorer, and open the [DataView] folder under the [OfficeServ DataView] program folder. The default installation location is ‘C:\Program Files\Samsung Electronics\’.
Select the [ScheduledReport] folder and click the right mouse button.

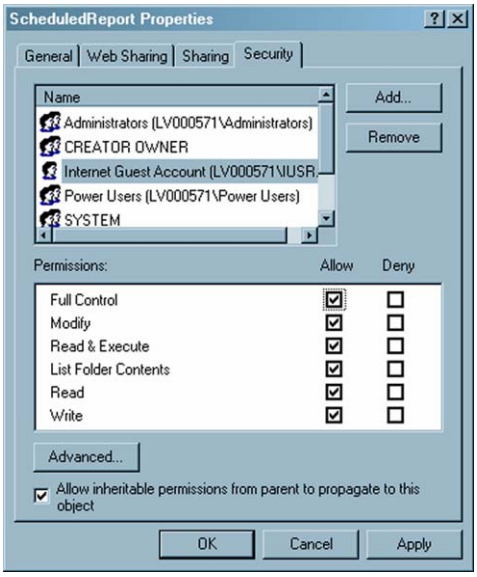


Select [Properties] option. This will open the [Scheduled Report Properties] window.



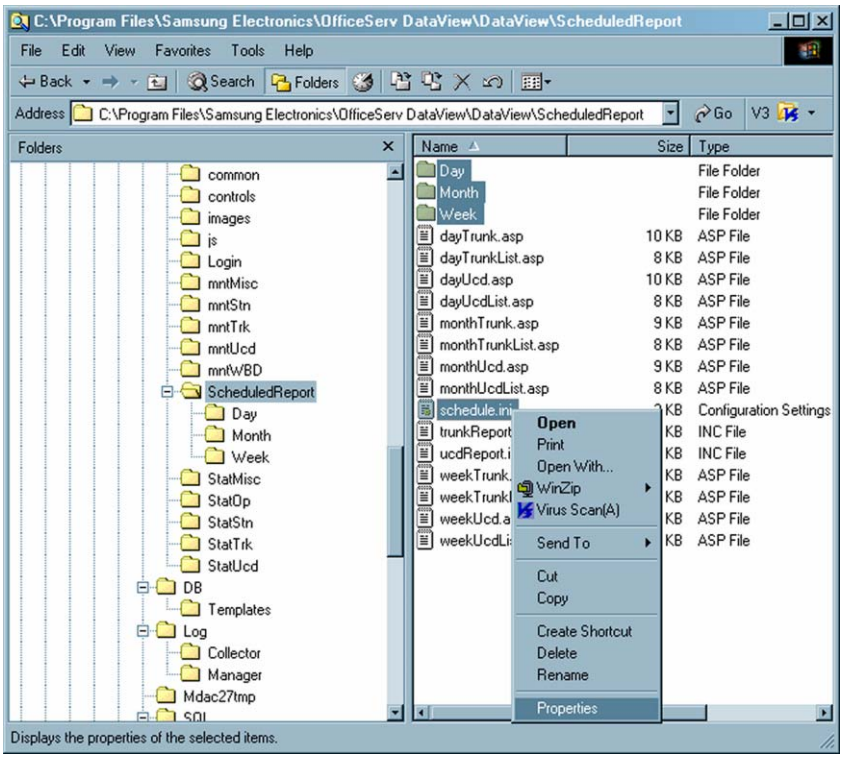
If the ‘Read-only attribute’ is set, clear it.

Select the [Security] tab.

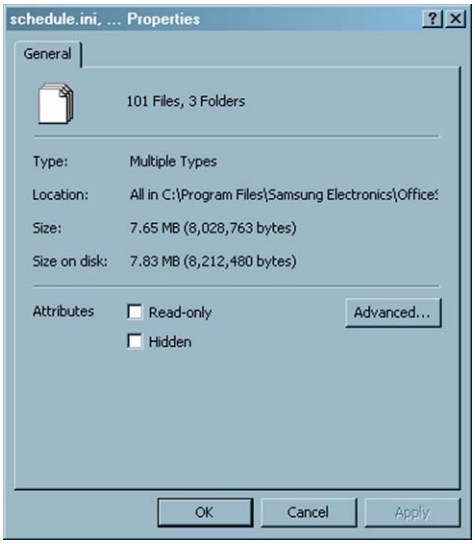


Add ‘Internet Guest Account’ (IUSR_*computername*) and give ‘Full Control’ to that account. Click [OK].

Select ‘Day’, ‘Week’, ‘Month’ folders and the ‘schedule.ini’ file in the [ScheduledReport] folder and click the right mouse button.



Select the [Properties] option.
Confirm that the ‘Read-only’ attribute is not set.



I cannot add/delete/modify accounts!

Symptom

When trying to add / modify / delete users when OfficeServ DataView is in the Microsoft Access configuration, the following error may be displayed:

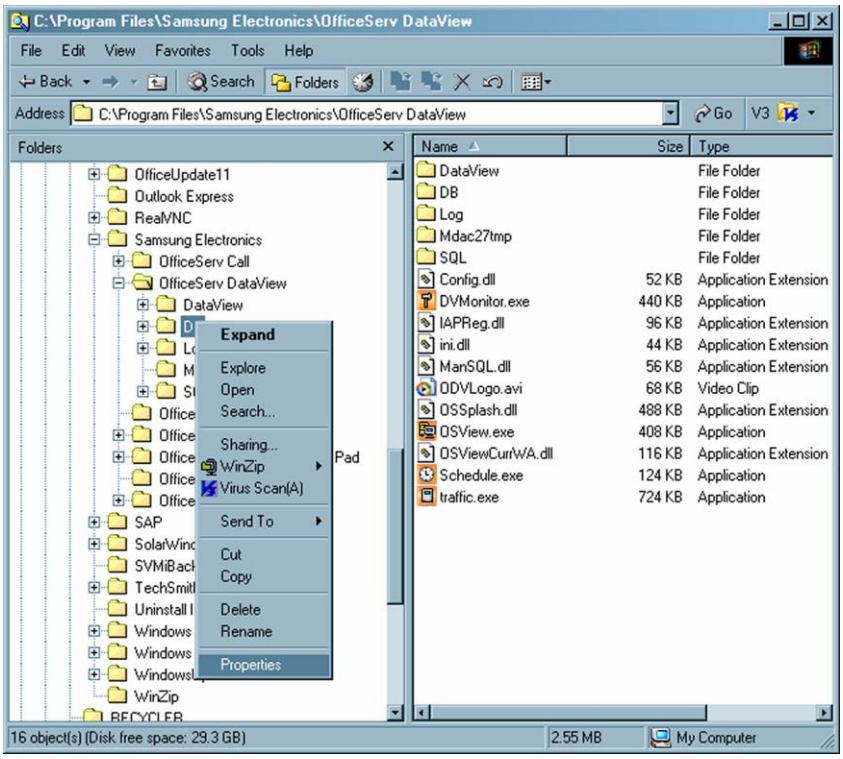
> Microsoft JET Database Engine (0x80004005)
>
> Operation must use an updateable query.
>
> *filename, line number*

Cause

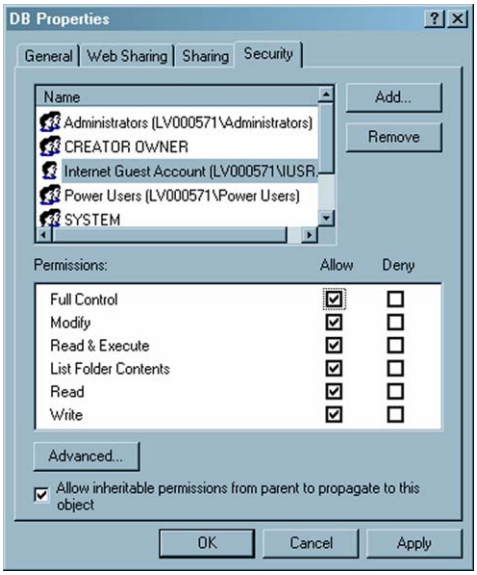
The IUSR_*computername* account does not have sufficient permissions to access the database file.

Resolution

Open the Windows Explorer, and open the [DB] folder under the [OfficeServ DataView] program folder. The default installation location is 'C:\Program Files\Samsung Electronics\'. Click the right mouse button and choose Properties.



This will display the [DB Properties] window.



Select [Security] tab and give full control to the Users group.
Click [OK].

I cannot save [Personalize] configurations!

Symptom

When trying to save Personalize options, such as Skin, the following error may be displayed if OfficeServ DataView is using the Microsoft Access configuration:

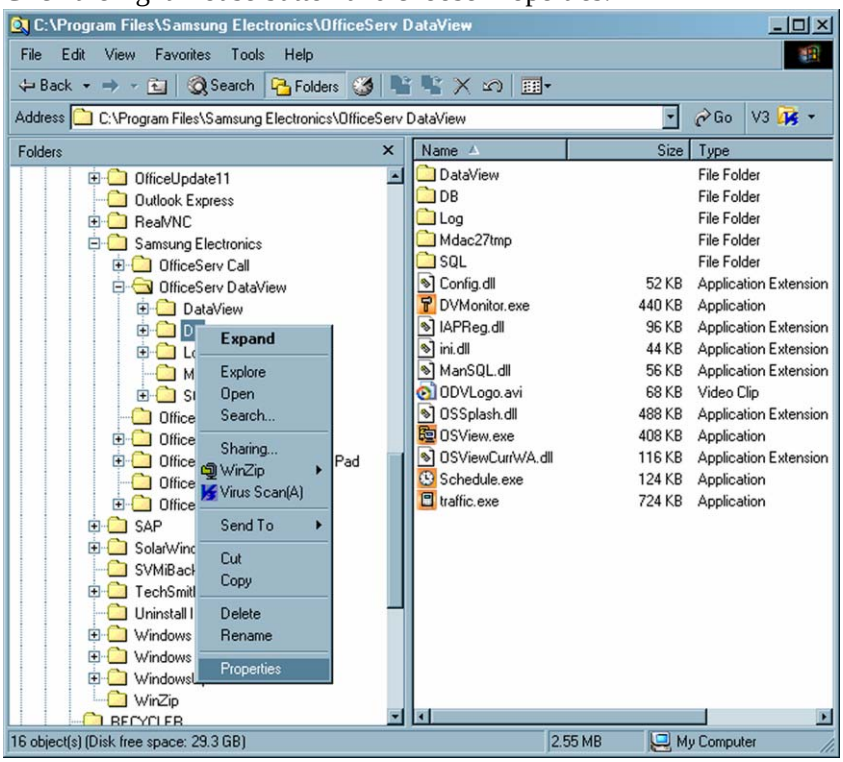
> Microsoft JET Database Engine (0x80004005)
>
> Operation must use an updateable query.
>
> *filename, line number*

Cause

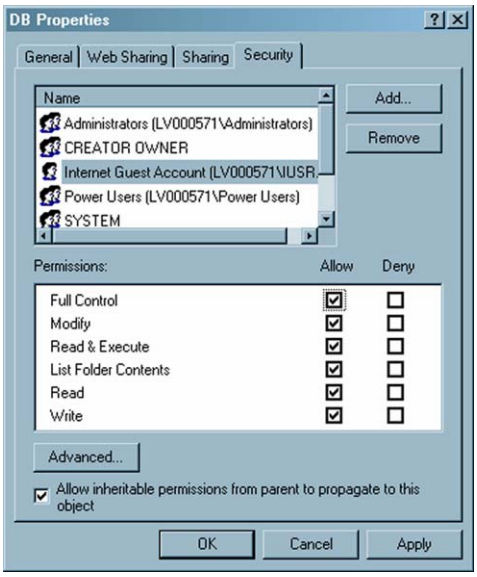
The IUSR_*computername* account does not have sufficient permissions to access database file.

Resolution

Open the Windows Explorer, and open the [DB] folder under the [OfficeServ DataView] program folder. The default installation location is 'C:\Program Files\Samsung Electronics\'. Click the right mouse button and choose Properties.



This will display the [DB Properties] window.



Select [Security] tab and give full control to the Users group.
Click [OK].

I cannot save the exported excel report!

Symptom

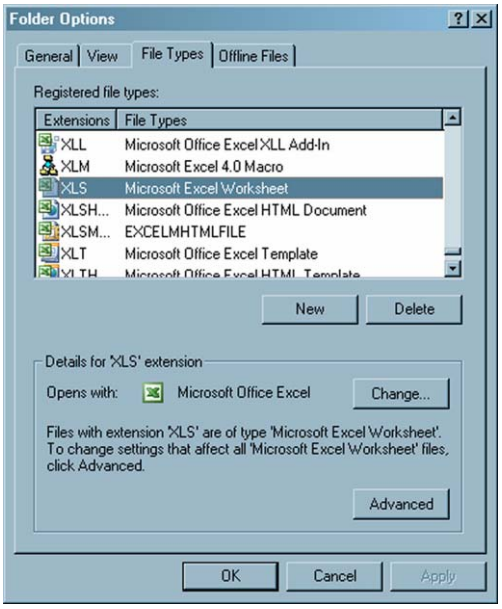
When exporting a report into excel, it is opened in the internet explorer browser window without any menu or toolbar.

Cause

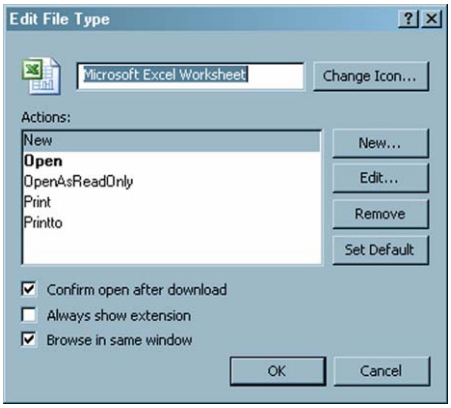
The system ifs configured to open ‘XLS’ files in a browser window.

Resolution

Open the Windows Explorer and select [Tools] → [Folder Options…].
Select the [File Types] tab then select [XLS] from the [Registered file types] list and click the [Advanced] button



When the [Edit File Type] dialog opens, clear the ‘Browse in same window’ option.



DataView shows that a trunk is busy, but it is not!

Symptom

When you monitor stations, agents, or trunks DataView may show a call on the device, but the device is actually idle.

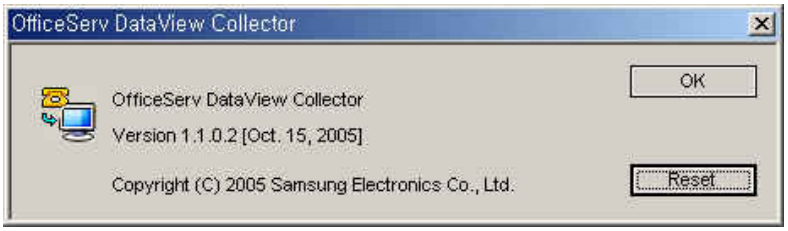
Cause

This “stuck call” issue can occur is a TAPI event is lost between the OfficeServ phone switch and OfficeServ Link, or between OfficeServ Link and DataView. These lost events can be due to extremely high network traffic or extremely high call volume through the switch.

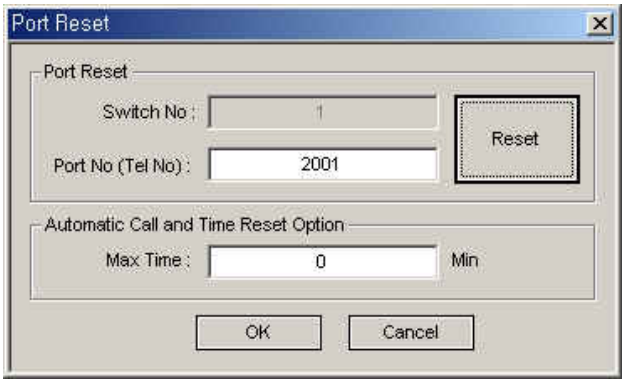
Resolution

There are two ways to sovle a stuck call issue. One is to reset all DataView modules. This forces DataView to download the status of all ports again and will clear any stuck calls. This is considered a fairly severe step to resovle the issue.

The second method is to use the Data Collector’s port reset feature. To access this feature open the About box of Collector, the you will see this dialog:



Click the [Reset] button, then Port Reset dialog will appear.



Enter the extension or trunk number of the stuck line and click the [Reset] button.

The Automatic Call and Time Reset Option can be used to automatically clear any calls with a time greater than the Max Time specified. It is recommended that this value be left at the default (0) to disable this functionality.

ANNEX A. Abbreviations

A

AA	Automated Attendant

C

CID	Caller Identification
COM	Component Object Model
CPU	Central Processing Unit

D

DB	Database
DID	Direct Inward Dialing
DND	Do Not Disturb
DOD	Direct Outward Dialing

I

ID	Identification
IIS	Internet Information Service
IP	Internet Protocol

L

LED	Light Emitting Diode

N

NetBIOS	Network Basic Input Output System
NTFS	New Technology File System

M

MDB	Microsoft Database
MMC	Man Machine Command

O

ODBC	Open Database Connectivity
OS	Operating System

S

SQL	Structured Query Language

T

TCP/IP	Transmission Control Protocol / Internet Protocol

U

UCD	Uniform Call Distribution
UI	User Interface
UNC	Universal Naming Convention

V

VM	Voice Mail