

Call Management System

Reporting

Call Management System

Contact Details

If you have any queries regarding the content of this document please contact your Customer Service Advisor.

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Call Management System

Reports Guide

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Introduction

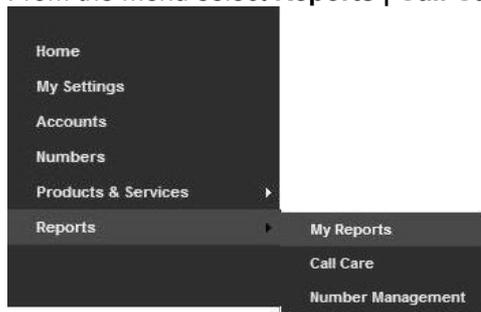
The Call Management System is used to manage non-geographic numbers and services on the Intelligent Network (IN) and Interactive Voice Response (IVR) platforms.

Reports within the Call Management System

The Reporting function within The Call Management System allows users to run a variety of ad-hoc and scheduled reports.

Getting to the screens

From the menu select **Reports | Call Care**.



The following screen appears:

Call Care Reports ? 

Inbound Call Analysis Reports

 Detailed Call Analysis by Account	This report provides statistics for up to 20 accounts for calls going back up to 6 months. Calls made to each account are broken down into monthly, daily, hourly and 15 minute periods with summary data displayed for each period. Summary data is also displayed for each account across the full date range, and a grand total is provided across all accounts.
 Detailed Call Analysis by Number	This report provides statistics for up to 20 numbers for calls going back up to 6 months. Calls made to each number are broken down into monthly, daily, hourly and 15 minute periods with summary data displayed for each period. Summary data is also displayed for each number across the full date range, and a grand total is provided across all numbers.
 Summary Call Analysis by Account	This report provides summary data for up to 20 accounts for calls going back up to 6 months. The report will display total values for calls made across the data range. Each account can be expanded to show the calls made to individual numbers within the account. Summary data is also displayed for each account across the full date range, and a grand total is provided across all accounts.
 Summary Call Analysis by Number	This report provides summary data for up to 20 numbers for calls going back up to 6 months. The report will display total values for calls made across the data range.

Using Reports

There are four types of reports that can be generated:

- 3.1 Detailed Call Analysis by Account** – See page 4.
- 3.2 Detailed Call Analysis by Number** – See page 17.
- 3.3 Summary Call Analysis by Account** – See page 22.
- 3.4 Summary Call Analysis by Number** – See page 20.

Detailed Call Analysis by Account

This report provides statistics for up to 20 accounts for calls going back up to six months. Calls made to each account are broken down into monthly, daily, hourly and 15 minute periods with summary data displayed for each period. Summary data is also displayed for each account across the full date range, and a grand total is provided across all accounts.

After clicking on the **Detailed Call Analysis by Account** link, the following screen appears:

Call Care Reports > Detailed Inbound Call Analysis by Account ? ■

Detailed Inbound Call Analysis by Account

Select Accounts

This tree shows your account hierarchy. Select up to 20 accounts to include in your report. The report will display statistical data summarised on the accounts selected here. If the numbers in an account did not receive any calls for the period of the report it will not be included in the rendered report.

Accounts Tree

Accounts *

- Accounts
 - Agent
 - Tester Agent Root Account
 - Training

Report Type Selection

Terminating Number Check one of these Option boxes if you would like an in depth Analysis version of this report.

Area Plan

Busy Hours

Day Evening Weekend

Call Care Report Detail Options

Report Detail Level: Choose the level of detail to be returned in the report. Detail finer than daily is only available for the last 14 days.

Report Options

View report now Start Date: This report provides up to 6 months worth of data. Select an earlier start date to include statistics from previous months.

Schedule report via email End Date: As well as including statistics up to 6 months old. The report can also report on a range within a six month period. Set an end date to tell the report not to include the most recent data.

Report Title: Enter title of report to be displayed in the place of the report type.

* indicates required field

Detailed Inbound Call Analysis by Account – Report Generation Screen

Understanding the screen

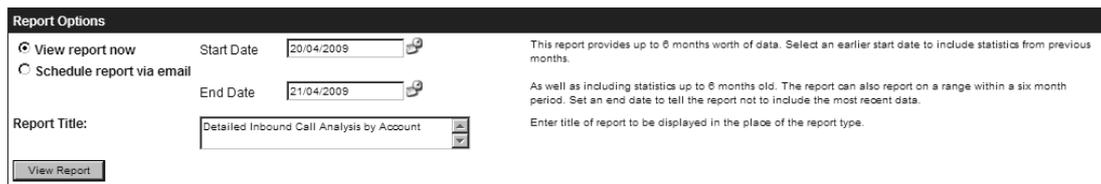
The screen is divided into three sections – Select Accounts, Report Type Selection and Report Options.

Select Accounts: The tree shows your account hierarchy. Select up to 20 accounts to include in your report. The report will display statistical data summarised on the accounts selected here. If the numbers in an account did not receive any calls for the period of the report it will not be included in the rendered report.

Report Type Selection: Check one of either the Busy hour (which will give a break down of the inbound call traffic by hour) or Day Evening Weekend (which will give a break down of the inbound call traffic by day, evening and weekend), report if you require in depth analysis of this report

Report Options: Reports can be viewed immediately or can be sent out via e-mail at a pre-defined time. The report provides up to six months worth of data. Select an earlier start date to include statistics from previous months. The report can also report on a range within a six month period. Set an end date to tell the report not to include the most recent data.

Detailed Call Analysis by Account: How to schedule and generate reports



The screenshot shows a form titled "Report Options" with the following elements:

- Two radio buttons: "View report now" (selected) and "Schedule report via email".
- Two date input fields: "Start Date" with the value "20/04/2009" and "End Date" with the value "21/04/2009".
- A "Report Title:" label followed by a dropdown menu containing the text "Detailed Inbound Call Analysis by Account".
- A "View Report" button at the bottom left.
- Help text on the right side: "This report provides up to 6 months worth of data. Select an earlier start date to include statistics from previous months." and "As well as including statistics up to 6 months old. The report can also report on a range within a six month period. Set an end date to tell the report not to include the most recent data." and "Enter title of report to be displayed in the place of the report type."

To view a report immediately

Select between 1 and 20 accounts from the account tree at the top of the screen.

Select the **View report now** option which is the default report generation setting.

Enter a **start** and **end date**.

If you want a different Report title, enter your new title in the field.

Click on **View Report** – the system will compile and then display the report in a new window (ensure that pop-up windows are enabled).

Detailed Inbound Call Analysis by Account

Start Date: 20Apr2009

End Date: 21Apr2009

Account	Time	Total Calls	Answered	Unanswered	Engaged	Minutes Generated	Average Duration (Mins)	Average Time to Answer (Secs)
Tester Agent Root Account		23	16	7	0	12	1	1
	Apr2009	23	16	7	0	12	1	1
	20	21	15	6	0	12	1	0
	08:00	2	1	1	0	0	0	0
	30 - 45	2	1	1	0	0	0	0
	09:00	1	1	0	0	0	0	0
	10:00	1	1	0	0	2	2	0
	11:00	4	4	0	0	4	1	0
	12:00	2	1	1	0	0	0	0
	13:00	2	1	1	0	1	1	0
	14:00	2	0	2	0	0	0	0
	15:00	1	1	0	0	0	0	2
	16:00	3	2	1	0	4	2	0
	17:00	2	2	0	0	0	0	0
	19:00	1	1	0	0	0	0	0
	21	2	1	1	0	0	0	20
(1 Account)		23	16	7	0	12	1	1

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Ref: AccountDetailed

Report Generated: 21/04/2009 09:32:04

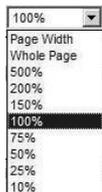
Detailed Call Analysis by Account Report

Report Tools

Page navigation buttons for navigating from First Page, Previous Page, Next Page and Last Page.



A page navigation tool can also be used by typing the page number required then hitting **Enter**.



Click the arrow next to the Zoom box **100%** on the toolbar, and then click the zoom percentage setting that is required.



Enter the record in the find field and click **Find**.



From the Active Report toolbar there is the ability to export the data selecting one of the following formats from the dropdown menu: XML File, TIFF, PDF, and Excel. Once the file format is selected, then click **Export**.



You can print the active Report by clicking **Print**  on the active Report toolbar.



Show or hide detail by clicking on the  to show and  to hide report detail on active Report toolbar.

Exporting Data from a Report

From the Report Display Screen there is the ability to export the data selecting one of the following formats from the dropdown menu:

XML File (Extensible Markup Language): is a flexible way to create common information formats and share both the format and the data on the World Wide Web, intranets and elsewhere.

TIFF (Tag Image File Format): is a common format for exchanging raster graphics (bitmap) images between application programs, including those used for scanner images.

PDF (Portable Document Format): is a file format created by Adobe Systems, Inc. PDF uses the PostScript printer description language and is highly portable across computer platforms. PDF documents have a .pdf file extension (myfile.pdf)

Excel: Excel is a spreadsheet program from Microsoft, a component of its Office product group for business applications.

Once the file format is selected, then click **Export**.

To schedule a report via email

Select at least one account from the account tree at the top of the screen.

Select the **Schedule report via email**.

Enter a **time period**.

If you want a different Report title, enter your new title in the field.

Click on **View Report** – the system will display the following delivery options:

Report Options

View report now Period* A scheduled report can include all data for a predetermined set of time, such as today, yesterday, last 7 days etc. Selecting 'today' will display up to the minute data for today only. Selecting 'yesterday' will display all data for the previous day only.

Schedule report via email

Click "Schedule Report" to define how often the report should run and who to send it to.

Delivery Options

Specify who to email this report to.

To: * Use ";" to separate multiple e-mail addresses.

Cc: You can cc the report to other email addresses.

Subject: * Text to appear in the subject of your email.

Format: Choose a format to deliver the report in. Choose "Web Archive" for an HTML formatted email. All other formats will be delivered as an attachment to an email.

Name: * Provide a name to later identify this scheduled report in your personal list of scheduled reports.

Report Title: Provide a title for the report, or leave the default title.

Comment: Provide a comment to include in the body of your email.

Schedule Details

Use this schedule to determine how often this report is delivered.
Choose whether to run the report on an hourly, daily, weekly, monthly, or one-time basis.

Day Week Month Once

Daily Schedule

On the following days:
 Sun Mon Tue Wed Thu Fri Sat

Repeat after this number of days:

Start time: :

Subscription Start & End Dates

Specify the date to start and optionally end this schedule.

Start schedule on: The date the subscription will start

End schedule on: Click to enter a date when the subscription will end

* indicates required field

Schedule Details will allow the following running options:

Hour: This option will run and deliver the report hourly from at a pre selected time between 15 minutes and 1 hour.

Day: This option will run and deliver the report daily at a pre selected time.

Schedule Details

Use this schedule to determine how often this report is delivered.
Choose whether to run the report on an hourly, daily, weekly, monthly, or one-time basis.

Hour
 Day
 Week
 Month
 Once

Hourly Schedule

Run the schedule every:

hours minutes

Start time: :

Schedule Details

Use this schedule to determine how often this report is delivered.
Choose whether to run the report on an hourly, daily, weekly, monthly, or one-time basis.

Day
 Week
 Month
 Once

Daily Schedule

On the following days:
 Sun Mon Tue Wed Thu Fri Sat

Repeat after this number of days:

Start time: :

Week: This option will run and deliver the report weekly at a pre selected time.

Schedule Details

Use this schedule to determine how often this report is delivered.
Choose whether to run the report on an hourly, daily, weekly, monthly, or one-time basis.

Day
 Week
 Month
 Once

Weekly Schedule

Repeat every week(s):

On day(s): Sun Mon Tue Wed Thu Fri Sat

Start time: :

Month: This option will run and deliver the report monthly at a pre selected time

Once: This option will run and deliver the report once at a pre selected time on that day.

Schedule Details

Use this schedule to determine how often this report is delivered.
Choose whether to run the report on an hourly, daily, weekly, monthly, or one-time basis.

Day
 Week
 Month
 Once

Monthly Schedule

Months:

Jan Feb Mar Apr
 May Jun Jul Aug
 Sep Oct Nov Dec

On week of month:

On day(s): Sun Mon Tue Wed Thu Fri Sat

On calendar date(s):

Start time: :

Schedule Details

Use this schedule to determine how often this report is delivered.
Choose whether to run the report on an hourly, daily, weekly, monthly, or one-time basis.

Day
 Week
 Month
 Once

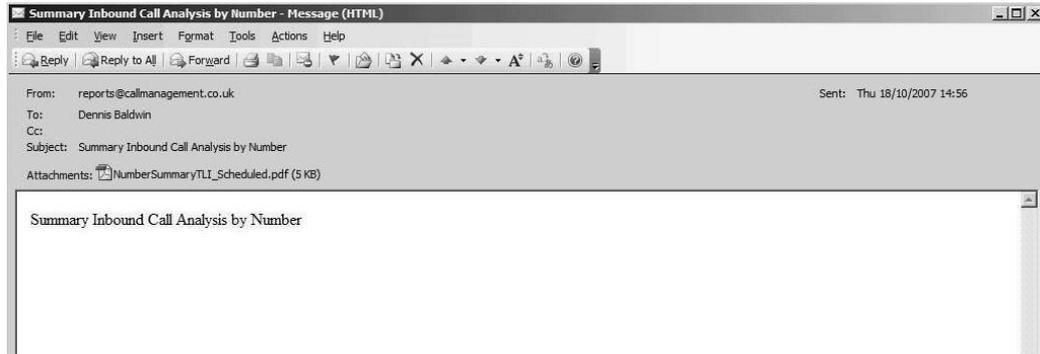
One-time schedule

Report runs only once.

Start time: :

Click on **Create Subscription**.

The report will be e-mailed to the delivery addresses at the requested times.



Report Delivered via Email

Detailed Inbound Call Analysis by Number

Start Date: 21Oct2007 End Date: 21Oct2007

NGN	Alias	Area	Time	Total Calls	Answered	Unanswered	Engaged	Minutes Generated	Average Duration (Mins)	Average Time to Answer (Secs)
08000833003				97	97	0	0	215.84	2.23	0.01
		Default		3	3	0	0	2.60	0.87	0.00
			Oct2007	3	3	0	0	2.60	0.87	0.00
			21	3	3	0	0	2.60	0.87	0.00
			11:00	1	1	0	0	2.05	2.05	0.00
			12:00	2	2	0	0	0.55	0.28	0.00
		London		19	19	0	0	36.01	1.90	0.00
			Oct2007	19	19	0	0	36.01	1.90	0.00
			21	19	19	0	0	36.01	1.90	0.00
			11:00	1	1	0	0	7.87	7.87	0.00
			13:00	7	7	0	0	11.50	1.64	0.00
			14:00	1	1	0	0	0.80	0.80	0.00
			15:00	1	1	0	0	4.52	4.52	0.00
			17:00	1	1	0	0	0.40	0.40	0.00
			21:00	8	8	0	0	10.92	1.37	0.00
		Midlands		21	21	0	0	51.59	2.46	0.00
			Oct2007	21	21	0	0	51.59	2.46	0.00
			21	21	21	0	0	51.59	2.46	0.00
			10:00	3	3	0	0	13.26	4.42	0.00
			15:00	15	15	0	0	36.90	2.39	0.00
			16:00	2	2	0	0	1.38	0.69	0.00
			19:00	1	1	0	0	1.05	1.05	0.00
		North East		9	9	0	0	6.15	0.68	0.00
			Oct2007	9	9	0	0	6.15	0.68	0.00
			21	9	9	0	0	6.15	0.68	0.00
			11:00	1	1	0	0	0.98	0.98	0.00

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Ref: NumberDetailedAP_Scheduled

Report generated: 10/22/2007 10:55:59 AM

Detailed Inbound Call Analysis Report by Number – Hourly

This report will then be saved under **My Reports** then **All My Subscriptions** for viewing and amending (My Reports page27).

Detailed Call Analysis by Number

This report provides statistics for up to 20 numbers for calls going back up to six months. Calls made to each number are broken down into monthly, daily, hourly and 15 minute periods with summary data displayed for each period for the last 14 days. Summary data is also displayed for each number across the full date range, and a grand total is provided across all numbers.

After clicking on the **Detailed Call Analysis by Number** link, the following screen appears:

Call Care Reports > Detailed Inbound Call Analysis by Number ? ■

Detailed Inbound Call Analysis by Number

Select Numbers

Enter or select up to 20 numbers to include in your report. The report will display statistical data summarised on the numbers selected here. If a number did not receive any calls for the period of the report it will not be included in the rendered report.

▼ Select By Account

Selected Numbers

Enter numbers required here, separate entries with a comma. Max. 20 numbers.

Report Type Selection

Check one of these Option boxes if you would like an in depth Analysis version of this report.

Terminating Number
 Area Plan
 Busy Hours
 Day Evening Weekend

Call Care Report Detail Options

Report Detail Level: Choose the level of detail to be returned in the report. Detail finer than daily is only available for the last 14 days.

Report Options

View report now Start Date:
 Schedule report via email End Date:

Report Title:

* Indicates required field

Detailed Call Analysis by Number – Report Generation Screen

Understanding the screen

The screen is divided into three sections:

Select Numbers – From here you can either type your number selections or use a tree to select numbers from accounts. You can have up to 20 numbers all separated by a comma.

Report Type Selection – These options allow you to get more detailed information on either calling numbers, terminating numbers, area plans, busy hour or day, evening and weekend displayed in your report.

A **calling number** is any number that has called the non geographic number.

A **terminating number** is any number that the non-geographic number terminates to.

An **area plan** is a pre-defined area from where calls originated. For example – Cheshire and Essex are both in the 96 area plan.

Busy hour which will give a break down of the inbound call traffic by hour

Day Evening Weekend which will give a break down of the inbound call traffic by day, evening and weekend.

Report Options – Reports can be viewed immediately or can be sent out via e-mail at a pre-defined time. The report provides up to six months worth of data. Select an earlier start date to include statistics from previous months. The report can also report on a range within a six month period. Set an end date to tell the report not to include the most recent data.

Call Analysis by Number: How to schedule and generate reports

To generate a Call Analysis by Number report you have to provide the following information:

Specify a number or group of numbers

Specify if you require an in-depth analysis

Define the period that you want the report for

State if you want the report generated immediately or delivered by e-mail.

Selecting Numbers

Select Numbers

Enter or select up to 20 numbers to include in your report. The report will display statistical data summarised on the numbers selected here. If a number did not receive any calls for the period of the report it will not be included in the rendered report.

▼ Select By Account

Selected Numbers

Enter numbers required here, separate entries with a comma. Max. 20 numbers.

08451111111,08452222222

Selecting Numbers to generate reports from

Type the numbers that you want to run the report on in the field. Separate each number with a comma. You can include up to 20 numbers.

Report Type Selection

Report Type Selection	
<input type="checkbox"/> Terminating Number	Check one of these Option boxes if you would like an in depth Analysis version of this report.
<input type="checkbox"/> Area Plan	
<input type="checkbox"/> Busy Hours	
<input type="checkbox"/> Day Evening Weekend	

Selecting extra information for your report

These options allow you to get more detailed information on either terminating numbers or area plans displayed in your report.

Calling Number: This is any number that has called the non geographic number.

Terminating Number: This is any number that the non-geographic number terminates to.

Area Plan: This is a pre-defined area from where calls originated. For example – Cheshire and Essex are both in the 96 area plan.

If you select Area Plan, a drop-down menu will appear with four different area plans in. These plans are:

- 4 area plan
- 10 area plan
- 96 area plan
- TV area plan

Busy Hour: This will give a break down of the inbound call traffic by hour

Day Evening Weekend: This will give a break down of the inbound call traffic by day, evening and weekend.

Report Options

Report Options			
<input checked="" type="radio"/> View report now	Start Date	<input type="text" value="20/04/2009"/>	This report provides up to 6 months worth of data. Select an earlier start date to include statistics from previous months.
<input type="radio"/> Schedule report via email	End Date	<input type="text" value="21/04/2009"/>	
Report Title:	<input type="text" value="Detailed Inbound Call Analysis by Number"/>		As well as including statistics up to 6 months old. The report can also report on a range within a six month period. Set an end date to tell the report not to include the most recent data.
			Enter title of report to be displayed in the place of the report type.
<input type="button" value="View Report"/>			

To view a report immediately

Select at least one number by either entering the number directly or by

Selecting the number via root tree at the top of the screen.

Select the **View report now** option which is the default report generation setting.

If you want a different Report title, enter your new title in the field.

Click on **View Report** – the system will compile and then display the report.

Detailed Inbound Call Analysis by Number

Start Date: 10Oct2007

End Date: 11Oct2007

NGN	Alias	Terminating Number	Time	Total Calls	Minutes Generated	Average Duration (Mins)	Average Time to Answer (Secs)
08000833003				5267	7256.00	6.46	7.38
		01772371773		49	153.00	7.65	4.65
			Oct2007	49	153.00	7.65	4.65
			10	49	153.00	7.65	4.65
			08:00	1	0.00	0.00	0.00
			09:00	5	20.00	10.00	1.50
			10:00	11	34.00	8.50	5.25
			11:00	4	27.00	9.00	3.00
			12:00	8	9.00	3.00	3.33
			13:00	8	36.00	9.00	7.75
			14:00	5	11.00	11.00	10.00
			15:00	4	5.00	2.50	2.50
			16:00	3	11.00	11.00	4.00

Call Analysis by Number Report Details via Terminating Number

To schedule a report via email

Select at least one number by either entering the number directly or by selecting the number via root tree at the top of the screen.

Select the **Schedule report via email**.

Enter a time period.

Call Care Reports > Detailed Inbound Call Analysis by Number ? []

Detailed Inbound Call Analysis by Number

Select Numbers
Enter or select up to 20 numbers to include in your report. The report will display statistical data summarised on the numbers selected here. If a number did not receive any calls for the period of the report it will not be included in the rendered report.

▼ **Select By Account**

Selected Numbers
Enter numbers required here, separate entries with a comma. Max. 20 numbers.

Report Type Selection
 Terminating Number Check one of these Option boxes if you would like an in depth Analysis version of this report.
 Area Plan
 Busy Hours
 Day Evening Weekend

Call Care Report Detail Options
Report Detail Level: Choose the level of detail to be returned in the report. Detail finer than daily is only available for the last 14 days.

Report Options
 View report now Start Date: This report provides up to 6 months worth of data. Select an earlier start date to include statistics from previous months.
 Schedule report via email End Date: As well as including statistics up to 6 months old. The report can also report on a range within a six month period. Set an end date to tell the report not to include the most recent data.

Report Title: Enter title of report to be displayed in the place of the report type.

* indicates required field

Email report delivery options

Fill out all of the fields marked with an asterisk and complete the **Schedule Details** and **Subscription Start and End Dates**.

Click on **Create Subscription**.

The report will be e-mailed to the delivery addresses at the requested times.

Summary Inbound Call Analysis by Account

This report provides summary data for up to 20 accounts for calls going back up to six months. The report will display total values for calls made across the data range. Each account can be expanded to show the calls made to individual numbers within the account. Summary data is also displayed for each account across the full date range, and a grand total is provided across all accounts.

After clicking on the **Inbound Call Analysis by Account** link, the following screen appears:

Call Care Reports > Summary Inbound Call Analysis by Account ?

Summary Inbound Call Analysis by Account

Select Accounts

This tree shows your account hierarchy. Select up to 20 accounts to include in your report. The report will display statistical data summarised on the accounts selected here. If the numbers in an account did not receive any calls for the period of the report it will not be included in the rendered report.

Accounts Tree

Accounts *

- Accounts
 - Agent
 - Tester Agent Root Account
 - Training

Report Type Selection

Terminating Number Check one of these Option boxes if you would like an in depth Analysis version of this report.

Area Plan

Report Options

View report now Start Date: This report provides up to 6 months worth of data. Select an earlier start date to include statistics from previous months.

Schedule report via email End Date: As well as including statistics up to 6 months old. The report can also report on a range within a six month period. Set an end date to tell the report not to include the most recent data.

Report Title: Enter title of report to be displayed in the place of the report type.

* indicates required field

Summary Inbound Call Analysis by Account – Report Generation Screen

Understanding the screen

The screen is divided into two sections – **Select Accounts** and **Report Options**.

Select Accounts: The tree shows your account hierarchy. Select up to 20 accounts to include in your report. The report will display statistical data summarised on the accounts selected here. If the numbers in an account did not receive any calls for the period of the report it will not be included in the rendered report.

Report Options: Reports can be viewed immediately or can be sent out via e-mail at a pre-defined time. The report provides up to six months worth of data. Select an earlier start date to include statistics from previous months. The report can also report on a range within a six month period. Set an end date to tell the report not to include the most recent data.

Summary Inbound Call Analysis by Account: How to schedule and generate reports

Report Options			
<input checked="" type="radio"/> View report now	Start Date	<input type="text" value="20/04/2009"/>	This report provides up to 6 months worth of data. Select an earlier start date to include statistics from previous months.
<input type="radio"/> Schedule report via email	End Date	<input type="text" value="21/04/2009"/>	
Report Title:	<input type="text" value="Summary Inbound Call Analysis by Account"/>		As well as including statistics up to 6 months old. The report can also report on a range within a six month period. Set an end date to tell the report not to include the most recent data.
			Enter title of report to be displayed in the place of the report type.
<input type="button" value="View Report"/>			

To view a report immediately

Select at least one account from the account tree at the top of the screen.

Select the **View report now** option which is the default report generation setting. Enter a **start** and **end date**.

If you want a different Report Title, enter your new title in the field.

Click on **View Report** – the system will compile and then display the report.

Summary Inbound Call Analysis by Account

Start Date: 22Oct2007

End Date: 23Oct2007

Account	NGN	Alias	<input type="checkbox"/> Total Calls	Answered	Unanswered	Engaged	Minutes Generated	Average Duration (Mins)	Average Time to Answer (Secs)	
<input checked="" type="checkbox"/> Customer Services				34327	34326	1	0	264610.45	7.71	0.00
	<u>08704441820</u>			34327	34326	1	0	264610.45	7.71	0.00
(1 Account)	(1 NGN)			34327	34326	1	0	264610.45	7.71	0.00

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Ref: AccountSummary

Report Generated: 23/10/2007 14:23:13

Inbound Call Analysis by Account Report

From the account levels there is the functionality to drill down to the Number Level to view the numbers call details within the report. This is done by clicking the **account** or **non geographic number** hyperlink which will open a Detailed Call Analysis for that Number or Account.

To schedule a report via email

Select at least one account from the account tree at the top of the screen.

Select the **Schedule report via email**.

Enter a time period.

Delivery Options	
Specify who to email this report to.	
To: *	<input type="text"/> Use ";" to separate multiple e-mail addresses.
Cc:	<input type="text"/> You can cc the report to other email addresses.
Subject: *	<input type="text"/> Text to appear in the subject of your email.
Format:	<input type="text" value="Acrobat (PDF) file"/> Choose a format to deliver the report in. Choose "Web Archive" for an HTML formatted email. All other formats will be delivered as an attachment to an email.
Name: *	<input type="text"/> Provide a name to later identify this scheduled report in your personal list of scheduled reports.
Report Title:	<input type="text" value="Detailed Inbound Call Analysis by Number"/> Provide a title for the report, or leave the default title.
Comment:	<input type="text"/> Provide a comment to include in the body of your email.

Schedule Details	
Use this schedule to determine how often this report is delivered. Choose whether to run the report on an hourly, daily, weekly, monthly, or one-time basis.	
<input checked="" type="radio"/> Day <input type="radio"/> Week <input type="radio"/> Month <input type="radio"/> Once	<div style="border: 1px solid black; padding: 5px;"><p>Daily Schedule</p><p><input checked="" type="radio"/> On the following days: <input type="checkbox"/> Sun <input type="checkbox"/> Mon <input type="checkbox"/> Tue <input type="checkbox"/> Wed <input type="checkbox"/> Thu <input type="checkbox"/> Fri <input type="checkbox"/> Sat</p><p><input type="radio"/> Repeat after this number of days: <input type="text" value="1"/></p><p>Start time: <input type="text" value="13"/> : <input type="text" value="00"/></p></div>

Subscription Start & End Dates	
Specify the date to start and optionally end this schedule.	
Start schedule on:	<input type="text" value="21/04/2009"/> <input type="button" value="📅"/> The date the subscription will start
End schedule on:	<input type="text" value="NOT SET"/> <input type="button" value="📅"/> <input type="checkbox"/> Click to enter a date when the subscription will end

* Indicates required field

Delivery Options

Specify who to email this report to.

To: *

Use ";" to separate multiple e-mail addresses.

Cc:

You can cc the report to other email addresses.

Subject: *

Text to appear in the subject of your email:

Format:

Choose a format to deliver the report in. Choose "Web Archive" for an HTML formatted email. All other formats will be delivered as an attachment to an email.

Name: *

Provide a name to later identify this scheduled report in your personal list of scheduled reports.

Report Title:

Provide a title for the report, or leave the default title.

Comment:

Provide a comment to include in the body of your email.

Schedule Details

Use this schedule to determine how often this report is delivered. Choose whether to run the report on an hourly, daily, weekly, monthly, or one-time basis.

Day

Week

Month

Once

Daily Schedule:

On the following days:

Sun Mon Tue Wed Thu Fri Sat

Repeat after this number of days:

Start time: :

Subscription Start & End Dates

Specify the date to start and optionally end this schedule.

Start schedule on:

The date the subscription will start.

End schedule on:

Click to enter a date when the subscription will end.

* indicates required field

Email report delivery options

Fill out all of the fields marked with an asterisk and complete the **Schedule Details** and **Subscription Start and End Dates**.

Click on **Create Subscription**.

The report will be e-mailed to the delivery addresses at the requested times.

Summary Inbound Call Analysis by Number

This report provides summary data for up to 20 numbers for calls going back up to six months. The report will display total values for calls made across the data range. After clicking on the **Inbound Call Analysis by Number** link, the following screen appears:

Call Care Reports > Summary Inbound Call Analysis by Number ? []

Summary Inbound Call Analysis by Number

Select Numbers

Enter or select up to 20 numbers to include in your report. The report will display statistical data summarised on the numbers selected here. If a number did not receive any calls for the period of the report it will not be included in the rendered report.

▼ Select By Account

Selected Numbers

Enter numbers required here, separate entries with a comma. Max. 20 numbers.

Report Type Selection

Terminating Number Check one of these Option boxes if you would like an in depth Analysis version of this report.

Area Plan

Report Options

View report now Start Date: 20/04/2009

Schedule report via email End Date: 21/04/2009

Report Title:

* indicates required field

Summary Inbound Call Analysis by Number – Report Generation Screen

Understanding the screen

The screen is divided into three sections:

Select Numbers – From here you can either type your number selections or use a tree to select numbers from accounts. You can have up to 20 numbers all separated by a comma.

Report Type Selection – These options allow you to get more detailed information on either terminating numbers or area plans displayed in your report. A terminating number is any number that the non-geographic number terminates to. An area plan is a pre-defined area from where calls originated. For example – Cheshire and Essex are both in the 96 area plan.

Report Options – Reports can be viewed immediately or can be sent out via e-mail at a pre-defined time. The report provides up to six months worth of data. Select an earlier start date to include statistics from previous months. The report can also report on a range within a six month period. Set an end date to tell the report not to include the most recent data.

Summary Inbound Call Analysis by Number: How to schedule and generate reports

Report Type Selection

Terminating Number Check one of these Option boxes if you would like an in depth Analysis version of this report.

Area Plan

Busy Hours

Day Evening Weekend

To generate a Call Analysis by Number report you have to provide the following information:
Specify a number or group of numbers
Specify if you require an in-depth analysis

Define the period that you want the report for
State if you want the report generated immediately or delivered by e-mail.

Selecting Numbers

Select Numbers

Enter or select up to 20 numbers to include in your report. The report will display statistical data summarised on the numbers selected here. If a number did not receive any calls for the period of the report it will not be included in the rendered report.

▼ **Select By Account**

Selected Numbers

Enter numbers required here, separate entries with a comma. Max. 20 numbers.

08451111111,08452222222

Selected Numbers

Enter numbers required here, separate entries with a comma. Max. 20 numbers.

If you know the numbers that you want to select, follow these steps:

Select the **Type Numbers** option

Type the numbers that you want to run the report on in the field. Separate each number with a comma. You can have up to 20 numbers.

If you want to select a number, follow these steps:

Select the **Use Tree** option.

A new screen will appear showing your account hierarchy, and the numbers within them.

From the tree, select up to 20 numbers to include in your report.

The report will display statistical data summarised on the numbers selected here. If a number did not receive any calls for the period of the report it will not be included in the rendered report.

Report Type Selection

Report Type Selection

Check one of these Option boxes if you would like an in depth Analysis version of this report.

Terminating Number

Area Plan

Busy Hours

Day Evening Weekend

These options allow you to get more detailed information on either terminating numbers or area plans displayed in your report.

Terminating Number: This is any number that the non-geographic number terminates to.

Area Plan: This is a pre-defined area from where calls originated. For example – Cheshire and Essex are both in the 96 area plan.

If you select Area Plan, a drop-down menu will appear with four different area plans in. These plans are:

- 4 area plan
- 10 area plan
- 96 area plan
- TV area plan

Report Options

Report Options

View report now Start Date:

Schedule report via email End Date:

Report Title:

This report provides up to 6 months worth of data. Select an earlier start date to include statistics from previous months.
 As well as including statistics up to 6 months old. The report can also report on a range within a six month period. Set an end date to tell the report not to include the most recent data.
 Enter title of report to be displayed in the place of the report type.

To view a report immediately

Select between 1 and 20 accounts from the account tree at the top of the screen.

Select the **View report now** option which is the default report generation setting.

Enter a **start** and **end date**.

If you want a different Report Title, enter your new title in the field.

Click on **View Report** – the system will compile and then display the report.

Summary Inbound Call Analysis by Number

Start Date: 10Oct2007

End Date: 11Oct2007

NGN	Alias	Terminating Number	Total Calls	Minutes Generated	Average Duration (Mins)	Average Time to Answer (Secs)
08000833003			5267	7256.00	6.46	474.19
		01772371773	49	153.00	7.65	4.65
		01772371779	7	16.00	3.20	3.40
		01772371781	10	24.00	2.40	9.20
		01772371782	10	5.00	0.50	11.10
		01772371783	44	218.00	8.72	4.72
		01772371784	80	161.00	5.55	7.90
		01772371786	178	302.00	5.21	4.83
		01772371787	181	357.00	5.58	6.91

Call Analysis by Number Report

From the account levels there is the functionality to drill down to the Terminating Number Level to view the individual terminating numbers call details within the report. This is done by clicking the **account** or **non geographic number** hyperlink which will open a Detailed Call Analysis for that Number.

To schedule a report via email

Select the **Schedule report via email**.
Enter a time period.

Delivery Options	
Specify who to email this report to.	
To: *	<input type="text"/> Use ";" to separate multiple e-mail addresses.
Cc:	<input type="text"/> You can cc the report to other email addresses.
Subject: *	<input type="text"/> Text to appear in the subject of your email.
Format:	<input type="text" value="Acrobat (PDF) file"/> Choose a format to deliver the report in. Choose "Web Archive" for an HTML formatted email. All other formats will be delivered as an attachment to an email.
Name: *	<input type="text"/> Provide a name to later identify this scheduled report in your personal list of scheduled reports.
Report Title:	<input type="text" value="Summary Inbound Call Analysis by Number"/> Provide a title for the report, or leave the default title.
Comment:	<input type="text"/> Provide a comment to include in the body of your email.

Schedule Details									
Use this schedule to determine how often this report is delivered. Choose whether to run the report on an hourly, daily, weekly, monthly, or one-time basis.									
<input checked="" type="radio"/> Day <input type="radio"/> Week <input type="radio"/> Month <input type="radio"/> Once	<table border="1"><thead><tr><th colspan="2">Daily Schedule</th></tr></thead><tbody><tr><td><input checked="" type="radio"/> On the following days:</td><td><input type="checkbox"/> Sun <input type="checkbox"/> Mon <input type="checkbox"/> Tue <input type="checkbox"/> Wed <input type="checkbox"/> Thu <input type="checkbox"/> Fri <input type="checkbox"/> Sat</td></tr><tr><td><input type="radio"/> Repeat after this number of days:</td><td><input type="text" value="1"/></td></tr><tr><td>Start time:</td><td><input type="text" value="13"/> : <input type="text" value="00"/></td></tr></tbody></table>	Daily Schedule		<input checked="" type="radio"/> On the following days:	<input type="checkbox"/> Sun <input type="checkbox"/> Mon <input type="checkbox"/> Tue <input type="checkbox"/> Wed <input type="checkbox"/> Thu <input type="checkbox"/> Fri <input type="checkbox"/> Sat	<input type="radio"/> Repeat after this number of days:	<input type="text" value="1"/>	Start time:	<input type="text" value="13"/> : <input type="text" value="00"/>
Daily Schedule									
<input checked="" type="radio"/> On the following days:	<input type="checkbox"/> Sun <input type="checkbox"/> Mon <input type="checkbox"/> Tue <input type="checkbox"/> Wed <input type="checkbox"/> Thu <input type="checkbox"/> Fri <input type="checkbox"/> Sat								
<input type="radio"/> Repeat after this number of days:	<input type="text" value="1"/>								
Start time:	<input type="text" value="13"/> : <input type="text" value="00"/>								

Subscription Start & End Dates	
Specify the date to start and optionally end this schedule.	
Start schedule on:	<input type="text" value="21/04/2009"/> <input type="button" value="📅"/> The date the subscription will start
End schedule on:	<input type="text" value="NOT SET"/> <input type="button" value="📅"/> <input type="checkbox"/> Click to enter a date when the subscription will end

* indicates required field

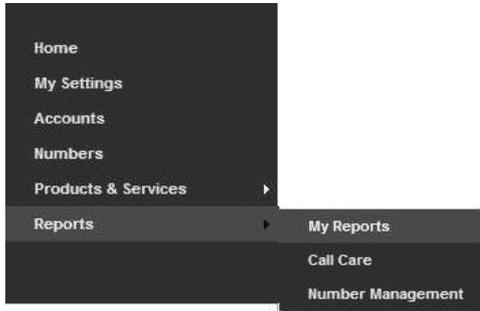
Fill out all of the fields marked with an asterisk and complete the **Schedule Details** and **Subscription Start and End Dates**

Click on **Create Subscription**.

The report will be e-mailed to the delivery addresses at the requested times.

My Reports: Saving Your Call Care Reports

Any report that you have subscribed to by e-mail will be saved in the **My Report Subscriptions** area:



Getting to your Report Subscriptions

The **My Reports Subscriptions** Screen will then be presented. This allows subscriptions to be searched via the title or by presenting all saved reports.

The subscriptions screen will look similar to the following:

My Report Subscriptions ☰

Name	Report	Last Modified ▲	Last Run	Status
View Test Report	NumberDetailedBusy	07 Apr 2009 09:22	21 Apr 2009 13:00	Mail sent to dbaldwin01@opal.co.uk
View Busy Hour Analysis by Account	AccountDetailedBusy	21 Apr 2009 08:32	-	New Subscription
View Detailed Inbound Call Analysis by Account	AccountDetailedBusy	21 Apr 2009 10:07	-	New Subscription

◀ ▶ Total Records: 3 Page 1 of 1

Records per Page : 20 1 Go

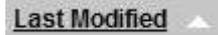
[Return To Search](#)

My Report Subscription Screen

My Reports Navigational Tools

A rectangular button with the text "View" in a light blue font on a grey background.

The View Hyperlink displays the Report Subscription Screen

A rectangular button with the text "Last Modified" in a light blue font and a small upward-pointing arrow on a grey background.

Reports can be sorted via the any of the Title Fields by clicking on the Title Hyperlink which will then produce an arrow to alternate between sorting by ascending or descending the reports order.

A dark grey rectangular button with the text "Records per Page : 20" and a small downward-pointing arrow on the right side.

The amount of Report Subscriptions displayed per page can be modified via the Records per Page drop down menu.



Page navigation buttons for navigating from First Page, Previous Page, Next Page and Last Page.

A dark grey rectangular button containing a small white input field with the number "1" and a "Go" button to its right.

A page navigation tool can also be used by typing the page number required the clicking Go.

Viewing a subscribed report

To view one of your subscribed reports, click on  View Subscription icon next to the report you want to look at.

The details of the report will appear:

My Report Subscriptions

Subscription			
Name	Test Report		
Report	NumberDetailedBusy	Last Modified	07 Apr 2009 09:22
Status	Mail sent to dbaldwin01@opal.co.uk	Last Run	21 Apr 2009 13:00

Report Options	
Numbers	08453301893
Report Selection Options	Busy Hours
Reporting Period	Last 7 Days

Schedule	
Delivery Options	
To:	dbaldwin01@opal.co.uk
Cc:	
Subject:	Test Report
Format:	PDF
Name:	Test Report
Report Title:	Busy Hour Analysis by Number
Comment:	

Schedule Details	
Daily Schedule	
Frequency	On the following days: Monday, Tuesday, Wednesday, Thursday, Friday
Start time	13:00

Subscription Start & End Dates	
Start schedule on	07/04/2009
End schedule on	No end date specified.

Subscription Tasks	
	View Subscription
	Update Parameters
	Update Schedule
<hr/>	
	Delete Subscription

Report Summary Screen

Subscription Tasks

 **View Subscription:** This will navigate back to the above Report Summary Confirmation Screen.

 **Update Parameters:** This allows the modification of the accounts that have been selected as well as the Report Period Options.

My Report Subscriptions

Subscription			
Name	Test Report		
Report	NumberDetailedBusy	Last Modified	07 Apr 2009 09:22
Status	Mail sent to dbaldwin01@opal.co.uk	Last Run	21 Apr 2009 13:00

Modify Subscription

Select Numbers

▼ Select By Account

Selected Numbers

Enter numbers required here, separate entries with a comma. Max. 20 numbers.

08453301893

Call Care Report Type Selection

- Terminating Number
 Area Plan
 Busy Hours
 Day Evening Weekend

Check one of these Option boxes if you would like an in depth Analysis version of this report.

Call Care Report Period Options

Period *

Last 7 Days

A scheduled report can include all data for a predetermined set of time, such as today, yesterday, last 7 days etc. Selecting 'today' will display up to the minute data for today only. Selecting 'yesterday' will display all data for the previous day only.

Update Cancel

* indicates required field

Subscription Tasks

-  View Subscription
-  Update Parameters
-  Update Schedule

-  Delete Subscription

My Reports Subscription Modify Parameters Screen

 **Modify Schedule:** This allows the modification of the Delivery Options, Schedule Details as well as the Subscription Start and End Dates.

My Report Subscriptions

Subscription			
Name	Busy Hour Analysis by Account		
Report	AccountDetailedBusy	Last Modified	21 Apr 2009 08:32
Status	New Subscription	Last Run	-

Subscription Tasks

-  View Subscription
-  Update Parameters
-  Update Schedule

-  Delete Subscription

Modify Subscription

Select Accounts

This tree shows your account hierarchy. Select up to 20 accounts to include in your report. The report will display statistical data summarised on the accounts selected here. If the numbers in an account did not receive any calls for the period of the report it will not be included in the rendered report.

Select Accounts *

Accounts Tree

- Accounts
 - Agent
 - Tester Agent Root Account
 - Training

Call Care Report Type Selection

Check one of these Option boxes if you would like an in depth Analysis version of this report.

Terminating Number

Area Plan

Busy Hours

Day Evening Weekend

Call Care Report Period Options

Period * Last 7 Days

A scheduled report can include all data for a predetermined set of time, such as today, yesterday, last 7 days etc. Selecting 'today' will display up to the minute data for today only. Selecting 'yesterday' will display all data for the previous day only.

* indicates required field

 **Delete Subscription:** This allows the deletion of the Report.

Report Samples

Detailed Call Analysis by Number

Detailed Inbound Call Analysis by Number

Start Date: 21Oct2007 End Date: 21Oct2007

NGN	Alias	Area	Time	Total Calls	Answered	Unanswered	Engaged	Minutes Generated	Average Duration (Mins)	Average Time to Answer (Secs)
08000833003				97	97	0	0	215.84	2.23	0.01
		Default		3	3	0	0	2.60	0.87	0.00
			Oct2007	3	3	0	0	2.60	0.87	0.00
			21	3	3	0	0	2.60	0.87	0.00
			11:00	1	1	0	0	2.05	2.05	0.00
			12:00	2	2	0	0	0.55	0.28	0.00
		London		19	19	0	0	36.01	1.90	0.00
			Oct2007	19	19	0	0	36.01	1.90	0.00
			21	19	19	0	0	36.01	1.90	0.00
			11:00	1	1	0	0	7.87	7.87	0.00

Detailed Call Analysis by Number - Terminating Number

Detailed Inbound Call Analysis by Number

Start Date: 10Oct2007 End Date: 11Oct2007

NGN	Alias	Terminating Number	Time	Total Calls	Minutes Generated	Average Duration (Mins)	Average Time to Answer (Secs)
08000833003				5267	7256.00	6.46	7.38
		01772371773		49	153.00	7.65	4.65
			Oct2007	49	153.00	7.65	4.65
			10	49	153.00	7.65	4.65
			08:00	1	0.00	0.00	0.00
			09:00	5	20.00	10.00	1.50
			10:00	11	34.00	8.50	5.25
			11:00	4	27.00	9.00	3.00

Summary Call Analysis by Account

Summary Inbound Call Analysis by Account

Start Date: 22Oct2007 End Date: 23Oct2007

Account	NGN	Alias	Total Calls	Answered	Unanswered	Engaged	Minutes Generated	Average Duration (Mins)	Average Time to Answer (Secs)
Customer Services			34327	34326	1	0	264610.45	7.71	0.00
	08704441820		34327	34326	1	0	264610.45	7.71	0.00
(1 Account)	(1 NGN)		34327	34326	1	0	264610.45	7.71	0.00

Summary Call Analysis by Account – Busy Hour

Busy Hour Analysis by Account

Start Date: 28Jan2008

End Date: 29Jan2008

Account	NGN	Time	Busy AM	Busy PM
Customer Services	08704441820	Jan 2008		
		28	11:00	12:00
		29	09:00	-
(1 Account)	(1 NGN)			

Page 1

Ref: AccountDetailedBusy

Report Generated: 29/01/2008 11:05:04

Summary Call Analysis by Account – Day Evening Weekend

Day Evening Weekend Analysis by Account

Start Date: 28Jan2008

End Date: 29Jan2008

Account	Time	Total Calls	Answered	Unanswered	Engaged	Minutes Generated	Average Duration (Mins)	Average Time to Answer (Secs)
Customer Services	Jan2008	25385	25385	0	0	195648.96	7.71	0.00
	Day	20694	20694	0	0	156583.58	7.57	0.00
	Evening	4691	4691	0	0	39065.38	8.33	0.00
(1 Account)		25385	25385	0	0	195648.96	7.71	0.00

Page 1

Ref: AccountDetailedDayEveWE

Report Generated: 29/01/2008 11:07:17

Summary Call Analysis by Number – Terminating Number

Summary Inbound Call Analysis by Number

Start Date: 10Oct2007

End Date: 11Oct2007

NGN	Alias	Terminating Number	Total Calls	Minutes Generated	Average Duration (Mins)	Average Time to Answer (Secs)
08000833003			5267	7256.00	6.46	474.19
		01772371773	49	153.00	7.65	4.65
		01772371779	7	16.00	3.20	3.40
		01772371781	10	24.00	2.40	9.20
		01772371782	10	5.00	0.50	11.10

Detailed Inbound Call Analysis by Number - Calling Number

Detailed Inbound Call Analysis by Number

Start Date: 28Jan2008

End Date: 29Jan2008

NGN	Alias	Calling Number	Time	Total Calls	Answered	Unanswered	Engaged
08000833003				3134	3134	0	0
		01132*****	Jan2008	3	3	0	0
			28/01/2008	3	3	0	0
		01132055000		1	1	0	0
		01132361342		1	1	0	0
		01132307235		1	1	0	0

Detailed Inbound Call Analysis by Number Terminating

Detailed Inbound Call Analysis by Number

Start Date: 28Jan2008

End Date: 29Jan2008

NGN	Alias	Terminating Number	Time	Total Calls	Answered	Unanswered	Engaged	Minutes Generated	Average Duration (Mins)	Average Time to Answer (Secs)
08000833003				7832	2576	485	4771	27399.00	10.64	2.17
		01772371779		61	5	42	14	22.00	4.40	5.60
			Jan2008	61	5	42	14	22.00	4.40	5.60
			28	61	5	42	14	22.00	4.40	5.60
			09:00	5	2	0	3	15.00	7.50	3.00
			10:00	5	1	1	3	2.00	2.00	6.00
			11:00	12	0	11	1	0.00	0.00	0.00
			12:00	8	2	3	3	5.00	2.50	8.00

Detailed Inbound Call Analysis by Number – Area Plan

Detailed Inbound Call Analysis by Number

Start Date: 28Jan2008

End Date: 29Jan2008

NGN	Alias	Area	Time	Total Calls	Answered	Unanswered	Engaged	Minutes Generated	Average Duration (Mins)	Average Time to Answer (Secs)
08000833003				3622	3622	0	0	33891.36	9.36	0.03
		Default		397	397	0	0	2924.86	7.37	0.01
		England		2769	2769	0	0	27026.58	9.76	0.03
			Jan2008	2769	2769	0	0	27026.58	9.76	0.03
			28	2386	2386	0	0	24584.60	10.30	0.04
			7:00	9	9	0	0	6.22	0.69	0.00
			8:00	109	109	0	0	672.79	6.17	0.00
			9:00	247	247	0	0	2444.29	9.90	0.00

Detailed Inbound Call Analysis by Number – Busy Hour

Busy Hour Analysis by Number

Start Date: 28Jan2008

End Date: 29Jan2008

NGN	Alias	Time	Busy AM	Busy PM
08000833003				
		Jan 2008		
		28	11:00	12:00
		29	09:00	-
(1 NGN)				

Detailed Inbound Call Analysis by Number – Day Evening Weekend

Day Evening Weekend Analysis by Number

Start Date: 28Jan2008

End Date: 29Jan2008

NGN	Alias	Time	Total Calls	Answered	Unanswered	Engaged	Minutes Generated	Average Duration (Mins)	Average Time to Answer (Secs)
08000833003			3622	3622	0	0	34136.14	9.42	0.00
		Jan2008	3622	3622	0	0	34136.14	9.42	0.00
		Day	3437	3437	0	0	32462.17	9.44	0.00
		Evening	185	185	0	0	1673.97	9.05	0.00
(1 NGN)			3622	3622	0	0	34136.14	9.42	0.00

Page 1

Ref: NumberDetailedDayEveWE

Report Generated: 29/01/2008 11:15:21

Summary Inbound Call Analysis by Account

Summary Inbound Call Analysis by Account

Start Date: 28Jan2008

End Date: 29Jan2008

Account	NGN	Alias	Total Calls	Answered	Unanswered	Engaged	Minutes Generated	Average Duration (Mins)	Average Time to Answer (Secs)
Customer Services			25790	25790	0	0	199033.23	7.72	0.00
	08704441820		25790	25790	0	0	199033.23	7.72	0.00
(1 Account)	(1 NGN)		25790	25790	0	0	199033.23	7.72	0.00

Page 1

Ref: AccountSummary

Report Generated: 29/01/2008 11:17:44

Summary Inbound Call Analysis by Number - Calling Number

Summary Inbound Call Analysis by Number

Start Date: 28Jan2008

End Date: 29Jan2008

NGN	Alias	Calling Number	Total Calls	Answered	Unanswered	Engaged
08000833003			3134	3134	0	0
		01132*****	3	3	0	0
		01132055000	1	1	0	0
		01132361342	1	1	0	0
		01132390735	1	1	0	0
		01132424100	1	1	0	0
		01132452411	3	3	0	0
		01132468006	1	1	0	0

Summary Inbound Call Analysis by Number – Terminating Number

Summary Inbound Call Analysis by Number

Start Date: 28Jan2008

End Date: 29Jan2008

NGN	Alias	Terminating Number	Total Calls	Answered	Unanswered	Engaged	Minutes Generated	Average Duration (Mins)	Average Time to Answer (Secs)
08000833003			7832	2576	485	4771	27399.00	10.64	289.06
		01772371779	61	5	42	14	22.00	4.40	5.60
		01772371781	10	10	0	0	54.00	5.40	6.60
		01772371796	165	17	11	137	154.00	9.06	16.35
		01772371806	1182	12	31	1139	120.00	10.00	8.17
		01772371811	17	17	0	0	74.00	4.35	3.71
		01772371812	5	4	1	0	14.00	3.50	5.75
		01772371815	301	21	11	269	180.00	8.57	17.90
		01772371820	169	16	53	100	143.00	8.94	22.38

Summary Inbound Call Analysis by Number – Area Plan

Summary Inbound Call Analysis by Number

Start Date: 28Jan2008

End Date: 29Jan2008

NGN	Alias	Area	Total Calls	Answered	Unanswered	Engaged	Minutes Generated	Average Duration (Mins)	Average Time to Answer (Secs)
08000833003			3674	3674	0	0	34628.96	9.43	0.00
		Default	401	401	0	0	2953.98	7.37	0.00
		England	2807	2807	0	0	27669.04	9.86	0.00
		Ireland	69	69	0	0	479.82	6.95	0.00
		Scotland	272	272	0	0	2441.47	8.98	0.00
		Wales	125	125	0	0	1084.65	8.68	0.00
(1 NGN)			3674	3674	0	0	34628.96	9.43	0.00

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Ref: NumberSummaryAP

Report generated: 1/29/2008 11:25:08 AM