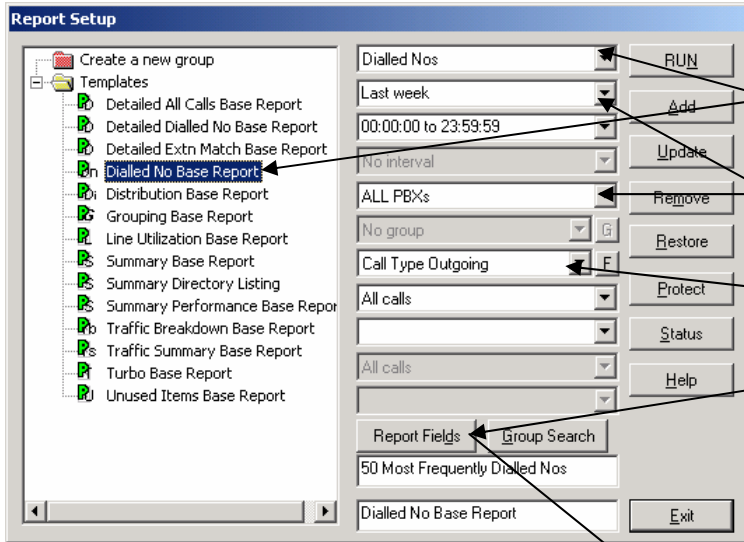


LUMBERJACK

HOW TO SET-UP A FREQUENTLY DIALLED NUMBERS REPORT

You want to know how many calls were made to each number dialled, or the dialled number with the highest duration, or with the highest cost.



Go to Reports>Report Setup

Select the Dialled No Base Report if you have one – if not change report type to Dialled Nos.

Select the time frame you want, and the relevant pbx.

Make sure you are only looking at Outgoing calls.

Select [Report Fields]

Select what you want to sort the report on:

- Total Number of calls
- Total Duration of calls
- Total Cost of calls

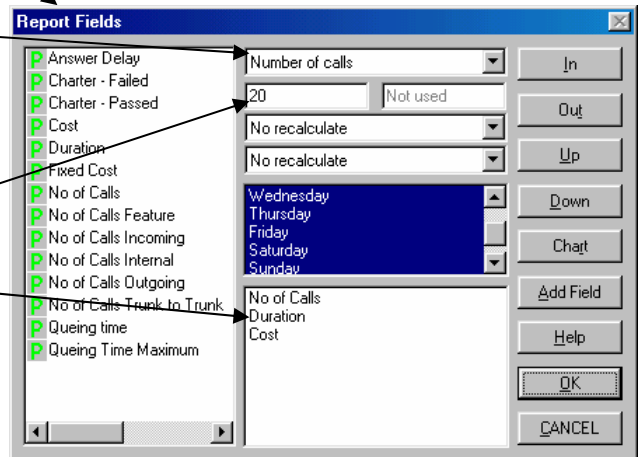
Type in the number of lines you want in the report – in this case top 20 lines

The fields to have in the report should be:

- No of Calls
- Duration
- Cost

Click [OK]

In the Report Setup window, select [Run].



All Calls				
Element	Alias	No of Calls	Duration	Cost
0121703xxxx	Birmingham	95	01:21:40	£ 4.665
0207894xxxx	Inner London	62	00:50:54	£ 2.918
0208831xxxx	Outer London	50	00:30:06	£ 2.145
0207406xxxx	Inner London	35	00:20:41	£ 1.565
0175761xxxx	Selby	33	00:34:20	£ 1.651
0132229xxxx	Dartford	33	00:16:42	£ 1.386
0123551xxxx	Abingdon	33	00:29:38	£ 1.637
0178257xxxx	Stoke-on-Trent	33	00:18:00	£ 1.514
0114226xxxx	Sheffield	33	00:32:55	£ 2.398
0207675xxxx	Inner London	33	00:30:26	£ 1.386
0207982xxxx	Inner London	32	00:28:03	£ 1.344
0144675xxxx	Barry	32	00:18:31	£ 1.344
0179355xxxx	Swindon	32	00:17:59	£ 1.360
0121503xxxx	Birmingham	32	00:26:01	£ 1.344
0121601xxxx	Birmingham	32	00:18:27	£ 1.344
0238024xxxx	Southampton	32	00:13:52	£ 1.344
0137585xxxx	Stanford-le-Hope	31	00:15:15	£ 1.302
0123437xxxx	Bedford	31	00:14:33	£ 1.302
0138427xxxx	Stourbridge	31	00:18:25	£ 1.302
0193226xxxx	Weybridge	31	00:13:00	£ 1.302
Total	20	756	08:49:28	£ 34.553