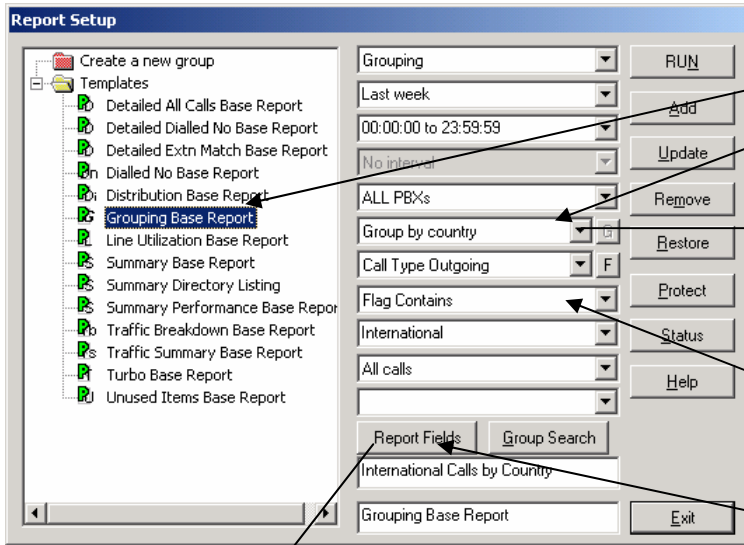


HOW TO SET-UP A GROUPING REPORT

You want to know how many calls were made to each country etc



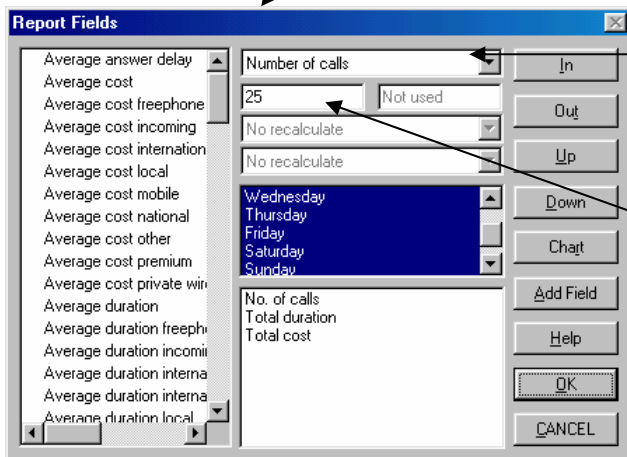
Go to Reports>Report Setup

Select the Grouping Base Report

Group of Country is selected, as is the main filter Call Type Outgoing

By using the sub filter Flag Contains International you will not get the calls made within the UK.

Select [Report Fields]



Select what you want to sort the report on:
Total Number of calls
Total Duration of calls
Total Cost of calls
This is based on the fields in the report.

Type in the number of line you want displayed in the report

This setup is designed to show the top 25 countries, based on the Number of Calls

Click [OK]

In the Report Setup window click [Run].

Group Countries			
Element	Total Calls	Total Dum	Total Cost
Germany	12094	511:17:15	£ 2031.19
USA	3994	318:23:03	£ 813.06
Belgium	3855	137:37:48	£ 612.03
Eire	2613	92:38:37	£ 289.89
France	1941	92:38:29	£ 435.92
Netherlands	1695	48:30:10	£ 224.11
Spain	808	46:13:34	£ 328.63
Italy	726	54:11:33	£ 339.44
South Africa	418	21:09:13	£ 411.84
Denmark	400	31:19:48	£ 123.91
Switzerland	361	13:33:29	£ 93.87
Sweden	348	16:05:55	£ 144.26
Canada	198	19:13:56	£ 77.17
Israel	194	19:34:10	£ 449.66
Egypt	126	04:37:35	£ 249.66
Portugal	123	04:24:22	£ 37.76
Turkey	122	04:09:49	£ 63.69
Australia	122	10:06:00	£ 51.34
Poland	103	03:37:02	£ 33.76
Russia	100	03:10:44	£ 83.59
Japan	95	13:03:59	£ 91.33
East Africa	89	03:48:06	£ 102.79
Mexico	86	03:06:42	£ 67.88
Brazil	83	01:46:51	£ 33.83
Southern Africa	80	02:54:25	£ 59.99
Total 25	30774	1476:32:55	£ 7240.61

You may find that the UK shows up as one of the elements – if you have used Flag Contains International this will probably be calls that were made to International Directory Enquiries.

If you have a blank element with a large number of calls against it, probably with no cost, it will be that you haven't filtered the report to show only outgoing calls.