



HOW TO SEARCH FOR A COST BETWEEN X AND Y

There are times when you need to run a quick report to look for, for example: the number (CLI) of someone who called in; the duration of a particular call; which extension rang a certain number.

You may have existing report setups in the folders under **Create Report** for such eventualities, but if you haven't it is very easy to create new report setups.

GO TO REPORTS > CREATE

FOCOM LIMITED Call Logging Solutions

call monitor | **reports** | pbx | management | processes | email support | webhelp | logout

create report
view report
reports schedule
create filter
create group
create detailed field
create summary field
create turbo field
fixed costs
view running reports

Create Reports

This is the area to create new, edit and run existing reports.

Where you have a long list of reports available, you can use the 'Filter List' option to reduce the number visible. Click on the **+** and use the boxes to filter those reports you want to see.

Group reports by **Folder** | **User** | **Type** | **Filter** | **Group**

+ Filter list

To create a completely new report, click on the **+** and work through the instructions.

+ Create New Report Setup

The entries below, show all the reports that are available. You can use and edit these reports or use them as a base to create a new report.

- + Checking**
- + Scheduled**
- + Templates**
- + Training**

© 1996 - 2015: Focom Limited | Support Tel: +44 (0)1442 200 002

Select [**+ Create New Report Setup**].

- Create New Report Setup

What do you want to create a report of?

- Detailed** This will show details of all call records passing the filter.
- Summary** This will show the totals of all call records passing the filter, usually broken down by group or interval.
- Dialled Number** This will show summary statistics about the most frequently dialled numbers, usually limited to a set number
- Grouping** This will show summary statistics, broken down by element. E.g. most called country, highest used extension, etc..
- Distribution** This will show summary statistics on the usage of a group, allowing costs to be apportioned fairly.
- Unused Item** This will show all items that were not involved in a call passing the filter. Usually run with no filter or group.
- Traffic** This will show predictive traffic statistics such as the number or erlangs, usually run on a group of trunks.
- Line Utilisation** This will show the number of trunks in use, and predicts the blocking probability on set trunk groups.
- Turbo** This will show summary information about a group of elements, these are built from a common list and do not provide as many parameters as summary reports.
- Matrix** This will show calls transferred within a group or group of groups.

Create

Ensure that **Detailed** is selected, and then click [**Create**].



Date and Time	PBX and Group	Filtering	Columns	Name and Folder	Confirm
Stored in folder					
Report Type	Detailed				
Stored Name	Enter name of new report				
Report Title	Enter title of new report				
Period	Last week				
Days Included	Sun,Mon,Tue,Wed,Thu,Fri,Sat				
Interval	No interval				
Time span	00:00:00 to 23:59:59				
Pbx	All PBXs				
Group	No group				
Filter	No Filter				
Quick Filter 1	All calls				
Quick Filter 2	All calls				
Columns					
Sorted by	Unsorted				

Back Add Run Report

Next, select the **Date and Time** tab and choose the **Period** and **Time**. Usually all **Days Included** will be ticked.

Date and Time	PBX and Group	Filtering	Columns	Name and Folder	Confirm
Period	Today				
Days Included	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri <input checked="" type="checkbox"/> Sat <input checked="" type="checkbox"/> Sun				
Time	00:00:00 to 23:59:59				

Then click on the **PBX and Group** tab.

Date and Time	PBX and Group	Filtering	Columns	Name and Folder	Confirm
Pbx	All PBXs				
Group	No group				
Restrict group	to only take effect when it is <input checked="" type="checkbox"/> the party initiating the call <input checked="" type="checkbox"/> the party that was first rung <input checked="" type="checkbox"/> the first pickup or transfer party <input checked="" type="checkbox"/> the second transfer <input checked="" type="checkbox"/> the third transfer <input checked="" type="checkbox"/> the fourth transfer <input type="checkbox"/> Special: OLI/TLI <input type="checkbox"/> Special: Charged (restricted filtering)				
Interval	No interval				

If necessary select your PBX or group of PBXs from the **PBX** drop-down list.

For this type of report the **Group**, **Restrict Group** and **Interval** setting should be as shown above.

Next select the **Filtering** tab.

Date and Time	PBX and Group	Filtering	Columns	Name and Folder	Confirm
Filter	No filter				
Quick Filter 1	All calls				
Quick Filter 2	All calls				

- All calls
- All calls
- Answer delay between
- Area code matches
- Call ID is
- Call type is
- CLI matches
- Cost between
- Cost IC between
- Dialled number matches
- DNIS matches
- Duration between
- Extension in group
- Extension matches

Using the **Quick Filter 1** drop down list, select **Cost Between**.

In the box that appears below Cost Between enter the cost range you want to search for. This would give any call with a cost from 0.1p up to £9999.999.



Cost between [v]
0.001 and 9999.999

In LUMBERJACK costs can be displayed with a maximum of 3 decimal places and it is often best to display 3 decimal places as some costs can be so small that they would appear as no cost if only 2 decimal places were displayed.

You may, for example, want to see calls that cost between 5p and £1, you would enter:

Cost between [v]
0.050 and 1.000

Or you may want to see calls of £5 and over, in which case you would enter:

Cost between [v]
5.000 and 9999.999

Using 9999.999, or any other really high value, as the upper limit ensures that you should see all calls with costs £5 and over.

If you wanted to see all calls over £5, but not exactly £5, you would need to enter:

Cost between [v]
5.001 and 9999.999

For calls that cost more than £2 but less than £5 you would need to enter:

Cost between [v]
2.001 and 4.999

Then select the **Columns** tab.

The list on the left are all the available columns you can have in your report; the list on the right are the columns that will appear in your report – what's at the top will be on the left of the report, what's at the bottom will be on the right.

To add columns to the list on the right hand side, select the column name in the list on the left then click the right arrow; or you can double click on the column name in the list on the left.

To remove a column from your report select it in the list on the right hand side and click the left arrow.

To change the order that the columns will appear in the report, use the up and down arrows: select the column name in the list on the right hand side use the up/down arrows to change the order of the columns.

Sorted By is probably best set to **Date**. If this is left **Unsorted**, then the report is sorted by the first column in the list on the right hand side.

For this report leave the **Restrict to first** and **Recost calls** check boxes unticked.

When you are happy with the columns you have selected, click on the **Name and Folder** tab.



Date and Time	PBX and Group	Filtering	Columns	Name and Folder	Confirm
Report Name	Enter name of new report				
Report Title	Enter title of new report				
Report Folder					

Enter a **Name** for your report; this is limited to **31 characters** and is what you will see in the list of existing reports when you select **Create Report**.

The Report **Title** is what will appear at the top of your report; here you can be more expansive than in the Report Name, but it is limited to **63 characters**.

In the Report **Folder** text box enter the name of the folder where you would like to save this report setup. LUMBERJACK will automatically offer you folder names containing the letters that you enter, as shown below. If the folder you want to save to does not yet exist, just enter the name you want and LUMBERJACK will create the folder.

Date and Time	PBX and Group	Filtering	Columns	Name and Folder	Confirm
Report Name	Cost Between				
Report Title	Calls 5.000 and over				
Report Folder	n				
	<ul style="list-style-type: none"> Checking Nikki Training 				

Finally, click on the **Confirm** tab to check everything you have selected.

Date and Time	PBX and Group	Filtering	Columns	Name and Folder	Confirm
Stored in folder	Nikki				
Report Type	Detailed				
Stored Name	Cost Between				
Report Title	Calls 5.000 and over				
Period	Last week				
Days Included	Sun,Mon,Tue,Wed,Thu,Fri,Sat				
Interval	No interval				
Time span	00:00:00 to 23:59:59				
Pbx	All PBXs				
Group	No group				
Filter	No Filter				
Quick Filter 1	Cost between 5.000 to 9999.999				
Quick Filter 2	All calls				
Columns	Date, Start Time, Party 1, Party 1 Description, Party 2, Party 2 Description, Dialed No., Dialed No. Location, Duration, Cost				
Sorted by	Date				
					Back
					Add
					Run Report

The reason for not using **Calls £5 and over** in the report title is that there is a small bug and the **£** does not display properly on the Confirm tab. This has been fixed in version 2.7 onwards.

Date and Time	PBX and Group	Filtering
Report Name	Cost Between	
Report Title	Calls £5 and over	
Report Folder	Nikki	

Date and Time	PBX and Group	Filtering
Stored in folder	Nikki	
Report Type	Detailed	
Stored Name	Cost Between	
Report Title	Calls ₤5 and over	
Period	Last week	

If you are happy with what you have selected click **[Add]** to save the report setup, if not, go back and make the changes and once you are happy click the **[Add]** button.



Once the report has been added the command buttons at the bottom change. If you make any changes after the report has been added click the **[Update]** button.

Quick Filter 1	Cost between 5.000 to 9999.999
Quick Filter 2	All calls
Columns	Date, Start Time, Party 1, Party 1 Description, Party 2, Party 2 Description, Dialed No., Dialed No. Location, Duration, Cost
Sorted by	Date
<input type="button" value="Back"/> <input type="button" value="Delete"/> <input type="button" value="Protect"/> <input type="button" value="Update"/> <input type="button" value="Add"/> <input type="button" value="Run Report"/>	

To run the report click the **[Run Report]** button.

Create Report

Run As Standard
Running a report in standard mode adds the report to a queue and processes the queue in a sequential first come first served basis. This has the advantage of ensuring the server has the maximum amount of memory to create the report and is the recommended to run reports on the web. Large numbers of reports can be queued without causing system performance degradation.
No reports are currently running
Once created
Destination

Run Critical
Running a report in critical mode will start the report immediately in parallel with any existing reports. This will require more memory from and increases the workload upon the server. Excessive reports in parallel can cause memory shortages that can lead to the report be automatically aborted.
No reports are currently running

Report settings
Report Type Detailed
Stored Name Cost Between
Report Title Calls 5,000 and over
Period Last week
Days Included Sun, Mon, Tue, Wed, Thu, Fri, Sat
Time span 00:00:00 to 23:59:59
Pbx All PBXs
Group No group
Filter No Filter
Quick Filter 1 Cost between 5.000 to 9999.999
Quick Filter 2 All calls

You will usually select **[Run Standard]**, but before you do, you do have some choices to make:

Under **Once created** you have 3 options:

Run As Standard
Running a report in standard mode adds the report to a queue and processes the queue in a sequential first come first served basis. This has the advantage of ensuring the server has the maximum amount of memory to create the report and is the recommended to run reports on the web. Large numbers of reports can be queued without causing system performance degradation.
No reports are currently running
Once created
Destination

This will usually be left on **Output to screen**, but you will need to ensure that **popups** are allowed from your LUMBERJACK server in your web browser options.

Output to email allows you to send the report to someone, rather than waiting for it to finish running and then email it (providing that the LUMBERJACK Email Server is configured on your LUMBERJACK server).

Select the name you want to email the report to in the drop-down list by **Destination** and click **[Select>]** to add the name to the distribution list for the report. If the name you want does not appear in the list, enter the full email address in the blank text box below the drop-down list and click **[Quick Add>]**. **[Remove<]** allows you to remove a name from the distribution list.



Once created Output to email

Destination Nikki Stacey Select >

Quick Add >

Remove <

Attachment Format Web Page

Edit Run Standard

Select the format you wish to send the report as.

Once created Output to email

Destination Nikki Stacey Select >

Quick Add >

Remove <

Attachment Format Web Page

Text File

Text No Total Line

CSV file

CSV Compacted

XLS Excel format)

XLSX Excel format)

XML File (Excel format)

PDF File

Lumberjack Report

Web Page

GUB

Edit Run Standard

parallel with any existing reports. This will
Excessive reports in parallel can cause

Run Critical

Running a report in critical mode will start the re
require more memory from and increases the w
memory shortages that can lead to the report be
No reports are currently running

Edit Run Critical

The other option is to **Create only**. This will run the report but will only put it in **View Report** for you to view at your convenience.

After you have made your selection in **Once created**, click **[Run Standard]** to run the report in the background.

You will see when the report is queued and when the report starts to run.

Reports Running

Number of reports running : 0

Reports Queued

Report	User	Status	Controls
Cost Between	focom staff		View on completion Remove from queue

Refresh

Reports Running

Number of reports running : 1

Started	User	Report	Priority	Status
12:36 08/06/15	focom staff	Cost Between	1:Lowest 1 2 3 4 5 Cancel	

Reports Queued

Report	User	Status	Controls
Cost Between	focom staff	Running	View on completion Started. Cannot remove

Refresh


You can, of course, carry on creating/running other reports while waiting for your report to finish. To check on its progress you can go to **Reports>View Running Reports**.



If your report was urgent, and there were already several reports running, this is shown above **Once created**.

No reports are currently running
Once created

You have the option to **[Run Critical]**, but this should only be used in an emergency as it could potentially cause a memory shortage which would lead to the report being automatically aborted.



Monitor report

The current status of your report is below. This will be updated every 30 seconds. To force it to refresh **click here**.
If you leave this window you can check the status of this and other reports under the System section.

Report name : Calls 5.000 and over
Report status :

As with **[Run Standard]**, you can click **[Email]** and select someone to email the report to rather than waiting for it to finish running.

Close **Calls 5.000 and over**

Calls 5.000 and over

Period 1st Jun 2015 to 7th Jun 2015 **Time** 00:00:00 to 23:59:59
Group No Group **PBX** All PBXs
Full Filter Cost between 5.000 and 9999.999
Details Cost Between (ID 278) Period last week Report type Detailed Show all entries Group search on party 1 Group search on party 2 Group search on party 3 Group search on party 4 Group search on party 5 Group search on party 6

All Calls										
Date	Call Start	Party 1	Party 1 Desc	Party 2	Party 2 Desc	Dialled No.	Location	Duration	Cost	
01/06/2015	17:12:55	6010	Gary Baldi	101017	DASS	002167180806	Tunisia - Tunis	00:07:51	£ 10.767	
02/06/2015	09:29:33	6015	Soss Idge	101019	no name	008653187667	China - Jinan - Shandong	00:12:44	£ 26.910	
02/06/2015	09:43:00	6003	Miss Moffat	101007	DASS	008613830430	China - Mobile	00:03:10	£ 8.086	
02/06/2015	10:34:34	6002	Krem Karomell	101010	DASS	0908952042088	PremTel Limited	00:08:59	£ 5.731	
02/06/2015	12:14:37	6005	Dr Foster	101003	no name	118212	Affiniti Integrated Solutions L	00:12:51	£ 22.680	
02/06/2015	14:14:43	6018	Kid Knee	101018	DASS	118873	Elephant Talk Communications PR	00:10:15	£ 7.815	
02/06/2015	14:17:31	6014	Phillip Stake	101002	no name	118211	OneTel Telecommunications Limit	00:11:45	£ 15.163	
02/06/2015	14:50:11	6007	Boy Blue	101009	DASS	008536518751	Macao - Mobile	00:03:39	£ 10.755	
03/06/2015	09:51:18	6017	Les Arnya	101009	DASS	0901949054322	OBit Limited	00:09:08	£ 11.654	
03/06/2015	10:10:50	6017	Les Arnya	101008	no name	070528047857	YAC Ltd	00:13:42	£ 5.992	
03/06/2015	11:09:17	6006	Vol O'Von	101005	DASS	003022530181	Greece - Kalloni	00:09:37	£ 6.420	

Calls 11 Duration 01:43:41 Cost £ 131.973

Detailed focom staff 12:38:07 Mon 08/06/2015