HOW TO SEARCH FOR A DURATION 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 templates in **Report Setup** for such eventualities, but if you haven't it is very easy to create new templates.

GO TO REPORTS > CREATE

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

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   ☑ Mon ☑ Tue ☑ Wed ☑ Thu ☑ Fri ☑ Sat ☑ 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
☑ the party initiating the call
☑ the party that was first rung
☑ the first pickup or transfer party
☑ the second transfer
☑ the third transfer
☑ the fourth transfer
☐ Special: OLI/TLI
☐ Special: Charged (restriced 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 **Duration Between**.

In the box that appears below Duration Between enter the duration range you want to search for following the format of the default option, shown below. This gives any call with a duration from 20 minutes up to 1 second before 24 hours.

Duration between
00:20:00 and 23:59:59

Always remember when entering the End duration to make it 1 second before the duration you want to avoid the possibility of a call being double counted. For example, you are looking for calls with a duration between 10 to 20 minutes, and later you want to see calls with a duration between 20 to 30 minutes – any call with a duration of exactly 20 minutes could get double counted.

These options would give a double count.	These options would not give a double count.
Duration between 00:10:00 and 00:20:00	Duration between 00:10:00 and 00:19:59
Duration between 00:20:00 and 00:30:00	Duration between 00:20:00 and 00:29:59

You may, for example, want to see calls that have a duration:

Duration between
00:00:01 and 23:59:59

Or you may want to see calls that have no duration:

Duration between
00:00:00 and 00:00:00

While it is unlikely, it is possible to have calls with durations over 24 hours. For the upper limit you can enter any number of hours that you want e.g. 47:59:59 (2 days) or 167:59:59 (a week), but an upper limit of 23:59:59 is usually enough.

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. You can, however, sort the report by any field; just click the drop-down and select the field you want to sort by: for example, **Duration**.

For this report leave the **Restrict to first** and **Recost calls** check boxes unticked.
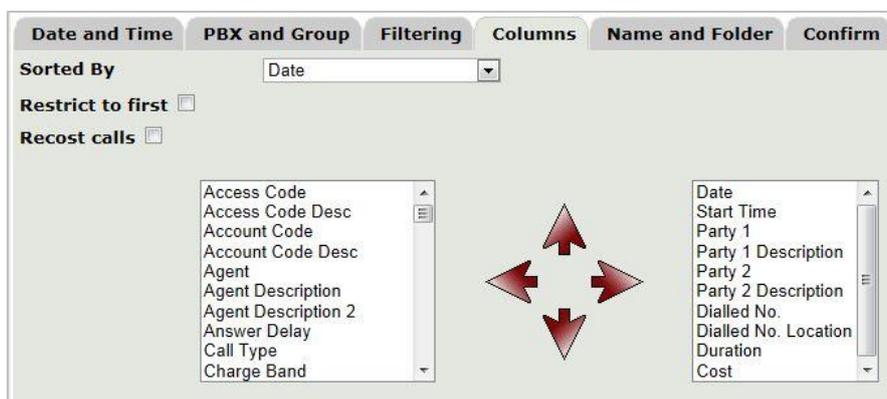
When you are happy with the columns you have selected, click on the **Name and Folder** tab.

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.

All Calls with a Duration
Duration Between
n

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	All Calls with a Duration
Report Title	Duration Between
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	Duration between 00:00:01 to 23:59:59
Quick Filter 2	All calls
Columns	Date, Start Time, Party 1, Party 1 Description, Party 2, Party 2 Description, Dialled No., Dialled No. Location, Duration, Cost
Sorted by	Duration

Back	Add	Run Report

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	Duration between 00:00:01 to 23:59:59
Quick Filter 2	All calls
Columns	Date, Start Time, Party 1, Party 1 Description, Party 2, Party 2 Description, Dialled No., Dialled No. Location, Duration, Cost
Sorted by	Duration

Back	Delete	Protect	Update	Add	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   Output to screen ▼

Destination

Edit | Run Standard

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

Edit | Run Critical

Report settings

Report Type	Detailed
Stored Name	Duration Between
Report Title	All Calls with a Duration
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	Duration between 00:00:01 to 23:59:59
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   Output to screen ▼
Destination   Output to screen
                     Output to email
                     Create only

Edit | Run Standard

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 > | Nikki Stacey

                                      | Quick Add > |
                                      | Remove < |

Attachment Format   Web Page ▼

Edit | Run Standard

Select the format you wish to send the report as.

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.

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**.

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 : All Calls with a Duration
Report status :

[Email] [Cancel]

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   📄 All Calls with a Duration

All Calls with a Duration

Period	8th Jun 2015 to 14th Jun 2015	**Time**	00:00:00 to 23:59:59
Group	No Group	**PBX**	All PBXs
Full Filter	Duration between 00:00:01 and 23:59:59		
Details	Duration Between (ID 283) 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		

⊞ Open All ⊟ Close All
⊟ All Calls

All Calls

Date	Call Start	Party 1	Party 1 Desc	Party 2	Party 2 Desc	Dialled No.	Location	Duration	Cost
10/06/2015	15:59:26	6017	Les Arnya	6005	Dr Foster			00:15:00	£ 0.000
10/06/2015	11:33:11	6017	Les Arnya	101020	no name	070847029030	Coralbridge Ltd	00:15:00	£ 4.625
08/06/2015	13:18:30	101010	DASS	6011	Bol O'Naze			00:14:58	£ 0.000
09/06/2015	13:44:08	101015	no name	6016	Sir Loin Stake			00:14:58	£ 0.000
09/06/2015	09:23:58	6005	Dr Foster	101018	DASS	0371746109169	Global Crossing (UK) Ltd	00:14:57	£ 2.113
11/06/2015	16:01:47	6007	Boy Blue	6003	Miss Moffat			00:14:57	£ 0.000
13/06/2015	13:52:40	6005	Dr Foster	6009	Bo Peep			00:14:57	£ 0.000
08/06/2015	16:49:22	6016	Sir Loin Stake	101020	no name	01866046973	Kilchrenan	00:14:56	£ 2.111
09/06/2015	14:25:19	6014	Phillip Stake	6011	Bol O'Naze			00:14:56	£ 0.000
08/06/2015	13:07:21	6016	Sir Loin Stake	6016	Sir Loin Stake			00:14:56	£ 0.000
12/06/2015	11:27:49	6006	Vol O'Von	101002	no name	0708634025606	Proton Telecom Limited	00:14:56	£ 0.918
14/06/2015	10:50:08	101005	DASS	6001	Jamie Dodger - test			00:14:55	£ 0.000
14/06/2015	15:30:19	6005	Dr Foster	101019	no name	0370197045753	BT	00:14:55	£ 1.065
13/06/2015	12:38:18	101017	DASS	6009	Bo Peep			00:14:55	£ 0.000
09/06/2015	12:30:03	6015	Soss Idge	101005	DASS	0330323037599	Need More Time Ltd	00:14:54	£ 2.107
13/06/2015	16:08:25	6010	Gary Baldi	6015	Soss Idge			00:14:54	£ 0.000