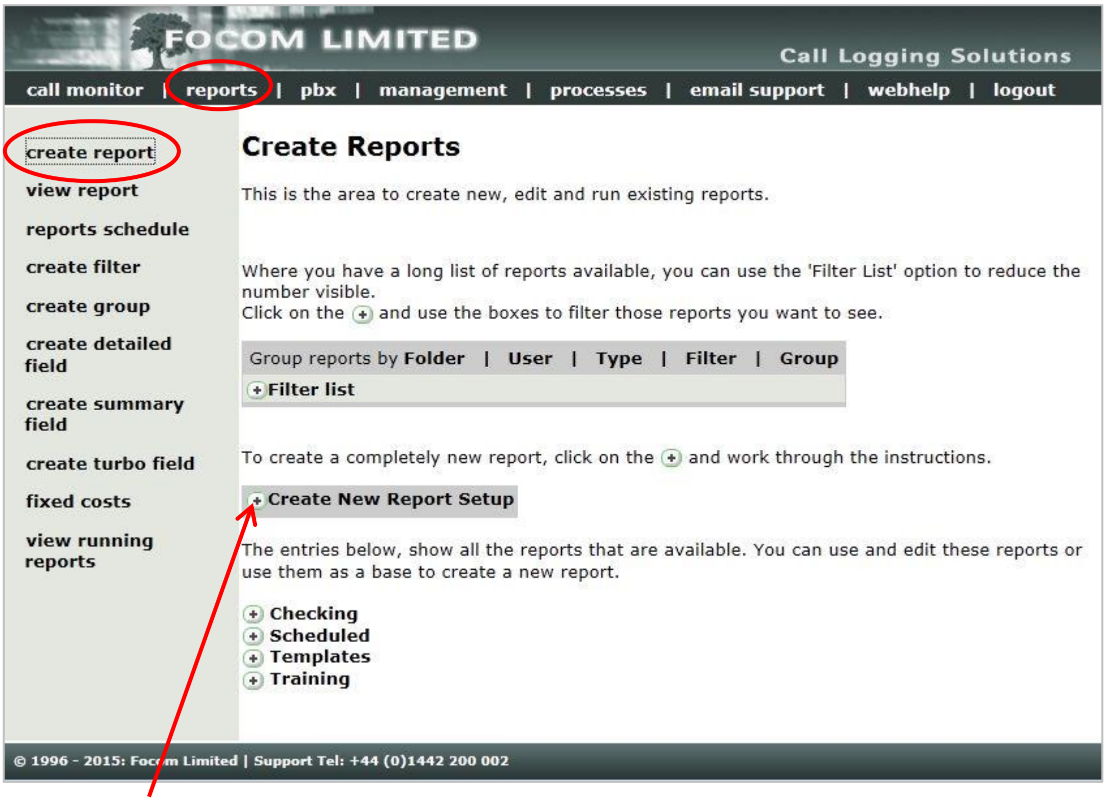
How to Search for Calls To & From an Extension

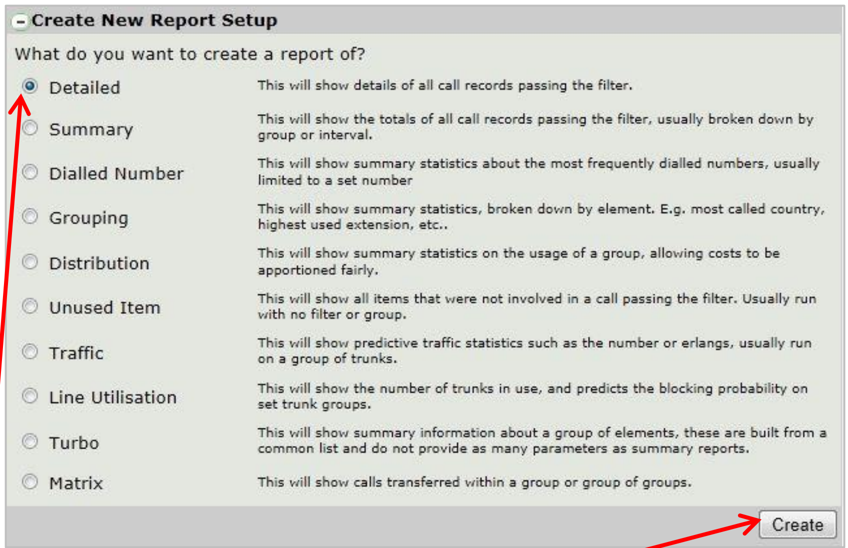
There are times when you need to run a quick report to look for, for example: the number (CLI) of someone who called in; the duration of a particular call; which extension rang a certain number.

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.

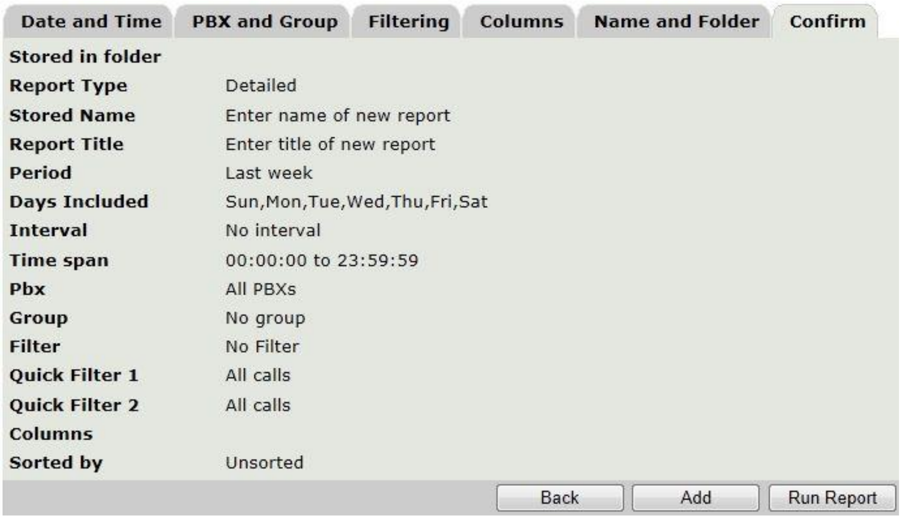
Go to Reports > Create Report



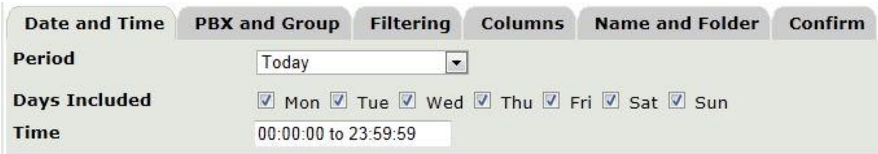
Select **[+ Create New Report Setup].**



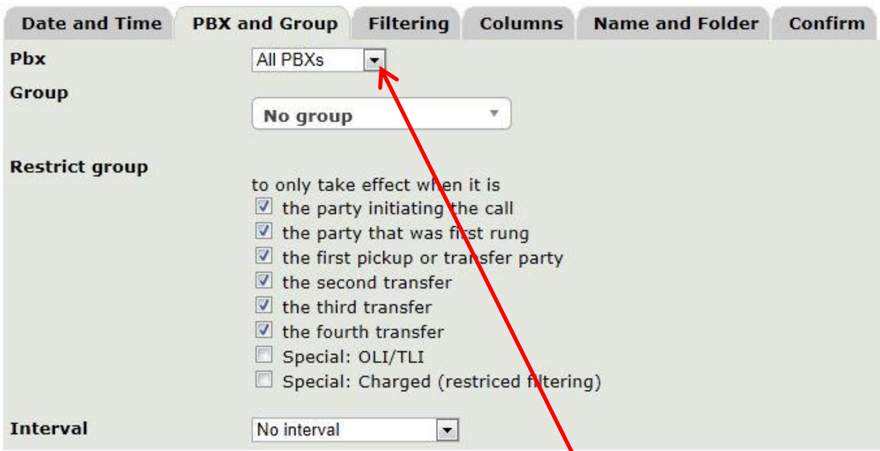
Ensure that **Detailed** is selected, and then click **[Create].**



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



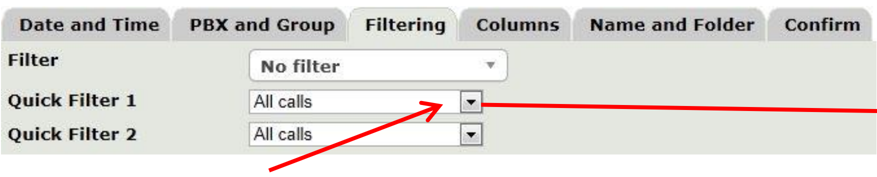
Then click on the **PBX and Group** tab.

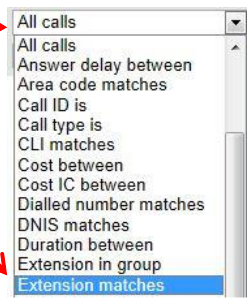


If necessary select your PBX or group of PBXs from the **PBX** drop-down list.

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

Next select the **Filtering** tab.





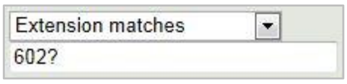
Using the **Quick Filter 1** drop down list, select **Extension Matches**.

In the box that appears underneath Extension Matches enter the extension number you want to show the calls for.

If you wanted to report on multiple extensions you can enter them in the filter selection box, just separate them using a comma (,). For example: **6021,6014,6011**. This box is limited, however, to 31 characters. If your extension numbers were 4 digits you would be able to enter 6 extension numbers in the filter selection box.

When a filter uses the word **matches** you can use **Wildcards** in the Filter Selection. The Wildcards available are the asterix (*****) [anything or nothing] and the question mark (**?**) [a single character, but there must be a character].

You may want to report on **6020 to 6029** – too many to enter altogether in the filter selection box because of the size limit. You can enter this range by replacing the final digit with a **?** – you would enter **602?**



If you wanted to report on all extensions from **6000 to 6999** you could enter **6???** or **6***. If you only have 4 digit extension numbers these options would give the same result

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.

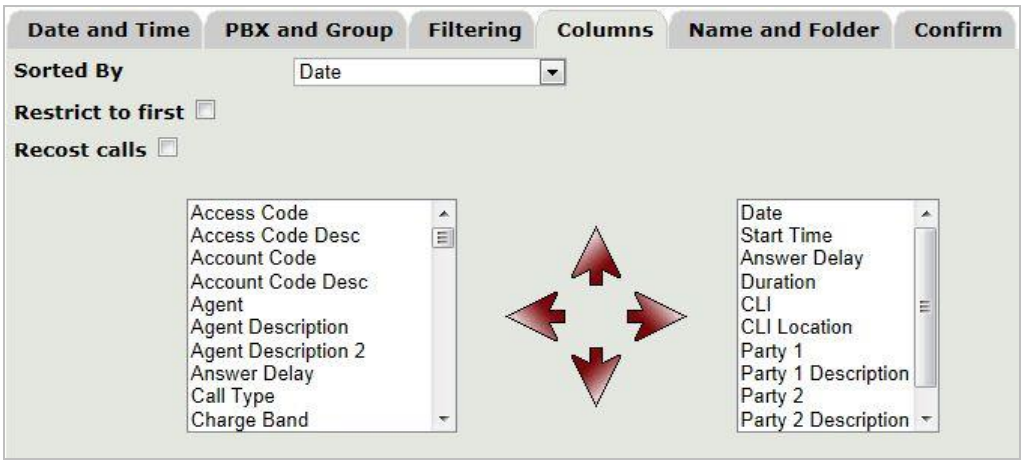
To add columns to the list on the right hand side, select the column name in the list on the left then click the right arrow; or you can double click on the column name in the list on the left.

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 and 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	Extension Matches
Report Title	All Calls for Extn 6021
Report Folder	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	Extension Matches
Report Title	All Calls for 6021
Period	Today
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	Extension matches 6021
Quick Filter 2	All calls
Columns	Date, Start Time, Answer Delay, Duration, CLI, CLI Location, Party 1, Party 1 Description, Party 2, Party 2 Description, Party 3, Dialled No., Dialled No. Location, Cost
Sorted by	Date

[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 to save these changes.

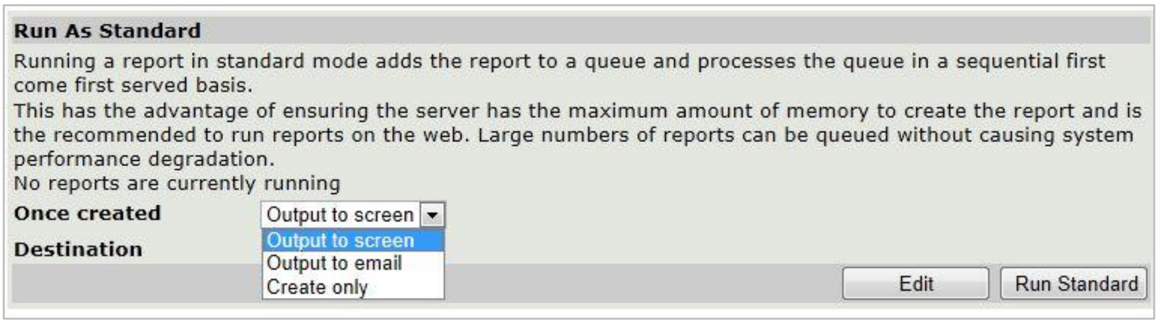
Quick Filter 1	Extension matches 6021
Quick Filter 2	All calls
Columns	Date, Start Time, Answer Delay, Duration, CLI, CLI Location, Party 1, Party 1 Description, Party 2, Party 2 Description, Party 3, Dialled No., Dialled No. Location, Cost
Sorted by	Date

[Back] [Delete] [Protect] [Update] [Add] [Run Report]

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

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

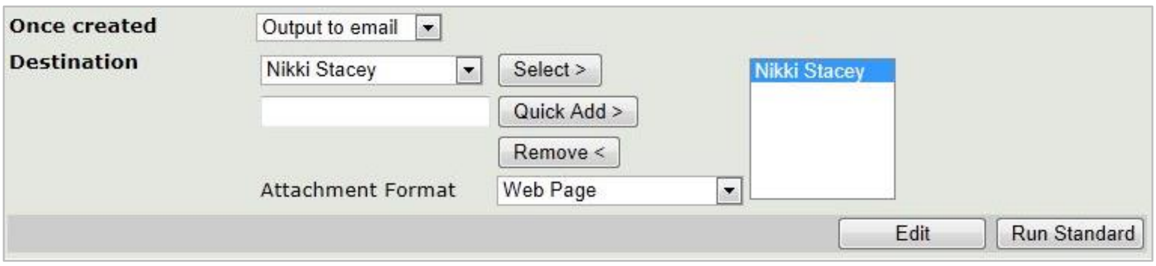
Under **Once created** you have 3 options:



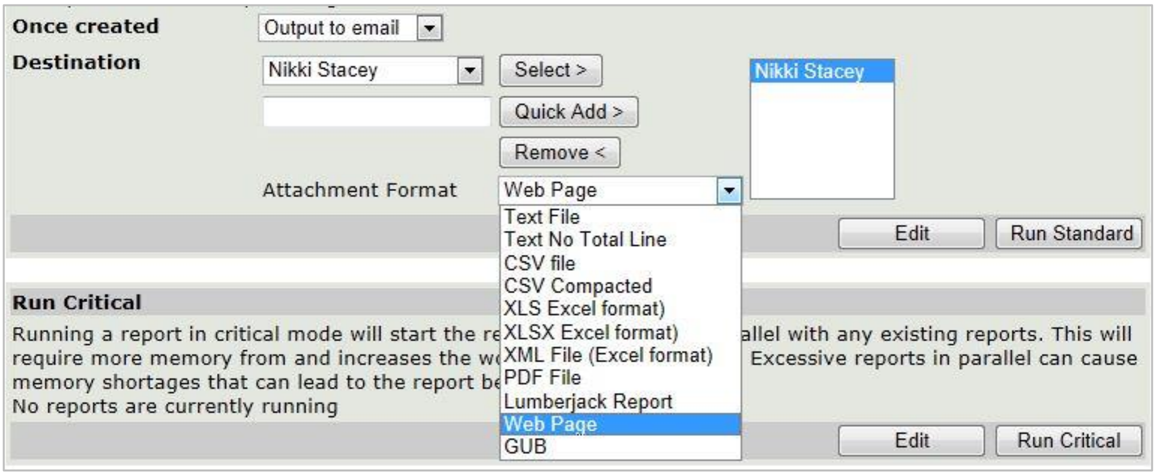
This will usually be left on **Output to screen**, but you will need to ensure that **popups** are allowed from your LUMBERJACK server in your web browser options.

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.



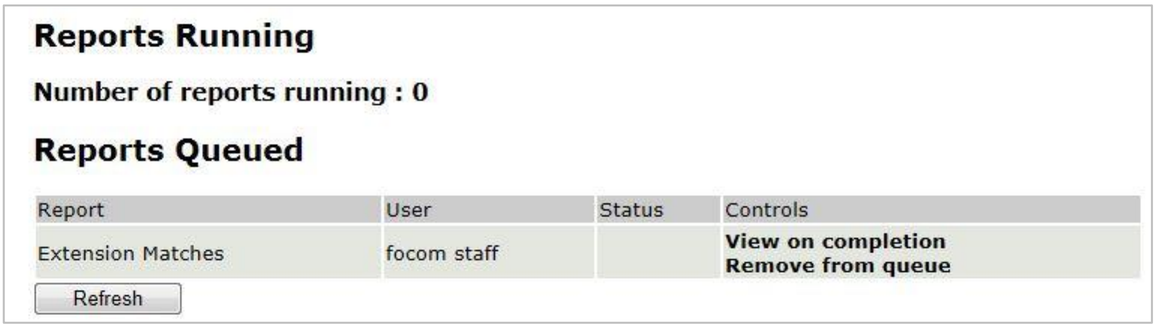
Select the format you wish to send the report as.



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.

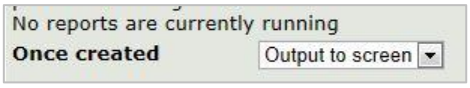
After you have made your selection in **Once created**, click **[Run Standard]** to run the report in the background.

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

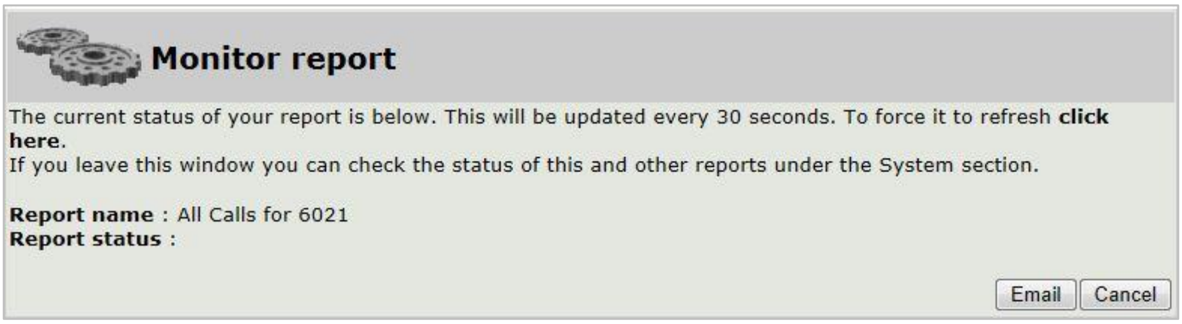


You can, of course, carry on creating/running other reports while waiting for your report to finish. To check on its progress you can go to **Reports>View Running Reports**.

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.



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