

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

The screenshot shows the Focom Limited web interface. The top navigation bar includes 'call monitor', 'reports', 'pbx', 'management', 'processes', 'email support', 'webhelp', and 'logout'. The 'reports' menu item is circled in red. On the left sidebar, the 'create report' link is circled in red. A red arrow points from this link to the '+ Create New Report Setup' button in the main content area. The main content area shows a 'Create Reports' section with a 'Filter list' and a list of report categories: Checking, Scheduled, Templates, and Training.

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

The screenshot shows the 'Create New Report Setup' dialog box. The 'Detailed' radio button is selected. A red arrow points to the 'Detailed' option. Another red arrow points to the 'Create' button at the bottom right of the dialog.

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				
<input type="button" value="Back"/> <input type="button" value="Add"/> <input type="button" value="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				

Extension matches	6021
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All calls All calls Answer delay between Area code matches Call ID is Call type is CLI matches Cost between Cost IC between Dialed number matches DNIS matches Duration between Extension in group Extension matches

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 asterisk (*) [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				
	<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	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, Dialed No., Dialed No. Location, Cost				
Sorted by	Date				
					<input type="button" value="Back"/> <input type="button" value="Add"/> <input type="button" value="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, Dialed No., Dialed No. Location, 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 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	Extension Matches
Report Title	All Calls for 6021
Period	Today
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	Extension matches 6021
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

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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 >
Quick Add >
Remove <

Nikki Stacey

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.

Reports Running

Number of reports running : 0

Reports Queued

Report	User	Status	Controls
Extension Matches	focom staff		View on completion Remove from queue

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 : All Calls for 6021
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.