



# HOW TO SEARCH FOR A DIALLED NUMBER

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

**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**

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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	<input checked="" type="checkbox"/> 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 **Dialled Number Matches**.

In the box that appears underneath Dialled Number Matches enter the dialled number you want to search for.

Dialled number matches
014422000*



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].

For example you want to look for all calls to 118 numbers:

You could enter **118\*** which would give you any number that started 118 and was followed by any amount of digits, or no further digits.

Dialled number matches  
118\*

Or you could enter **118???** which would give you any number that started 118 and was followed by 3 digits.

Dialled number matches  
118???

If you entered the full number, but you get no results in the report you may need to put \* in front of the dialled number to capture any new access code that LUMBERJACK is unaware of.

Dialled number matches  
\*01442200002

You could also put \* at the end of the number to capture any calls where additional digits may have been entered and output by the switch.

Dialled number matches  
\*01442200002\*

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	Dialled Number Search				
Report Title	All Calls to 014422000* numbers				
Report Folder	n				
	<input type="checkbox"/> Checking <input type="checkbox"/> 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	Dialled Number Search				
Report Title	All Calls to 01442* numbers				
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	Dialled number matches 014422000*				
Quick Filter 2	All calls				
Columns	Date, Start Time, Party 1 Description, Party 1 Description 2, Party 2, Party 2 Description, Dialled No., Dialled 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.

Quick Filter 1	Dialled number matches 01442*				
Quick Filter 2	All calls				
Columns	Date, Start Time, Party 1 Description, Party 1 Description 2, Party 2, Party 2 Description, Dialled No., Dialled 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** Dialled Number Search  
**Report Title** All Calls to 014422000\* numbers  
**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** Dialled number matches 01442\*  
**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 ▼  
Output to screen  
Output to email  
Create only

**Destination**

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 <

Attachment Format Web Page ▼

Nikki Stacey

Edit Run Standard



Select the format you wish to send the report as.

**Once created** Output to email

**Destination** Nikki Stacey

Attachment Format: Web Page

**Run Critical**

Running a report in critical mode will start the report in parallel with any existing reports. This will require more memory from and increases the workload on the server. Excessive reports in parallel can cause memory shortages that can lead to the report being cancelled. No reports are currently running.

Buttons: Edit, Run Standard, 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
Dialled Number Search	focom staff		<b>View on completion</b> <b>Remove from queue</b>

Refresh

### Reports Running

Number of reports running : 1

Started	User	Report	Priority	Status
14:57 08/05/15	focom staff	Dialled Number Search	1:Lowest 1 2 3 4 5 Cancel	

### Reports Queued

Report	User	Status	Controls
Dialled Number Search	focom staff	<b>Running</b>	<b>View on completion</b> <i>Started. Cannot remove</i>

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** Output to screen



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 to 014422000\* numbers  
**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.

**All Calls to 014422000\* numbers**

### All Calls to 014422000\* numbers

**Period** 1st Jan 2014 to 31st Dec 2014 **Time** 00:00:00 to 23:59:59  
**Group** No Group **PBX** All PBXs  
**Full Filter** Dialed number matches 01442\*  
**Details** Dialed Number Search (ID 259) Period last year 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 Desc	Party 1 Desc 2	Party 2	Party 2 Desc	Dialled No.	Location	Cost	
17/03/2014	11:04:13	Vol O'Von	Admin	101017	DASS	01442118077	Local	£ 0.310	
31/03/2014	09:57:17	Phillip Stake	Service	101011	DASS	01442060308	Local	£ 2.039	
10/04/2014	15:45:51	Miss Moffat	Finance	101009	DASS	01442036228	Local	£ 1.888	
27/04/2014	15:40:00	Candice Tor	Service	101008	no name	01442045447	Local	£ 0.263	
21/09/2014	15:38:45	Krem Karomell	Admin	101020	no name	01442111978	Local	£ 0.910	
01/12/2014	15:23:19	Vol O'Von	Admin	101002	no name	01442041054	Local	£ 2.063	

**Calls 6 Cost £ 7.473**

Detailed focom staff 15:00:33 Fri 08/05/2015