

[UPDATE] OR "REASSIGN"

HOW TO DECIDE WHICH TO USE

Every element (extension, operator, trunk/line etc) in LUMBERJACK has a unique ID value in the database as can be seen from this sample list of extensions, which are sorted in ID order.

id	name	alias
1	6017	Les Arnya
2	6006	Vol O'Von
3	6015	Soss Idge
4	6019	Teresa Green
5	6002	Krem Karomell
6	6014	Phillip Stake
7	6016	Sir Loin Stake
8	6018	Kid Knee
9	6012	Chi Ken
10	6001	Jamie Dodger
11	6011	Bol O'Naze
12	6010	Lofa Bred
13	6004	Candice Tor
14	6009	Bo Peep
15	6005	Dr Foster
16	6020	Gus Tardpie
17	6008	Jack Horner
18	6003	Miss Moffat
19	6007	Boy Blue
20	6013	Willie Winkie

When you **[Update]** an element, all the history for that element, where the element ID matches, is updated. But when you **"Reassign"** an element, the original ID is ceased and a new ID is given to the element, which means that the change is only effective from the time of the first **Recache** following the date of the **Reassign** – the history of the element is not changed.

The three example reports below are all run using exactly the same criteria.

The first shows extn **6010** has the description **Lofa Bred** with **45 calls** etc.

The second shows the effect of using **[Update]**. Extn **6010** now has the description **Gary Baldi**, but has the **45 calls** etc that Lofa Bred had.

The third shows the effect of doing a **"Reassign"**. Extn **6010 shows twice**: once with **Lofa Bred** and **45 calls** etc; the other with **Gary Baldi** but **no calls** have been logged yet against the reassigned extension.

1

All Extns				
	Description	No of Calls	Duration	Cost
6001	Jamie Dodger	55	06:53:42	£ 66.749
6002	Krem Karomell	57	06:55:43	£ 152.118
6003	Miss Moffat	48	06:55:08	£ 103.992
6004	Candice Tor	44	05:39:36	£ 32.530
6005	Dr Foster	44	05:40:36	£ 70.889
6006	Vol O'Von	58	07:49:30	£ 137.594
6007	Boy Blue	61	07:57:32	£ 96.436
6008	Jack Horner	54	06:59:26	£ 95.226
6009	Bo Peep	41	05:20:29	£ 45.684
6010	Lofa Bred	45	05:53:14	£ 57.791
6011	Bol O'Naze	51	06:10:01	£ 49.836
6012	Chi Ken	48	05:52:24	£ 73.380
6013	Willie Winkie	52	06:36:59	£ 71.966
6014	Phillip Stake	58	07:11:50	£ 100.081
6015	Soss Idge	49	05:52:40	£ 50.218
6016	Sir Loin Stake	43	05:09:55	£ 68.926
6017	Les Arnya	35	05:28:47	£ 85.739
6018	Kid Knee	54	06:57:34	£ 77.949
6019	Teresa Green	52	06:25:13	£ 88.509
6020	Gus Tardpie	50	06:22:37	£ 78.048
Total 20		999	128:12:56	£ 1603.661

2 – [Update]

All Extns				
	Description	No of Calls	Duration	Cost
6001	Jamie Dodger	55	06:53:42	£ 66.749
6002	Krem Karomell	57	06:55:43	£ 152.118
6003	Miss Moffat	48	06:55:08	£ 103.992
6004	Candice Tor	44	05:39:36	£ 32.530
6005	Dr Foster	44	05:40:36	£ 70.889
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6009	Bo Peep	41	05:20:29	£ 45.684
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6018	Kid Knee	54	06:57:34	£ 77.949
6019	Teresa Green	52	06:25:13	£ 88.509
6020	Gus Tardpie	50	06:22:37	£ 78.048
Total 20		999	128:12:56	£ 1603.661

3 – "Reassign"

All Extns				
	Description	No of Calls	Duration	Cost
6001	Jamie Dodger	55	06:53:42	£ 66.749
6002	Krem Karomell	57	06:55:43	£ 152.118
6003	Miss Moffat	48	06:55:08	£ 103.992
6004	Candice Tor	44	05:39:36	£ 32.530
6005	Dr Foster	44	05:40:36	£ 70.889
6006	Vol O'Von	58	07:49:30	£ 137.594
6007	Boy Blue	61	07:57:32	£ 96.436
6008	Jack Horner	54	06:59:26	£ 95.226
6009	Bo Peep	41	05:20:29	£ 45.684
6010	Lofa Bred	45	05:53:14	£ 57.791
6010	Gary Baldi	0	00:00:00	£ 0.000
6011	Bol O'Naze	51	06:10:01	£ 49.836
6012	Chi Ken	49	05:53:48	£ 73.527
6013	Willie Winkie	52	06:36:59	£ 71.966
6014	Phillip Stake	58	07:11:50	£ 100.081
6015	Soss Idge	49	05:52:40	£ 50.218
6016	Sir Loin Stake	43	05:09:55	£ 68.926
6017	Les Arnya	35	05:28:47	£ 85.739
6018	Kid Knee	54	06:57:34	£ 77.949
6019	Teresa Green	52	06:25:13	£ 88.509
6020	Gus Tardpie	50	06:22:37	£ 78.048
Total 21		1000	128:14:20	£ 1603.808

You will only see the two versions of a "reassigned" extension in a report that includes the date / time that the reassigned happened.

As you can see from this database view, the reassigned extn 6010 has a new ID value.

The example is sorted in name (extn) order and includes the peer_level column.

A peer_level of 50 means the element is active;

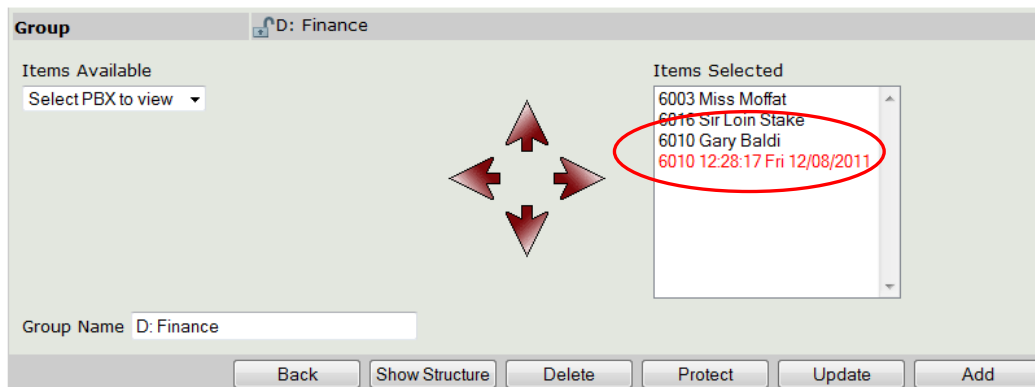
A peer_level of 0 means that the element is a historic element which has either been reassigned or deleted.

peer_level	id	name	alias
50	10	6001	Jamie Dodger
50	5	6002	Krem Karomell
50	18	6003	Miss Moffat
50	13	6004	Candice Tor
50	15	6005	Dr Foster
50	2	6006	Vol O'Von
50	19	6007	Boy Blue
50	17	6008	Jack Horner
50	14	6009	Bo Peep
50	102	6010	Gary Baldi
0	12	6010	Loia Bred
50	11	6011	Bol O'Naze
50	9	6012	Chi Ken
50	20	6013	Willie Winkie
50	6	6014	Phillip Stake
50	3	6015	Soss Idge
50	7	6016	Sir Loin Stake
50	1	6017	Les Arnya
50	8	6018	Kid Knee
50	4	6019	Teresa Green
50	16	6020	Gus Tardpie

All Extns is a System Group; System Groups are not viewable in the web browser. You will only see the historic and active extensions when running reports.

However, as 6010 was in the group D: Finance and the "reassigned" extension is also in D: Finance you see both the historic and active extension.

Update/Add Group



The historic extension is shown in red, and the time / date that the extension became historic is after the extension number.

Provided that you do not removed the historic extension from the group you will still be able to historically report on it.

USING [UPDATE]

To **[Update]** an extension go to **PBX>PBXs**, expand the PBX you want then select View Extensions and scroll to the extension you want to **[Update]**.

6010	Lofa Bred	focom staff	15:32:03 Fri 12/08/2011	+ Add to group - Delete from 'Company Extensions' / Edit 'Company Extensions' - Delete from 'D: Finance' / Edit 'D: Finance' - Delete from 'CC: 345-CDE-678' / Edit 'CC: 345-CDE-678' + Add to group
6011	Bol O'Naze	focom staff	15:05:43 Mon 25/10/2010	- Delete from 'Company Extensions' / Edit 'Company Extensions'

There are two ways to **[Update]** an extension:

You can either click the bold extension number: this takes you to the **Update / Add Extension on PBX** screen where you can amend the **1st** and **2nd Description** as required, then click **[Update]**.

Update/Add Extension on PBX

PBX:Extension PBX: **6010**

Extension Number 6010

1st Description

2nd Description

Or you can click the bold name against the extension and amend Alias 1 and 2 as necessary, then click **Update**.

6010	Alias 1 <input type="text" value="Lofa Bred"/>	focom staff	15:32:03 Fri 12/08/2011	- Delete from 'Company Extensions' / Edit 'Company Extensions' - Delete from 'D: Finance' / Edit 'D: Finance' - Delete from 'CC: 345-CDE-678' / Edit 'CC: 345-CDE-678' + Add to group
6011	Bol O'Naze	focom staff	15:05:43 Mon 25/10/2010	- Delete from 'Company Extensions' / Edit 'Company Extensions'

Once you have click **Update**, a tick appear below the updated name.

6010	Gary Baldi ✓	focom staff	15:32:03 Fri 12/08/2011	- Delete from 'Company Extensions' / Edit 'Company Extensions' - Delete from 'D: Finance' / Edit 'D: Finance' - Delete from 'CC: 345-CDE-678' / Edit 'CC: 345-CDE-678' + Add to group
6011	Bol O'Naze	focom staff	15:05:43 Mon 25/10/2010	- Delete from 'Company Extensions' / Edit 'Company Extensions'

You can also use **Delete from** or **Add to group** as appropriate to remove the extension from a group or to add it to another group.

“REASSIGNING” AN EXTENSION

In the LUMBERJACK web browser there is no **[Reassign]** button, but you can “reassign” an extension by deleting it and re-adding it.

DELETING AN EXTENSION

Select the bold extension number.

6010	Lofa Bred	focom staff	15:32:03 Fri 12/08/2011	+ Add to group - Delete from 'Company Extensions' / Edit 'Company Extensions' - Delete from 'D: Finance' / Edit 'D: Finance' - Delete from 'CC: 345-CDE-678' / Edit 'CC: 345-CDE-678' + Add to group
6011	Bol O'Naze	focom staff	15:05:43 Mon 25/10/2010	- Delete from 'Company Extensions' / Edit 'Company Extensions'

Click the **[Delete]** button to remove the extension. This will not delete any data as the extension still exists historically.

Update/Add Extension on PBX

PBX:Extension PBX: **6010**

Extension Number 6010

1st Description Lofa Bred

2nd Description Finance

If you find you have made a mistake you can click the **[Restore]** button to undelete the extension.

Update/Add Extension on PBX

PBX:Extension PBX: **X 6010**

Extension Number 6010

1st Description Lofa Bred

2nd Description Finance

X 6010	Lofa Bred	focom staff	15:49:11 Fri 12/08/2011	- Delete from 'Company Extensions' / Edit 'Company Extensions' - Delete from 'D: Finance' / Edit 'D: Finance' - Delete from 'CC: 345-CDE-678' / Edit 'CC: 345-CDE-678' + Add to group
6011	Bol O'Naze	focom staff	15:05:43 Mon 25/10/2010	- Delete from 'Company Extensions' / Edit 'Company Extensions'

ADDING AN EXTENSION

Still in the **PBX>PBXs>View Extensions** screen select the **Create New Extension** towards the top of the screen, and then click **[Create]**.

View Extensions on PBX

This is the area to create new or modify existing Extensions.

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

Group extensions by **None** | **User**
+ Filter list

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

+ Create New Extn

Enter the Extension number you want to add and the 1st and 2nd Descriptions and click **[Add]**

Update/Add Extension on PBX

PBX:Extension	PBX: Number
Extension Number	<input type="text" value="Number"/>
1st Description	<input type="text" value="Enter description"/>
2nd Description	<input type="text"/>

Update/Add Extension on PBX

PBX:Extension	PBX: Number
Extension Number	<input type="text" value="6010"/>
1st Description	<input type="text" value="Gary Baldi"/>
2nd Description	<input type="text" value="Finance"/>

Update/Add Extension on PBX

PBX:Extension	PBX: <input type="text" value="6010"/>
Extension Number	<input type="text" value="6010"/>
1st Description	<input type="text" value="Gary Baldi"/>
2nd Description	<input type="text" value="Finance"/>

To view the new extension you will need to select **PBX>PBXs>View Extensions** in order for the web browser to full refresh the screen.

<input type="checkbox"/>	6010	Gary Baldi	focom staff	15:56:53 Fri 12/08/2011	+ Add to group
<input type="checkbox"/>	6011	Bol O'Naze	focom staff	15:05:43 Mon 25/10/2010	<input type="checkbox"/> Delete from 'Company Extensions' <input type="checkbox"/> Edit 'Company Extensions'

Use **+ Add to group** to add the extension to the necessary groups.

Add to a group

Select the group you wish to add to. To create a new group, type the name and click Create.

New group name

- Group of Groups
- CC: 123-ABC-456
- CC: 234-BCD-567
- CC: 345-CDE-678
- CC: 456-DEF-789
- Company Extensions
- D: Admin
- D: Finance
- D: Personnel
- D: Sales

Click the group that you want to add the extension to.

Click **+ Add to group** again to add the extension to another group.

Repeat this until the extension is in all the necessary groups.