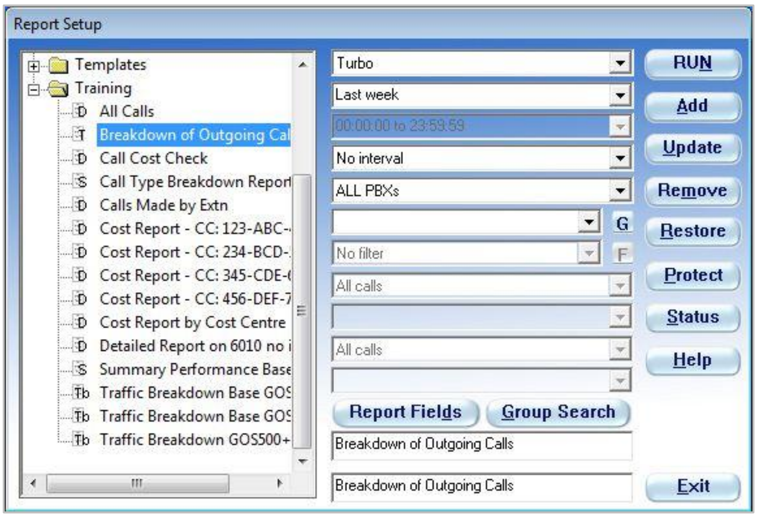
How to Search for a Dialled Number

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.

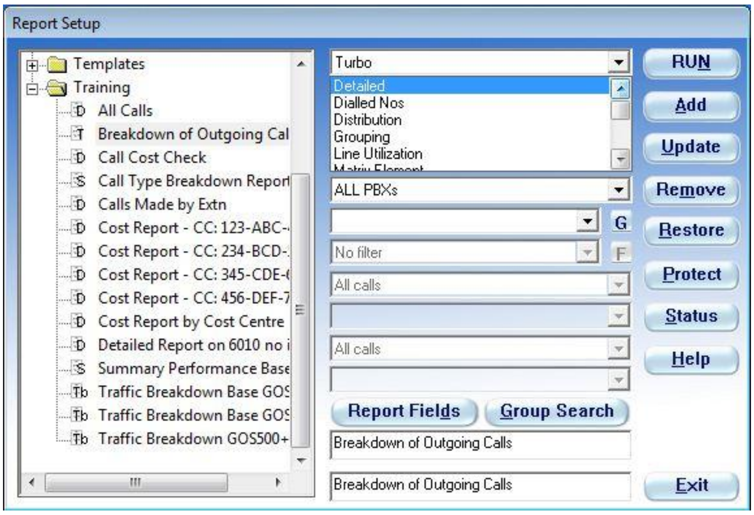
You may have templates in **Report Setup** for such eventualities, but if you haven't it is very easy to create new templates.

Go to Reports > Report Setup

Select any template in the list of current Report Formats on the left;



Change the **Type of report** to Detailed;

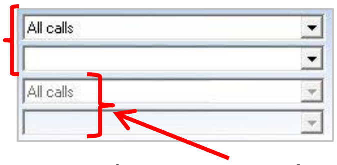


Next select the **Time Frame**, **Time Restrictions**, **Interval** and **PBX** for your report.

Then choose a **Group**, if you want to run the report on a particular group, and select a relevant **Filter**, if one is already setup.

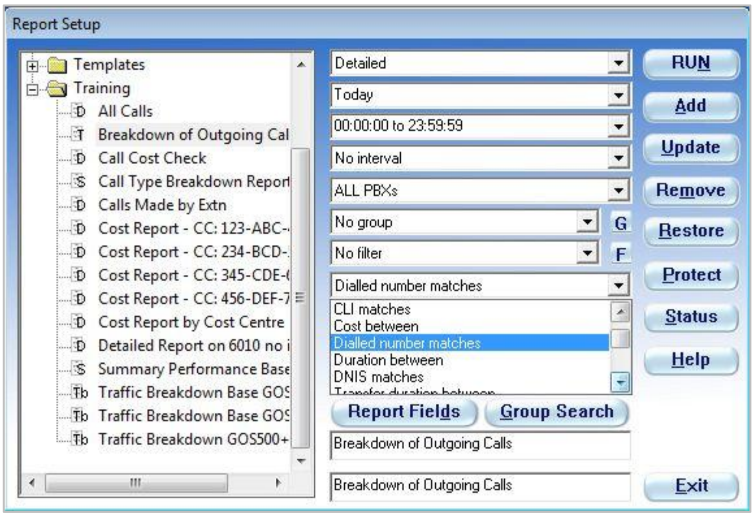
For these adhoc reports you would probably select **No group** and **No filter**.

The **Quick Filter** selection boxes are the quickest way to create quick adhoc reports.



Until the first Quick Filter is used the second stays greyed out.

In the first Quick filter drop-down list select the filter element that you want: in this case **Dialled number matches**.



Then in the filter selection box underneath enter the number that was dialled. As you can see the second Quick Filter is now available for use.

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].

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.

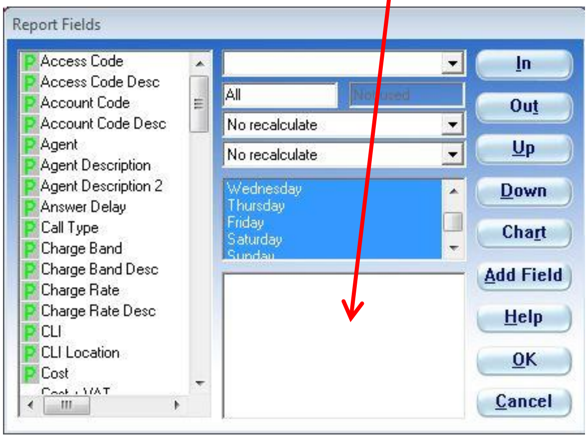
Or you could enter **118???** which would give you any number that started 118 and was followed by 3 digits.

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.

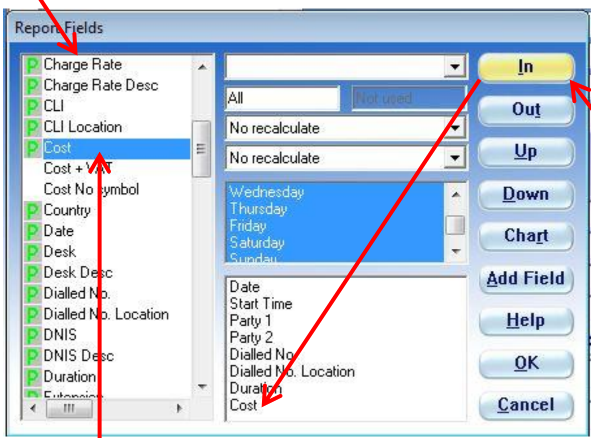
You could also put ***** at the end of the number to capture any calls where additional digits may have been entered and output by the switch.

You will then need to select the **[Report Fields]** button in order to choose the columns that will be displayed in your report.

If you changed the Report Type then the **List of fields to be displayed** will be blank.



From the **List of Available Fields** on the left select the fields you want to see as columns in your report.



You can either click once on the field in the list on the left to select it and then click the **[In]** button, on the right hand side, to add the field to the **List of fields to be displayed**.

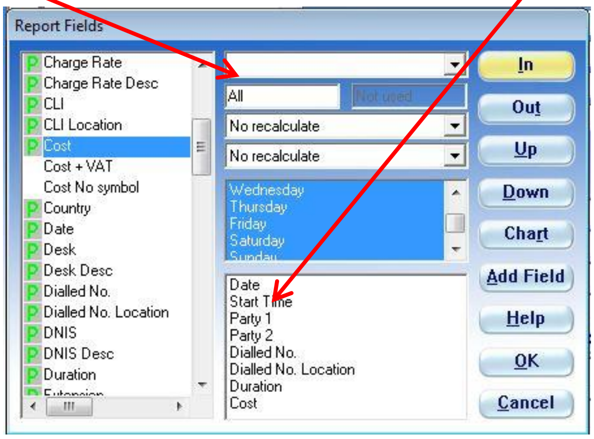
Or, you can double click on the field in the list on the left hand side and it will be added to the **List of fields to be displayed**.

If you accidentally add a field twice, or add an incorrect field, simply select that field in the **List of fields to be displayed** and either press the **[Delete]** key on your keyboard, or click the **[Out]** button on the right hand side.

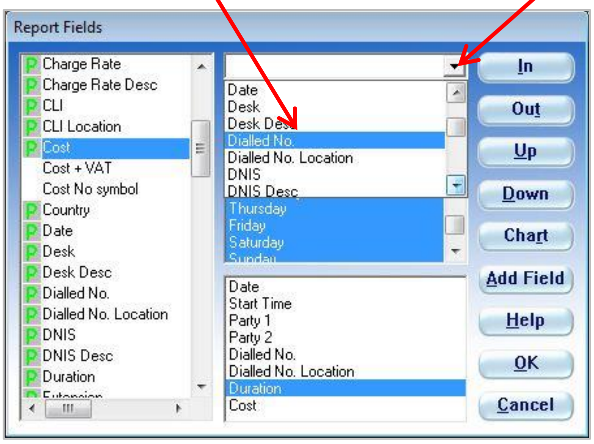
If you want to change the field order, in the **list of fields to be displayed**, select the field that you want to move, click the **[Up]** or **[Down]** button on the right until it is where you want it.

Remember that the field at the top of your list will be on the left of your report and the field at the bottom of your list will be on the right.

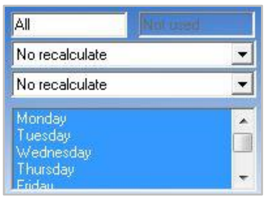
If the box centre top is blank, then the report is sorted by the first field in the **list of fields to be displayed**.



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, **Dialled No.**



Since you may have clicked on a report that restricts the number of lines shown in the report ensure that boxes under the sort box look like the example below (every day should be highlighted).



Once you are happy with your selections in **Report Fields** click **[OK]** to exit the window. Then you need to check **Group Search** – but only if you did NOT change the report type. Ensure the settings are the same as the example below.

Then give the report a **Title** and give the template a **description** (the description is limited to 31 characters and is what you see in the **List of Current Report Formats**), then click **[Add]**, then **[Run]** your report.