



HOW TO SEARCH FOR A COST BETWEEN X AND Y

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.

Several of the report setups in **Create Report** give the Cost column; including **Search for Dialed No** and **Tariff Check**: these are available in all LJ versions.

Calls to 0345 Numbers

Period 15th Jun 2015 to 21st Jun 2015
Time 00:00:00 to 23:59:59
Group No Group
Filter Dialed number matches 0345*

Open All Close All
 All Calls

All Calls

Date	Call Start	From	To	Description	Line Out	Access Code	O/G Dialed No.	Location	Duration	Cost
19/06/2015	10:29:42	6020		Sir Loin Stake	101012	9	0345497114752	BT	00:14:52	1.691
19/06/2015	11:13:42	6008		Vol O'Von	101017	9	0345811087192	Syntec UK Ltd	00:02:16	0.368
19/06/2015	12:29:31	6009		Dr Foster	101011	9	0345117040316	Virgin Media Wholesale Limited	00:11:20	1.320

Tariff Check

Period 22nd Jun 2015 to 28th Jun 2015
Time 00:00:00 to 23:59:59
Group No Group
Filter None

Open All Close All
 All Calls

All Calls

Date	Call Start	From	To	Access Code	O/G Dialed No.	Location	Duration	Cost	Tariff	Rate	Call Classification
22/06/2015	09:05:00	6002	101017	9	0345485087925	Affiniti Integrated Solutions L	00:06:40	0.830	BT	g21 Day	Premium
22/06/2015	09:14:59	6010	101014	9	01454026126	Chipping Sodbury	00:10:50	1.267	BT	National Day	National
22/06/2015	09:24:05	6012	101019	9	0905723073917	Cloud9	00:00:00	0.000	BT	p6	Premium

GO TO REPORTS > CREATE

Call Monitor **Reports** PBX Management Help Log Out

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Create Report

Info

<input type="radio"/> Account Code Call List	<input type="radio"/> Outgoing Call Breakdown
<input type="radio"/> Account Code Summary	<input type="radio"/> Party Report
<input type="radio"/> All Calls	<input type="radio"/> PIN Number Call List
<input type="radio"/> All Calls Made	<input type="radio"/> PIN Number Summary
<input type="radio"/> All Calls Received	<input type="radio"/> Search for Calling Line ID
<input type="radio"/> Company Extension Costs	<input checked="" type="radio"/> Search for Dialed No
<input type="radio"/> Daily Log	<input type="radio"/> Site Activity
<input type="radio"/> Incoming Call Handling	<input type="radio"/> Tariff Check



Click on the report setup you want to use. In this case I am using **Search for Dialed No.**

Template Name Search for Dialed No

Title Search for Dialed Number

Period Last week

Days Included M T W Th F
S S

Time 00:00:00 to 23:59:59

Interval No interval

Group No group

Filter 1 Dialled number matches
020*

Filter 2 All calls

Sort Date

Run Schedule

Enter a **Title** for your report, select a **Period** and **Time**. Usually all **Days Included** will be ticked.

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

In the **Filter 1** drop down list select **Cost between**.

All calls
Access code matches
Account code matches
Account code in group
Answer delay between
Area code matches
Call type is
CLI matches
Cost between
Dialled number matches
Duration between
Extension matches
Extension group matches
Flag Contains
Line matches
Line group matches
Location matches
Operator matches
Operator group matches
Pin number matches
Pin number group matches
Tariff is
Dialled number matches

In the box that appears below **Cost between** enter the cost range you want to search for following the format of the default option, shown below. This gives any call with a cost from £0 to £999.99.

Filter 1 Cost between
0.00 and 999.99



In LJ costs are displayed with 3 decimal places as some costs can be so small that they would appear as no cost if only 2 decimal places were displayed. When entering your cost range you can enter either 2 or 3 decimal places depending on the range.

You may, for example, want to see calls that cost between 5p and £1, you would enter:

Filter 1 ? Cost between

Or you may want to see calls of £5 and over, in which case you would enter:

Filter 1 ? Cost between

Using 999.99, or any other really high value, as the upper limit ensures that you should see all calls with costs £5 and over.

If you wanted to see all calls over £5, but not exactly £5, you would need to enter: (Notice the use of the 3rd decimal place).

Filter 1 ? Cost between

For calls that cost more than £2 but less than £5 you would need to enter:


Filter 1 ? Cost between

Sorted is probably best left with **Date** selected. You can, however, choose any option in the drop-down list.

- Date
- Unsorted
- Date
- Call Start
- From
- Description
- Line Out
- Access Code
- O/G Dialed No.
- Location
- Duration
- Cost

If you are happy with your selection click **[Run]**.

?



Monitor Report

The current status of your report is below. This will be updated every 30 seconds.

Report : Costs between 50p and £1

Status :



If you wanted to run the report on a regular basis – **Daily**, **Weekly**, or **Monthly** – instead of clicking **[Run]**, click **[Schedule]**.

Template Name **Cost Between 50p and £1**

Run time

Frequency

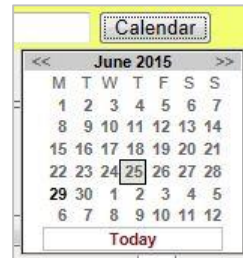
Exclude if day is:
 M
 T
 W
 Th
 F
 S
 S

Report Format

Save as

Run time

Select **[Calendar]** to choose the date that your report is next going to run.



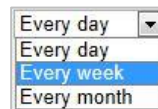
The current date has a square around it – I am selecting the **29th** for the report to next run as the report looks at **Last Week**.

Run time

The default time is midnight, but you can change that if you want to.

Frequency

From the drop down, select how often you want the report to run.



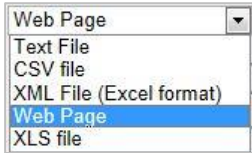




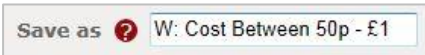


Your choice will depend on the period you selected for your report.

If you chose **Yesterday**, then you will want to select **Every day**; if you chose **Last Week** or **Last 7 days**, then you will want to select **Every Week**; and if you chose Last calendar month, then you will want to select Every month.

Frequency



<p>Exclude if day is:</p>	<p>Usually all days will be left unticked.</p>  <p>However, if you chose Yesterday for the period of your report, and you have selected Every day for the frequency, you may not want to receive a report for Saturday or Sunday. If that is the case then you would tick the days as shown below – this would ensure that the report did not run on Sunday (for Saturday) and Monday (for Sunday).</p> 
<p>Report Format</p>	<p>From the drop down, select the display format for the report.</p>  <p>Note: CSV format, opened in Microsoft Excel, will drop the leading zeros from dialled numbers / CLI numbers etc.</p> 
<p>Email</p>	 <p>From the drop down highlight the email address to send the report to and click [Select >] to put the email address into the box on the right.</p> <p>If the address you want is not in the drop down list, in the blank text box below type the email address in full, then click [Quick Add >]. The address will then be in the drop down list for future use</p>  <p>If you accidentally added an incorrect email address to the list on the right, you can highlight it, in the box on the right, then click [Remove <].</p> 
<p>Save As</p>	<p>Finally, enter a name for this scheduled event.</p> 



Once you are happy with your selections click **[Go]**.

Template Name **Cost Between 50p and £1**

Run time 00:00:00 06/07/2015

Frequency Every week

Exclude if day is: M T W Th F
S S

Report Format Web Page

supportlj@focom.com

Email

Save as W: Cost Between 50p - £1

You will then be able to access the scheduled event under **Reports > Scheduler**. Notice the Description is not displaying the £1 correctly – this is due to the web browser, not LJ.

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Scheduled Reports

Info

Delete Schedule

Run time	Description	Frequency	
00:00:00 Tue 30/06/2015	D: Duration between 10-20m	Every day	X
00:00:00 Mon 06/07/2015	W: Calls from 01442 200000	Every week	X
00:00:00 Mon 06/07/2015	W: Calls to 0345 Numbers	Every week	X
00:00:00 Mon 06/07/2015	W: Cost Between 50p - £1	Every week	X

To edit a scheduled event click the bold **Run time**.



You can also edit the schedule from **Reports > View**, click on the **Scheduled** icon

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View Generated Reports

Info

Delete | Scheduled | Email

Report Title	Report Period	Date run
Cost Between 50p and £1	22/06/2015 to 28/06/2015	12:28:09 Mon 29/06/2015

Below is an example of what your report will look like. You will notice that in the tile at the top of the report the £1 is not correctly displayed – this is again due to the web browser, not LJ.

Costs between 50p and 1

Period 22nd Jun 2015 to 28th Jun 2015
Time 00:00:00 to 23:59:59
Group No Group
Filter Cost between 0.501 and 0.999

All Calls

Date	Call Start	From	Description	Line Out	Access Code	O/G Dialed No.	Location	Duration	Cost
22/06/2015	09:05:00	6002	Krem Karomell	101017	9	0345485087925	Affiniti Integrated Solutions L	00:06:40	0.830
22/06/2015	09:33:33	6016	Gus Tardpie	101001	9	0371098018225	TalkTalk Communications Limited	00:08:05	0.978
22/06/2015	09:40:51	6009	Dr Foster	101019	9	034520060706	Daisy Communications Ltd	00:04:45	0.628
22/06/2015	09:41:59	6003	Miss Moffat	101008	9	0370225022648	Invomo Ltd	00:08:06	0.980
22/06/2015	09:43:54	6007	Jack Horner	101009	9	0560174034120	BT	00:05:15	0.681
22/06/2015	09:45:27	6019	Les Arnya	101018	9	0333055049014	Skycom Ltd	00:06:35	0.821