



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 have an existing report setup in **Create Report** to **Search for Dialed No** – it is available in all LJ versions.

GO TO REPORTS > CREATE



Click **Search for Dialed No**.

Search for Dialed No

Template Name

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: Dialed 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.

Filter 1 already has **Dialled number matches** selected. In the box below (that contains 020*) enter the dialled number you want to search for.

Filter 1		Dialled number matches	▼
		020*	
Filter 2		All calls	▼

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.

Filter 1		Dialled number matches	▼
		118*	

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

Filter 1		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.

Filter 1		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.

Filter 1		Dialled number matches	▼
		01442200002	


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 Dialled No.
- Location
- Duration
- Cost

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

	Run	Schedule
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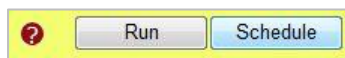


 **Monitor Report**

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

Report : Search for Dialed Number
Status :

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



Template Name **Calls to 0345 Numbers**

Run time

Frequency

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

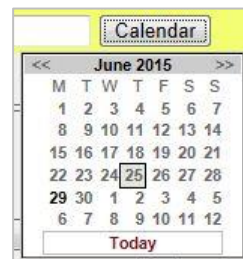
Report Format

Email

Save as

Run time

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




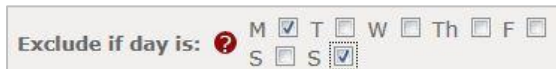
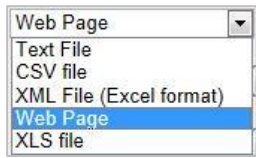
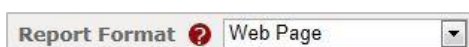




The current date has a square around it – I am selecting the **29th** for the report to next run as the report looks at **Last Week**.

Run time

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



<p>Frequency</p>	<p>From the drop down, select how often you want the report to run.</p>  <p>You choice will depend on the period you selected for your report.</p> <p>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.</p> 
<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> 



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]**.

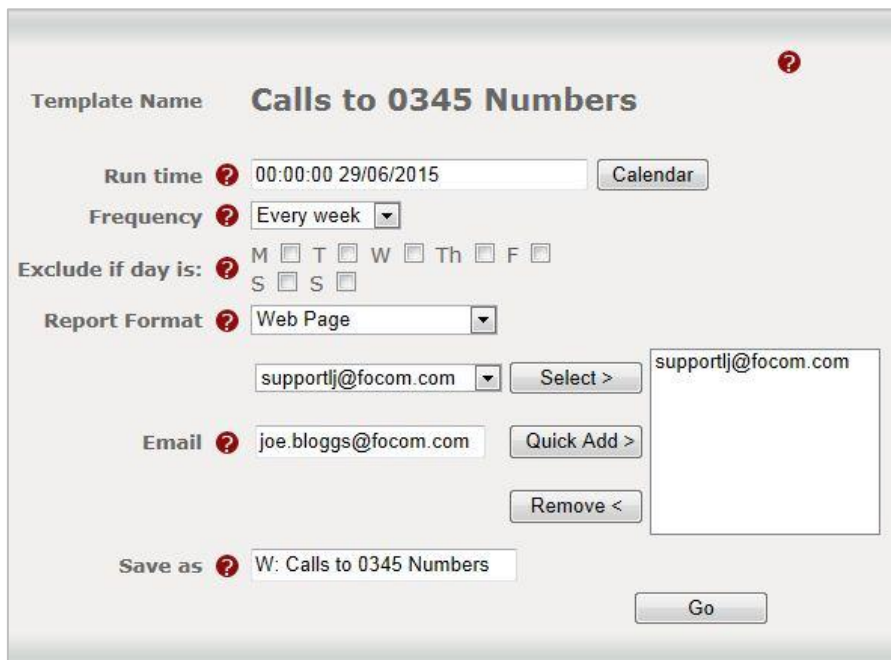


Save As

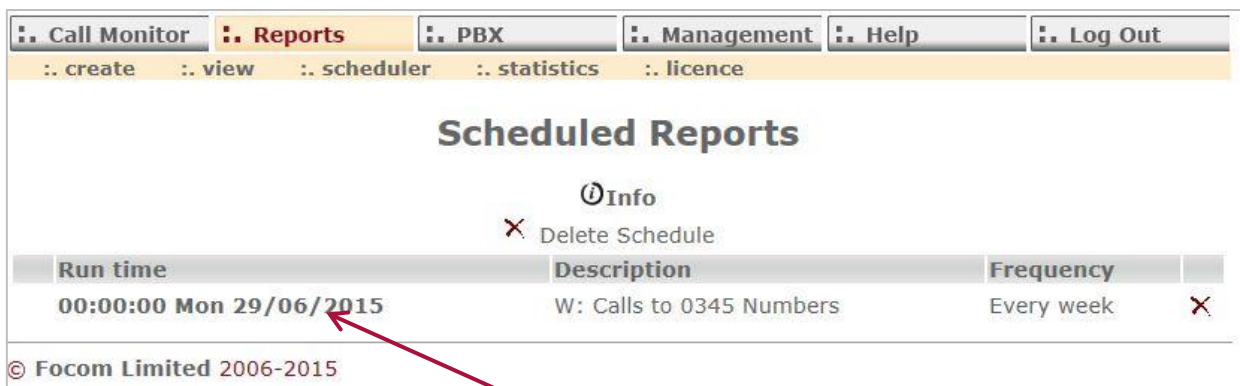
Finally, enter a name for this scheduled event.



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



You will then be able to access the scheduled event under **Reports > Scheduler**



Run time	Description	Frequency
00:00:00 Mon 29/06/2015	W: Calls to 0345 Numbers	Every week

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



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

Report Title	Report Period	Date run
Calls to 0345 Numbers	15/06/2015 to 21/06/2015	12:01:42 Fri 26/06/2015

Below is an example of what your report will look like.

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

Date	Call Start From	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
19/06/2015	14:05:05	6018 Kid Knee	101001	9	0345094093971	Nexus Telecommunications plc	00:09:44	1.152
19/06/2015	15:16:54	6005 Soss Idge	101014	9	0345251011629	InTechnology Plc	00:07:20	0.900
19/06/2015	15:29:12	6018 Kid Knee	101011	9	0345268001043	BT	00:03:01	0.446
19/06/2015	16:17:20	6011 Chi Ken	101006	9	0345257052583	Telecoms World Plc	00:03:59	0.548
19/06/2015	17:59:57	6013 Bol O'Naze	101006	9	0345873052220	Gamma Telecom Holdings Ltd	00:12:52	1.481