



## HOW TO SEARCH FOR CALLS TO & FROM AN EXTENSION

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** will give information about both Incoming and Outgoing calls; the best to use is probably **All Calls** which is available in all LJ versions.

**All Calls**

**Period** 29th Jun 2015 to 29th Jun 2015  
**Time** 00:00:00 to 23:59:59  
**Group** Company Extns  
**Filter** None

+ Open All - Close All  
 - Company Extns->D: Admin->6002

Company Extns->D: Admin->6002

Date	Call Start	Call Type	Ansa Delay	Duration	Calling Line ID	From Description	To Description	Trans. to	Description Feature	O/G Dialed No.	Location	Cost
Calls 0 Avg Ansa Delay 00:00:00 Duration 00:00:00 Cost 0.000												

## GO TO REPORTS > CREATE

Call Monitor	<b>Reports</b>	PBX	Management	Help	Log Out
:: create	:: view	:: scheduler	:: statistics	:: licence	

### Create Report

Info

<ul style="list-style-type: none"> <li style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">Account Code Call List</li> <li style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">Account Code Summary</li> <li style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px; background-color: #f9e79f;"><b>All Calls</b></li> <li style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">All Calls Made</li> <li style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">All Calls Received</li> <li style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">Company Extension Costs</li> <li style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">Daily Log</li> <li style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">Incoming Call Handling</li> </ul>	<ul style="list-style-type: none"> <li style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">Outgoing Call Breakdown</li> <li style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">Party Report</li> <li style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">PIN Number Call List</li> <li style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">PIN Number Summary</li> <li style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">Search for Calling Line ID</li> <li style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">Search for Dialed No</li> <li style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">Site Activity</li> <li style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">Tariff Check</li> </ul>
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Click on the report setup you want to use.



Template Name **All Calls** ?

Title ? All Calls

Period ? Today

Days Included ? M  T  W  Th  F   
S  S

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

Interval ? No interval

Group ? Company Extns

Filter 1 ? All calls

Filter 2 ? All calls

Sort ? Date

?

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** setting should be as shown above.

Change the **Group** setting to select a group of your extensions or select **No Group**.

In the **Filter 1** drop down list select **Extension matches**.

- 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
- All calls

In the box that appears below **Extension matches**, enter the extension number you want to search.

Filter 1 ? Extension matches

2???

If you wanted to report on multiple extensions you can enter them in the filter selection box, just separate them using a comma (,). For example: **6021,6014,6011**. This box is limited,



however, to 31 characters. If your extension numbers were 4 digits you would be able to enter 6 extension numbers in the filter selection box.

Filter 1 ? Extension matches  
6021,6014,6011

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].

You may want to report on **6020 to 6029** – too many to enter altogether in the filter selection box because of the size limit. You can enter this range by replacing the final digit with a **?** – you would enter **602?**

Filter 1 ? Extension matches  
602?

If you wanted to report on all extensions from **6000 to 6999** you could enter **6???** or **6\***. If you only have 4 digit extension numbers these options would give the same result.

Filter 1 ? Extension matches  
6???


Filter 1 ? Extension matches  
6\*

**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]**.

? Run Schedule



## Monitor Report

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

**Report :** All Calls  
**Status :**

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

? Run Schedule



Template Name **All Calls**

Run time ? Never

Frequency ? Every day

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

Report Format ? Web Page

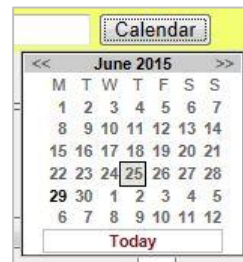
supportlj@focom.com

Email ?

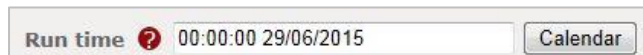
Save as ? Save As

**Run time**

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



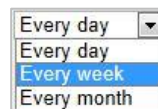
The current date has a square around it – I am selecting the **29<sup>th</sup>** for the report to next run as the report looks at **Last Week**.



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.



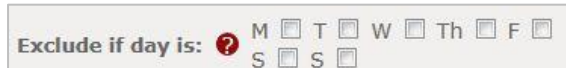
Your choice will depend on the period you selected for your report.

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.


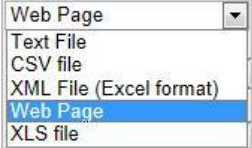


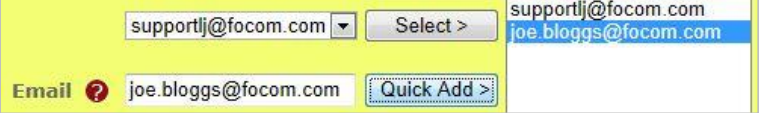

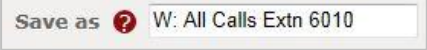


**Exclude if day is:**

Usually all days will be left unticked.





	<p>However, if you chose <b>Yesterday</b> for the period of your report, and you have selected <b>Every day</b> 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> 
<b>Report Format</b>	<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> 
<b>Email</b>	 <p>From the drop down highlight the email address to send the report to and click <b>[Select &gt;]</b> 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 <b>[Quick Add &gt;]</b>. 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 <b>[Remove &lt;]</b>.</p> 
<b>Save As</b>	<p>Finally, enter a name for this scheduled event.</p> 

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



Template Name *✎* **All Calls for Extn 6010** ?

Run time ? 00:00:00 29/06/2015 Calendar

Frequency ? Every week ▼

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

Report Format ? Web Page ▼

supportlj@focom.com Select > supportlj@focom.com

Email ?  Quick Add >

Remove <

Save as ? W: All Calls Extn 6010 Update

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

Call Monitor	<b>Reports</b>	PBX	Management	Help	Log Out
create	view	scheduler	statistics	licence	
<h3>Scheduled Reports</h3>					
Info					
Delete Schedule					
Run time	Description	Frequency			
<b>00:00:00 Mon 29/06/2015</b>	W: All Calls Extn 6010	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

Call Monitor	<b>Reports</b>	PBX	Management	Help	Log Out
create	view	scheduler	statistics	licence	
<h3>View Generated Reports</h3>					
Info					
Delete Scheduled Email					
Report Title	Report Period	Date run			
All Calls for Extn 6010	29/06/2015 to 29/06/2015	15:02:26 Mon 29/06/2015	X		

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



All Calls for Extn 6010

Period 22nd Jun 2015 to 28th Jun 2015  
Time 00:00:00 to 23:59:59  
Group No Group  
Filter Extension matches 6010

Open All  Close All  
 All Calls

All Calls

Date	Call Start	Call Type	Ansa Delay	Duration	Calling Line ID	From	Description	To	Description	Trans. to	Description	Feature	O/G Dialed No.	Location	Cost
22/06/2015	09:14:59	Outgoing	00:00:20	00:10:50		6010	Phillip Stake	101014	BT PSTN			none	01454026126	Chipping Sodbury	1.267
22/06/2015	09:18:46	Internal	00:00:08	00:03:53		6010	Phillip Stake	6008	Vol O'Von			none			0.000
22/06/2015	10:19:34	Incoming	00:00:14	00:04:44	0370068103610	101011	BT PSTN	6010	Phillip Stake			none			0.000
22/06/2015	12:21:30	Outgoing	00:00:06	00:08:20		6010	Phillip Stake	101007	BT PSTN			none	0370937125437	Solutios Limited	1.005
22/06/2015	12:46:15	Internal	00:00:09	00:09:32		6010	Phillip Stake	6001	Jamie Dodger			none			0.000