

Call Cruncher Call Reporting

User Guide



MOMENTUM


T E L E C O M

What you need to know

There are a wide range of report available in this guide. Not all of them will work in all cases due to many factors.

If you need a report that isn't listed here, we have many other reports that might be able to be added or custom built.

Any screenshots included in this manual have left out the date selection part of the process to simplify the guide and keep it a bit shorter. The part left out looks similar to what is shown below. You can select any range of dates.

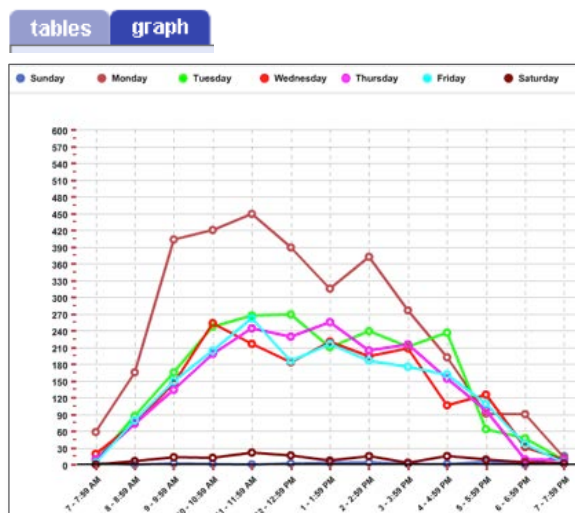


You can type in the date you are looking for, or click on the little calendar icon and just select the date range as shown below.







GRAPHS

Nearly every report will show you a detailed report by default but most also have graphing capabilities. Simply select the Graph tab and let the report reload.



What the icons mean

The icons show you that the report is available for Incoming , outgoing , or both incoming and outgoing  reports. In some cases the reporting engine requires some input from the user. For these reports, you will see an action button. 

Reports



ACCOUNT CODE CALL TOTALS

Reports the volume of incoming calls grouped by the Account Code

| <u>Account</u> ▲ | <u>Total Calls</u> | <u>Total Duration</u> | <u>Average Duration</u> |
|------------------|--------------------|-----------------------|-------------------------|
| 88 | 1 | 00:19:19 | 00:19:19 |
| 80 | 1 | 00:00:34 | 00:00:34 |
| 00 | 11 | 01:23:16 | 00:02:45 |

ACCOUNT CODE HOURLY CHARGE

This report allows you to view individual charge reports for accounts based on a per hour charge. (no test data available for report)

  Choose Account to examine in this Report (Test Account selected)

Test Account (24) ▼

AREA CODE TOTALS

Reports the volume of calls grouped by the area code. This can be used for incoming, outgoing, or both. If you choose both then it will show incoming and outgoing on the same report as seen below.

| <u>Area Code</u> ▲ | <u>Total Calls</u> | <u>Outgoing</u> | <u>Incoming</u> | <u>Total Duration</u> |
|--------------------|--------------------|-----------------|-----------------|-----------------------|
| 972 (TX) | 6 | 3 | 3 | 00:07:18 |
| 954 (FL) | 660 | 344 | 316 | 34:57:49 |
| 941 (FL) | 6 | 3 | 3 | 00:16:36 |

CALL DETAILS



This report shows the date, time, and extension for each call along with the direction, duration and caller ID for that call

| Date ▲ | Time | Ext | Linenumber | Direction | Duration | Caller ID |
|------------|-------------|----------|------------|-----------|----------|-----------|
| 10/22/2014 | 11:17:20 AM | ████████ | | INCOMING | 00:00:31 | ████████ |
| 10/22/2014 | 11:17:06 AM | ████████ | | OUTGOING | 00:00:10 | ████████ |
| 10/22/2014 | 11:16:40 AM | ████████ | | OUTGOING | 00:00:09 | ████████ |

CALL DETAILS (WITH CALL RECORDING)



This is the same report as Call Details but with the added call recordings (if enabled)

| | | | | | | | |
|------------|-------------|----------|----------|----------|----------|--|--|
| 10/22/2014 | 11:10:16 AM | ████████ | outgoing | 00:03:23 | ████████ | | |
|------------|-------------|----------|----------|----------|----------|--|--|

CALL HUNT GROUP TOTALS



This report breaks down call totals by Hunt group.

| Hunt Group (Ext) | Total Calls | Answered | Voice Mail | Dropped | Unanswered | Total Duration | Average Duration |
|----------------------------|-------------|----------|------------|---------|------------|----------------|------------------|
| 114 test Hunt Group | 4152 | 3744 | 252 | 70 | 86 | 1034:16:50 | 00:16:13 |
| 109 Reception 2 | 0 | 0 | 0 | 0 | 0 | 00:00:00 | 00:00:00 |
| 110 John Johnson | 4152 | 3744 | 252 | 70 | 86 | 1034:16:50 | 00:16:13 |
| 5001 HG1 | 46440 | 34616 | 2866 | 8167 | 791 | 9706:22:00 | 00:16:56 |
| 110 John Johnson | 4152 | 3744 | 252 | 70 | 86 | 1034:16:50 | 00:16:13 |

CALL LIVE ANSWER TOTALS



Reports the number of incoming calls answered and not answered. Must have voicemail extensions set up.

| 2 Choose Voicemail extension to examine in this Report (1 currently selected) | | | | |
|---|-------------|----------|------------|------------|
| 999 ▼ | | | | |
| Date | Total Calls | Answered | Voice mail | Unanswered |
| 2014-09-07 | 14 | 13 | 0 | 1 |
| 2014-09-06 | 16 | 14 | 0 | 2 |
| 2014-09-05 | 452 | 407 | 0 | 45 |

CALL TOTALS



Reports the total number of calls and total duration of calls for a specified timeframe. Incoming and outgoing reports show the calls made or received.

| Date ▲ | Incoming Calls | Total Duration |
|------------|----------------|----------------|
| 10/22/2014 | 191 | 11:38:56 |
| 10/21/2014 | 761 | 37:13:55 |
| 10/20/2014 | 705 | 34:01:42 |

CALL TOTALS / MINUTES



This report allows you to select a range of dates and then shows you a total number of cost generating long distance and international calls along with total duration each. If you set up any exclusions prior to running the report, you can exclude certain types of criteria from the report.

1 - Choose a Date Range for this Report
 Begin: End:

2 - Choose Exclusion to examine in this Report (1 selected)

3 - Build the Report build report now ▶

tables **graph** min length 00:00

Total Found: 2096

| Long Distance ▲ | Long Distance Total Duration | International | International Total Duration |
|-----------------|------------------------------|---------------|------------------------------|
| 2086 | 101:23:46 | 10 | 00:30:27 |

CAMPAIGN CALL DETAILS (WITH CALL RECORDING)



Allows access to recordings and call details for a specified timeframe based on campaign. Report requires that CallScript is activated and that you have campaigns set up ahead of time.

DAY OF THE WEEK TOTALS



The daily call totals organized by day of the week. It is possible to run this report for multiple weeks and it should be noted that the report will sum all calls for a specific day (i.e. it will show all calls for every Tuesday in the time period specified)

| Day of Week | Incoming Calls | Outgoing Calls | Total Calls | % of Total |
|-------------|----------------|----------------|-------------|------------|
| Sunday | 19 | 16 | 35 | 0.49% |
| Monday | 705 | 712 | 1417 | 19.72% |
| Tuesday | 761 | 679 | 1440 | 20.04% |



The Department reports will only work if you have previously set up departments in the system.

DEPARTMENT AREA CODE TOTALS



This report will show the number of incoming, outgoing, total calls and duration of the calls associated with each Area Code, by department.

| Dept ▲ | Area Code | Total Calls | Outgoing | Incoming | Total Duration |
|--------|-----------|-------------|----------|----------|----------------|
| ██████ | 202 (DC) | 8 | 4 | 4 | 00:15:01 |
| ██████ | 212 (NY) | 1 | 1 | 0 | 00:06:41 |
| ██████ | 214 (TX) | 3 | 1 | 2 | 00:02:11 |

DEPARTMENT AVERAGE TIME DELAY



In this report the user selects any direct dialed numbers they want included in the report, then the department(s) and any Queues wanted and the report will show the total calls, number of delayed calls and average delay.

| 3 + Choose Departments to be included in this Report (1 currently selected) | | | | |
|---|-------------|---------------|-------------------|---------------|
| Date | Total Calls | Delayed Calls | Not Delayed Calls | Average Delay |
| 2014/10/28 | 185 | 0 | 185 | 00:00:00 |
| 2014/10/27 | 420 | 0 | 420 | 00:00:00 |
| 2014/10/24 | 213 | 0 | 213 | 00:00:00 |

DEPARTMENT FILTERED CALL DETAILS



Displays outgoing calls, including date/time, duration of the call and Caller ID made by each extension in the specific department(s) selected. It allows you to also exclude any calls based on previously set exclusions in the system. For example if you wanted to show all calls but exclude local calls, you would set that up ahead of time and then run this report and choose the local call exclusion.

| 2 + Choose Departments to be included in this Report (1 currently selected) | | | | | |
|---|--------|------------------|-------------|-----------|----------|
| 3 - Choose Exclusion to examine in this Report (1 selected) | | | | | |
| Local Filter ▼ | | | | | |
| tables graph | | min length 00 00 | | | |
| Total Found: 52 Pages: 1 2 All | | | | | |
| Department ▲ | Ext | Date | Time | Caller ID | Duration |
| ██████ | ██████ | 10/15/2014 | 10:08:30 AM | ██████ | 00:15:46 |
| ██████ | ██████ | 10/15/2014 | 1:23:06 PM | ██████ | 00:00:45 |
| ██████ | ██████ | 10/17/2014 | 2:27:41 PM | ██████ | 00:05:22 |

DEPARTMENT FILTERED CALL DETAILS DASHBOARD

This displays a historical dashboard that can be displayed on a monitor or TV. The dashboard shows incoming, outgoing and total calls for each agent. In addition, the agent can be clicked on to drill down into the detail for that agent.

| 1 - Refresh Page Time (In Second) Interval Time: <input type="text" value="300"/> | | | |
|--|-------------|--------------------|----------|
| 2 + Choose Departments to be included in this Report (1 currently selected) | | | |
| 3 + Choose Extensions to be included in this Report (4 currently selected) | | | |
| 4 + Choose Exclusion to examine in this Report (1 selected) | | | |
| tables graph | | min length 00 : 00 | |
| Total Found: 5 | | | |
| Department (Ext) | Total Calls | Outgoing | Incoming |
| ██████████ | 12 | 7 | 5 |
| ██████████████████ | 8 | 4 | 4 |
| ██████████ | 3 | 3 | 0 |
| ██████████████████ | 0 | 0 | 0 |
| ██████████ | 1 | 0 | 1 |
| Total Calls | 12 | 7 | 5 |

DEPARTMENT FILTERED CALL DETAILS BY EXTENSION

This report allows you to choose the departments, then select any applicable extensions within that department, and then filter out certain exclusions (i.e. local calls, etc.)

| 2 + Choose Departments to be included in this Report (1 currently selected) | | | |
|---|-------------|--------------------|------------|
| 3 + Choose Extensions to be included in this Report (4 currently selected) | | | |
| 4 + Choose Exclusion to examine in this Report (1 selected) | | | |
| tables graph | | min length 00 : 00 | |
| Total Found: 5 | | | |
| Department (Ext) | Total Calls | Outgoing | Incoming |
| ██████████ | 592 | 386 | 206 |
| ██████████████████ | 124 | 92 | 32 |
| ██████████ | 99 | 58 | 41 |
| ██████████████████ | 127 | 91 | 36 |
| ██████████████████ | 242 | 145 | 97 |
| Total Calls | 592 | 386 | 206 |

DEPARTMENT TIME DELAY DETAILS

Shows calls that were considered delayed by a selectable amount. This is configurable by extension and department

DEPARTMENTAL CALL DETAILS



Show the detailed call records for each selected Department

2 + Choose Departments to be included in this Report (1 currently selected)

3 - Build the Report build report now ▶

tables graph min length 00 : 00

Total Found: 448 | Pages: 1 2 3 4 5 6 7 8 9 All

| Department ▲ | Ext | Date | Time | Caller ID | Duration | Direction |
|--------------|--------|------------|-------------|-----------|----------|-------------------|
| ██████ | ██████ | 10/16/2014 | 12:22:15 PM | ██████ | 00:01:42 | OUTGOING |
| ██████ | ██████ | 10/16/2014 | 12:29:22 PM | ██████ | 00:01:26 | OUTGOING |
| ██████ | ██████ | 10/16/2014 | 12:36:54 PM | ██████ | 00:00:43 | INCOMING (TRNSFR) |

DEPARTMENTAL CALLS



Reports the volume of incoming and outgoing calls based on each department in your organization. The example below shows approximately one week of calls for 2 different departments. You can select any range of dates.

2 + Choose Departments to be included in this Report (2 currently selected)

tables graph min length 00 : 00

Total Found: 2

| Department ▼ | Total Calls | Outgoing | Incoming | Total Duration |
|--------------|-------------|----------|----------|----------------|
| ██████ | 448 | 294 | 154 | 18:03:13 |
| ██████ | 666 | 467 | 199 | 20:44:19 |

DEPARTMENTAL CALLS (WITH EXTENSIONS)



This report details your chosen Departments' call totals as well as a call total breakdown of the Extensions in each Department displayed.

2 + Choose Departments to be included in this Report (2 currently selected)

tables graph min length 00 : 00

Total Found: 16

| Department (Ext) | Total Calls | Outgoing | Incoming |
|------------------|-------------|----------|----------|
| Department Name | 448 | 294 | 154 |
| ██████████ | 72 | 46 | 26 |
| ██████████ | 100 | 70 | 30 |
| ██████████ | 169 | 100 | 69 |

Extensions⁸ (indicated by a red arrow pointing to the first department's extension field)

DEPARTMENTAL CALLS (WITH EXTENSIONS) ENHANCED



This report details your chosen Departments' call totals as well as a call total breakdown of the Extensions in each Department displayed and adds total talk time and average talk time.

2 + Choose Departments to be included in this Report (2 currently selected)

tables graph min length 00 : 00

Total Found: 16

| Department (Ext) | Total Calls | Calls Completed | Outgoing Calls Completed | Incoming Calls Completed | Total Talk Time | Avg Talk Time |
|------------------|-------------|-----------------|--------------------------|--------------------------|-----------------|---------------|
| ██████████ | 448 | 444 | 292 | 152 | 18:03:13 | 00:02:26 |
| ██████████ | 107 | 107 | 78 | 29 | 04:10:11 | 00:02:20 |
| ██████████ | 72 | 71 | 45 | 26 | 02:43:11 | 00:02:17 |

DEPARTMENTAL CALLS (WITH EXTENSIONS), AVG & TOTAL DURATION

This report details your chosen Departments' call totals as well as a call total breakdown of the Extensions in each Department displayed and introduces 2 new columns for Average Duration & Total Duration plus a filter for Inclusion or Exclusion of Caller IDs entered by the person generating the report.

3 - Choose Caller IDs to be Included/Excluded in/from this Report

Include Exclude

tables graph min length 00 : 00

Total Found: 818

| Department (Ext) ▼ | Total Calls | Outgoing | Incoming | Avg Duration | Total Duration |
|--------------------|-------------|----------|----------|--------------|----------------|
| ██████████ | 337 | 226 | 111 | 00:02:24 | 13:30:30 |
| ██████████ | 107 | 78 | 29 | 00:02:20 | 04:10:11 |
| ██████████ | 64 | 44 | 20 | 00:02:23 | 02:33:09 |

DIRECT DIAL ABANDONED CALL DETAILS ENHANCED

This report lets you choose the Direct Dialed numbers, the Extensions, and the Queues to be included in the report. It then shows you the abandoned direct dialed calls.

| Ext | Date & Time ▲ | Direct Dial Number | Caller ID | Duration | Direction |
|------------|-----------------------|--------------------|------------|----------|-------------------|
| ██████████ | 11/3/2014 11:36:16 AM | ██████████ | ██████████ | 00:01:55 | INCOMING (TRNSFR) |
| ██████████ | 11/3/2014 11:32:45 AM | ██████████ | ██████████ | 00:00:37 | INCOMING |
| ██████████ | 11/3/2014 11:31:30 AM | ██████████ | ██████████ | 00:00:59 | INCOMING (TRNSFR) |

DIRECT DIAL CALL TOTALS

Display the number of incoming phone calls and total duration of calls, sorted by dialed number.

| Dialed Number ▲ | Incoming Calls | Total Time On Phone |
|-----------------|----------------|---------------------|
| ██████████ | 11 | 00:18:10 |
| ██████████ | 1 | 00:10:56 |
| ██████████ | 2 | 00:12:53 |

DIRECT DIAL CRUNCHER

This customizable report allows you to choose which Direct Dial specific fields to include in displaying this printer friendly, batch style daily report.

Choose Date and Details

First, please choose the date range this Report will examine.

Start Date to Examine: End Date to Examine:
mm/dd/yyyy mm/dd/yyyy

Minimum Call Length

What is the minimum call length this Report will examine.
For example, if you set this to 1:00 (one minute), all calls under one minute will not be included.

Show calls longer than: : (minutes:seconds)

[next](#)

You then choose the Direct Dial numbers to be included (no screenshot) Then select the data fields to include in the report (shown below).

Choose Included Data

Now, let's figure out the types of data you would like to examine in this report. Please check the box next the data fields you would like to include in this report. Please note that you will need to include at least two fields.

Please note that all phone systems offer their own slight variations on the call records so there is potential for some unexpected results in your Direct Dial Cruncher report

- Date:** Displays the date of the phone call. (i.e. 12/12/2005)
- Stop Time:** Displays the time the phone call terminated. (i.e. 1:45:09 PM)
- Caller ID:** Displays the phone number dialed or received from the phone system (i.e. 4089996767)
- Location:** Displays the location of the caller including city and state. (i.e. SAN JOSE, CA)
- Duration:** Displays the length of time for the phone call. (i.e. 00:15:37)

[← start over](#) [← back](#) [next →](#)

The report then is completed and displayed ordered by extension.

| Date | Stop Time | Caller ID | Location | Duration |
|------------|-------------|------------|----------------|----------|
| 10/16/2014 | 11:38:41 AM | ██████████ | DES MOINES, WA | 00:00:29 |
| 10/17/2014 | 7:50:29 AM | ██████████ | MIAMI, FL | 00:00:19 |
| 10/17/2014 | 7:53:31 AM | ██████████ | MIAMI, FL | 00:00:11 |

DIRECT DIAL DAILY CALL TOTALS

This report allows you to select the Direct Dial numbers to be included in the report, then displays that information for the range of dates you select. You can see the Direct Dialed number, date, number of calls and total duration.

| Dialed Number ▲ | Date | Calls | Duration |
|---------------------|-----------------|-------|----------|
| ██████████ | 2014/10/16 | 21 | 00:29:25 |
| ██████████ | 2014/10/17 | 9 | 00:08:46 |
| All the same number | Different dates | 3 | 00:00:35 |
| | | 4 | 00:01:08 |
| ██████████ | 2014/10/20 | 4 | 00:01:38 |
| ██████████ | 2014/10/21 | 8 | 00:07:51 |
| ██████████ | 2014/10/22 | 3 | 00:08:32 |






DIRECT DIAL DETAILS

Reports the details for Direct Dialed calls including the dialed number, date, time, extension, Caller ID and duration of each call ringing in.

| Dialed Number ▲ | Date | Time | Ext | Caller ID | Duration |
|-----------------|------------|----------|------------|------------|----------|
| ██████████ | 2014/10/16 | 19:11:16 | ██████████ | ██████████ | 00:00:01 |
| ██████████ | 2014/10/21 | 11:47:13 | ██████████ | ██████████ | 00:00:03 |
| ██████████ | 2014/10/16 | 14:01:38 | ██████████ | ██████████ | 00:00:03 |

DIRECT DIAL DETAILS (WITH CALL RECORDING)

Reports the details for Direct Dialed calls including the dialed number, date, time, extension, Caller ID and duration of each call ringing in. It also provides links to the recording to either listen to immediately or download for later.

| Dialed Number ▲ | Date | Time | Ext | Caller ID | Duration | Play Recording | Actions |
|-----------------|------------|----------|------------|------------|----------|---|---|
| ██████████ | 2014/10/16 | 15:41:22 | ██████████ | ██████████ | 00:00:08 |  |  |
| ██████████ | 2014/10/16 | 15:44:48 | ██████████ | ██████████ | 00:00:13 |  |  |
| ██████████ | 2014/10/20 | 09:14:06 | ██████████ | ██████████ | 00:00:11 |  |  |

DIRECT DIAL EXTENSION CALL TOTALS


Reports the volume of incoming calls based on each extension and direct dial number in your organization.

| Ext ▲ | Incoming Calls | Total Time On Phone |
|------------|----------------|---------------------|
| ██████████ | 1131 | 78:48:06 |
| ██████████ | 6 | 00:17:46 |
| ██████████ | 66 | 04:27:20 |
| ██████████ | 1790 | 131:58:38 |

DIRECT DIAL GROUP CALL TOTALS

DIRECT DIAL HOURLY CALL TOTALS

This report allows you to select the DID extensions and time of day to look at, then it displays the total number of calls from all extensions previously selected for the selected timeframe. Times are selectable in 30 minute increments.

2  Choose which daily range of hours to include in this Report
 Run report for 24 hours record (12AM to 12 AM)
 12 : 00 AM to 12 : 00 AM (12 AM -- MID NIGHT AND 12 PM -- NOON)

| Time | Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|------------------|-----|-----|-----|-----|-----|-----|-----|
| 8:30 - 8:59 AM | 1 | 29 | 20 | 17 | 21 | 27 | 1 |
| 9:00 - 9:29 AM | 0 | 46 | 32 | 14 | 28 | 27 | 0 |
| 9:30 - 9:59 AM | 0 | 37 | 24 | 34 | 29 | 41 | 2 |
| 10:00 - 10:29 AM | 1 | 40 | 45 | 45 | 46 | 49 | 2 |
| 10:30 - 10:59 AM | 0 | 41 | 44 | 42 | 40 | 35 | 3 |

DIRECT DIAL LAST EXTENSION CALL TOTALS

This report has you select the Direct Dial incoming numbers, and the extensions you want to look at and it will display the total incoming calls to those extensions.

| Ext ▲ | Incoming Calls | Total Time On Phone |
|------------|----------------|---------------------|
| ██████████ | 8 | 00:00:00 |
| ██████████ | 2 | 00:00:00 |
| ██████████ | 265 | 00:00:00 |

DIRECT DIAL REGIONAL CALL TOTALS

This report displays the total number of incoming calls broken down by region (and area code)

| Region ▲ | Incoming Calls | Total Time On Phone |
|-----------------------|----------------|---------------------|
| WHITE PLAINS, NY(914) | 3 | 00:09:03 |
| NEW YORK, NY(212) | 11 | 00:46:07 |
| MIAMI, FL(786) | 1102 | 58:26:15 |
| MIAMI, FL(305) | 828 | 53:20:38 |

DIRECT DIAL UNIQUE CALL TOTALS

This report totals the unique incoming caller ids for each Direct Dial number


| <u>Dialed Number</u> ▲ | <u>Incoming Calls</u> | <u>Total Time On Phone</u> |
|------------------------|-----------------------|----------------------------|
| ██████████ | 32 | 00:42:56 |
| ██████████ | 20 | 00:39:45 |
| ██████████ | 12 | 00:47:07 |

EXTENSION ABANDONED CALL DETAILS ENHANCED

This report shows the calls where the last leg of the call was abandoned. Configurable by Direct Dialed numbers as well as Department.

2 + Choose Direct Dialed Numbers to be included in this Report (435 currently selected)

3 + Choose Departments to be included in this Report (2 currently selected)

tables **graph** min length 00 | 00      

Total Found: 544 | Pages: 1 2 3 4 5 6 7 8 9 10 11 All

| <u>Ext</u> | <u>Date & Time</u> ▲ | <u>Direct Dial Number</u> | <u>Caller ID</u> | <u>Duration</u> | <u>Direction</u> |
|------------|--------------------------|---------------------------|------------------|-----------------|--------------------|
| ██████████ | 10/23/2014 2:58:33 PM | ██████████ | ██████████ | 00:01:50 | INCOMING (TRANSFR) |
| ██████████ | 10/23/2014 2:44:14 PM | ██████████ | ██████████ | 00:00:06 | INCOMING |
| ██████████ | 10/23/2014 2:43:51 PM | ██████████ | ██████████ | 00:00:00 | IN (NO ANSWER) |

EXTENSION ABANDONED HOURLY CALL TOTALS

This report lets you select the date range and range of daily hours to show which extensions have abandoned calls sorted by hours of the day.

EXTENSION AREA CODE TOTALS

This report shows the number of incoming and outgoing calls from each selectable extension to/from each area code.

| <u>Ext</u> ▲ | <u>Area Code</u> | <u>Total Calls</u> | <u>Outgoing</u> | <u>Incoming</u> | <u>Total Duration</u> |
|--------------|------------------|--------------------|-----------------|-----------------|-----------------------|
| ██████████ | 410 (MD) | 2 | 2 | 0 | 00:12:23 |
| ██████████ | 473 (GD) | 5 | 5 | 0 | 00:34:33 |
| ██████████ | 431 | 2 | 2 | 0 | 00:08:27 |
| ██████████ | 434 (VA) | 1 | 1 | 0 | 00:02:43 |

EXTENSION AREA CODE TOTALS (SINGLE)



Select a single extension and see all incoming and outgoing calls to any area codes contacted.

2 - Choose Extension to examine in this Report: [redacted] (selected)

[redacted]

tables graph min length 00 : 00

Total Found: 12 | Pages: 1

| Area Code | Total Calls ▲ | Outgoing | Incoming | Total Duration |
|-----------|---------------|----------|----------|----------------|
| 786 (FL) | 107 | 54 | 53 | 07:17:23 |
| 305 (FL) | 47 | 16 | 31 | 01:57:25 |
| 954 (FL) | 14 | 4 | 10 | 00:46:50 |
| 914 (NY) | 3 | 3 | 0 | 00:03:50 |

EXTENSION CALL DETAIL ENHANCED



This report allows you to choose the extensions you want to look at and then displays all the details associated with that extension for the time period selected.

| Ext | Date & Time ▲ | direct dial number | Caller ID | Duration | Direction | Answered |
|------------|--------------------------|--------------------|------------|----------|--------------------|----------|
| [redacted] | 10/24/2014 4:17:13 AM | [redacted] | [redacted] | 00:00:56 | INCOMING (TRANSFR) | Yes |
| [redacted] | 10/24/2014 4:16:25 AM | [redacted] | [redacted] | 00:01:44 | INCOMING (TRANSFR) | Yes |
| [redacted] | 10/24/2014 4:15:37 AM | [redacted] | [redacted] | 00:02:32 | INCOMING (TRANSFR) | Yes |

EXTENSION CALL DETAILS





This report allows you to choose the extensions you want to look at and then displays a simplified view of calls associated with that extension for the time period selected.

| Ext | Date ▲ | Time | Linenumber | Caller ID | Duration | Direction |
|------------|------------|------------|------------|------------|----------|-----------|
| [redacted] | 10/24/2014 | 6:53:31 PM | [redacted] | [redacted] | 00:00:03 | INCOMING |
| [redacted] | 10/24/2014 | 6:43:33 PM | [redacted] | [redacted] | 00:01:17 | OUTGOING |
| [redacted] | 10/24/2014 | 6:43:00 PM | [redacted] | [redacted] | 00:00:10 | OUTGOING |

EXTENSION CALL DETAILS (WITH CALL RECORDING)

This report allows you to choose the extensions you want to look at and then displays details of the calls along with links to listen to or download the call recordings.

| Ext | Date ▲ | Time | Caller ID | Duration | Direction | Play Recording | Actions |
|------------|------------|------------|------------|----------|-----------|---|---|
| ██████████ | 10/20/2014 | 9:12:29 AM | ██████████ | 00:00:19 | outgoing |  |  |
| ██████████ | 10/20/2014 | 9:13:26 AM | ██████████ | 00:00:17 | outgoing |  |  |
| ██████████ | 10/20/2014 | 9:14:06 AM | ██████████ | 00:00:11 | incoming |  |  |

EXTENSION CALL DURATION AVERAGE

This report allows you to select the date range and the extensions needed and will display total calls, total duration and average duration.

| Ext ▲ | Total Calls | Total Duration | Avg Duration |
|------------|-------------|----------------|--------------|
| ██████████ | 102 | 01:50:20 | 00:00:16 |
| ██████████ | 12 | 00:28:21 | 00:00:31 |
| ██████████ | 21 | 01:35:59 | 00:02:42 |

EXTENSION CALL TOTALS

This report shows you all the incoming, outgoing, and total calls as well as total duration of calls.

| Ext ▲ | Total Calls | Outgoing | Incoming | Total Time On Phone |
|------------|-------------|----------|----------|---------------------|
| ██████████ | 102 | 46 | 56 | 01:50:20 |
| ██████████ | 12 | 10 | 2 | 00:28:21 |
| ██████████ | 21 | 18 | 3 | 01:35:59 |

EXTENSION CALL TOTALS ENHANCED

This report adds a few columns to the report above, including Average Call Duration, Total Prep and Average Prep durations.

| Ext ▲ | Total Calls | Outgoing | Incoming | Total Time On Phone | Average Call Duration | Total Prep Duration | Average Prep Duration |
|------------|-------------|----------|----------|---------------------|-----------------------|---------------------|-----------------------|
| ██████████ | 102 | 46 | 56 | 01:50:20 | 00:00:16 | 175:06:05 | 00:02:11 |
| ██████████ | 12 | 10 | 2 | 00:28:21 | 00:00:31 | 07:13:51 | 00:45:16 |
| ██████████ | 21 | 18 | 3 | 01:35:59 | 00:02:42 | 169:35:55 | 00:48:04 |

EXTENSION DAILY VOICEMAIL TOTALS

Reports the volume of answered and not-answered voicemail calls based on each extension in your organization. Must have voicemail capability and it must be enabled.

EXTENSION DAY OF THE WEEK TOTALS (SINGLE)

Select the single extension you want to look at and the report will show you incoming, outgoing, and total calls along with what percentage of totals calls were on that specific day of the week.

2 - Choose Extension to examine in this Report ([redacted] selected)

[redacted]

| Day of Week | Incoming Calls | Outgoing Calls | Total Calls | % of Total |
|-------------|----------------|----------------|-------------|------------|
| Sunday | 0 | 0 | 0 | 0% |
| Monday | 11 | 8 | 19 | 9.41% |
| Tuesday | 23 | 12 | 35 | 17.33% |

EXTENSION DETAIL (MULTIPLE)

This report allows you to select a single date and any number of extensions to examine for that one day. It then shows details about all the outgoing calls from all the extensions selected.

| Date | Time | Linenumber | Caller ID | Duration | Direction | Location |
|------------|------------|------------|------------|----------|-------------------|--------------|
| 10/24/2014 | 3:37:12 AM | [redacted] | [redacted] | 00:40:57 | INCOMING | BROOKLYN, NY |
| 10/24/2014 | 3:38:00 AM | [redacted] | [redacted] | 00:40:09 | INCOMING (TRNSFR) | BROOKLYN, NY |
| 10/24/2014 | 3:38:48 AM | [redacted] | [redacted] | 00:39:21 | INCOMING (TRNSFR) | BROOKLYN, NY |

EXTENSION DETAIL (SINGLE)

This report allows you to select a timeframe and single extension on a single date, then it displays all the calls made and received by that extension individually.

2 - Choose which daily range of hours to include in this Report

7 : 00 AM to 7 : 00 PM

3 - Choose Extension to examine in this Report ([redacted] selected)

[redacted]

| Date | Time | Linenumber | Caller ID | Duration | Direction | Location |
|------------|------------|------------|------------|----------|-----------|-----------|
| 10/24/2014 | 8:52:07 AM | [redacted] | [redacted] | 00:00:15 | OUTGOING | MIAMI, FL |
| 10/24/2014 | 8:52:28 AM | [redacted] | [redacted] | 00:00:21 | OUTGOING | MIAMI, FL |
| 10/24/2014 | 8:56:49 AM | [redacted] | [redacted] | 00:30:48 | OUTGOING | MIAMI, FL |

EXTENSION FILTERED CALL DETAILS



In this report you select the extensions and date range and can filter the results by excluding certain criteria from the results (must be set up prior to running reports).

3 + Choose Exclusion to examine in this Report (1 selected)

| Ext | Date ▲ | Time | Linenumbr | Caller ID | Duration | Direction |
|------------|------------|------------|-----------|------------|----------|-----------|
| ██████████ | 10/24/2014 | 7:08:39 PM | | ██████████ | 00:00:04 | INCOMING |
| ██████████ | 10/24/2014 | 6:53:31 PM | | ██████████ | 00:00:03 | INCOMING |
| ██████████ | 10/24/2014 | 6:45:14 PM | | ██████████ | 00:21:28 | OUTGOING |

EXTENSION HOURLY CALL TOTALS



This report allows you to select the date range, the hour range and the extensions needed and then shows the results.

2 - Choose which daily range of hours to include in this Report

7 :00 AM to 7 :00 PM

| Time | Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-------------|-----|-----|-----|-----|-----|-----|-----|
| 7 - 7:59 AM | 2 | 58 | 7 | 19 | 9 | 3 | 0 |
| 8 - 8:59 AM | 0 | 165 | 87 | 74 | 73 | 79 | 6 |
| 9 - 9:59 AM | 2 | 403 | 165 | 145 | 134 | 149 | 13 |

EXTENSION LAST CALL DETAIL



This report allows you to select the date and extensions and then add a filter to the results. The filter must be set up in Settings prior to the report being run in order to use them. The results then show the details for the last leg of the call.

| Ext | Date ▲ | Time | Linenumbr | Caller ID | Duration | Direction |
|------------|------------|------------|-----------|------------|----------|-------------------|
| ██████████ | 10/27/2014 | 3:29:49 PM | | ██████████ | 00:00:05 | INCOMING (TRNSFR) |
| ██████████ | 10/27/2014 | 3:29:31 PM | | ██████████ | 00:00:05 | INCOMING |
| ██████████ | 10/27/2014 | 3:29:31 PM | | ██████████ | 00:00:05 | OUTGOING |

EXTENSION LIVE ANSWER TOTALS



This report shows the number of incoming total calls and how many were answered for a range of dates

| Extension | Date ▲ | Total Calls | Answered | Voice mail | Unanswered |
|------------|------------|-------------|----------|------------|------------|
| ██████████ | 2014-11-03 | 5 | 2 | 0 | 3 |
| ██████████ | 2014-11-03 | 30 | 30 | 0 | 0 |

EXTENSION PHONE BILL DETAILS



This report needs to have CallRate activated. It will show you the cost of phone calls made, sorted by extension.

| Date | Time | Dialed Digits | Location | Duration | Cost |
|----------|------------|---------------|-----------------|----------|--------|
| 1/1/2014 | 8:19:55 AM | [REDACTED] | QUASQUETON - IA | 00:24:23 | \$1.47 |
| 1/1/2014 | 8:21:59 AM | [REDACTED] | JUNEAU - WI | 00:31:44 | \$1.91 |
| 1/1/2014 | 8:23:17 AM | [REDACTED] | MODESTO - CA | 00:30:58 | \$1.86 |

EXTENSION PREP TIME (SINGLE)



This report shows how much time (prep) is spent between calls. It allows you to select one single extension and a date range and then displays the calls.

| Prep | Date | Start | End | Caller ID | Duration | Direction | Location |
|----------|------------|------------|------------|------------|----------|-----------|---------------------|
| 00:00:00 | 10/27/2014 | 8:20:28 AM | 8:20:30 AM | [REDACTED] | 00:00:02 | INCOMING | MIAMI, FL |
| 00:46:15 | 10/27/2014 | 9:06:45 AM | 9:12:14 AM | [REDACTED] | 00:05:29 | INCOMING | MIAMI, FL |
| 00:32:58 | 10/27/2014 | 9:45:12 AM | 9:46:00 AM | [REDACTED] | 00:00:48 | INCOMING | FORT LAUDERDALE, FL |

EXTENSION TOTALS BY STATE – DETAILS



This report breaks down all calls to and from each state individually by extension.

| Ext | Date | Time | Caller ID | Location | State Code | Direction | Duration |
|------------|------------|-------------|------------|--------------|------------|-----------|----------|
| [REDACTED] | 10/27/2014 | 01:37:07 PM | [REDACTED] | MIAMI, FL | FL | INCOMING | 00:03:03 |
| [REDACTED] | 10/27/2014 | 03:11:36 PM | [REDACTED] | MIAMI, FL | FL | OUTGOING | 00:00:44 |
| [REDACTED] | 10/27/2014 | 04:08:00 PM | [REDACTED] | NEW YORK, NY | NY | OUTGOING | 00:01:16 |

EXTENSION TOTALS BY STATE – SUMMARY



You select the extensions and date range and the report will show you how many calls were inbound, and outbound to each state by extension.

| Ext ▲ | State Code | Total Calls | Outgoing | Incoming | Total Duration |
|------------|------------|-------------|----------|----------|----------------|
| [REDACTED] | FL | 2 | 0 | 2 | 00:10:34 |
| [REDACTED] | PA | 1 | 0 | 1 | 00:00:15 |
| [REDACTED] | FL | 13 | 0 | 13 | 02:04:15 |

EXTENSIONCRUNCHER



Allows you to choose the date range and extensions and then customize it even further by utilizing the options below:

Now, let's figure out the types of data you would like to examine in this report. Please check the box next the data fields you would like to include in this report. Please note that you will need to include at least two fields.

Please note that all phone systems offer their own slight variations on the call records so there is potential for some unexpected results in your ExtensionCruncher report

- Select / Deselect All**
- Date:** Displays the date of the phone call. (i.e. 12/12/2005)
- Prep Time:** Displays the duration of time leading up to the phone call. (i.e. 00:05:30)
- Start Time:** Displays the time the phone call originated. (i.e. 1:23:34 PM)
- Stop Time:** Displays the time the phone call terminated. (i.e. 1:45:09 PM)
- Caller ID:** Displays the phone number dialed or received from the phone system (i.e. 4089996767)
- Location:** Displays the location of the caller including city and state. (i.e. SAN JOSE, CA)
- Duration:** Displays the length of time for the phone call. (i.e. 00:15:37)
- Direction:** Displays whether the call was incoming, outgoing or something similar (i.e. OUT)

FREQUENT PHONE NUMBERS



See a high level view of the numbers most often received or dialed from your phone system for a specified time period.

| Caller ID | Total Calls ▲ | Location |
|------------|---------------|---------------------|
| ██████████ | 140 | MIAMI, FL |
| ██████████ | 67 | FORT LAUDERDALE, FL |

FREQUENT PHONE NUMBERS BY EXTENSION



See the most frequently received and dialed numbers by extension.

| Ext | Caller ID | Total Calls ▲ | Location |
|------------|------------|---------------|--------------|
| ██████████ | ██████████ | 16 | KEY WEST, FL |
| ██████████ | ██████████ | 14 | MIAMI, FL |
| ██████████ | ██████████ | 5 | MIAMI, FL |

FREQUENT PHONE NUMBERS BY LINE NUMBER

Must have Line Numbers set up to see this report.

HOURLY CALL TOTALS

This report shows you the number of incoming/outgoing calls for a specified range of dates and range of hours as shown below.

2 - Choose which daily range of hours to include in this Report

8 :00 AM to 5 :00 PM

| Time | Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|---------------|-----|-----|-----|-----|-----|-----|-----|
| 8 - 8:59 AM | 0 | 102 | 60 | 52 | 53 | 47 | 3 |
| 9 - 9:59 AM | 1 | 267 | 125 | 106 | 92 | 104 | 6 |
| 10 - 10:59 AM | 1 | 281 | 169 | 176 | 147 | 148 | 9 |

INTEROFFICE CALL TOTALS

INTEROFFICE EXTENSION CALL DETAILS

LONGEST PHONE CALLS

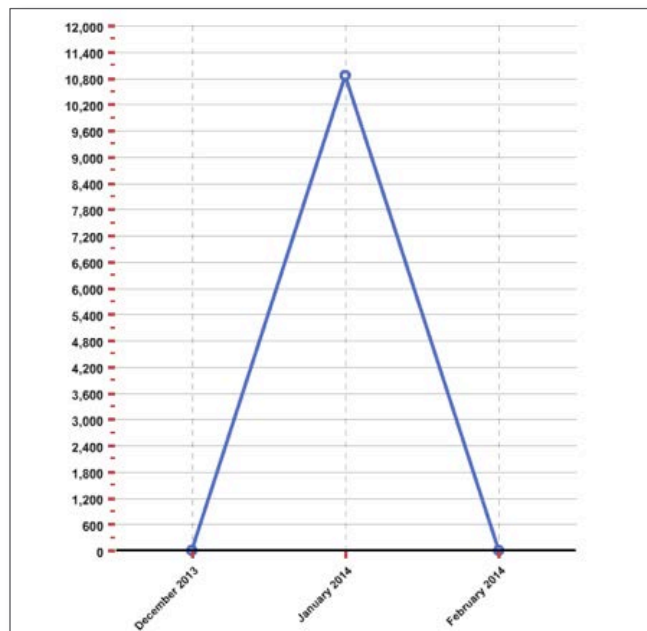
This report will look for the 20 longest calls in the specified timeframe and display the extension and Caller ID information.

| Duration ▲ | Ext | Date | Time | Caller ID | Location |
|------------|------------|------------|------------|------------|---------------|
| 01:27:09 | ██████████ | 10/21/2014 | 9:33:13 AM | ██████████ | MIAMI, FL |
| 01:27:09 | ██████████ | 10/21/2014 | 9:33:13 AM | ██████████ | HOLLYWOOD, FL |
| 01:17:34 | ██████████ | 10/20/2014 | 9:19:51 AM | ██████████ | MIAMI, FL |

MARKETCRUNCHER



This powerful report is for organizations using marketing campaigns. It allows you to break the report into multiple campaigns and then organize the data by state, area code, and city so you can see exactly where your marketing dollars are having the biggest impact. It will then display a graph and appropriate information.



Campaign Call Totals Table [Top](#)

| CAMPAIGNS | Test Campaign |
|--------------------|---------------|
| December 2013 | 0 |
| January 2014 | 10859 |
| February 2014 | 0 |
| Total Calls | 10859 |

OFF PREMISE TRANSFER DETAILS



Displays the details for each call that was transferred from your phone system to an outside line, or off premise, phone number.

| Phone Number ▲ | Date | Time | Duration |
|----------------|------------|-------------|----------|
| ██████████ | 10/27/2014 | 12:56:08 AM | 00:02:29 |
| ██████████ | 10/27/2014 | 1:20:32 AM | 00:02:34 |
| ██████████ | 10/27/2014 | 1:55:47 AM | 00:04:24 |

OFF PREMISE TRANSFER TOTALS



Provides total number of calls transferred to off premise, or outside line, phone numbers.

| Phone Number | Dialed Calls ▲ | Duration | Location |
|--------------|----------------|-----------|----------|
| ████████ | 1035 | 112:44:19 | |
| ████████ | 901 | 47:10:40 | |
| ████████ | 206 | 27:17:57 | |

OFFICE CODE TOTALS



This report details where the incoming calls are originating by the office code and city / state. The Office Code is defined as the middle three digits in a 10 digit phone number. (i.e. the XXX in the example 123- XXX-4567).

| Office Code ▲ | Area Code | Total Calls | Location |
|---------------|-----------|-------------|-----------------|
| ██ | ██ | 249 | MIAMI, FL |
| ██ | ██ | 1 | BOCA RATON, FL |
| ██ | ██ | 2 | BELLE GLADE, FL |

PHONE NUMBER DETAILS (CALLER ID / DIALED ID)



This report includes Caller ID details (on Incoming calls) and Dialed Number details (on Outgoing calls) where applicable.

| Caller ID ▲ | Date | Time | Extension | Duration |
|-------------|------------|------------|-----------|----------|
| Unavailable | 10/27/2014 | 2:19:38 PM | ████████ | 00:01:09 |
| ████████ | 10/27/2014 | 2:08:33 PM | ████████ | 00:00:10 |
| ████████ | 10/27/2014 | 2:15:57 PM | ████████ | 00:00:52 |

PHONE NUMBER TOTALS (CALLER ID / DIALED ID)



This report totals the Caller ID details (on Incoming calls) and Dialed Number details (on Outgoing calls) where applicable.

| Caller ID | Dialed Calls ▲ | Duration | Location |
|-----------|----------------|----------|-----------|
| ████████ | 196 | 01:25:09 | |
| ████████ | 133 | 02:17:01 | MIAMI, FL |
| ████████ | 62 | 02:46:17 | MIAMI, FL |

SALES SUMMARY REPORT



This report lets you choose extensions, duration and other criteria to build a report that will display your sales summary.

| State | Caller ID | Total Duration | Duration % of Std | Total calls | Calls % of Std |
|-------|------------|----------------|-------------------|-------------|----------------|
| NC | [REDACTED] | 0:10:09 | n/a | | n/a |
| SC | [REDACTED] | 0:00:00 | n/a | | n/a |
| SC | [REDACTED] | 0:00:38 | n/a | | n/a |

SALESCRUNCHER



Track and analyze the effectiveness of your Sales Force and their phone usage over a specified time period. This interactive report will also provide detailed analysis to help you make decisions.

Before we begin entering data, please provide a date range for which you would like to examine.

Begin Date:
mm/dd/yyyy

End Date:
mm/dd/yyyy

Average Work Day: hours

Which types of calls should we examine?

Incoming Calls Only
 Outgoing Calls Only
 Both Incoming and Outgoing Calls

Now that you have chosen the extensions you would like to examine more closely, enter the data in the following table so that IPFone can accurately assemble your report.

| | Daily Call Quota | Pay Rate (hourly) | Actual Sales Made During Time Period | Avg Work Day |
|------------|----------------------------|-------------------------|--------------------------------------|--------------------------------------|
| [REDACTED] | <input type="text"/> calls | \$ <input type="text"/> | <input type="text"/> sales | <input type="text" value="8"/> hours |
| [REDACTED] | <input type="text"/> calls | \$ <input type="text"/> | <input type="text"/> sales | <input type="text" value="8"/> hours |
| [REDACTED] | <input type="text"/> calls | \$ <input type="text"/> | <input type="text"/> sales | <input type="text" value="8"/> hours |
| [REDACTED] | <input type="text"/> calls | \$ <input type="text"/> | <input type="text"/> sales | <input type="text" value="8"/> hours |

With some test data entered, you can see what the results will show.

| PERSONNEL INFO | | CALL DATA | | | |
|-----------------|--------------|------------------|------------------------------|----------------------|------------|
| Hourly Pay Rate | Total Salary | Daily Call Quota | Total Expected Calls Handled | Actual Calls Handled | % of Quota |
| \$14.97 | \$1,796.40 | 50 | 750 | 153 | 20.4% |

| ACTUAL SALES DATA | | | | POTENTIAL SALES DATA BASED ON EFFECTIVENESS | | | |
|-------------------|---------------|-------------------|---------------------|---|---------------|-------------------|---------------------|
| Total Sales | Cost Per Call | Cost of Each Sale | Sales Effectiveness | Total Sales | Cost Per Call | Cost of Each Sale | Sales Effectiveness |
| 8 | \$11.74 | \$224.55 | 5.23% | 39.23 | \$2.40 | \$45.79 | 5.23% |

SEARCHCRUNCHER BASIC

The powerful SearchCruncher Basic allow you to sift through all your past call records with precision searching to find specified records, numbers, dates, etc.

UNANSWERED CALL TOTALS



Reports the number of calls that were unanswered in the specified time period. Generally, this includes calls placed to your Phone System that were not answered.

| Date ▲ | Failed Calls |
|------------|--------------|
| 10/27/2014 | 138 |
| 10/26/2014 | 6 |
| 10/25/2014 | 18 |
| 10/24/2014 | 146 |

UNIQUE PHONE NUMBERS BY EXTENSION



This report shows all the unique numbers dialed by extension.

| Ext | Caller ID | Total Calls ▲ | Location |
|------------|------------|---------------|---------------|
| ██████████ | ██████████ | 17 | HOLLYWOOD, FL |
| ██████████ | ██████████ | 14 | HOUSTON, TX |
| ██████████ | ██████████ | 13 | MIAMI, FL |

