

## AltiGen Phone Systems Call Detail Reporting

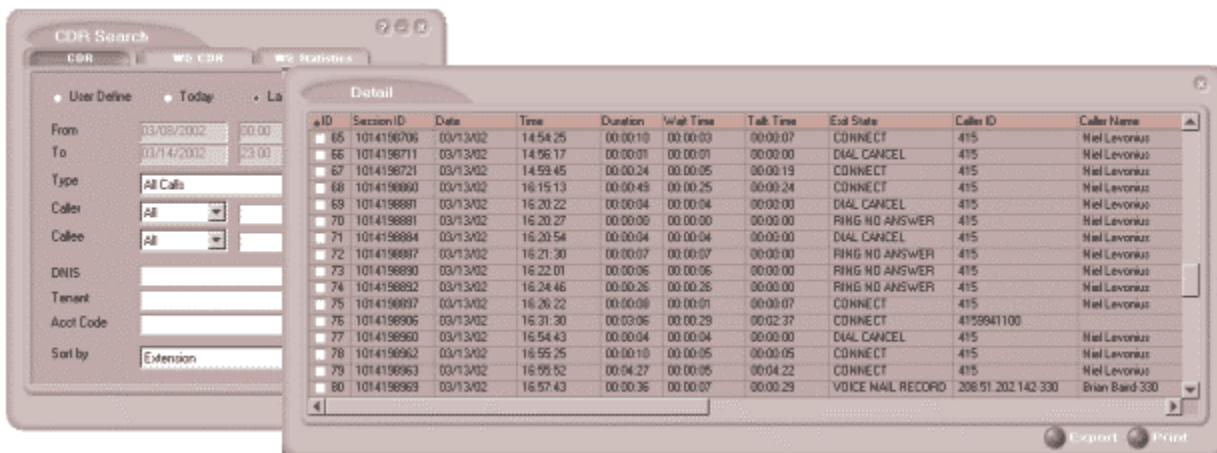
### Call Detail Reporting

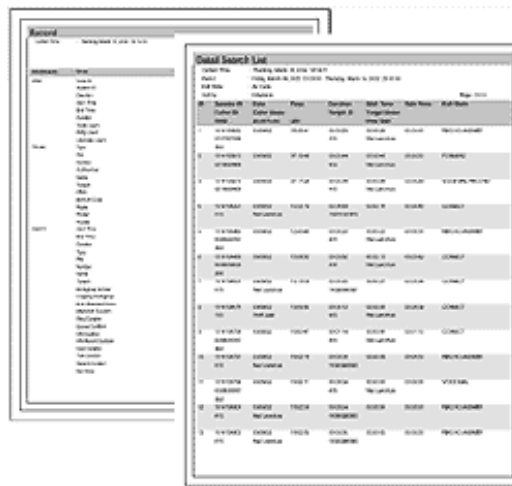
Reporting is vital to managing any business efficiently and effectively. AltiWare offers enhanced Call Detail Reporting (CDR). AltiGen's Call Detail Recording (CDR) solutions include data collection, recording, and reporting. CDR Search is a client application that lets you search the AltiServ Call Detail Reporting database. CDR Search can be run on either the system server or on an administrator's desktop PC and lets you define a search and report by the type of call, incoming or outgoing, workgroup, even voice mail activity. All calls are logged, (answered or unanswered) including station-to-station calls, access to voice mailbox, and transferred calls. Results windows offer data sorting and the results can also be exported or printed.

The AltiServ systems support **centralized CDR** in a multiple site organization by delivering multiple site Call Detail into a single SQL Database for unified system wide Call Detail reporting. CDR information can be written to internal or external databases and can be retained by the system up to 365 days.

AltiGen's Call Detail Recording (CDR) solutions include data collection, recording, and reporting. CDR can be used for individual and departmental billing, timecards, and system capacity analysis. CDR Search lets you search and report details and summaries on all calls, internal and external.

- CDR Search has been redesigned to provide a separate interface that captures workgroup statistics from the real-time monitoring function used in the AltiSupervisor client application.
- Settings in AltiAdmin let you specify time intervals for saving RTM data.
- All calls are logged, including station-to-station calls, access to voice mailbox, and transferred calls.
- Results windows offer data sorting.
- Results can also be exported or printed.





You can run user defined reports with time ranges for the search. Below are some examples of CDR searches allowed.

- **All Calls** involving: Auto Attendant, Ring No Answer, Queue, Voice Mail (no VM recorded or VM recorded), Connect, Logon, Logoff, All Trunks Busy, No session, VM Access, Forward, Transfer, VM Notify, WG Abandoned, Park, System Park, Conference, Call Monitor, Transfer Cancel, Call Redirect, Call Pick Up, Dial Cancel
- **Connected Calls & Messages**—Connected Calls plus Messages
- **Connected Calls**—incoming calls answered by a person, and outgoing calls that entered “Connected” state
- **Messages**—incoming calls directed to voicemail
- **Unanswered Calls**—incoming or outgoing calls not answered by a person
- **All Trunks Busy**—outgoing calls aborted due to busy signals
- **All**—searches for both incoming and outgoing calls
- **To search for outgoing calls only**—set Caller to Extension and Callee to Trunk, then enter the appropriate numbers
- **To search for incoming calls only**—set Caller to Trunk and Callee to Extension, then enter the appropriate numbers
- **To search for internal (station to station) calls**—set Caller and Callee to Extension
- **Acct Code** value fields) to further define the value match for your record search:
- **Date/Time**—sorts day-by-day (or hour-by-hour if you select Today as the time range for the search).
- **Extension**—sorts by extension.
- **Trunk**—sorts by trunk.
- **N/A**—search without sorting, retrieves total number of records.
- **Exact** - retrieves records that exactly match the field value entered
- **Like** - retrieves records that begin with the field value entered
- **Pat** - retrieves records that contain the field value in any part of the extension/trunk digits.
  - **Example:** “252” is the Callee value entered in the blank field. If **exact** is selected, any record with only “252” in the Callee field is retrieved. If **like** is selected with this value, any records where “252” begins the Callee field (e.g. **252-9712**, **252-9713**) is retrieved. If **pat** is selected with this value, any records with “252” in any part of the Callee field is retrieved (e.g: **252-9712**, **946-2525**).

## Search Results

The type of search you perform determines the type of results you see. **Summary**, which also enables drilldown to call **Details** and **Records** windows, or **Statistics**. All Results windows have the following **Export** buttons that export selected calls to a csv file, and **Print** buttons to prints the selected calls.