

TRUE IPPBX REPORTS

CDR

The screenshot shows a 'Voice Logger' window with the following filters and controls:

- From Date: 06/01/2021 09:18 AM
- To Date: 06/04/2021 09:19 AM
- Call Type: All, Outgoing, Incoming
- Disposition: All, ANSWERED, NO ANSWER
- Extension: --select--
- Number: [Empty text box]

Buttons: Search, Export

Show: 10 entries | Search: [Empty text box]

Call Type	Extension	Date	Number	TalkTime	Duration	Call Status	Action
Outgoing	201	2021-06-04 07:16:30	0046812400279	0	45	NO ANSWER	[Play] [Stop]
Outgoing	201	2021-06-04 05:50:09	9133972571637	0	17	NO ANSWER	[Play] [Stop]
Outgoing	201	2021-06-04 05:46:33	01133972571637	0	17	NO ANSWER	[Play] [Stop]

Our system provides CDR data as an onboard feature.

Here entering 'From Date' & 'To Date' is compulsory and four other filtering options have been provided-

Call Type (optional)- filters both incoming and outgoing calls or only incoming or only outgoing

Disposition (optional)- answered and unanswered calls , only unanswered or only answered

Extension (optional)- selective extension data

Number Range(optional)- selective number range will list all incoming/outgoing calls having the four or more entered digits of a phone number like if one enters the digits 9342, then all incoming/outgoing calls starting with or having these digits will be displayed

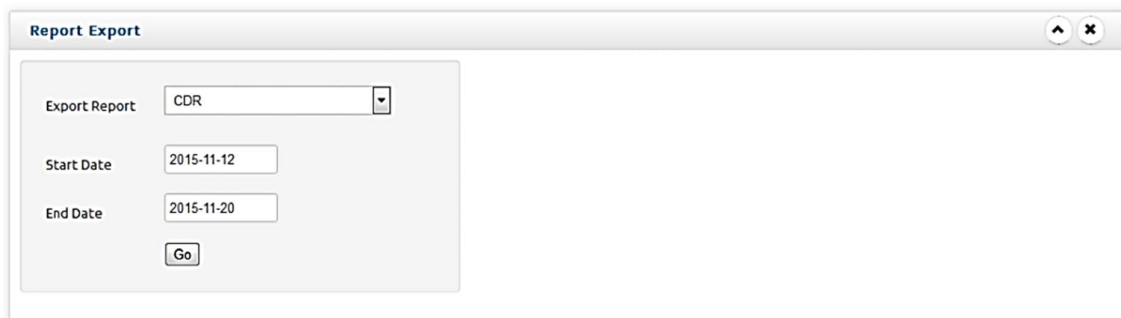
Play- . listen to the recording clip

Download- allows for the recording to be downloaded for future reference.

Row Count View – By default system loads 10 last sorted data based on date & time of the call. If you wish more data on display you can choose 25, 50 or 100 option.

Data Sorting – If you wish to sort the displayed data, you can do so by clicking on the required heading. You can move to the previous or next page with the link provided in the right hand side bottom of the report.

BILLING DATA EXPORT



The screenshot shows a window titled "Report Export" with a close button (X) and a maximize button (upward arrow). Inside the window, there is a form with the following fields:

- Export Report: CDR (dropdown menu)
- Start Date: 2015-11-12 (text input)
- End Date: 2015-11-20 (text input)
- Go (button)

Reports can be exported to an excel spreadsheet using this feature

Email Trigger

The screenshot shows a 'Trigger' configuration window. It features a title bar with the text 'Trigger' and standard window controls. Below the title bar, there are two buttons: 'Created' and 'Add New'. The main content area is a form with several fields, each with a corresponding input box or dropdown menu. The 'Type' field has a dropdown menu with the following options: '--Select--', '-Select-', 'Context', 'Extension', 'Network', 'NumberException', 'Periodic', 'TimeException', and 'Voicemail'. The other fields are 'Report', 'Type', 'GAP', 'MailTo', 'MailSubject', and 'Next Trigger'. At the bottom of the form, there is a 'Save' button.

This is a very prominent feature that True IPPBX offers.

It can generate periodic emails with a minimum of 1 hour and gap of 1hour covering all logical requirements. Details of all new entries between the last trigger and now will be covered

Trigger options offered are-

Context- depending on dial plan created (missed calls, auto attendant calls etc.)

Extension: This offers trigger for only incoming, only outgoing, only missed call or all calls for any specific extension. eg If you are supervisor of a call centre and you want email generated for callers extension say 200, 201 to track the productivity you can configure the same under this option.

Network: This is very useful for network managers which will send an email on any new device has been added to network that has not been configured as well as any registered device is inactive in the network for over 24 hours. While the former will track any unauthorised entry into your network later will give information on any

unreported possible breakdown of any device for over 24 hours. For this to work you need to activate **Lan Update** option under Server Tools → Sch. Maintenance with a minimum of 1 hour gap.

Number Exception: if a trigger is to be defined for a specific number, whether incoming or outgoing or both from any extension then it can be done.

Periodic: this will list out all calls without any extension filter. Say if one requires all missed call data or incoming / outgoing data for every hour or at the end of day or for a defined period.

Time Exception: This is much similar to **Number Exception** but reports all calls or incoming or outgoing based on duration (in minutes). eg If you want all calls above 10 Minutes with an email every 1 hour can be scheduled under this.

Voicemail: Voicemail is an effective call handling mechanism that gives the power of being there at all times at the extension but the callers may lose confidence & stop using ,if there is no response in reasonable time frame. This option gives a mail of any uncleared Voicemails by any extension to administrator which shall bring forth accountability in handling voicemail and act as a deterrent in ignoring voicemails.