LegacyCare
FOR NEC
#### We're NEC Certified Experts!

BEST-IN-CLASS EXTENDED SUPPORT & MAINTENANCE FOR YOUR END-OF-LIFE NEC PHONE SYSTEM

We've built a holistic suite of services designed to support and extend the life of your NEC premise-based phone system. Whether your system is nearing end-of-life or already unsupported by NEC, **LegacyCare** ensures that your communication infrastructure remains reliable, efficient, and cost-effective.

Service Available for: NEC's SV9100, SV9300, SV9500, SL2100, SV8100, SV8300, SV8500, IPKII and IPK.

Call us at 330.869.8657 to get started now!
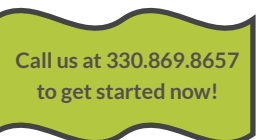
PHONE SYSTEM SERVICES INCLUDED

LEGACYCARE MAINTENANCE

Our on-site 14-point inspection and extended maintenance service can ensure continued system reliability and uptime.

LEGACYCARE SUPPORT

Our 24/7 US-based support team is here to get you operational and keep you there without any pressure to migrate off of your existing PBX.

LEGACYCARE PARTS

Legacy systems parts will eventually becomes scare, so, we work with our suppliers to source the parts you need to keep your system reliable.

LEGACYCARE GUIDANCE

When you're ready, our team of Solutions Consultants will discuss migration options to a new platform, best matched for your specific needs.

With LegacyCare for NEC you can count on:

- **No Required Software Support (SWA Software Assurance is not required)**

- **24/7 U.S. Based Support**

- **NEC-Certified Phone Technicians**

- **Legacy Parts Sourcing**

- **Remote & Onsite Support Options**

- **Available Nationwide**

- **Continued Support After NEC Exits Phone System Market**

- **No Pressure to Upgrade**

Whether you're looking to maximize your existing investment today or prepare for a seamless transition to modern technology tomorrow, **LegacyCare** and our **Guidance** provides clear, unbiased insights and actionable strategies. Trust us to deliver the expertise and support you need to navigate these critical decisions with confidence.

LegacyCare for NEC is power by Clarktel Telecommunications, Inc., a Double Diamond NEC Partner for the past 40 years; operating independent of NEC with our team of NEC-Certified Engineers who are available 24/7 to serve you long after NEC shutters its U.S. operations.
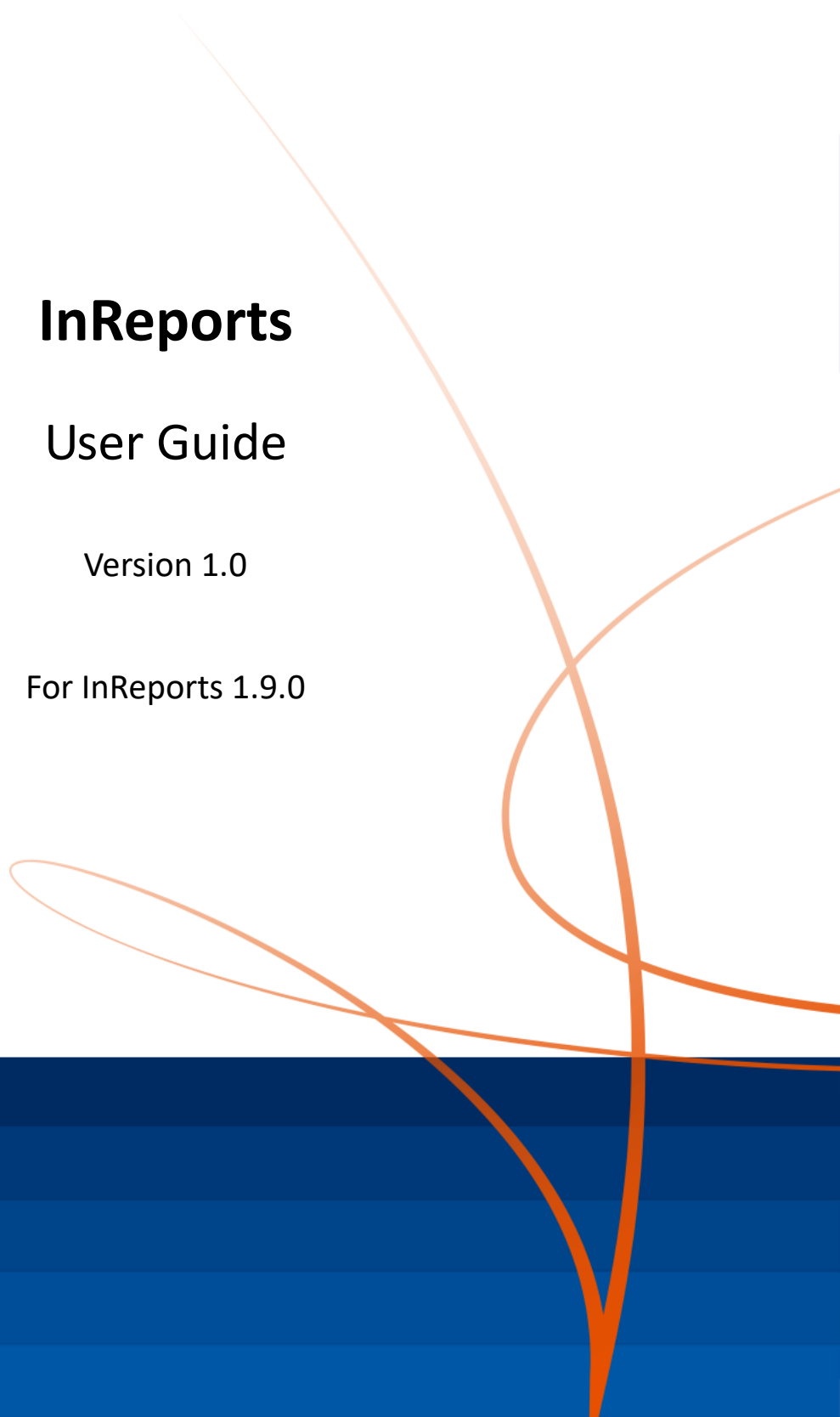
Learn more here: https://www.clarktel.net/legacycare-nec-phone-maintenance-nationwide

NEC

InReports

User Guide

Version 1.0

For InReports 1.9.0

Contents

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Revision History

Version	Author	Date	Changes
1.0	Richard Horsley	01/10/2019	Initial release of InReports 1.9 • https support

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Introduction

InReports is part of NEC's easy to use 'InApps' range of applications and can be used to see reports, graphs and charts to show telephony activity.   Each time a call is made or received an SMDR (Station Message Detailing Recording) record is outputted by the telephone system.   This record contains key information about the call such as:

- The Call Type – Incoming / Outgoing / Un-Answered / Internal
- The Extension Number
- The Trunk Number
- The DDI Number
- The Call Duration
- The Ring Duration

InReports receives a copy of these records, processes them and stores them away on the CPU.   A Web browser can be used logon to the InReports application and analyse these calls as in list format, a variety of reports, graphically and as a wallboard.   The following calls are available in InReports.

Name	Description
Incoming Answered	An Inbound Answered call
Incoming Unanswered	An Inbound call that wasn't answered by an extension
Outgoing	An outgoing call that was answered by the far party
Outgoing Unanswered	An outgoing call that wasn't answered by the far party.
Internal	An Internal call connected call.
Barred	A call to a destination number that is barred via toll restriction programming the PBX.

Calls that are answered by voicemail will show as an Incoming Answered call against the voicemail port that answered the call.

Calls that pass through the VRS and are ultimately answered by and extension will show as an Incoming Answered call.

Calls that pass through the VRS and are not answered by an extension will show as an Incoming Unanswered call.

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Requirements

The application can only be accessed using either http or https. When using http the number of concurrent connections to the application is 100, using https 9 concurrent connections can be established. This guide explains how to use and configure InReports. InReports is accessed using a Web Browser, Internet Explorer 11, Firefox and Google Chrome are all supported.

Logon to InReports

To directly access the user interface for InReports over http, use the URL:

http://IP Address of the PBX/html/apps/reports/reports.cgi

If https is being used to access InReports then use https:// and then either the IP Address of the PBX or name of the PBX followed by /html/apps/reports/reports.cgi for example:

https://10.0.0.150/html/apps/reports/reports.cgi
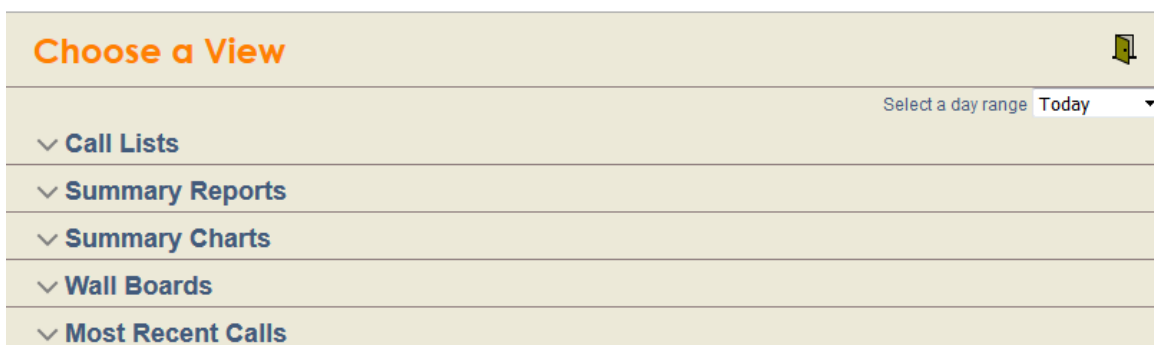https://sv9100/html/apps/reports/reports.cgi

When you reach the login page, enter a username and password for the application then click the green tick icon. The default username is tech and the password is 12345678 .

Login ✔

| Username | Username |
| Password | Password |

Once you have logged on to the web page then you will see the available options in the view. If you don't see all the options as below then the user account you have logged on with might not be configured to use all of the available InReports features.

Choose a View

Select a day range Today ▾

∨ **Call Lists**
∨ **Summary Reports**
∨ **Summary Charts**
∨ **Wall Boards**
∨ **Most Recent Calls**

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Using InReports

By default the Call Lists, Reports and Charts include all calls, filtering can be used to see specific calls in the views.

Call Lists, Summary Reports and Summary Charts can all be filtered to show data based on the following:

Filter	Description
Dates	If 'Any Date' is selected then the calls are selected from the date range drop down menu in the application. Relative Date Range allows calls over a fixed period to be specified. Fixed Date Range allows two dates to be entered and calls between these two dates are included in the report.
Time of Day	This can be used to only select calls between a certain duration, for example all calls between 09:00 and 17:00.
Call Types	Any of the different Call Types can be selected.
Extensions	An extension or extension group can be selected.
Trunks	A trunk or trunk group can be selected.
Numbers	A DDI number or DDI group can be selected.
Durations	Calls over or under a certain duration or ring duration can be included.
Call Costs	When call costing tariffs are configured, calls can be included based on the cost being under or over a specified amount.

This guide explains how to run all the default items and how the application can be customised.

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Most Recent Calls

Most Recent Calls is a handy way to make sure InReports is running correctly.   This view can't be configured, it will simply shows the last 30 calls that have been processed.   There is a scroll bar on the right hand side to look through the list of calls.   The list can be sorted by clicking on a column header, a down arrow will indicate descending and will put a higher value first i.e. the most recent call or the highest extension number etc.   An up arrow is ascending which puts lower values / older dates first.

Call Lists

Expand the option for Call Lists and the available default templates are listed.   If the list is configured to show calls from 'any date' then you can choose which calls are displayed in the list by selecting one of the ranges in the drop down menu.   Available options are Today, Yesterday, Last 7 days, This Week, Last Week, This Month, Last Month, This Year and Last year.   The call lists are dynamically updated so if a new CDR record is processed it will be displayed in the view.

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Call lists show individual calls and the associated details, the data in the report such the available columns and the order of the report will be as per the configuration of the report. To display a call list, click on the list you wish to see and the list will be displayed.

All Calls

Date	Time	Extension	Name	Class	Called	CLI	Duration
2016-10-13	14:49:00	203	EXT 203	Outgoing Unanswered	0800500005		00:00:00
2016-10-13	14:49:00	203	EXT 203	Outgoing Unanswered	400002		00:00:00
2016-10-13	14:49:00	202	EXT 202	Outgoing Unanswered	400001		00:00:00
2016-10-13	14:49:00	203	EXT 203	Outgoing Unanswered	400002		00:00:00
2016-10-13	14:49:00	202	EXT 202	Outgoing Answered	400001		00:00:07
2016-10-13	14:49:00	201	EXT 201	Incoming Unanswered		01509203	00:00:00
2016-10-13	14:49:00	223	Loopback 223	Internal			00:00:01
2016-10-13	14:49:00			Incoming Unanswered		01509202	00:00:00
2016-10-13	14:49:00	201	EXT 201	Incoming Unanswered		01509203	00:00:00
2016-10-13	14:49:00	225	Loopback 225	Internal			00:00:08
2016-10-13	14:49:00	200	EXT 200	Incoming Answered		01509202	00:00:07

The data can be exported to a CSV file to allow the data to be analysed by external applications. To export the calls in the current view, click the export button in the upper right hand corner of the view. Follow the prompt to save the file and the data is exported.

All Calls

Date	Time	Extension	Name	Class	Called	CLI	Duration
2016-10-13	14:49:00	203	EXT 203	Outgoing Unanswered	0800500005		00:00:00

Opening All Calls.csv

You have chosen to open:

All Calls.csv

which is: Microsoft Excel Comma Separated Values File (119 bytes)
from: data:

What should Firefox do with this file?

◉ Open with   Microsoft Excel (default) ▼

○ Save File

☐ Do this automatically for files like this from now on.

OK   Cancel
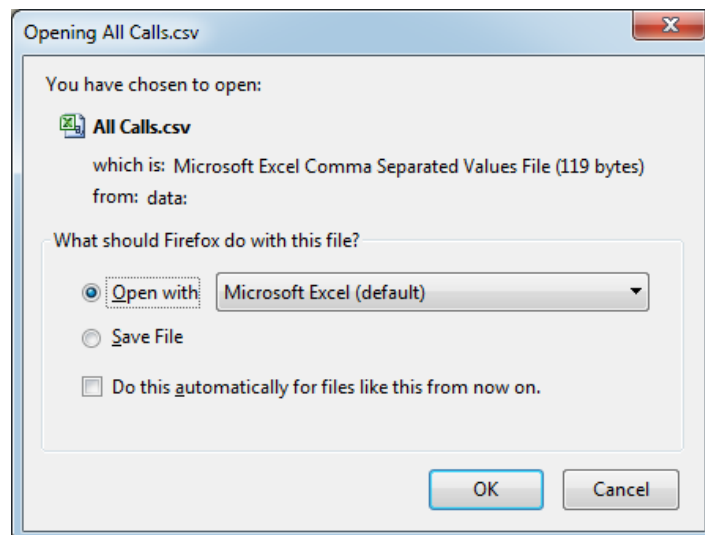
Any of the Call Lists can be displayed in the same way.

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Summary Reports

Summary Reports will show totalled statistics based on their call type, each of the default reports can be displayed as a summary or be broken down per Week, Day or Hour.   If the report is configured to show calls from 'any date' then you can choose which calls are displayed in the list by selecting one of the ranges in the drop down menu.   Available options are Today, Yesterday, Last 7 days, This Week, Last Week, This Month, Last Month, This Year and Last year.   The reports are dynamically updated so if a new CDR record is processed it will be displayed in the view.
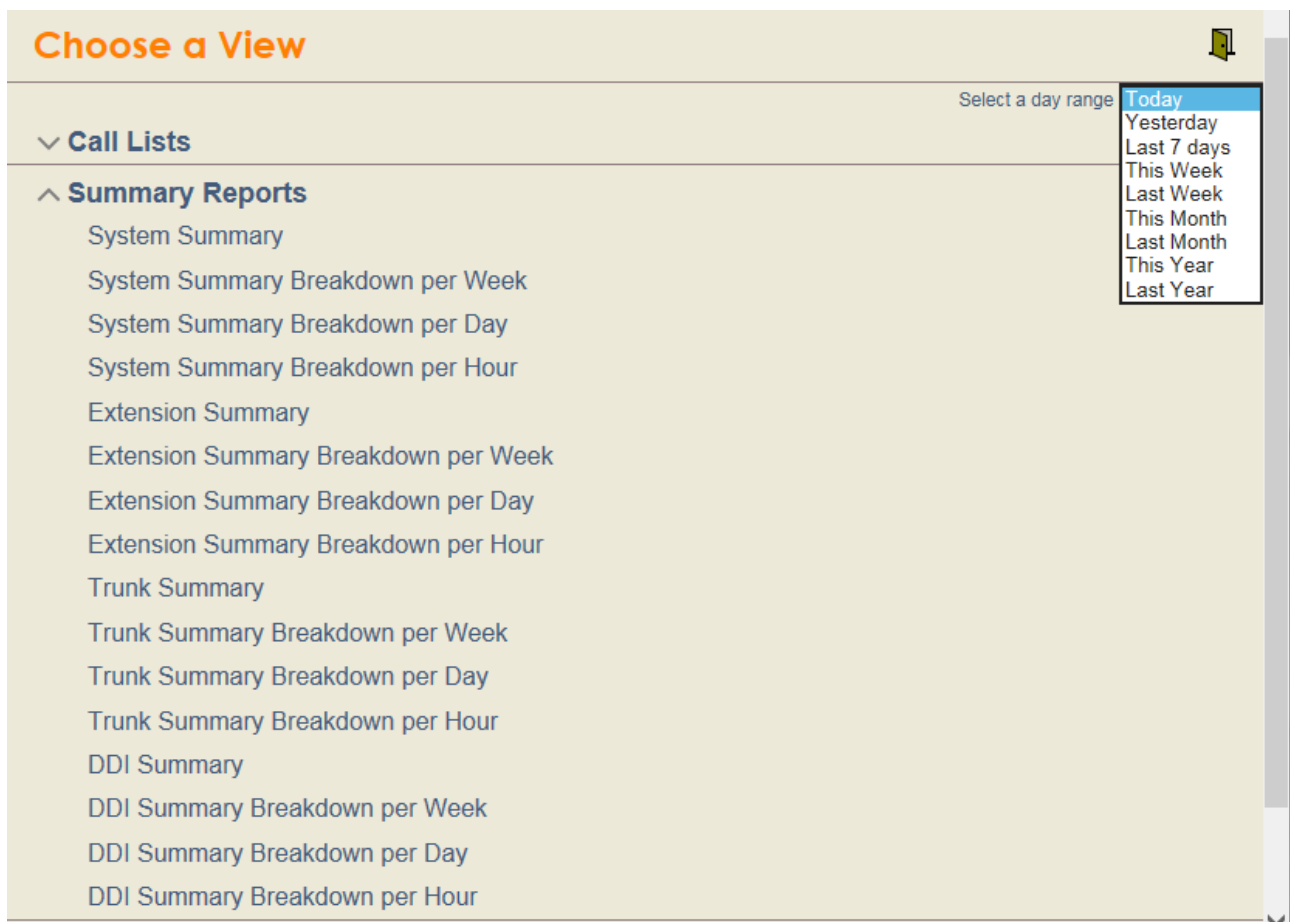
There are 4 different types of Summary Reports, System Summary, Extension Summary, Trunk Summary and DDI Summary.   The available columns in the Summary Reports is fixed and cannot be customised.   Click any of the reports to run them.

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The System Summary Report shows a list of call types and statistics relating to them.

System Summary

Call Type	Number of Calls	Average Duration	Total Duration	Average Ring Duration	Shortest Call	Longest Call
Incoming Answered	279	00:01:59	09:13:25	00:00:01	00:01:58	00:02:00
Incoming Unanswered	279	00:00:00	00:00:00	00:02:00	00:00:00	00:00:00
Internal	279	00:01:59	09:13:08		00:01:57	00:02:00
Outgoing Answered	279	00:01:59	09:13:14		00:01:58	00:02:00
Outgoing Unanswered	279	00:00:00	00:00:00		00:00:00	00:00:00

The System Summary Breakdown per Week will list each call type and usage for the given week. This makes it easy to compare week on week statistics.

System Summary Breakdown per Week

Call Type	Week ▲	Number of Calls	Average Duration	Total Duration	Average Ring Duration	Shortest Call	Longest Call
Incoming Answered	2016/38	13	00:20:04	04:20:56	00:00:07	00:00:21	00:48:09
Outgoing Answered	2016/38	5	00:07:25	00:37:05		00:00:05	00:23:59
Outgoing Unanswered	2016/38	2	00:00:00	00:00:00		00:00:00	00:00:00
Incoming Answered	2016/39	17	00:34:42	09:49:48	00:00:07	00:00:08	01:17:44
Incoming Unanswered	2016/39	8	00:00:00	00:00:00	00:00:11	00:00:00	00:00:00
Outgoing Answered	2016/39	15	00:01:28	00:22:02		00:00:01	00:04:44
Outgoing Unanswered	2016/39	25	00:00:00	00:00:00		00:00:00	00:00:00
Incoming Answered	2016/40	20	00:17:39	05:52:50	00:00:06	00:00:02	01:01:15
Incoming Unanswered	2016/40	6	00:00:00	00:00:00	00:00:06	00:00:00	00:00:00
Outgoing Answered	2016/40	22	00:10:58	04:01:06		00:00:08	00:58:30
Outgoing Unanswered	2016/40	13	00:00:00	00:00:00		00:00:00	00:00:00

The System Summary Breakdown per day is similar to the breakdown per week but lists the calls based on their date.

System Summary Breakdown per Day

Call Type	Day ▲	Number of Calls	Average Duration	Average Ring Duration	Total Duration	Shortest Call	Longest Call
Incoming Answered	2016-11-08	1	00:02:00	00:02:00	00:00:01	00:02:00	00:02:00
Incoming Unanswered	2016-11-08	1	00:00:00	00:00:00	00:02:00	00:00:00	00:00:00
Internal	2016-11-08	1	00:02:00	00:02:00		00:02:00	00:02:00
Outgoing Answered	2016-11-08	1	00:02:00	00:02:00		00:02:00	00:02:00
Incoming Answered	2016-11-09	290	00:01:59	09:35:13	00:00:01	00:01:58	00:02:00
Incoming Unanswered	2016-11-09	290	00:00:00	00:00:00	00:02:00	00:00:00	00:00:00
Internal	2016-11-09	290	00:01:59	09:34:57		00:01:57	00:02:00
Outgoing Answered	2016-11-09	290	00:01:59	09:35:02		00:01:58	00:02:00
Outgoing Unanswered	2016-11-09	291	00:00:00	00:00:00		00:00:00	00:00:00

Finally the System Summary Breakdown per Hour will show the call types and the number of calls based on hourly intervals.

Call Type	Hour	Number of Calls	Average Duration	Total Duration	Average Ring Duration	Shortest Call	Longest Call
Incoming Answered	00:00	20	00:01:59	00:39:40	00:00:01	00:01:59	00:01:59
Incoming Answered	01:00	20	00:01:59	00:39:40	00:00:01	00:01:59	00:01:59
Incoming Answered	02:00	20	00:01:59	00:39:40	00:00:01	00:01:59	00:01:59
Incoming Answered	03:00	20	00:01:59	00:39:40	00:00:01	00:01:59	00:01:59
Incoming Answered	04:00	20	00:01:59	00:39:40	00:00:01	00:01:59	00:01:59
Incoming Unanswered	00:00	20	00:00:00	00:00:00	00:02:00	00:00:00	00:00:00
Incoming Unanswered	01:00	20	00:00:00	00:00:00	00:02:00	00:00:00	00:00:00
Incoming Unanswered	02:00	20	00:00:00	00:00:00	00:02:00	00:00:00	00:00:00
Incoming Unanswered	03:00	20	00:00:00	00:00:00	00:02:00	00:00:00	00:00:00
Incoming Unanswered	04:00	20	00:00:00	00:00:00	00:02:00	00:00:00	00:00:00

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The remaining Extension / Trunk / DDI summary reports list the individual devices in the left hand column of the report and then shows call information in the next columns. Each of the reports can run per week / day / hour just list the summary reports.

Extension Summary

Extension	Name	Incoming Answered	Total Duration	Average Duration	Average Ring Duration	Incoming Unanswered	Average Ring Duration	All Outgoing	Total Du
		0	00:00:00			1	00:00:02	0	
200	EXT 200	310	10:11:42	00:01:58	00:00:01	0		0	
201	EXT 201	0	00:00:00			309	00:02:00	0	
202	EXT 202	0	00:00:00			0		309	00
203	EXT 203	0	00:00:00			0		311	00

Summary Charts

Summary Charts are used to display pie charts and bar charts, again the date range can be selected to choose which calls are included in the view.

∨ **Call Lists**

∨ **Summary Reports**

∧ **Summary Charts**

System Summary Pie Chart

Extension Summary Pie Chart - Incoming Answered

Extension Summary Pie Chart - Incoming Unanswered

Extension Summary Pie Chart - All Outgoing

Extension Summary Pie Chart - Internal

Trunk Summary Pie Chart - Incoming Answered

Trunk Summary Pie Chart - Incoming Unanswered

Trunk Summary Pie Chart - All Outgoing

DDI Summary Pie Chart - Incoming Answered

DDI Summary Pie Chart - Incoming Unanswered

System Summary Bar Chart

System Summary Bar Chart - Calls per Week

System Summary Bar Chart - Calls per Day

System Summary Bar Chart - Calls per Hour

Extension Summary Bar Chart

Trunk Summary Bar Chart

DDI Summary Bar Chart

Today
Yesterday
Last 7 days
This Week
Last Week
This Month
Last Month
This Year
Last Year

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The System Summary Pie Chart will show each call type in a different slice and the number of calls is displayed too.

System Summary Pie Chart

🔵	Incoming Answered
🔴	Incoming Unanswered
🟠	Internal
🟢	Outgoing Answered
🟣	Outgoing Unanswered
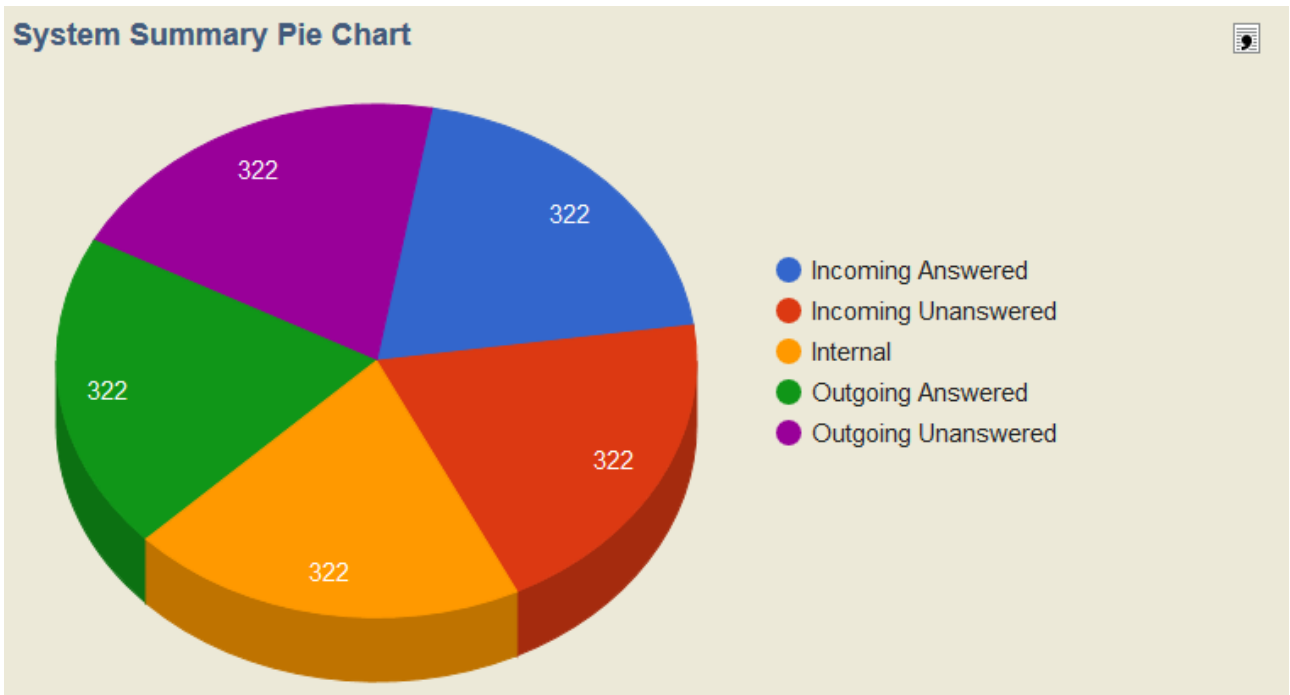
Pie charts can be also display the number of a call type against each device.   For example the chart below shows each extension and the number of calls they have made.

Extension Summary Pie Chart - All Outgoing

🔵	200
🔴	201
🟠	202
🟢	203
🟣	204
🔵	205
🩷	206
🟢	207
🔴	208
🔵	209
🟣	210
🔵	211

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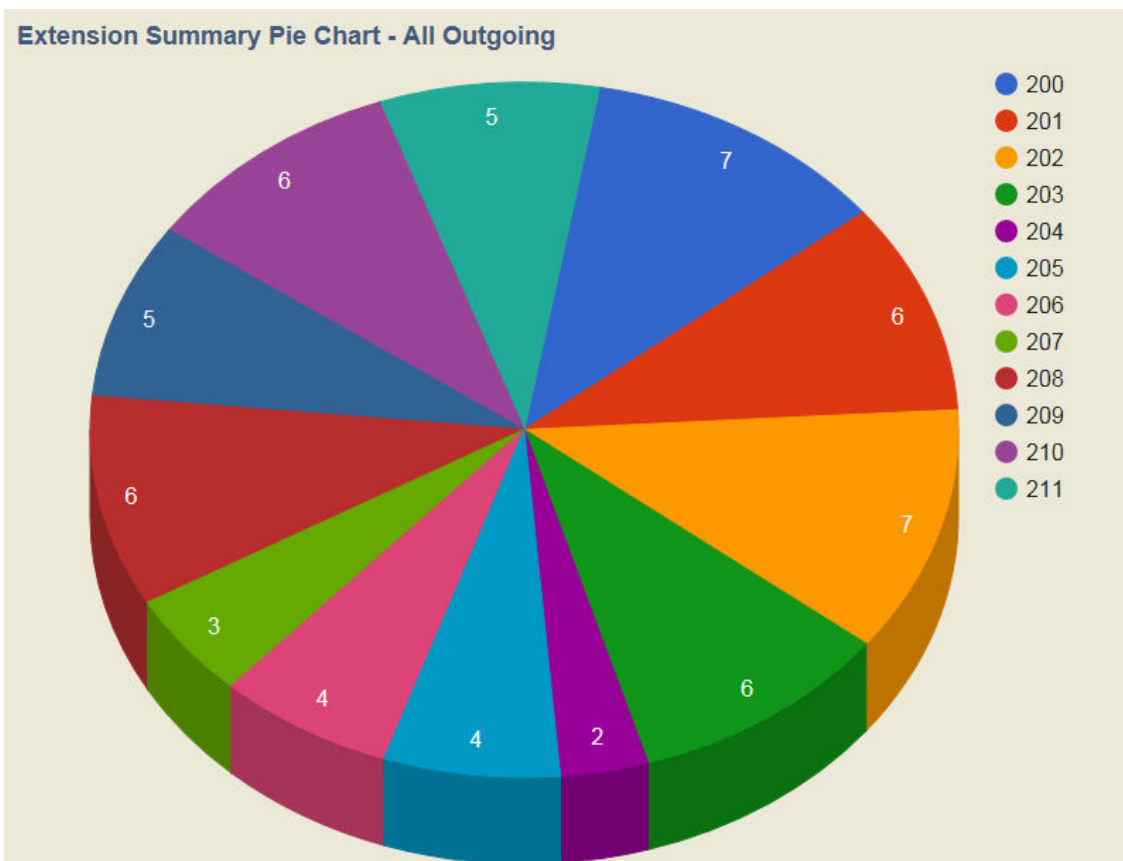
Similar data can also be displayed as a bar chart, the first available is the System Summary Bar Chart. This will show call type across the X axis and the number of call on the Y axis.
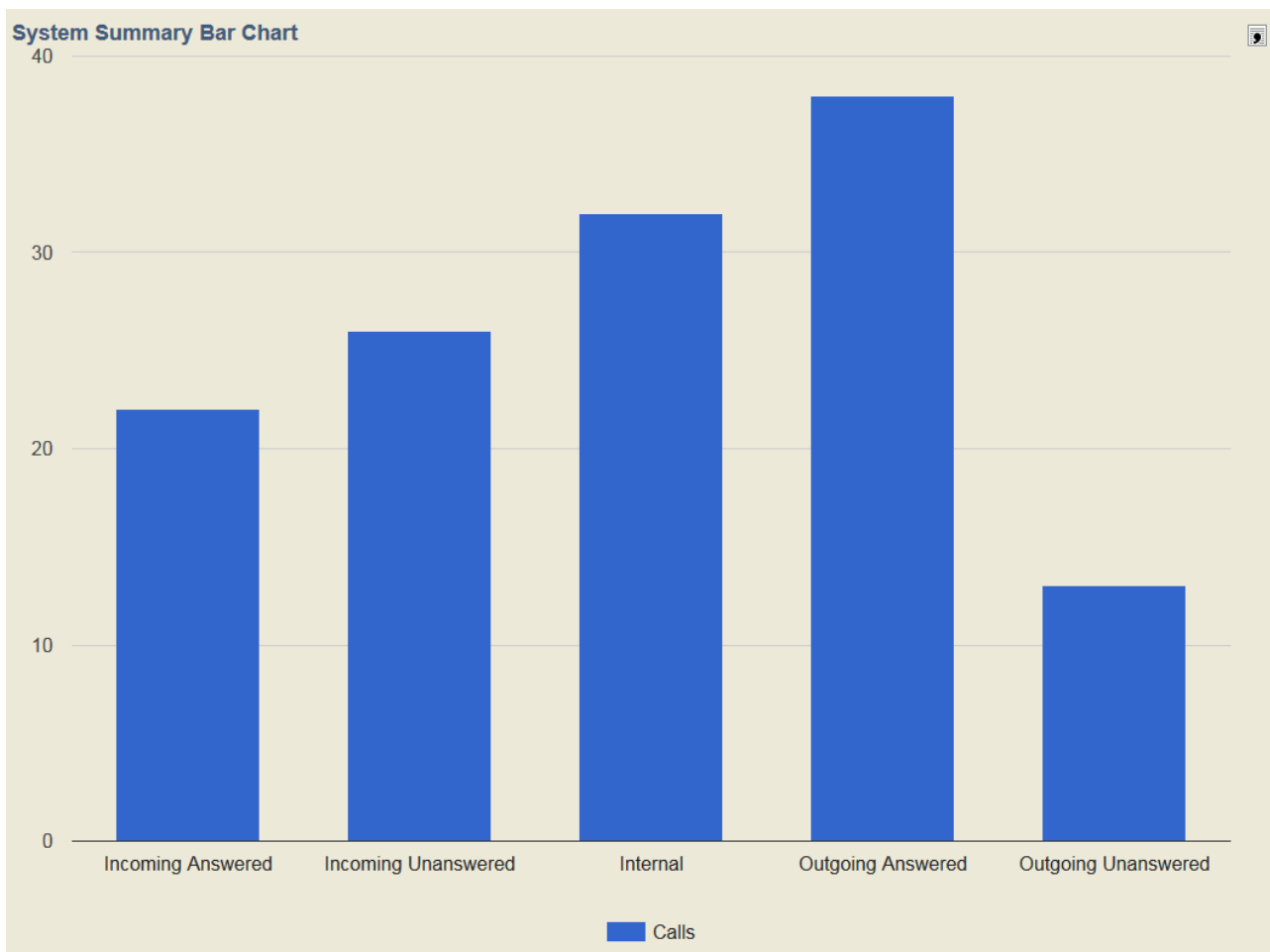
The further System Summary bar charts are available that will display calls per week, day and hour.

Here is an example of the System Summary Bar Chart – Calls per Day.   The legend at the bottom can be used to identify the call types.
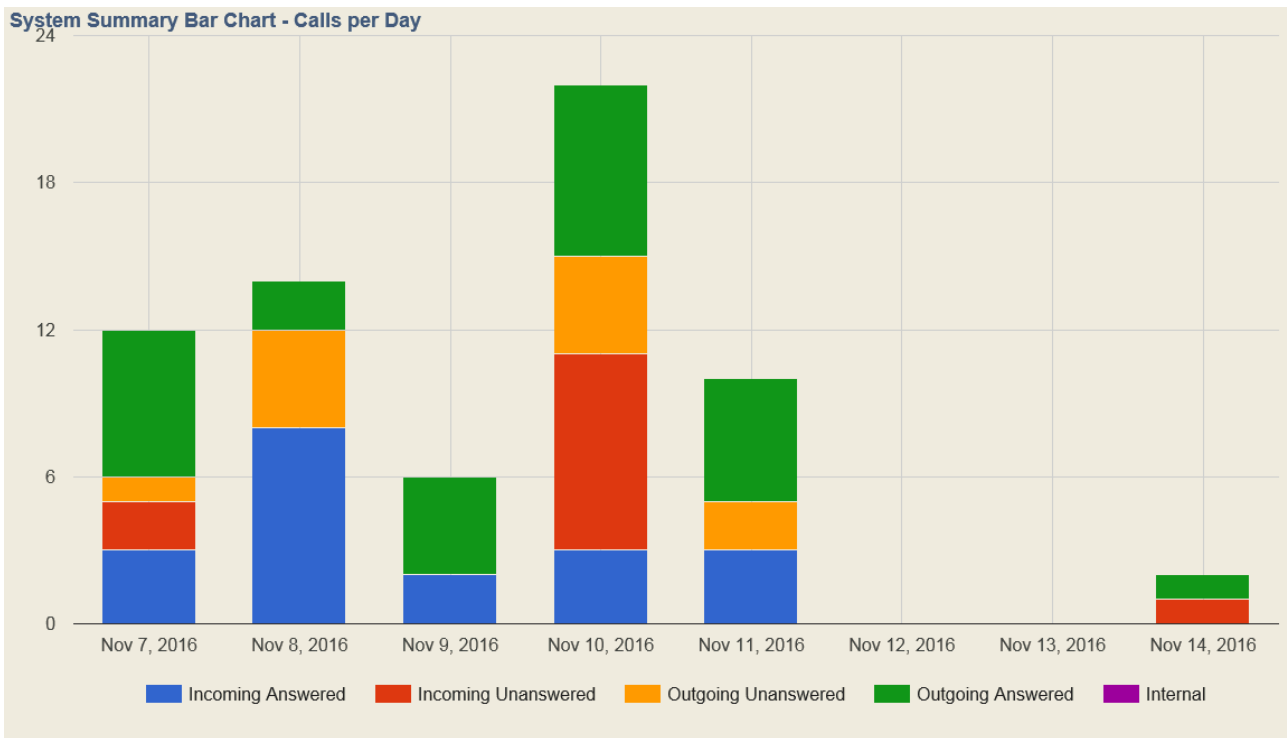
The remaining bar charts are the Extension Summary Bar Chart, Trunk Summary Bar chart and the DDI Summary Bar chart.   These will show the device across the X axis and the call volume on the Y axis.
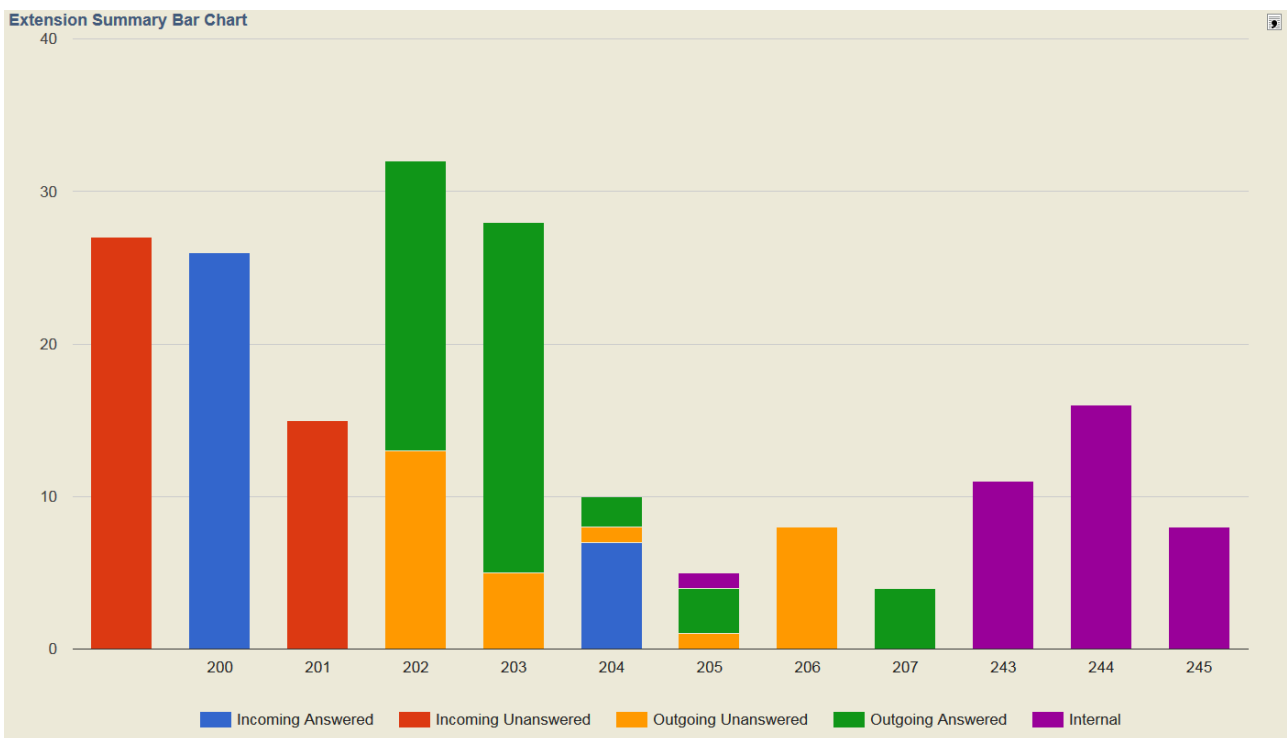
Wallboards

The wallboards are fixed and show system wide information, it's not possible to apply any filtering to the view. The wallboard will only show statistics for the current day, the 'select a day range' doesn't alter what is displayed in the view. There are 3 different wallboard views available, click either Trunk Statistics, Extension Statistics or DDI Statistics.

Daily Trunk Statistics shows the number of Incoming Answered calls, Incoming Unanswered and Outgoing Calls. Average time statistics are shown under each of the call types.
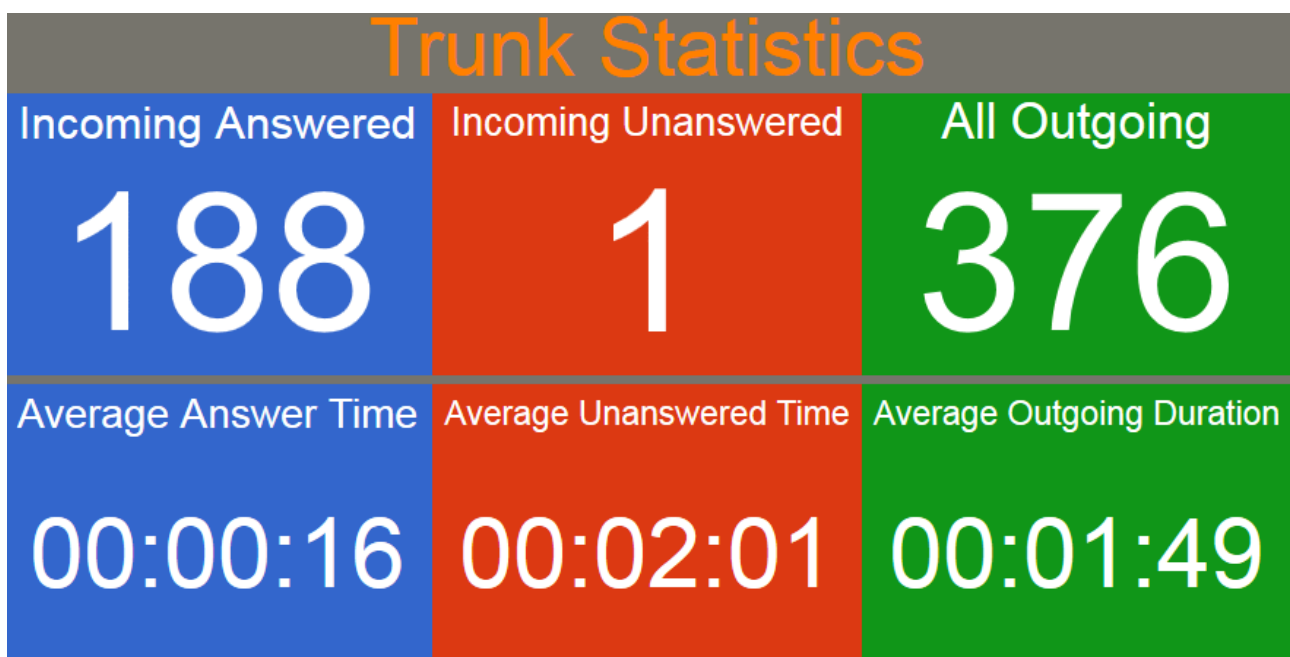
The Extension Statistics view shows the same information as the trunk statistics page with the addition of Outgoing Unanswered calls and Internal calls.
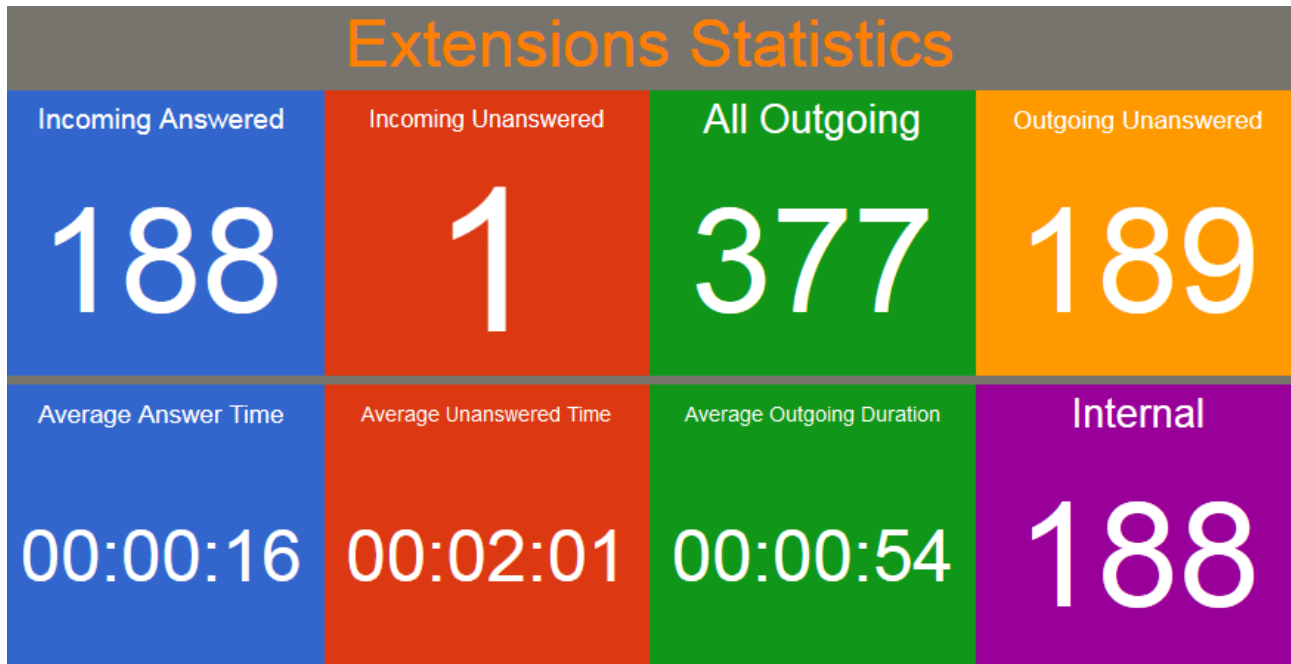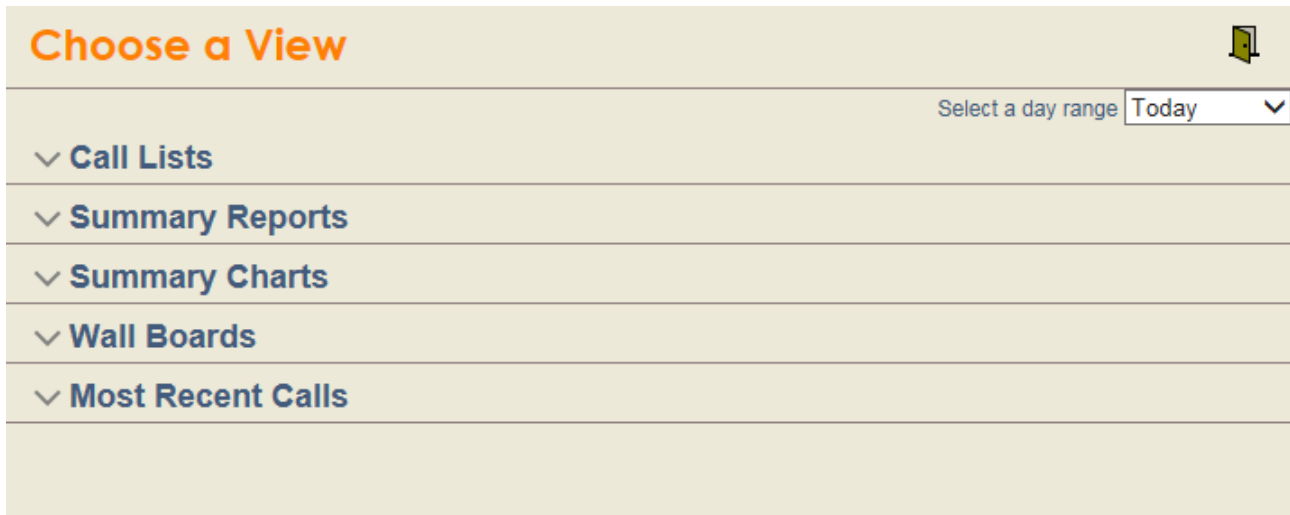
The DDI Statistics page shows Answered Calls, Unanswered Calls, the Average Answer Time and the Average Unanswered Time.
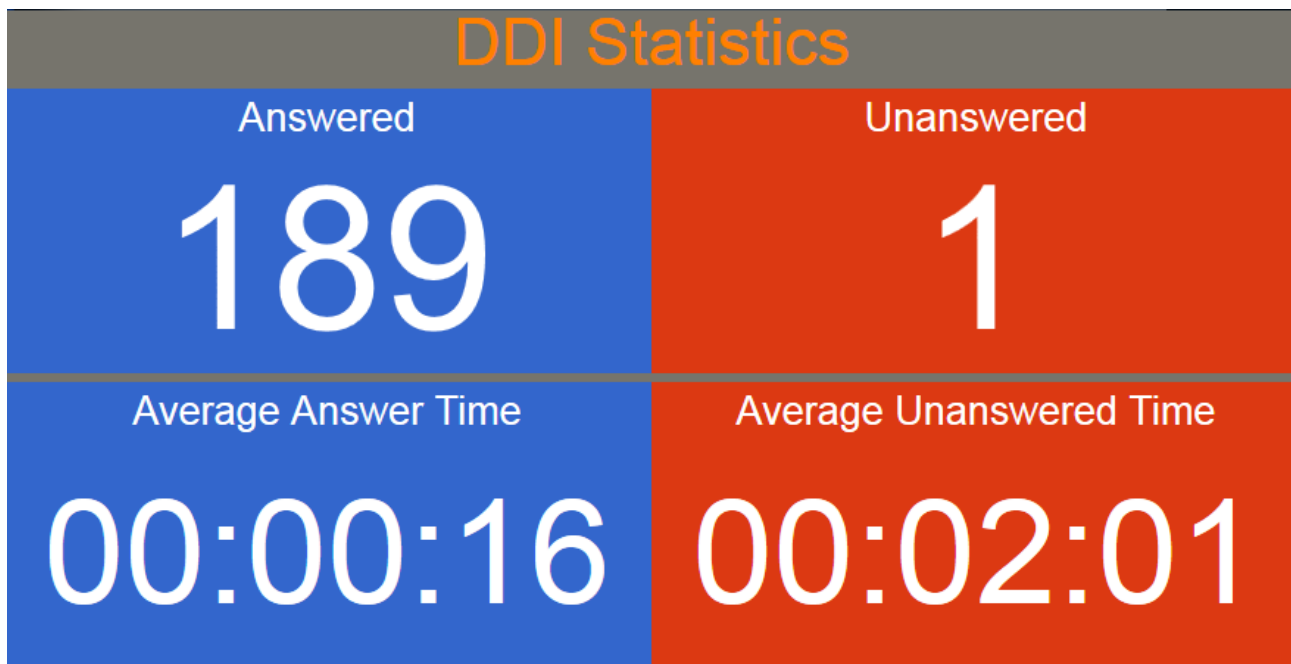
Logout of InReports

Once you have finished using InReports then you can click the Logout [icon] above the Select a day range to logout.
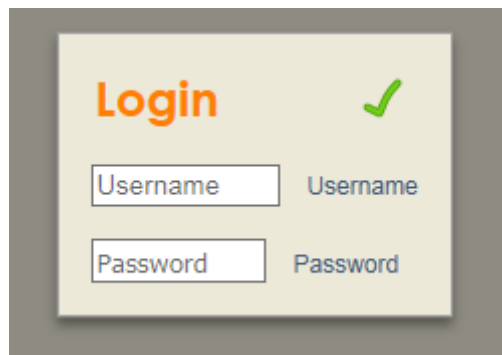
Once you have been logged out then the Login screen is displayed.

Configuring InReports

To directly access the configuration interface for InReports access the URL:

http://IP Address of the PBX/html/apps/reports/config.cgi

If https is being used to access InReports then use https:// and then either the IP Address of the PBX or name of the PBX followed by /html/apps/reports/config.cgi for example

https://10.0.0.150/html/apps/reports/config.cgi
https://sv9100/html/apps/reports/config.cgi

The default username and password for the configuration page is tech / 12345678 . Once logged in then the Configuration Home page is displayed.
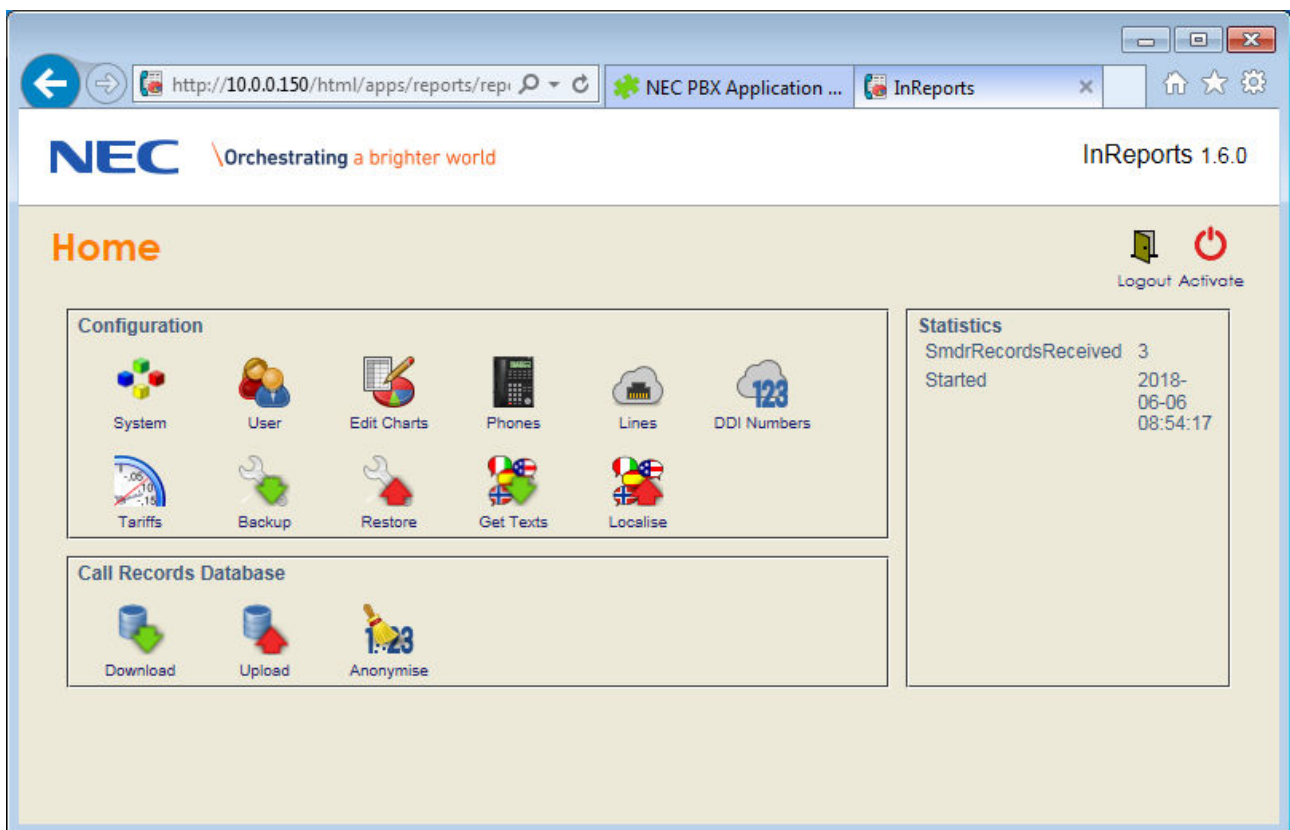
User Configuration

Users can be created with different access levels to InReports, click the User button to access the configuration page.
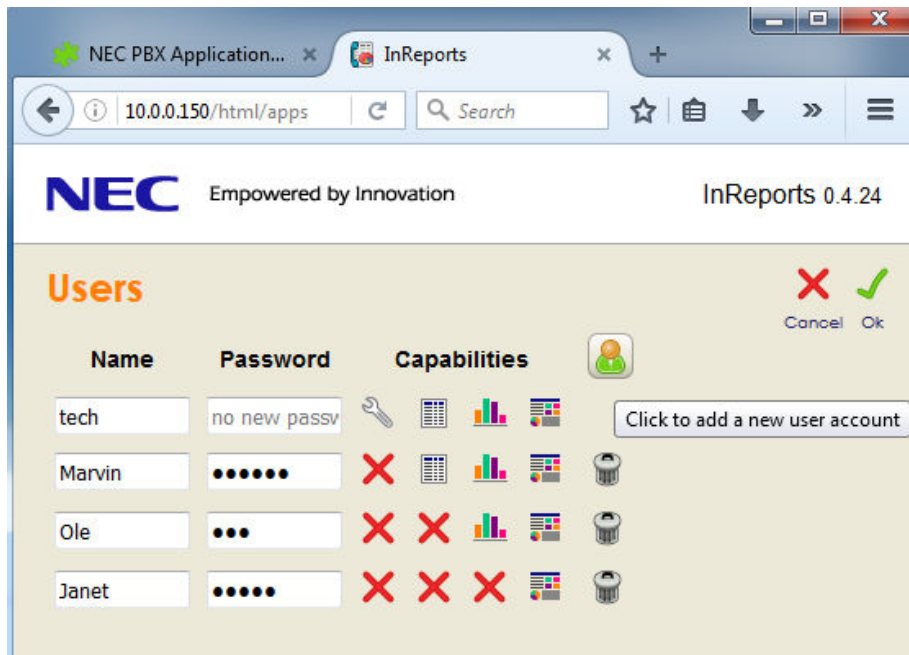
When you access the page for the first time, you can see the existing user 'tech' and this has access to all areas of InReports, the password for tech user can be changed if required.   To create a new user, click the green user icon 👤. A new row will appear where you can enter a username and password.   You can then select which features the user will have access to.

Icon	Access
✗	The feature is not available for this user
🔧	The user can access the configuration area of InReports
▦	The user can access call lists.
📊	The user can access available reports and charts.
📊	The user can access the Wallboards.
🗑	Delete the user.

After making any changes click OK to save, when you return to the configuration home page the changes won't be applied until you click the Activate button ⏻ Activate in the upper right hand corner of the configuration home page.

Phones

The phones area of the configuration allows extensions to be grouped together for reporting purposes, to setup groups, click phones in the configuration home page.   Double click in the column header and you can type a name in for the group.   Once the group has a name then you can click in the column to move the extension into the group.   Once the changes have been made then click OK to save them, they will need to be activated from the configuration home page.

Extension Groups

	Telesales	Support	Accounts				
	200 Ext 200						
	201 Ext 201						
	202 EXT 202						
		203 Ext 203					
		204 EXT 204					
		205 EXT 205					
			206 EXT 206				
			207 EXT 207				
			208 EXT 208				
209 EXT 209							
210 EXT 210							

Cancel   Ok

Lines

The lines area of the configuration allows trunks to be grouped together for reporting purposes, click lines in the configuration home page.   Double click in the column header and you can type a name in for the group.   Once the group has a name then you can click in the column to move the trunk into the group.   Once the changes have been made then click OK to save them, they will need to be activated from the configuration home page.

Trunk Groups

	SIP Lines	ISDN Lines					
	1 Line 1						
	2 Line 002						
	3 Line 003						
	4 Line 004						
		5 Line 005					
		6 Line 006					
		7 Line 007					
		8 Line 008					

Cancel   Ok

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DDI Numbers

The DDI numbers area of the configuration allows DDI's to be grouped together for reporting purposes, click DDI numbers in the configuration home page.   Double click in the column header and you can type a name in for the group.   Once the group has a name then you can click in the column to move the DDI into the group.   Once the changes have been made then click OK to save them, they will need to be activated from the configuration home page.

DDI Number Groups   ✕ ✓
                                                                    Cancel Ok

Sales DDIs	Support DDIs						
	130885 SIP						
	315890 DDI 3…						
	315891 Sales						
	315892 Acco…						
315893 Cust…							
315970 Main …							
400000 Cons…							
400001 Loop …							

Call Costing

Call Costing allows a cost to be associated with a call based on the dialled number, in order for this to work the Tariff has to be configured.   From the configuration home page, click the Tariffs button.   Use the Add Row button to start building the Tariff Table.   The table below explains each of the configurable items in the table.

Filter	Description
Number	Enter the number that is dialled on the outbound call. Numbers can be vary in length so you could for example enter 400001 for calls for a number beginning 400001, the number 4 can also be entered for any number beginning with 4. When a call is made to a number beginning 4, the call will be costed at the rate for 4. Calls to 400001 and 400002 will be costed accordingly.
Price	Enter the cost for the call in the format of the currency and decimal places. 3.40 would be for example £3.40p / €3.40c / $3.40c 0.50 would 50p / 50c
Duration	Enter the duration in seconds that is associated with the cost of the call.
Surcharge	The surcharge can be used to add a connection charge to connected outbound calls. The surcharge adds the amount to each call matching the dialled number. For example if a surcharge of 2 was entered, this is added to the call cost and stored against the call record.
Comment	Enter a comment that can be used to describe entry in the table.

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Enter the details in the tables as required and click OK to save the changes.

Telephone Tariff Configuration

✕ Cancel   ✓ Ok

Tariff per Dialled Number

Delete Row   Add Row

Number	Price	Duration	Surcharge	Comment
400001	0.23	60	0	Local Number 400001
400002	0.46	60	0	Local Number 400002
001	1.2	60	0	Internation Call to America
0131	0.8	60	0	National Call
	0	0	0	

Calls that are made to a number that doesn't match in the tariff table will show a zero cost against the call.   Once the changes have been saved then the feature can be tested by making calls to numbers from the table.   In the 'Call List' reports you can see any cost that has been associated with calls.   Summary Reports that show outbound calls also display call costs.

http://10.0.0.150/html/apps/reports/reports.cgi?cmd=guichart&g

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Outgoing calls

Date	Time	Extension	Name	Class	Called	CLI	Duration	Call Charge
2018-06-20	23:30:00	256	Room 256	Outgoing Answered	400001		00:00:10	0.25
2018-06-20	23:30:00	201	Simon Eagers	Outgoing Answered	400001		00:00:08	0.25
2018-06-20	23:30:00	202	Room 202	Outgoing Answered	400001		00:00:09	0.25

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Filtering Call Lists, Reports and Charts

The chart editor configuration page allows the Call Lists, Summary Reports and Summary charts to be filtered. This allows them to display data based on Dates, Time of Day, Call Types, Extensions / Groups, Trunks / Groups, DDI's / Groups and durations. Call Lists show lists of individual calls, the columns available in the view can be selected by editing the list. Summary Reports and Summary Charts have a fixed columns that can't be altered.

To Edit the configuration of a Call List, Report or Chart, click Edit Charts from the configuration home page.
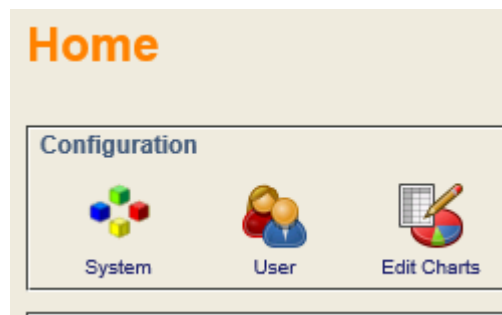
The existing Call Lists, Reports and charts are displayed, click edit icon to change the configuration. You can also click on the clone chart icon , this will copy the existing report and create a new item called 'Clone of' and the original name. This allows many similar reports to be created that can be filtered differently against different groups of devices.
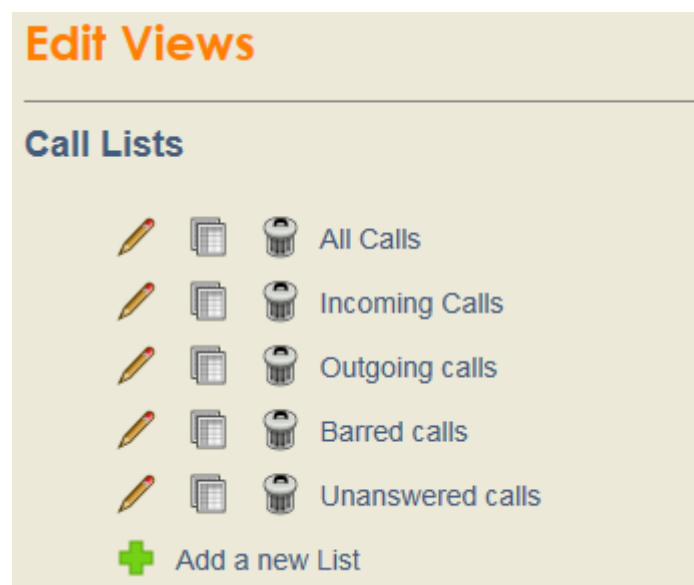
If you click the arrow to the left of properties, two options are available Chart Name and Chart Type.   Chart Name will change the name of the list as it's displayed in the application.   The chart type shouldn't be changed.
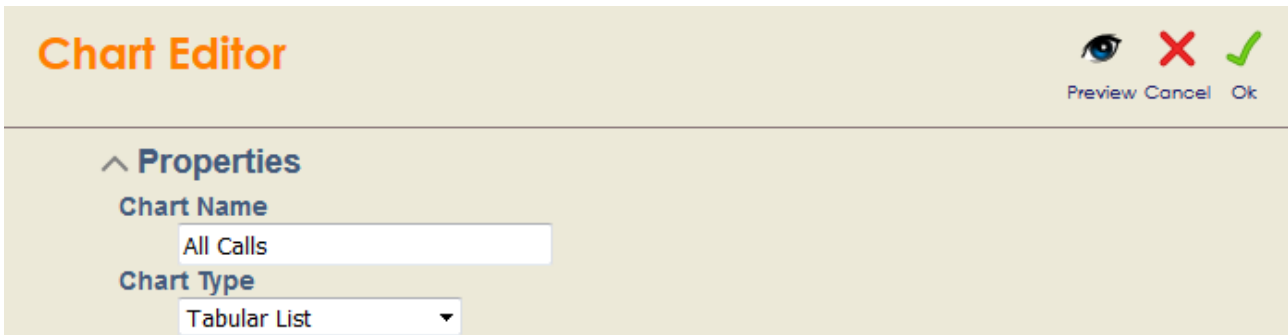
Filter by

The next option is Filter by, this is used to define what calls are selected in the output, many combinations of filters can be used to generate specific output.   Click the arrow to the left hand side of Filter by to expand the available options.
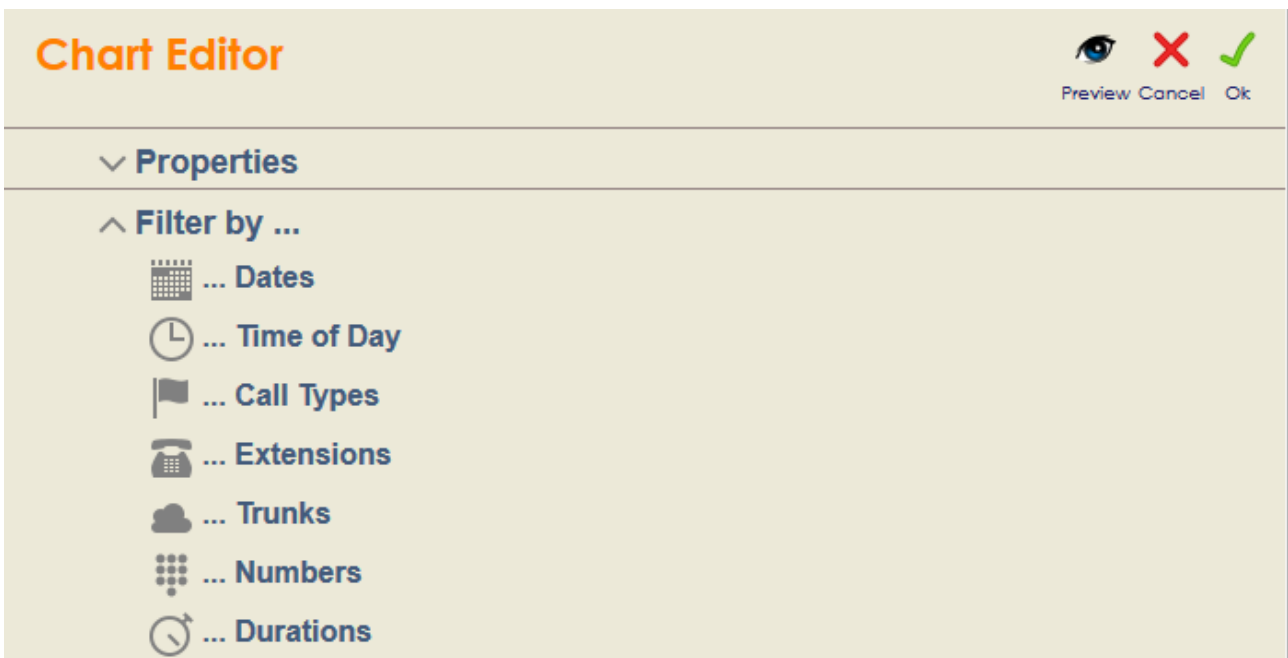
Filter by Dates can be used to select which calls are included in the report.   The default option is any date which will show calls that are selected in the date range of the application.   Relative date range allows calls from a period to be selected i.e. show the calls for the last x days / weeks / months.   Fixed Date Range allows an actual date range to be specified.
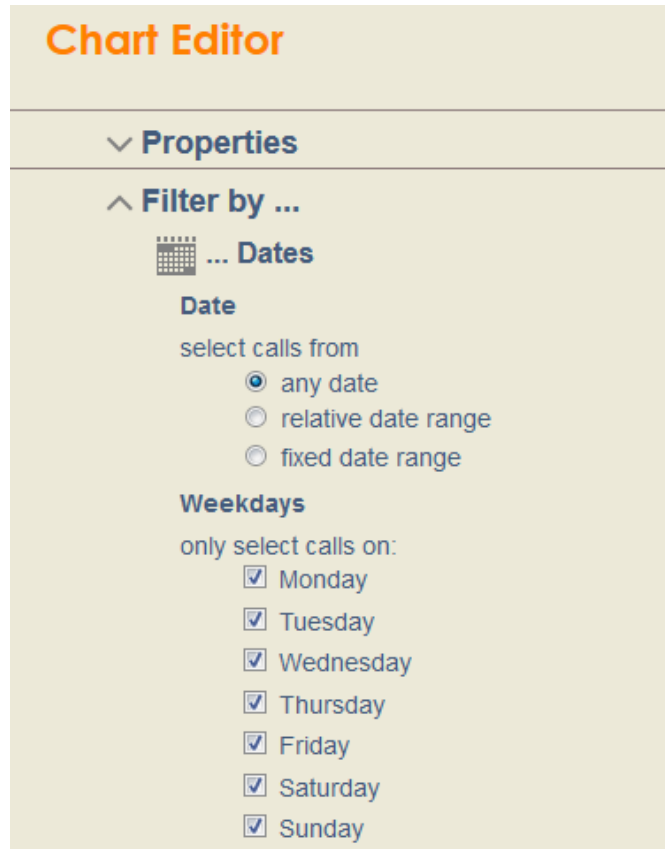
Week days can be specified, this can be used to see calls over a period of time but exclude calls on certain days, for example Saturday or Sunday.

Filter by Time of Day

Time of Day can be used exclude calls before or after certain times, for example you may only want to see calls for working hours.   The example below would only show calls between 9:00 and 17:00.

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Filter by Call Type

Certain call types can be included or excluded by selecting them from the list.   If **no** call types are selected then **all** are included in the reports.
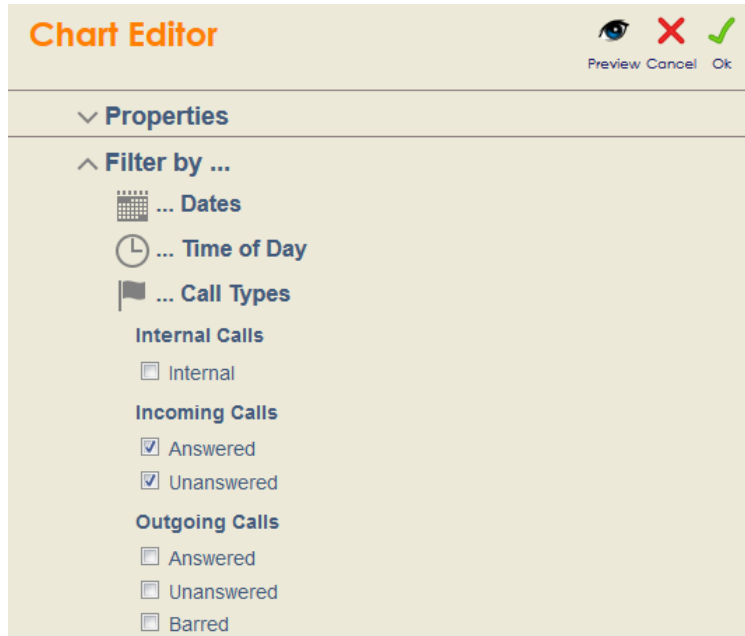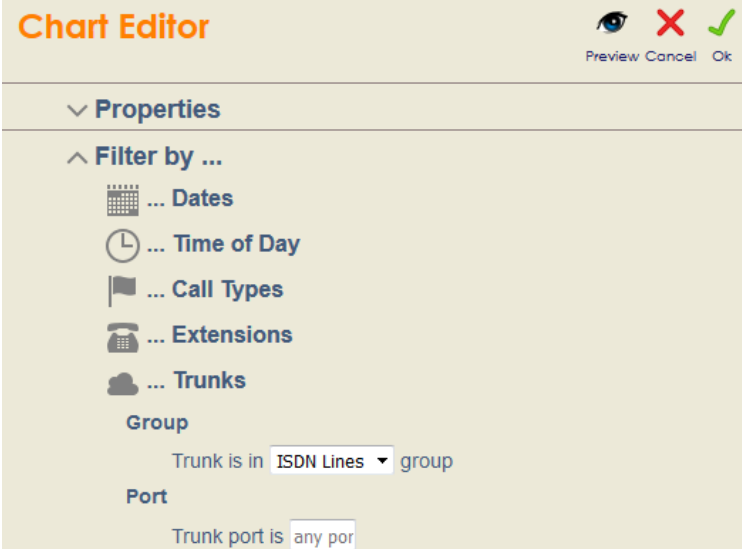
Filter by Extensions

An extension group can be selected in the drop down menu or a single extension number can be manually entered in the box below.

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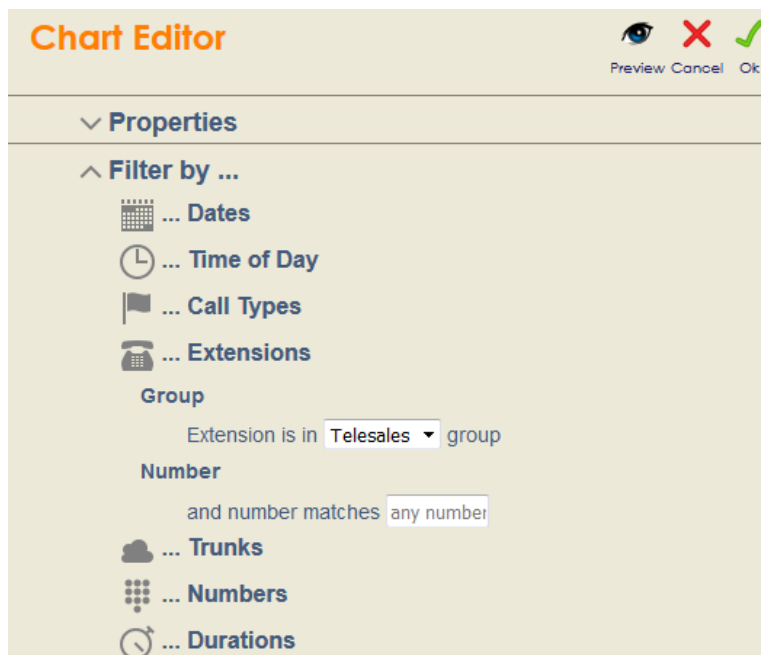
Filter by Trunks
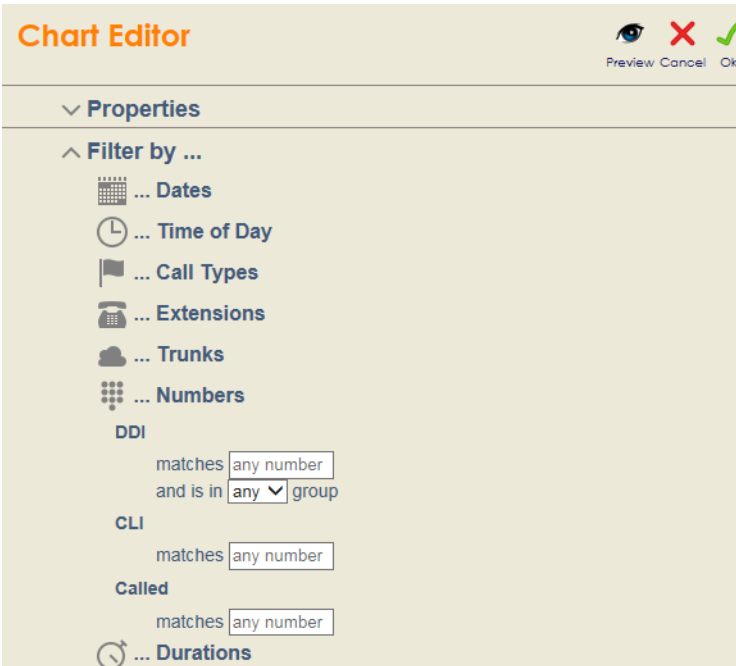
Similar to extensions a trunk group can be selected in the drop down menu or a trunk number can be entered manually.

Filter by Numbers

Numbers allows calls to be displayed based on the DDI, CLI or Called number matching the filter.   DDI numbers can be entered manually or a group can be selected and matching call records will be displayed.   CLI allows for a particular CLI to be entered, this is the CLI presented by the outside caller on incoming calls.   Called number is the number that is dialled when a user makes an outbound call.

Filter by Durations

Calls can be included based on their duration, a minimum and maximum value can be entered in seconds.   If a minimum value is entered then calls over this duration will be shown.   If a maximum duration is enter the calls under this duration will be shown.   If both minimum and maximum values are entered then only calls between those durations are included.

The same can be done for calls that have a ring duration, only incoming and incoming unanswered calls have ring duration.   Internal and outgoing calls do not have ring duration.

Sorting and Limiting

Sorting and Limiting allows the default ordering of columns to be set against call lists and reports. For example you may wish to see a list of calls ordered by the extension number and then the time of the call. This could be achieved by firstly sorting on the extension number and also on the time of call. Ascending and descending can also be selected to choose the order. Limiting can be used to only include a fixed number of calls, for example you may only want to see the last 100 calls.

In Column enter a column number and then choose ascending or descending, this can be done for up to 3 columns. You may for example want to sort by extension number and then by call type and then by call duration. Limiting can be used to only show or calculate statistics on a fixed number of calls.
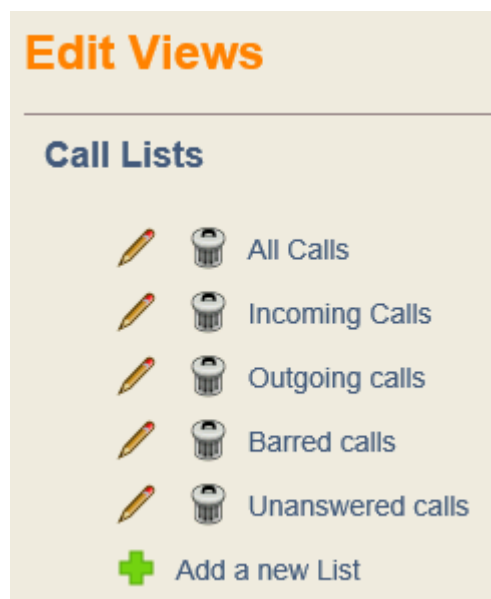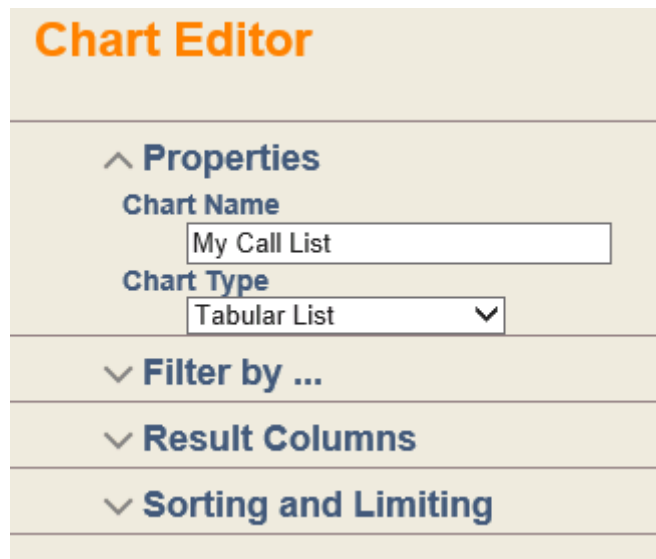

Creating Customised Call Lists

Custom Call Lists can be created, under Call Lists click Add a new list.

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Enter a name for the Call list and select Tabular List in the Chart Type drop down menu.

The Filter by option can be used to apply any of the filtering rules for the Call List.

Result Columns can be used to add columns to the call list, the order for the columns can be specified too.   Detail of how to do this can be found in Result Columns.

Once the call list has been created then click OK to save it, once it has been saved then it will appear in the main application once the view has been refreshed.

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Result Columns

The result columns can be edited for any of the Call Lists and they can be re-ordered too.   In the Label box you can enter a name for the column, if you leave it blank then the field name is shown instead.   The result columns can't be altered for Reports and Charts.

There are 4 icons available in the result columns, these can be used to add, delete and re-order the columns in the view.

Icon	Function
	Add a new column
	Delete the column
	Move the column to the left in the view
	Move the column to the right in the view

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When adding a new column, the following fields are available broken down by category.

Date, Time and Duration

Item	Function
Timestamp	The time that the CDR was created in the database.
Time and Date	The time and date that the call started.
Date	The date that the call started on.
Time	The time the call started.
Duration	The Duration of the call.
Ringing Duration	The Ringing Duration.

Extensions

Extension	The extension number associated with the call.
2nd Extension	The second extension, used for internal calls.
Name	The name of the extension.
2nd Ext Name	The name of the second extension, used for internal calls.
Extension Group	The name of the extension group.
2nd Extension Group	The name of the second extension group, used for internal calls/.

Trunk Lines

Trunk	The trunk associated with call
2nd Trunk	The second trunk associated with the call, this will be displayed on calls that are transferred trunk to trunk.
Trunk Name	The name of the trunk.
2nd Trunk Name	The name of the second trunk.
Trunk Group	The name of the trunk group.
2nd Trunk Group	The name of the second trunk group.

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Numbers

Called	The number that was dialled when an outbound call is made.
CLI	The outside callers telephone number sent when receiving an incoming call
CLI Name	If the CLI is matched against an abb dial name, this is displayed.
DDI	The DDI number.
DDI Name	The DDI name.
DDI Group	The name of the DDI group.

Call Types

Class	This displays the call type.
Internal	This displays a checkbox to indicate the call type.
Incoming	This displays a checkbox to indicate the call type.
Outgoing	This displays a checkbox to indicate the call type.

Flags and Attributes

|	
Barred	A checkbox to indicate is this option applied to the call.
Unanswered	A checkbox to indicate is this option applied to the call.
Transferred	A checkbox to indicate is this option applied to the call.
Flags	A checkbox to indicate is this option applied to the call.
Account	This displays the account code if there was one associated with the call.
Walking Class	This displays the walking toll restriction code if there was one associated with the call.

Timestamp Functions.

Hour number of the timestamp	The hour from when the CDR was created.
Day number of the timestamp	The day from when the CDR was created.
Week number of the timestamp	The week number from when the CDR was created.
Month number of the timestamp	The month number from when the CDR was created.
Year number of the timestamp	The year number from when the CDR was created.

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Deleting Lists / Reports / Charts

To delete the any of the Call Lists / Reports / Charts click the delete button next to the item you wish to delete.

Call Lists can be re-created but Summary Reports and Summary Charts cannot.
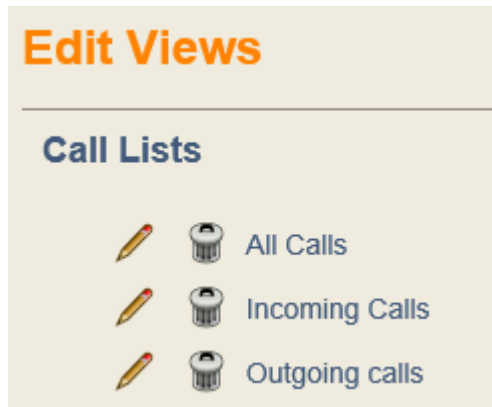
Anonymising Call Records

Call Records that are stored in InReports can contain an outside callers CLI for any type of incoming call type. Outgoing calls show the telephone number that was dialled. This information could be considered as personal information to an individual, the Anonymise feature allows this data to be removed from call records in InReports.

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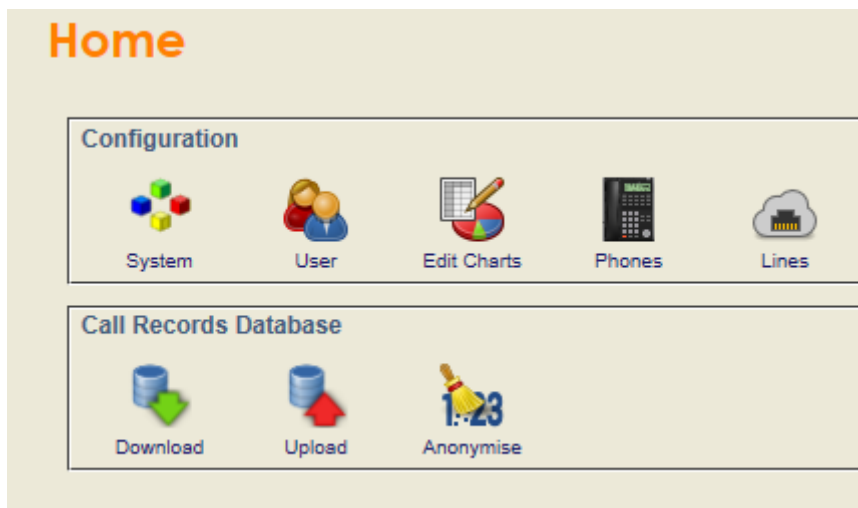
In the Configuration home page, click the Anonymise button.   Enter the options as required:
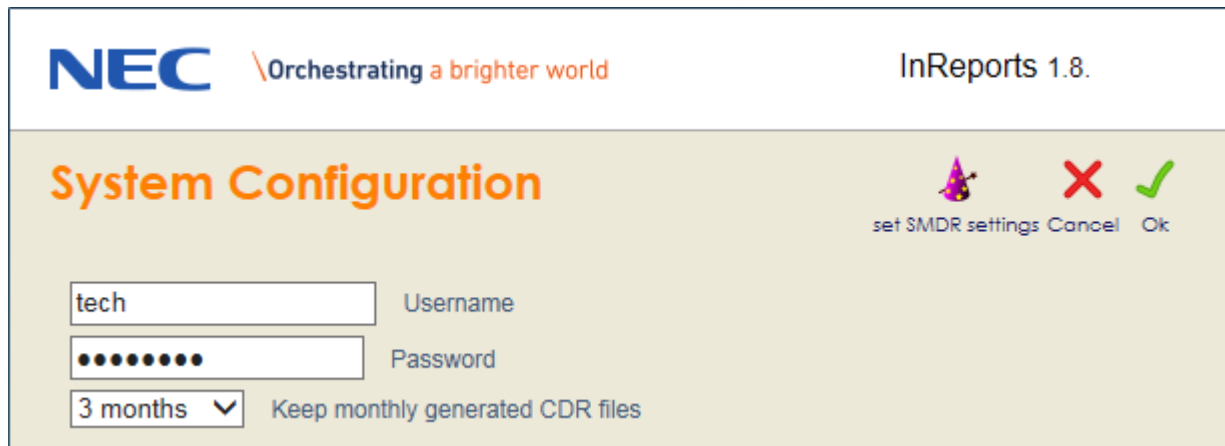
Item	Function
Incoming	Select this option to anonymise incoming calls
Outgoing	Select this option to anonymise outgoing calls
Matching	Enter the telephone number that should be removed from the call records. Wildcards can be used so for example 07* would remove any telephone numbers beginning 07. 0131* would remove and calls beginning 0131. Just entering * will anonymise all call records. You can also enter a specific telephone number without a * to remove that number from the call records.
From	Enter the start of date
To	Enter the end date
Remove Digits	Select an option in the drop down menu of how many digits should be removed from the call records. You may for example just remove the last 3 digits from the call record.
Stored Names	If a name exists for the caller, select if this is removed or not.

Enter the criteria for anonymising calls and click OK to start the process.   Once complete, InReports will return to the Configuration home page.

If you look back at the call records in the list calls reports, they will have been updated.

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Store Calls for a Fixed Period

It's possible to store calls for a fixed period in line with a company's data storage policy. From the InReports Configuration home page, click System. In the 'Keep monthly generated CDR files' select an option between 1 and 12 months in the drop down menu.

The calls for the current month are always kept and in addition the calls are kept for the previous number of months specified. For example if 'Keep monthly generated CDR files' is set to 3 months, during July calls are kept for July, June, May and April. On the 1st day of August, calls are now kept for August, July, June and May.

NEC Enterprise Solutions reserves the right to change the specifications, functions, or features at any time without notice.

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