



Traditional CDR/ PBX Type Reports

Call Records by Device

The Call Records by Device report shows individual call records by device (cell phone, extension, etc.). This report is useful in tracking down specific calling behavior or events. This report can be summarized by Corporation, Division or Department, up to 5 distinct levels

Call Count Summary

The Call Count Summary report displays a device level summary listing number of calls, total duration and total cost.

Daily Voice Usage (graph)

The Daily Voice Usage report shows a graphical representation of call volume and cost by day. This report is useful for comparing weekend calling behavior with business day behavior, as well as overall trends through the month.

Employee Directory

The Directory report provides a printer-friendly version of the employee directory sorted by name or device.

Frequently Called Numbers

The Frequently Called Numbers report shows which numbers are called most frequently by all employees, as well as the number of unique callers.

Trunk Utilization

The Trunk Utilization Report shows the total number of calls, minutes used and percent utilization of each PBX trunk. Subtotals are provided for each Trunk Group (if the Datapoint has Trunk Groups defined). This report is designed for PBX Datapoints.

Call Records by Auth Code

The Call Records by Auth Code report shows individual call records made using an Authorization Code. This report is useful in tracking down specific calling behavior or events when an Auth Code was used to place a call.

Datapoint Call Statistics

The Datapoint Call Statistics report provides a summary of the available call data. The amount of available data is displayed by day, with subtotals by datapoint.

Datapoint to Datapoint Calling Summary

The Datapoint to Datapoint Calling Summary report shows how much calling activity occurred between and within datapoints. This report essentially provides a summary of intra-carrier and inter-carrier calling.



Call Records by Device

Date Filter: 4/17/2011 to 5/25/2011

Date/Time	Dir.	Roam	Digits Dialed	Min.	Airtime Charges	Long Distance	Location
Corporate							
McKay, Michael							
Device: 3313 (eTEL Technologies)							
4/18/2011 10:54:00AM	O	N	1 503 540-0055	0.0	\$0.00	\$0.00	SALEM, OR, USA
4/18/2011 11:49:00AM	I	N	503 400-2326	1.2	\$0.00	\$0.00	PORTLAND, OR, USA
4/18/2011 1:38:00PM	I	N	503 876-4525	0.9	\$0.00	\$0.00	WILLAMINA, OR, USA
4/18/2011 7:44:00PM	I	N	971 241-7708	0.4	\$0.00	\$0.00	MCMINNVILLE, OR, USA
4/18/2011 7:45:00PM	I	N	971 241-7708	0.3	\$0.00	\$0.00	MCMINNVILLE, OR, USA
4/18/2011 7:59:00PM	I	N	503 876-2486	1.6	\$0.00	\$0.00	WILLAMINA, OR, USA
4/18/2011 8:45:00PM	O	N	971 237-0807	3.8	\$0.00	\$0.00	MCMINNVILLE, OR, USA
4/19/2011 8:00:00AM	I	N	503 883-3650	1.0	\$0.00	\$0.00	MCMINNVILLE, OR, USA
4/19/2011 8:58:00AM	I	N	503 400-2326	4.5	\$0.00	\$0.00	PORTLAND, OR, USA
4/19/2011 9:05:00AM	O	N	1 503 400-2326	1.0	\$0.00	\$0.00	PORTLAND, OR, USA
4/19/2011 9:08:00AM	I	N	877 502-8826	0.4	\$0.00	\$0.00	
4/19/2011 10:28:00AM	O	N	1 503 400-2326	0.1	\$0.00	\$0.00	PORTLAND, OR, USA
4/19/2011 10:28:00AM	O	N	971 237-0807	0.1	\$0.00	\$0.00	MCMINNVILLE, OR, USA
4/19/2011 10:29:00AM	O	N	1 971 237-0807	0.1	\$0.00	\$0.00	MCMINNVILLE, OR, USA
4/19/2011 10:30:00AM	O	N	1 503 400-2326	0.0	\$0.00	\$0.00	PORTLAND, OR, USA
4/19/2011 10:36:00AM	O	N	1 503 400-2326	0.0	\$0.00	\$0.00	PORTLAND, OR, USA
4/19/2011 10:37:00AM	O	N	1 971 237-0807	0.1	\$0.00	\$0.00	MCMINNVILLE, OR, USA
4/19/2011 11:09:00AM	I	N	503 843-3525	3.8	\$0.00	\$0.00	SHERIDAN, OR, USA
4/19/2011 12:59:00PM	I	N	971 237-0807	0.0	\$0.00	\$0.00	MCMINNVILLE, OR, USA
4/19/2011 1:01:00PM	O	N	971 237-0807	0.6	\$0.00	\$0.00	MCMINNVILLE, OR, USA
4/19/2011 8:42:00PM	O	N	8933	0.0	\$0.00	\$0.00	
4/19/2011 8:43:00PM	O	N	1 503 540-0055	17.5	\$0.00	\$0.85	SALEM, OR, USA
4/19/2011 9:01:00PM	O	N	1 503 540-0055	2.8	\$0.00	\$0.10	SALEM, OR, USA
4/20/2011 9:41:00AM	O	N	1 503 876-2486	1.6	\$0.00	\$0.05	WILLAMINA, OR, USA
4/20/2011 9:43:00AM	O	N	1 503 857-2120	1.3	\$0.00	\$0.05	MCMINNVILLE, OR, USA
4/20/2011 9:45:00AM	O	N	1 503 560-5188	0.7	\$0.00	\$0.00	MCMINNVILLE, OR, USA
4/20/2011 10:29:00AM	O	N	1 503 857-2120	0.1	\$0.00	\$0.00	MCMINNVILLE, OR, USA
4/20/2011 10:37:00AM	O	N	5521	0.5	\$0.00	\$0.00	
4/20/2011 10:37:00AM	N	N	8122	0.2	\$0.00	\$0.00	
4/20/2011 10:47:00AM	O	N	1 503 857-2120	0.0	\$0.00	\$0.00	MCMINNVILLE, OR, USA
4/20/2011 10:47:00AM	O	N	1 971 237-0807	0.5	\$0.00	\$0.00	MCMINNVILLE, OR, USA
4/20/2011 10:49:00AM	O	N	1 971 237-7435	0.9	\$0.00	\$0.00	MCMINNVILLE, OR, USA
4/20/2011 10:50:00AM	O	N	1 503 400-2326	0.0	\$0.00	\$0.00	PORTLAND, OR, USA
4/20/2011 10:51:00AM	I	N	503 400-2326	2.2	\$0.00	\$0.00	PORTLAND, OR, USA
4/20/2011 11:08:00AM	O	N	1 503 560-5188	0.1	\$0.00	\$0.00	MCMINNVILLE, OR, USA
4/20/2011 11:08:00AM	I	N	503 560-5188	0.3	\$0.00	\$0.00	MCMINNVILLE, OR, USA
4/20/2011 12:56:00PM	I	N	503 400-2326	0.1	\$0.00	\$0.00	PORTLAND, OR, USA
4/20/2011 3:44:00PM	O	N	5201	4.9	\$0.00	\$0.00	
4/20/2011 3:55:00PM	I	N	2011	0.1	\$0.00	\$0.00	
4/20/2011 3:55:00PM	O	N	5201	4.3	\$0.00	\$0.00	
4/20/2011 5:20:00PM	O	N	1 503 540-0055	6.5	\$0.00	\$0.30	SALEM, OR, USA
4/20/2011 6:58:00PM	O	N	1 503 857-2120	0.4	\$0.00	\$0.00	MCMINNVILLE, OR, USA
4/20/2011 7:46:00PM	O	N	503 876-3998	0.4	\$0.00	\$0.00	WILLAMINA, OR, USA
4/20/2011 8:19:00PM	I	N	503 857-2120	0.2	\$0.00	\$0.00	MCMINNVILLE, OR, USA
4/20/2011 8:32:00PM	O	N	971 237-7435	4.6	\$0.00	\$0.00	MCMINNVILLE, OR, USA
4/21/2011 10:11:00AM	I	N	503 751-1128	1.9	\$0.00	\$0.00	INDEPENDENCE, OR, USA
4/21/2011 1:09:00PM	I	N	1670	0.5	\$0.00	\$0.00	
Employee Sub-Total for McKay, Michael				72.2	\$0.00	\$1.35	Call Count: 47
Sub-Total for Corporate				72.2	\$0.00	\$1.35	Call Count: 47
Grand Total				72.2	\$0.00	\$1.35	Call Count: 47

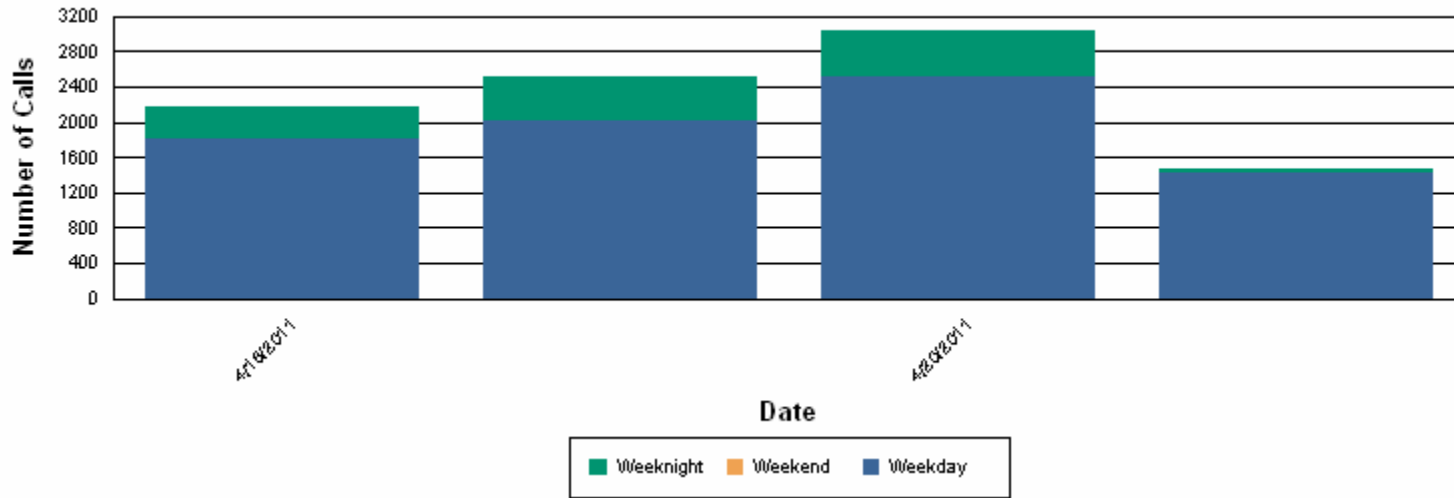


Call Records by Device Summary

Date Filter: 4/17/2011 to 5/25/2011

Date/Time	Dir. Roam Digits Dialed	Min.	Airtime Charges	Long Distance	Location	Customer
eTEL Technologies - Helpdesk						
Sub-Total for Helpdesk		4,973.3	\$0.00	\$52.45		Call Count: 5,659
eTEL Technologies - Sales						
Sub-Total for Sales		72.2	\$0.00	\$1.35		Call Count: 47
eTEL Technologies - R&D						
Sub-Total for R&D		1,893.3	\$0.00	\$18.39		Call Count: 931
eTEL Technologies - Accounting						
Sub-Total for Accounting		81.3	\$0.00	\$0.95		Call Count: 46
eTEL Technologies - Housing						
Sub-Total for Housing		460.4	\$0.00	\$3.90		Call Count: 213
eTEL Technologies - Planning						
Sub-Total for Planning		2,588.6	\$0.00	\$5.26		Call Count: 747
eTEL Technologies - IT						
Sub-Total for IT		2,547.7	\$0.00	\$30.17		Call Count: 1,167
eTEL Technologies - Production						
Sub-Total for Production		141.0	\$0.00	\$0.00		Call Count: 60
eTEL Technologies - Works yard						
Sub-Total for Works yard		582.1	\$0.00	\$6.46		Call Count: 303
eTEL Technologies - Information Systems						
Sub-Total for Information Systems		0.0	\$0.00	\$0.00		Call Count: 1
eTEL Technologies - Telecom						
Sub-Total for Telecom		29.8	\$0.00	\$0.00		Call Count: 14
Grand Total		13,369.6	\$0.00	\$118.93		Call Count: 9,188

Call Volume by Day



Voice Usage Cost by Day





Directory

Template: Directory
 Generated on: May 25, 2011
 Ordered By: Name

	Device	Device Type	Datapoint	Last Name	First Name	Organizational Level
1	6463		eTEL Demo	25208 Sales	Herman Hudson	eTEL Technologies
2			eTEL Demo	25210 Accounting	Bess Burgess	eTEL Technologies
3	6458		eTEL Demo	25214 Sales	Norma Billings	eTEL Technologies
4	6357		eTEL Demo	25216 Accounting	Dorothy Green	eTEL Technologies
5	6354		eTEL Demo	25222 Accounting	Jeanette Harrison	eTEL Technologies
6	6451		eTEL Demo	25222 Sales	Donna Stronach	eTEL Technologies
7	6444		eTEL Demo	25228 Sales	Donna Casey	eTEL Technologies
8	6348		eTEL Demo	25230 Accounting	Harry Davison	eTEL Technologies
9	6341		eTEL Demo	25236 Accounting	Anna Hannan	eTEL Technologies
10	6333		eTEL Demo	25236 Sales	Diane Lane	eTEL Technologies
11	6475		eTEL Demo	25242 Accounting	Jack LaChance	eTEL Technologies
12	6446		eTEL Demo	25242 Sales	Samantha Dala	eTEL Technologies
13			eTEL Demo	25248 Accounting	Jerry Duggan	eTEL Technologies
14	6422		eTEL Demo	25248 Sales	Beryle L. Contreras	eTEL Technologies
15	6424		eTEL Demo	25248 Sales	Jeannie Larson	eTEL Technologies
16	6419		eTEL Demo	25254 Sales	Beryle Contreras	eTEL Technologies
17	6320		eTEL Demo	25256 Accounting	Harvey Grout	eTEL Technologies
18	6310		eTEL Demo	25262 Accounting	Candy Robertson	eTEL Technologies
19	6413		eTEL Demo	25262 Sales	Bill & Kristine Kellogg	eTEL Technologies
20	6408		eTEL Demo	25268 Sales	John Lillard	eTEL Technologies
21			eTEL Demo	25315 Telecom	Vacant	eTEL Technologies
22	6366		eTEL Demo	25321 Telecom	Cheri Butler	eTEL Technologies
23	6371		eTEL Demo	25329 Telecom	Floyd Low	eTEL Technologies
24	6374		eTEL Demo	25329 Telecom	Floyd Low	eTEL Technologies
25	3553		eTEL Demo	25335 Telecom	Carol Nelson	eTEL Technologies
26	6381		eTEL Demo	25343 Telecom	Donald Simmons	eTEL Technologies
27	6336		eTEL Demo	25349 Telecom	Betty Jean Bly	eTEL Technologies
28			eTEL Demo	25355 Telecom	LeVetta Sell	eTEL Technologies
29			eTEL Demo	25369 Telecom	Wayne LeRoy Sell	eTEL Technologies
30			eTEL Demo	25375 Telecom	Richard Schmid	eTEL Technologies
31	3430		eTEL Demo	25381 Telecom	Patti Hoopengartner	eTEL Technologies
32			eTEL Demo	25381 Telecom	Patty Hoopengartner	eTEL Technologies
33	6392		eTEL Demo	25631 Telecom	Ruth Rickard	eTEL Technologies
34	3608		eTEL Demo	3605 IT	Brett Stone	eTEL Technologies
35	6468		eTEL Demo	48701 Warehouse	Marilee Norwest-Davis	eTEL Technologies
36	6473		eTEL Demo	48707 Warehouse	Gloria Engleson	eTEL Technologies
37	6477		eTEL Demo	48713 Warehouse	Phillip Warren	eTEL Technologies
38			eTEL Demo	48719 Warehouse	Leon Tom	eTEL Technologies
39	6363		eTEL Demo	48725 Warehouse	Deloris Knight	eTEL Technologies

* This report shows active employees only. If an employee expiry date is older then the report date, the employee will not be shown.



Call Count Summary

Date Filter: 4/17/2011 to 5/25/2011

	Device	Call Count	Duration (Mins)	Total Call Cost
Level 1: eTEL Technologies				
3605 Accounting, Brett Stone	3608	20	2.0	\$0.00
9508 Accounting, Ben/Brandy Bishop	3589	21	49.4	\$0.15
9513 Sales, Carla Roberts	3606	104	226.9	\$0.30
9517 Sales, Bobbie Mercier	3475	5	0.5	\$0.00
9525 Accounting, Sonya Sukanen	3514	46	148.3	\$2.45
9529 Accounting, Trevor Aaron	3516	4	5.2	\$0.00
9530 Sales, Judith Meyers	3561	21	123.3	\$2.95
9533 Sales, Tim Martin	3519	2	1.8	\$0.00
9536 Accounting, Sheryl Cooper	3564	30	15.3	\$0.25
9537 Accounting, Val Sheker	3526	80	203.9	\$7.60
9580 Accounting, Lottie Child	3557	15	9.3	\$0.00
9589 Accounting, Shelly Staubes	3597	28	188.5	\$3.05
9597 Accounting, Betsy Stone	3604	1	0.4	\$0.00
9625 Sales, Dietrich Peters	3618	53	244.9	\$6.50
9641 Accounting, Teresa Henry	3632	14	32.8	\$0.10
9646 Telecom, Denise Haskins	3311	40	76.3	\$0.00
9648 Accounting, Jolanda Catabay	3649	9	7.8	\$0.30
9656 Sales, Derek Olson	3655	29	54.3	\$0.00
9657 Telecom, Wayne Lillard	3325	40	111.3	\$0.85
9660 Accounting, Leroy Simmons	3679	6	53.4	\$2.35
9662 Telecom, Andrea Pacheo	3337	32	58.6	\$1.00
9664 Accounting, Susan Russie	3677	3	12.4	\$0.00
9664 Telecom, George McEachron	3345	17	25.0	\$0.00
9666 Accounting, Marcella Selwyn	3666	32	64.7	\$0.00
9678 Accounting, Alicia Lopez	3694	56	39.4	\$0.00
9679 Telecom, Michael Schmid	3377	8	38.7	\$0.00
9682 Accounting, Michelle Kelly	3695	17	18.0	\$0.00
9687 Accounting, Arlettia Krehbiel	3674	21	32.6	\$0.00
9689 Telecom, Valerie Haller	3398	4	4.2	\$0.00
9691 Warehouse, Monico Tinoco	3410	69	90.8	\$0.05
9692 Warehouse, Darla Patterson	3424	133	234.0	\$1.40
9695 Telecom, Illuana Long	3418	84	161.1	\$0.75
9696 Warehouse, Kim Contreras	3425	65	80.1	\$0.00
9697 Telecom, Kenneth Haller	3428	38	97.6	\$0.10
9702 Warehouse, Maxine Rock	3434	20	34.8	\$0.00
eTEL Technologies Grand Total:		1,167	2,547.7	\$30.17



Frequently Called Numbers

Date Filter: 4/17/2011 to 5/25/2011

	# of Calls	# of Callers	Digits Location	Prov/State	Country	Duration (min)	Cost	Customer Information
1	132	32	5521			124.4	\$0.00	
2	105	35	5270			45.0	\$0.00	
3	30	18	5200			51.0	\$0.00	
4	28	11	5202			15.2	\$0.00	
5	25	20	5234			0.8	\$0.00	
6	23	9	503 879-2350 GRAND RONDE	OR	USA	17.0	\$0.00	
7	21	1	1 541 921-7743 LINCOLN CITY	OR	USA	9.2	\$0.15	
8	19	1	1 360 944-5949 VANCOUVER	WA	USA	571.8	\$28.20	
9	19	6	89321015211			31.6	\$0.00	
10	19	1	503 879-5976 GRAND RONDE	OR	USA	36.0	\$0.00	



Trunk Utilization Report

Date Filter: 4/17/2011 to 5/25/2011

Datapoint: eTEL Demo

Trunk Group: Route 32

Trunk Number	Inbound			Outbound			Total			Business Day Utilization*	Total Utilization
	Call Count	Call Cost	Call Duration	Call Count	Call Cost	Call Duration	Call Count	Call Cost	Call Duration		
0032060	84	\$0.00	82.3	0	\$0.00	0.0	84	\$0.00	82.3	0%	0%
0032061	84	\$0.00	112.0	0	\$0.00	0.0	84	\$0.00	112.0	0%	0%
0032062	84	\$0.00	150.7	0	\$0.00	0.0	84	\$0.00	150.7	1%	0%
0032063	82	\$0.00	103.7	1	\$0.00	0.0	83	\$0.00	103.7	1%	0%
0032064	88	\$0.00	70.1	0	\$0.00	0.0	88	\$0.00	70.1	0%	0%
0032065	82	\$0.00	110.5	0	\$0.00	0.0	82	\$0.00	110.5	1%	0%
0032066	80	\$0.00	117.4	0	\$0.00	0.0	80	\$0.00	117.4	0%	0%
0032067	87	\$0.00	96.0	3	\$0.00	14.4	90	\$0.00	110.5	1%	0%
0032068	83	\$0.00	88.8	8	\$0.00	8.8	91	\$0.00	97.6	1%	0%
0032069	74	\$0.00	51.7	64	\$0.00	74.3	138	\$0.00	126.1	1%	0%
0032070	73	\$0.00	76.6	266	\$118.93	297.5	339	\$118.93	374.1	2%	1%
0033002	0	\$0.00	0.0	2	\$0.00	2.8	2	\$0.00	2.8	0%	0%
0034001	0	\$0.00	0.0	3	\$0.00	0.9	3	\$0.00	0.9	0%	0%
Trunk Group Total:	901	\$0.00	1406.8	347	\$118.93	398.7	1248	\$118.93	1805.5	7%	1%
Datapoint Total:	901	\$0.00	1406.8	347	\$118.93	398.7	1248	\$118.93	1805.5		
Grand Total:	901	\$0.00	1406.8	347	\$118.93	398.7	1248	\$118.93	1805.5		

*Business Day utilization is trunk utilization between the hours of 900 and 1700 excluding Saturday and Sunday.

