

USER MANUAL



# **Xtend Call Billing [Voice Logger]**

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## 1. Introduction

This user manual allows you to learn the basics to the advanced features of Xtend Call Billing [Voice Logger]. Refer this document for thorough knowledge on how to use the call billing module with ease. This document gives details on menus and submenus and the various functions/purpose of each with a screenshot of it.

## 2. Xtend Call Billing [Voice Logger]

The Xtend Call Billing [Voice Logger] System shows the detailed report of all incoming, outgoing, local, long distance and international calls routed through the PBX. Useful information like trunk name, date and time of call, trunk/extension number, caller/called number, call type and the duration with cost of the call are available to facilitate the account management process. The billed information is presented through a user-friendly browser interface accessible from any location on PC/Laptop. While configuring a calling plan in the Call Billing [Voice Logger], the call cost is automatically calculated and presented as report on the web interface.

Call billing and recording helps in improving customer service by enabling managerial staffs and supervisors to review the bill generated for telecommunications and prepare assessment reports for optimising the call cost. It helps to reduce call costs and control the telecom budget in a short time. Continuous evaluation ensures operational efficiency, efficient telecom utilisation and sustained profitability in an organisation.

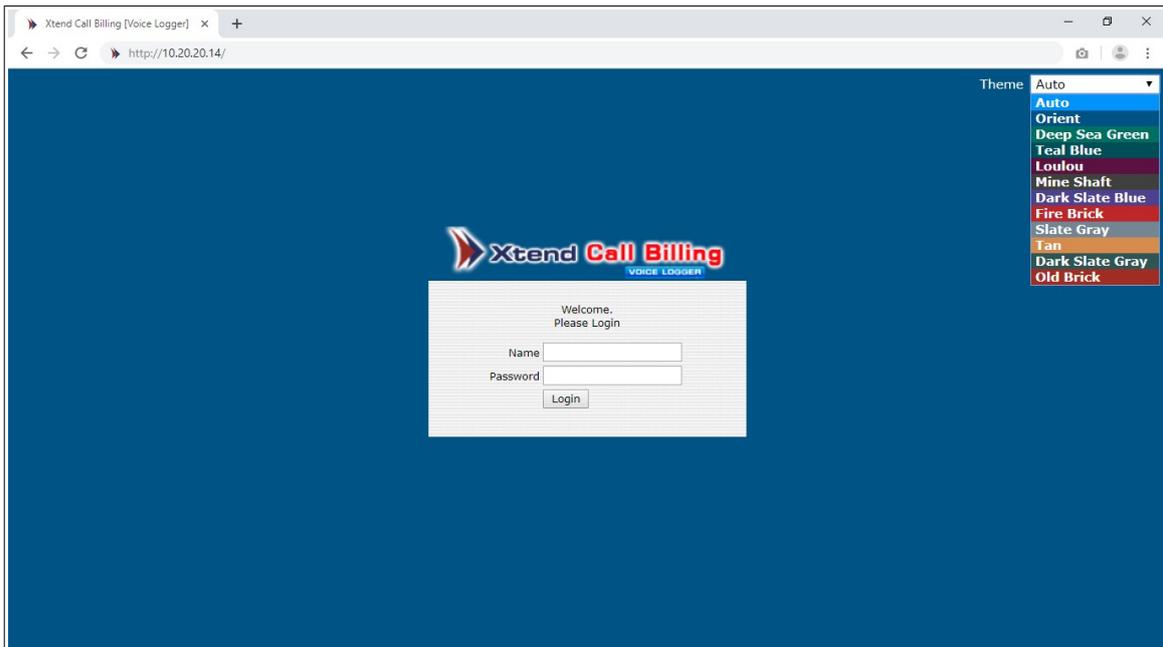
## 3. System Requirements

Operating System (32/64-bit)	: Windows 7/8/8.1/10/ Windows Server 2008/2012/2016/2019
Browser	: Internet Explorer 6.0 or above
Processor Speed	: Dual Core or higher
Memory	: 2 GB or above
Hard Disk Space	: 500 MB for software installation 1 GB approx. for 175 hrs of recording

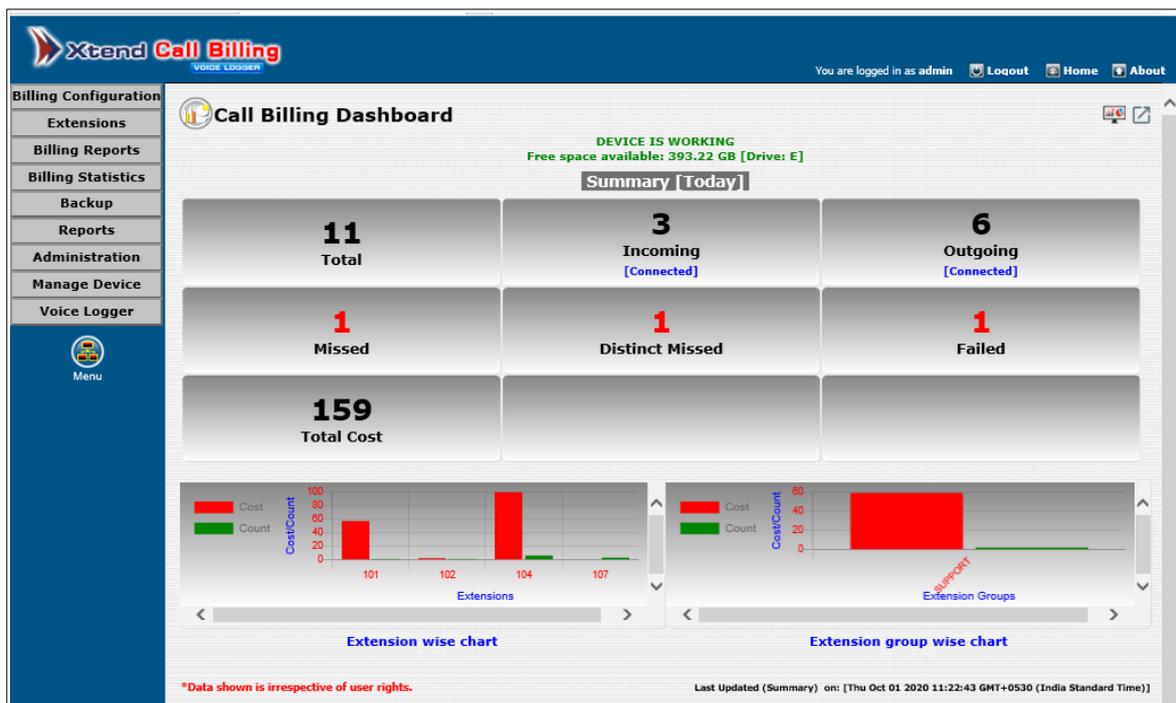
*Note: The specification mentioned here will vary based on the actual requirement from the client.*

## 4. Configuration Process

Configuration process helps an Administrator to control and track the changes in the Call Billing System. Go to **Start** → **Programs** → **Xtend Call Billing [Voice Logger] 1.0** → **Login** to activate the browser interface. An option to change the colour theme is available on top right side of the Login page. User can select the desired colour theme from the drop-down list to enhance visual experience. Enter “**Name**” and “**Password**” as “**admin**” and click **Login**.

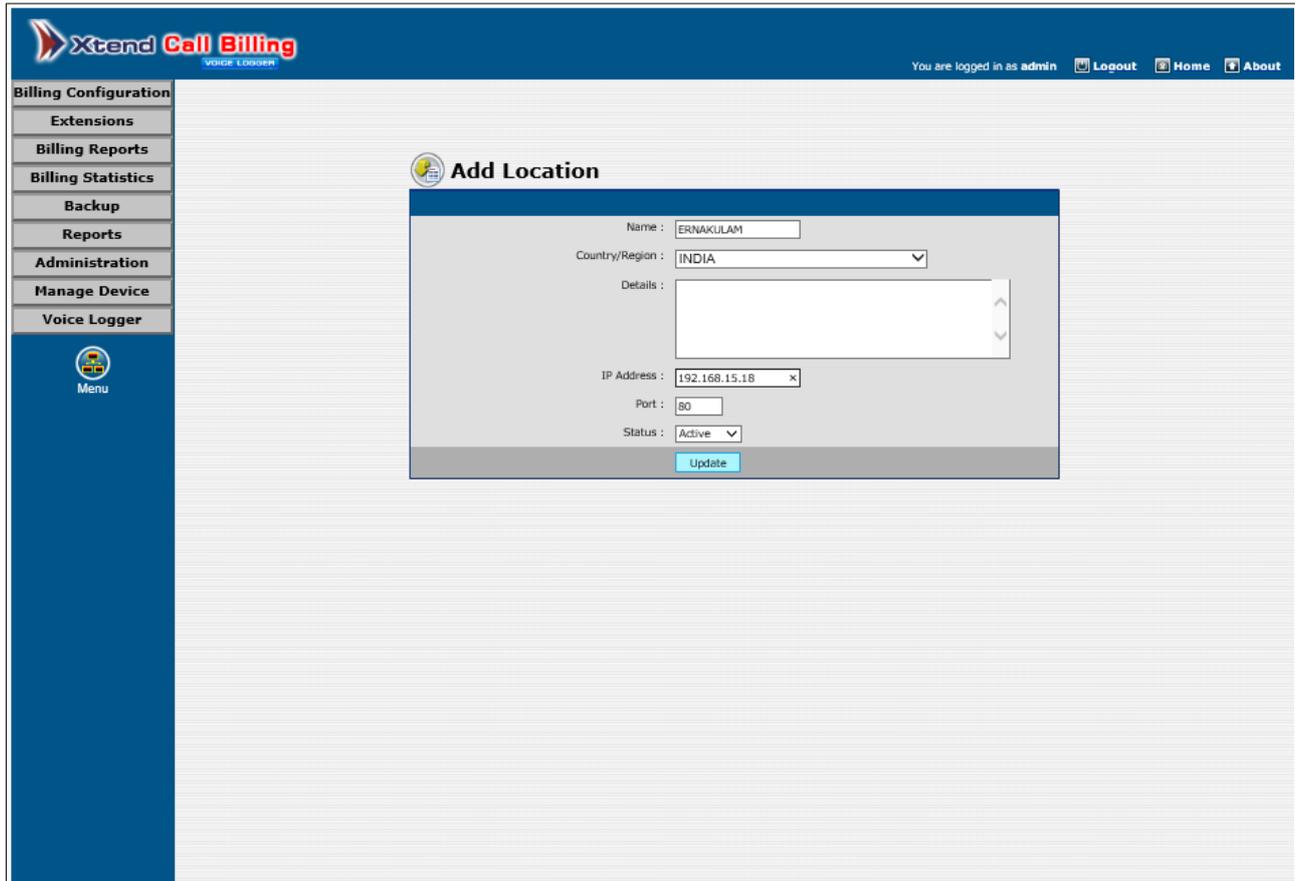


A home page will appear as shown below.



## 4.1. Location Settings

An Administrator can add the location of an organisation for which the billed report of telecom usage has to be generated and this will help to retrieve reports based on the location. The option to **Add Location** appears as shown below. Enter the “Name”, “Country/Region”, “Details”, “IP Address”, “Port”, “Status” and click *Update*.



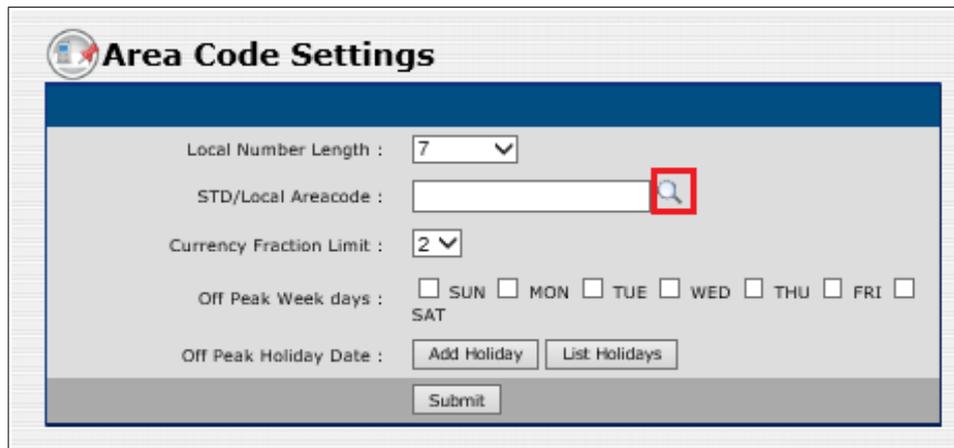
The screenshot shows the 'Add Location' form within the Xtend Call Billing interface. The form is titled 'Add Location' and contains the following fields:

- Name: ERNAKULAM
- Country/Region: INDIA
- Details: (Empty text area)
- IP Address: 192.168.15.18
- Port: 80
- Status: Active

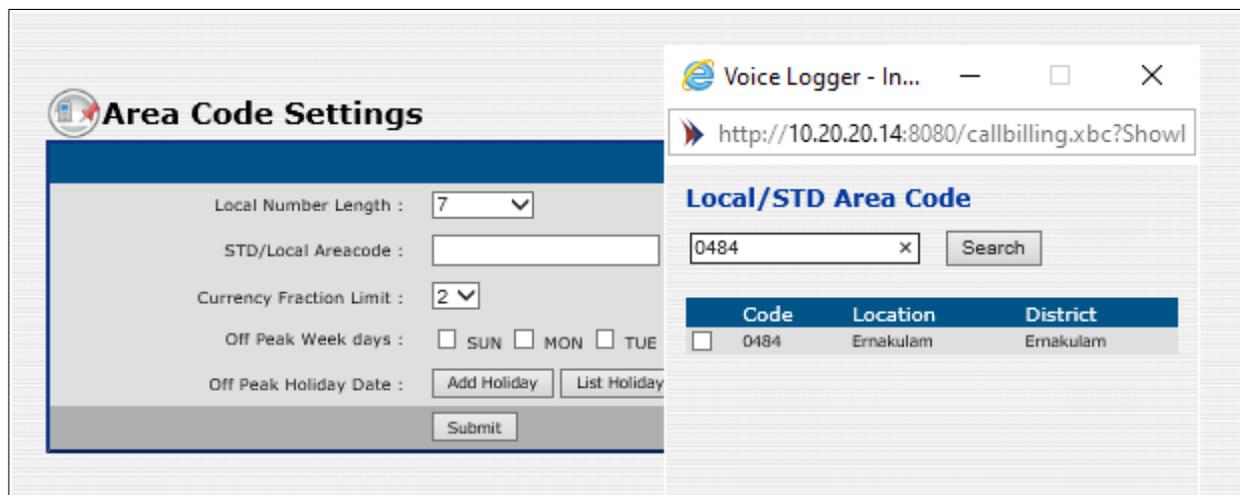
An 'Update' button is located at the bottom of the form.

## 4.2. Area Code Settings

The next step is to configure the area code on the basis of location. Select the submenu **Area Code Settings** from the menu **Billing Configuration**. Here “**Local Number Length**” is a field which defines the total count of digits in the phone number excluding area code. Select the value for “**Local Number Length**” from the drop-down list and select the “**STD/Local Areacode**”.

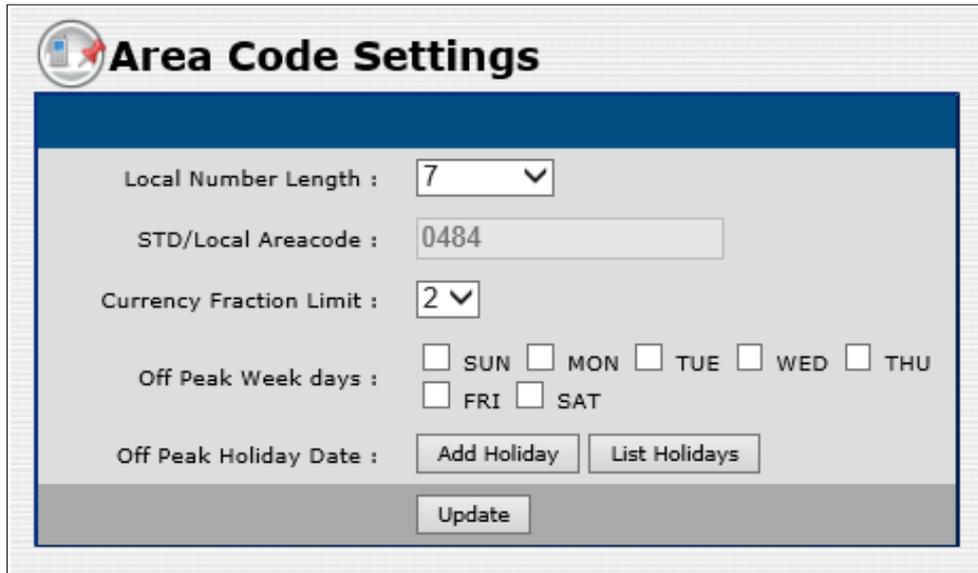


Click the search icon (*highlighted in red*) corresponding to the field “**STD/Local Area Code**” to track the area code. A window appears as shown below. Enter the code and click **Search** button, the code with location and district will be listed. Enable the checkbox corresponding to the area code.



Code	Location	District
<input type="checkbox"/> 0484	Ernakulam	Ernakulam

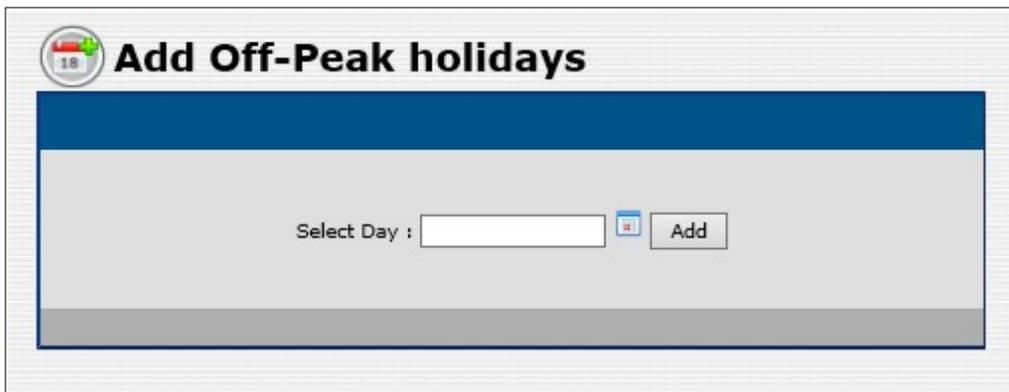
The selected code appears in “Local/STD Area Code”. The “Off Peak Week days” and “Off Peak Holiday Date” are the options where user can select a particular day/date and can set a separate rate for call in the **Plan Configuration** section (which will be explained later in this document). Select the days corresponding to “Off Peak Week days” if required. To add “Off Peak Holiday Date”, click *Add Holiday*.



The screenshot shows a web form titled "Area Code Settings". It contains the following fields and controls:

- Local Number Length : 7 (dropdown menu)
- STD/Local Areacode : 0484 (text input)
- Currency Fraction Limit : 2 (dropdown menu)
- Off Peak Week days :  SUN  MON  TUE  WED  THU  FRI  SAT
- Off Peak Holiday Date :
- 

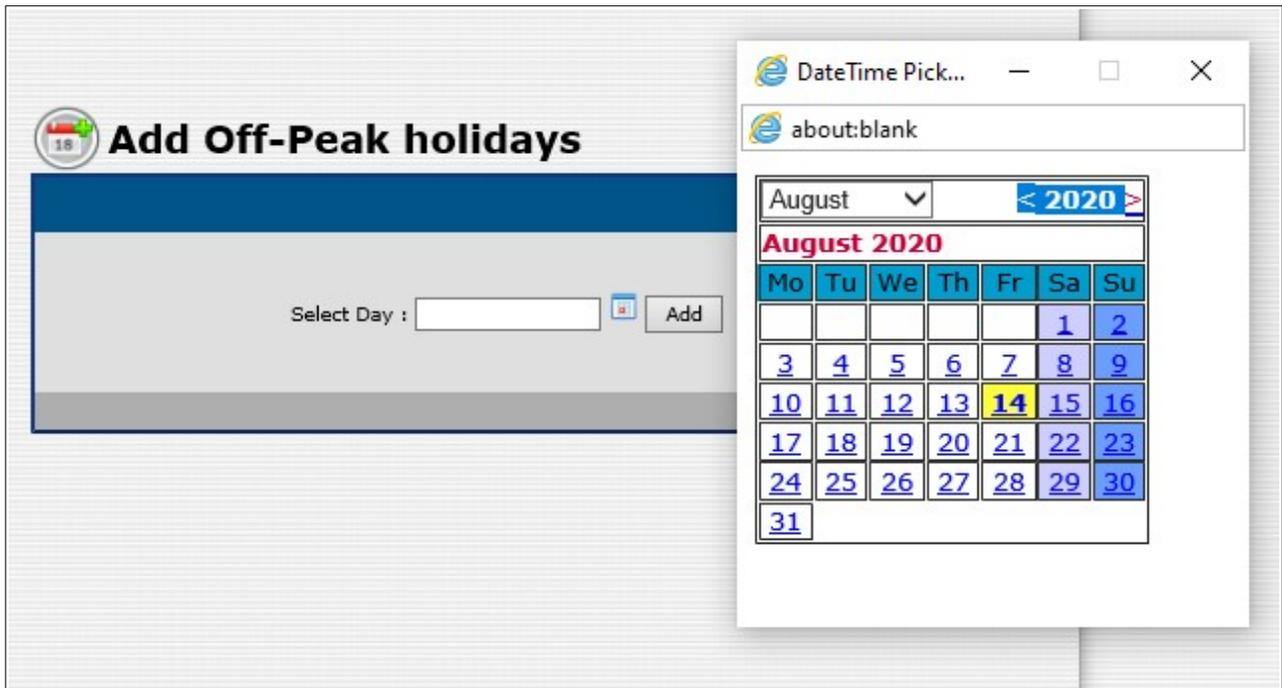
A window as shown below appears.



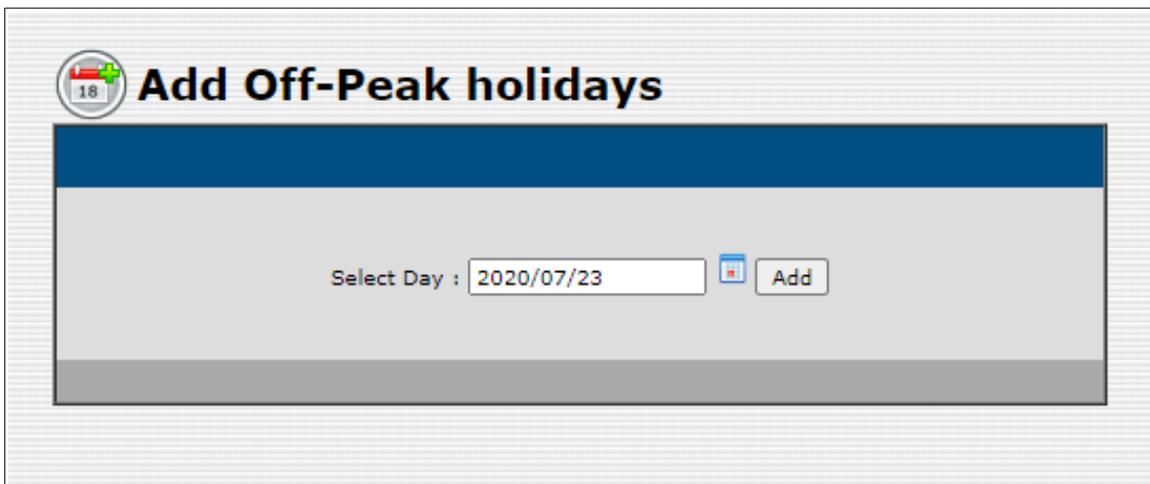
The screenshot shows a web form titled "Add Off-Peak holidays". It contains the following fields and controls:

- Select Day :

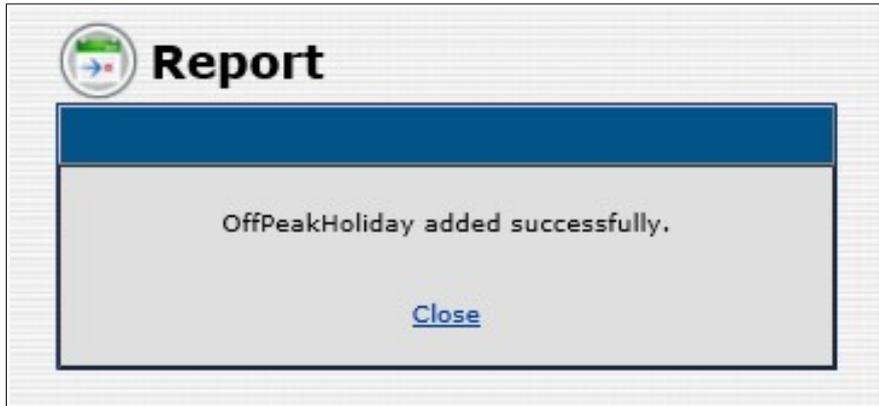
Click on the calendar icon shown against *Select Day*. Pick a date from the calendar shown.



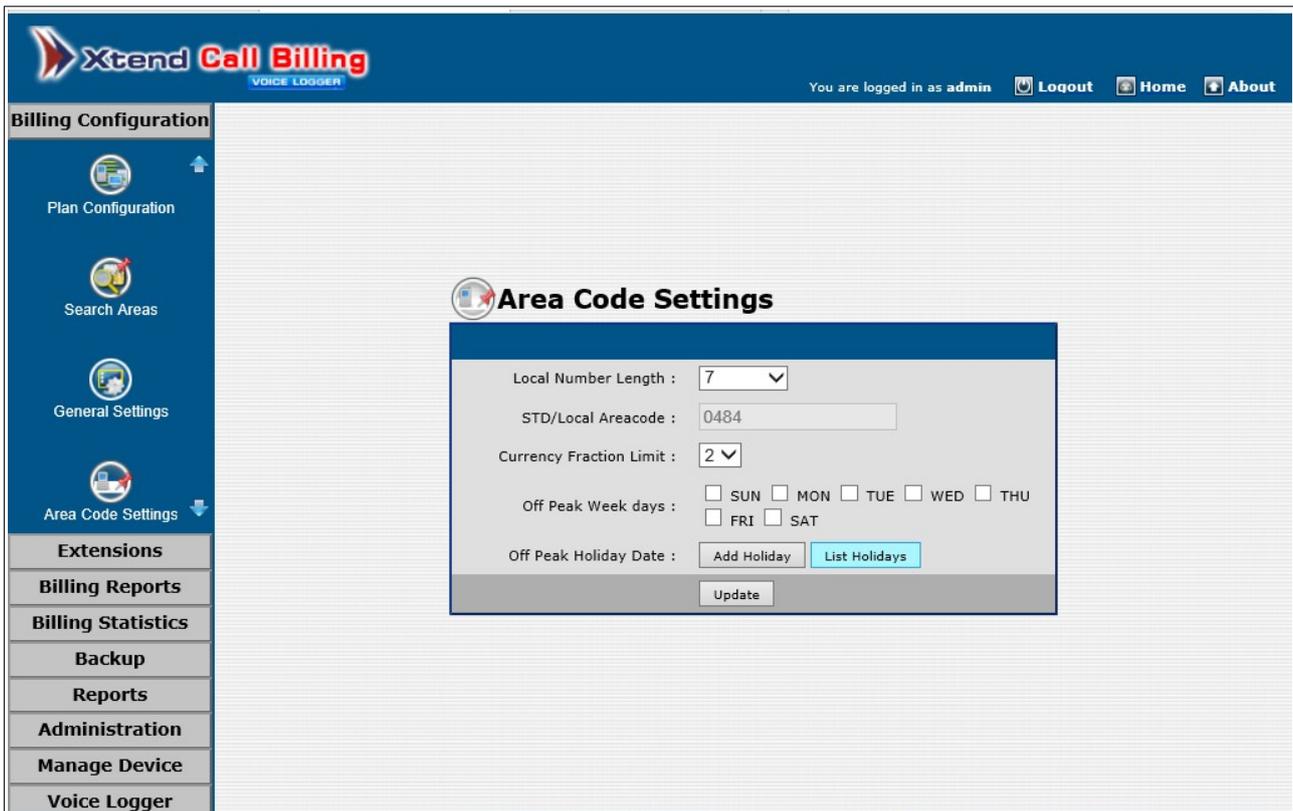
A selected date will appear corresponding to **Select Day**, then click *Add*.



A window appears saying “*OffPeakHoliday added successfully.*”.



To view the added list of holidays, click *List Holidays*.



A window appears showing the list of Off-Peak holiday dates.

 <b>Off-Peak holiday dates</b>			
Sl. No.	Holiday	Day	
1	14/08/2020	Friday	
2	20/07/2020	Monday	
3	21/07/2020	Tuesday	
4	22/07/2020	Wednesday	

Total holidays :- 4

To delete a holiday date from the list, click the close icon  against each holiday. A prompt appears as shown below to confirm the deletion of the holiday. Click **OK** to confirm.

Message from webpage ×


 Are you sure you want to delete the Holiday ?

In the **Area Code Settings**, after entering all the necessary details, click **Submit** to proceed.


**Area Code Settings**

Local Number Length :  ▼

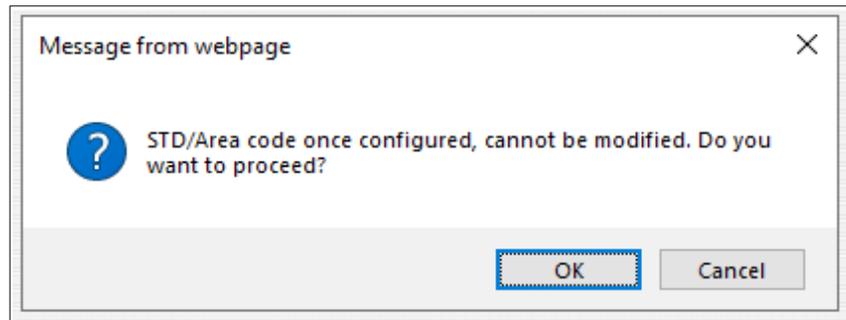
STD/Local Areacode :  🔍

Currency Fraction Limit :  ▼

Off Peak Week days : 
  SUN  MON  TUE  WED  THU  FRI  SAT

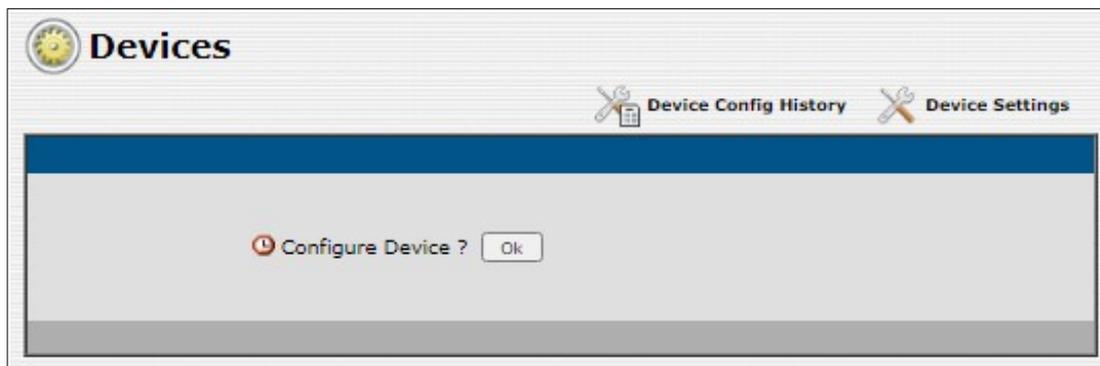
Off Peak Holiday Date :

A message appears that the STD/Area code once configured, cannot be modified. Click **OK** to proceed with the existing configuration.

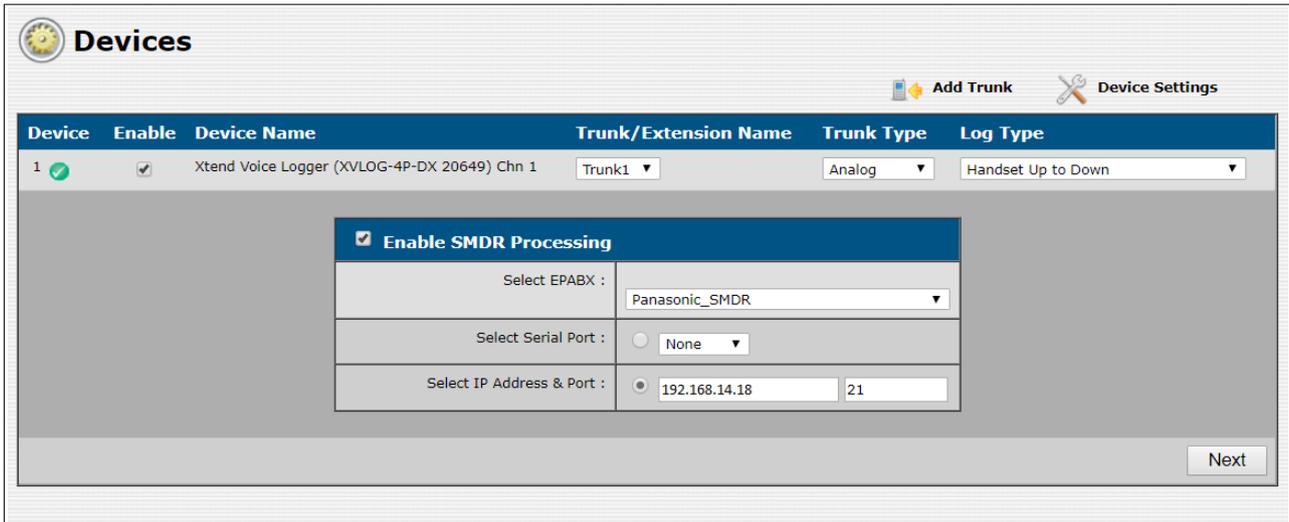


### 4.3. Devices

The next step is the configuration of the Xtend Call Billing [Voice Logger]. Device configuration is a one-time process during the installation. Click **Devices** to configure Xtend Call Billing then click **Ok**. Note that the billing process will not perform at the time of configuration.

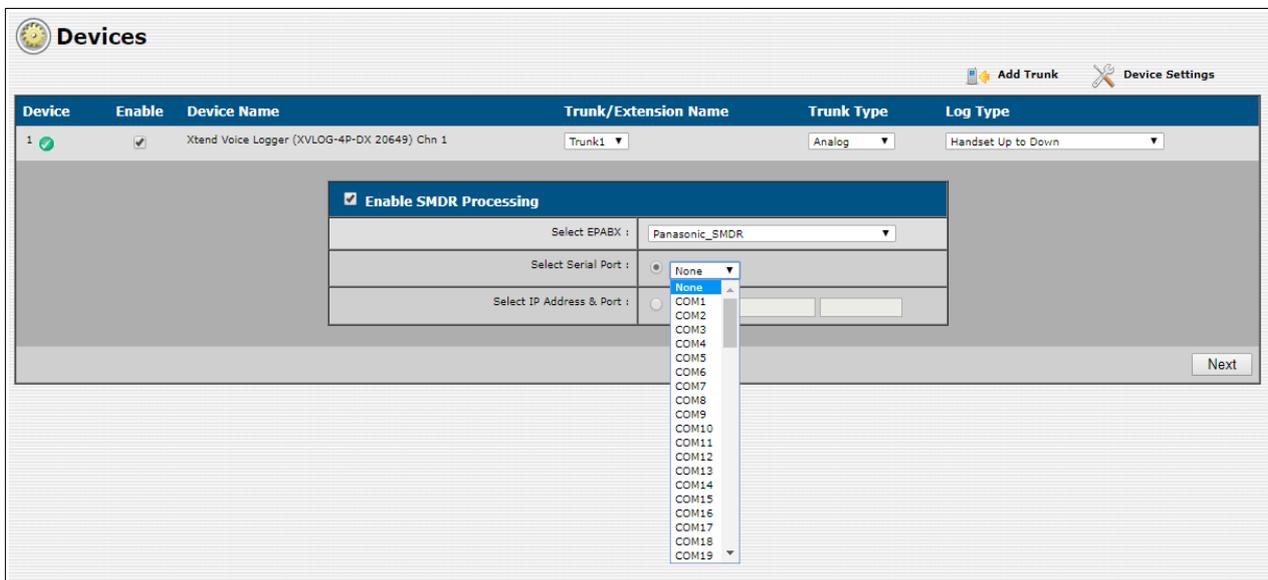


Select the “Trunk/Extension Name”, “Trunk Type” and “Log Type” from the drop-down list. The default-selected “Log Type” is “Handset Up To Down”. Enable the checkbox corresponding to SMDR processing. There are two options listed to process SMDR data from EPABX, one is using COM Port and other is TCP IP connectivity. If TCP IP connectivity is used, enable **Select IP Address & Port**, enter the EPABX IP and Port corresponding to IP Address & Port. Click *Next* to proceed.



The screenshot shows the 'Devices' configuration page. At the top, there are buttons for 'Add Trunk' and 'Device Settings'. Below is a table with columns: Device, Enable, Device Name, Trunk/Extension Name, Trunk Type, and Log Type. The first row shows device 1, which is enabled, with name 'Xtend Voice Logger (XVLOG-4P-DX 20649) Chn 1', trunk 'Trunk1', type 'Analog', and log type 'Handset Up to Down'. Below the table, there is a section titled 'Enable SMDR Processing' with a checked checkbox. Under this section, there are three rows of settings: 'Select EPABX' with a dropdown menu showing 'Panasonic\_SMDR', 'Select Serial Port' with radio buttons and a dropdown menu showing 'None', and 'Select IP Address & Port' with radio buttons, a text input field containing '192.168.14.18', and a text input field containing '21'. A 'Next' button is located at the bottom right of the form.

If COM Port is used, enable an option corresponding to **Select Serial Port** and set the **Serial Port Configure Settings**.



This screenshot is similar to the previous one, but the 'Select Serial Port' dropdown menu is open, showing a list of options: 'None', 'COM1', 'COM2', 'COM3', 'COM4', 'COM5', 'COM6', 'COM7', 'COM8', 'COM9', 'COM10', 'COM11', 'COM12', 'COM13', 'COM14', 'COM15', 'COM16', 'COM17', 'COM18', and 'COM19'. The 'None' option is currently selected.

 **Devices**

[Add Trunk](#)
[Device Settings](#)

Device	Enable	Device Name	Trunk/Extension Name	Trunk Type	Log Type
1	<input checked="" type="checkbox"/>	Xtend Voice Logger (XVLOG-4P-DX 20649) Chn 1	Trunk1	Analog	Handset Up to Down

**Enable SMDR Processing**

Select EPABX : Panasonic\_SMDR

Select Serial Port : COM1

Serial Port Configure Settings

Baud Rate[Bits per Second] Select

Parity Select

Data Bits Select

Stop Bits Select

Flow Control Select

Select IP Address & Port :

[Next](#)

The configured trunk status appears and the count of total number of active calls are also displayed as shown below.

 **All**

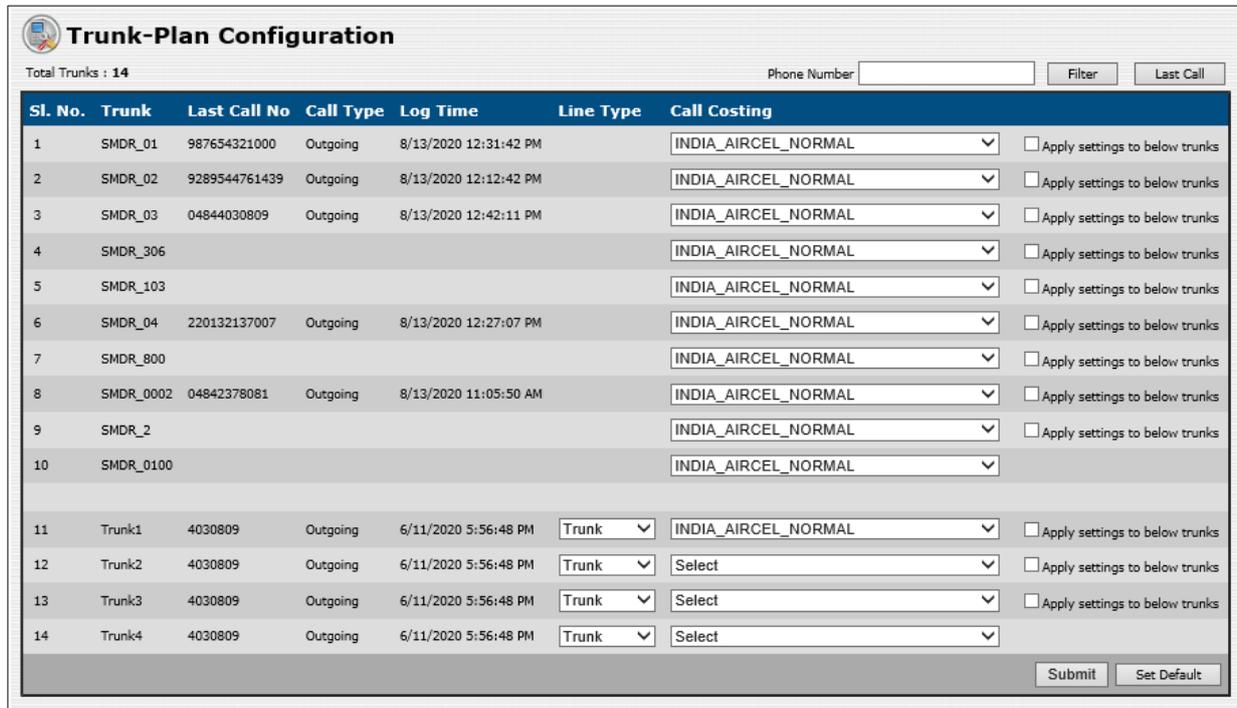
[Download](#)

Total Number of Active Calls : 0

Trunk Name	Call Time	Caller No.	Called No.	Type	Status
[1] Trunk1					☎

## 4.4. Trunk-Plan Configuration

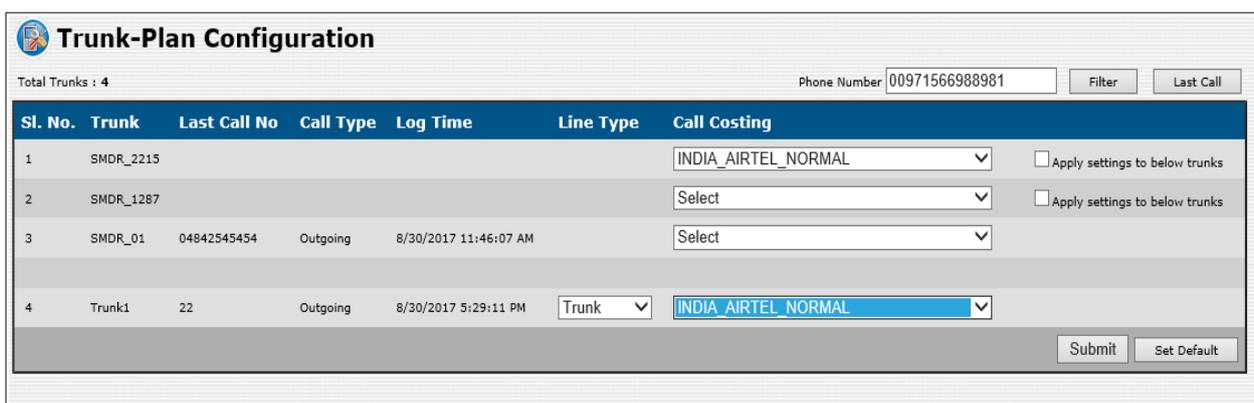
Go to **Billing Configuration** → **Trunk-Plan Configuration**, this allows configuration of call cost for each trunk depending on the Service Provider's applicable plan. Entries of each trunk will appear only after making an incoming/outgoing call from that trunk. After processing the call, details will appear as shown in the below screenshot.



Sl. No.	Trunk	Last Call No	Call Type	Log Time	Line Type	Call Costing	
1	SMDR_01	987654321000	Outgoing	8/13/2020 12:31:42 PM		INDIA_AIRCEL_NORMAL	<input type="checkbox"/> Apply settings to below trunks
2	SMDR_02	9289544761439	Outgoing	8/13/2020 12:12:42 PM		INDIA_AIRCEL_NORMAL	<input type="checkbox"/> Apply settings to below trunks
3	SMDR_03	04844030809	Outgoing	8/13/2020 12:42:11 PM		INDIA_AIRCEL_NORMAL	<input type="checkbox"/> Apply settings to below trunks
4	SMDR_306					INDIA_AIRCEL_NORMAL	<input type="checkbox"/> Apply settings to below trunks
5	SMDR_103					INDIA_AIRCEL_NORMAL	<input type="checkbox"/> Apply settings to below trunks
6	SMDR_04	220132137007	Outgoing	8/13/2020 12:27:07 PM		INDIA_AIRCEL_NORMAL	<input type="checkbox"/> Apply settings to below trunks
7	SMDR_800					INDIA_AIRCEL_NORMAL	<input type="checkbox"/> Apply settings to below trunks
8	SMDR_0002	04842378081	Outgoing	8/13/2020 11:05:50 AM		INDIA_AIRCEL_NORMAL	<input type="checkbox"/> Apply settings to below trunks
9	SMDR_2					INDIA_AIRCEL_NORMAL	<input type="checkbox"/> Apply settings to below trunks
10	SMDR_0100					INDIA_AIRCEL_NORMAL	<input type="checkbox"/> Apply settings to below trunks
11	Trunk1	4030809	Outgoing	6/11/2020 5:56:48 PM	Trunk	INDIA_AIRCEL_NORMAL	<input type="checkbox"/> Apply settings to below trunks
12	Trunk2	4030809	Outgoing	6/11/2020 5:56:48 PM	Trunk	Select	<input type="checkbox"/> Apply settings to below trunks
13	Trunk3	4030809	Outgoing	6/11/2020 5:56:48 PM	Trunk	Select	<input type="checkbox"/> Apply settings to below trunks
14	Trunk4	4030809	Outgoing	6/11/2020 5:56:48 PM	Trunk	Select	<input type="checkbox"/> Apply settings to below trunks

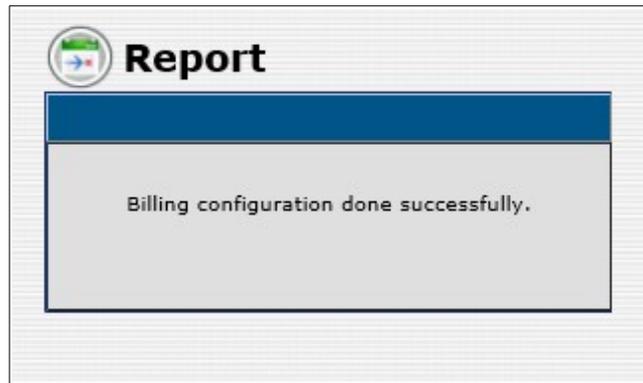
**Filter:** This option present on top right side allows to view the details of the last call along with the trunk details corresponding to the entered phone number. Enter the **“Phone Number”** and click **Filter** to view the details.

After getting the details of the call from filter option, set the call cost related details as shown below. Here, the channel, **“Trunk1”** is a logged channel configured in the Voice Logger. In order to get the billing details in this logged channel, set the **“Line Type”** as **“Trunk”**. Click **Submit** to save the settings.

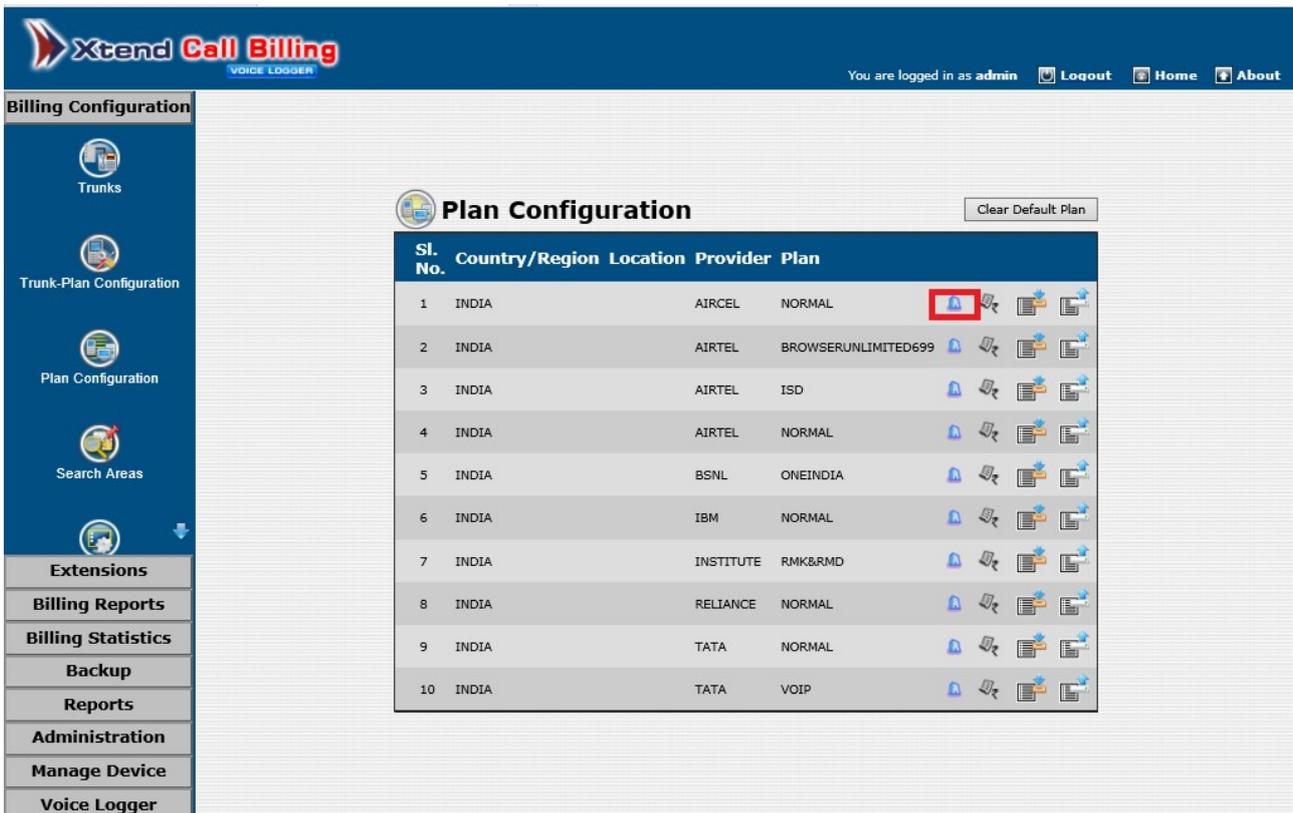


Sl. No.	Trunk	Last Call No	Call Type	Log Time	Line Type	Call Costing	
1	SMDR_2215					INDIA_AIRTEL_NORMAL	<input type="checkbox"/> Apply settings to below trunks
2	SMDR_1287					Select	<input type="checkbox"/> Apply settings to below trunks
3	SMDR_01	04842545454	Outgoing	8/30/2017 11:46:07 AM		Select	<input type="checkbox"/> Apply settings to below trunks
4	Trunk1	22	Outgoing	8/30/2017 5:29:11 PM	Trunk	INDIA_AIRTEL_NORMAL	<input type="checkbox"/> Apply settings to below trunks

Message appears as “Billing configuration done successfully”.



Note that, in future, if there is any other trunk details to be configured in the selected plan, user can go to **Plan Configuration** (refer [Section 5.1.3](#)) window and click **Default Plan** icon (highlighted in red rectangular box) corresponding to the plan as shown in the below screenshot. This will automatically configure the trunk details in the selected default plan.



The screenshot shows the 'Xtend Call Billing' web application interface. The top navigation bar includes the logo, 'VOICE LOGGER', and user information: 'You are logged in as admin', 'Logout', 'Home', and 'About'. The left sidebar contains a 'Billing Configuration' menu with options: Trunks, Trunk-Plan Configuration, Plan Configuration, Search Areas, Extensions, Billing Reports, Billing Statistics, Backup, Reports, Administration, Manage Device, and Voice Logger. The main content area displays the 'Plan Configuration' window, which includes a 'Clear Default Plan' button and a table of configurations.

Sl. No.	Country/Region	Location	Provider	Plan	Default Plan	Trunk	Plan	Plan
1	INDIA		AIRCEL	NORMAL				
2	INDIA		AIRTEL	BROWSERUNLIMITED699				
3	INDIA		AIRTEL	ISD				
4	INDIA		AIRTEL	NORMAL				
5	INDIA		BSNL	ONEINDIA				
6	INDIA		IBM	NORMAL				
7	INDIA		INSTITUTE	RMK&RMD				
8	INDIA		RELIANCE	NORMAL				
9	INDIA		TATA	NORMAL				
10	INDIA		TATA	VOIP				

Now, make a test call to the configured Trunk/Extension. Go to **Billing Reports** → **Today** and verify whether the call billing details are logged and displayed. This confirms that the configuration of Xtend Call Billing [Voice Logger] is successfully completed.

**Today [27/08/2020]**

Total calls: **6**

Total units: **74**

Total cost: **587.00**

\* Transferred Extensions \* Transferred Extension Groups/Extension Names

Sl [Log Id]	Trunk Name	Location	Log Time [SMDR Call Time]	SMDR Trunk	Ext No	Ext Name	Ext Group	Caller No.	Called No.	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1 [14]	SMDR_01	ERNAKULAM	27/8/2020 1:24:20 PM [27/8/2020 1:22:35 PM]	1	101	NA	MEDIA	LOGGER SUPPORT		Incoming	Local	INDIA	Connected	00:00:25	0	0.00
2 [9]	SMDR_01	ERNAKULAM	27/8/2020 1:06:29 PM [27/8/2020 12:52:27 PM]	1	104	MARKETING SALES		006582997081		Incoming	ISD	SINGAPORE	Connected	00:07:33	0	0.00
3 [10]	SMDR_01	ERNAKULAM	27/8/2020 1:06:38 PM [27/8/2020 10:57:13 AM]	1	105	NA	NA	04842378008		Incoming	Local	INDIA[Ernakulam]	Connected	00:01:34	0	0.00
4 [17]	SMDR_01	ERNAKULAM	27/8/2020 3:55:58 PM [27/8/2020 10:21:35 AM]	1	103 [102]	ADMIN[HR] ADMINISTRATION [RECRUITMENT]		CALL CENTER		Outgoing	Local	INDIA	Connected	00:00:36	1	1.00
5 [11]	SMDR_01	ERNAKULAM	27/8/2020 1:06:47 PM [27/8/2020 7:22:16 AM]	1	101	NA	MEDIA	UAE SUPPORT		Outgoing	ISD	UAE	Connected	00:56:44	57	570.00
6 [13]	SMDR_01	ERNAKULAM	27/8/2020 1:20:59 PM [27/8/2020 5:34:31 AM]	1	104	MARKETING SALES		CALL CENTER		Outgoing	Local	INDIA	Connected	00:15:29	16	16.00

*Note: It should be noted that the Call Billing Software will show the billing information correctly only if the user has valid License for the required extension numbers and SMDR connectivity should be available.*

## 5. Xtend Call Billing [Voice Logger]: Menus & Submenus

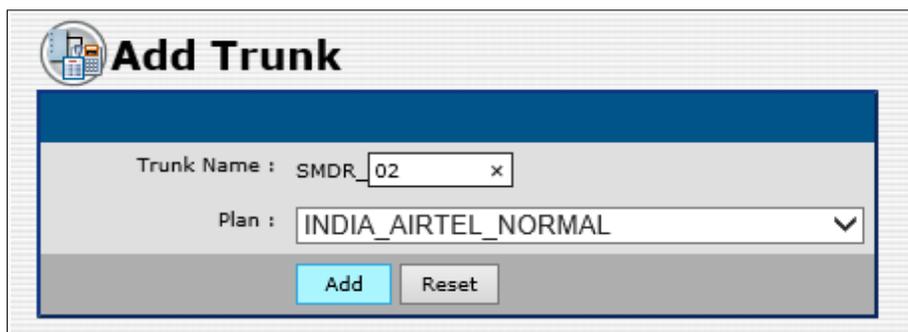
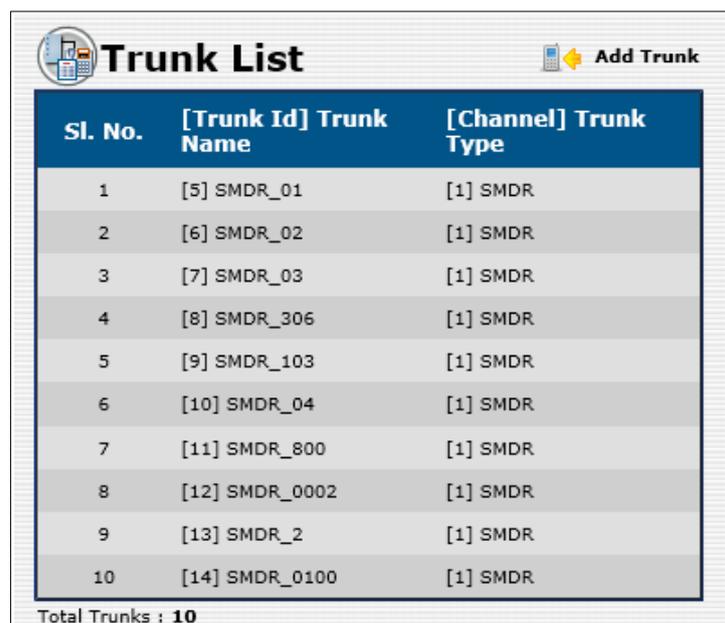
### 5.1. Billing Configuration

The **Billing Configuration** menu allows to configure the trunk with the applicable plan, execute the area code settings and search for area code-wise report.

The submenus include - **Trunks, Trunk-Plan Configuration, Plan Configuration, Search Areas, General Settings, Area Code Settings and E-mail Settings.**

#### 5.1.1. Trunks

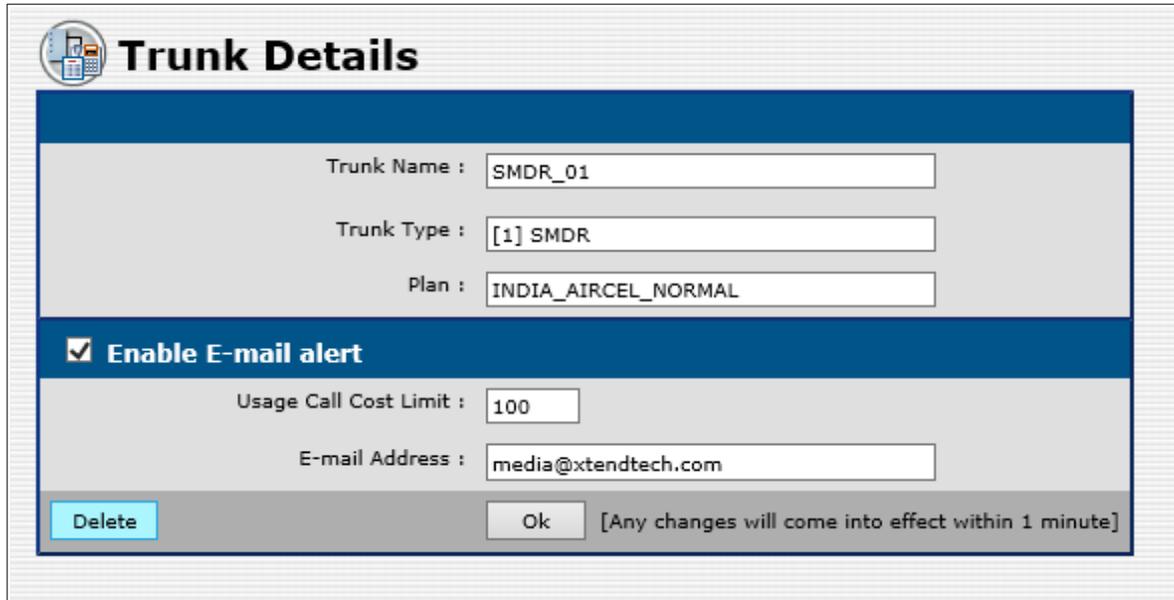
This submenu allows to add trunks and also displays the details of the configured trunks. The user can add, edit and view the trunk related details from this option. To add a new trunk, click **Add Trunk**. Enter the trunk name and select service provider's call plan and then click **Add**. For example, a trunk SMDR\_02 is added then a message appears saying 'SMDR\_02' added successfully. The user can add multiple trunks. Click any of the trunk to view the details.

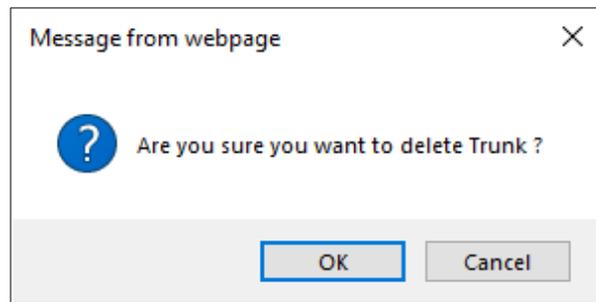
Sl. No.	[Trunk Id] Trunk Name	[Channel] Trunk Type
1	[5] SMDR_01	[1] SMDR
2	[6] SMDR_02	[1] SMDR
3	[7] SMDR_03	[1] SMDR
4	[8] SMDR_306	[1] SMDR
5	[9] SMDR_103	[1] SMDR
6	[10] SMDR_04	[1] SMDR
7	[11] SMDR_800	[1] SMDR
8	[12] SMDR_0002	[1] SMDR
9	[13] SMDR_2	[1] SMDR
10	[14] SMDR_0100	[1] SMDR

Total Trunks : 10

Click on the trunk to view details and select **Enable E-mail Alert** option to get an e-mail to the provided e-mail address within the field “**E-mail Address**”, when the usage limit in the specific trunk exceeds the value given within the field “**Usage Call Cost Limit**”.



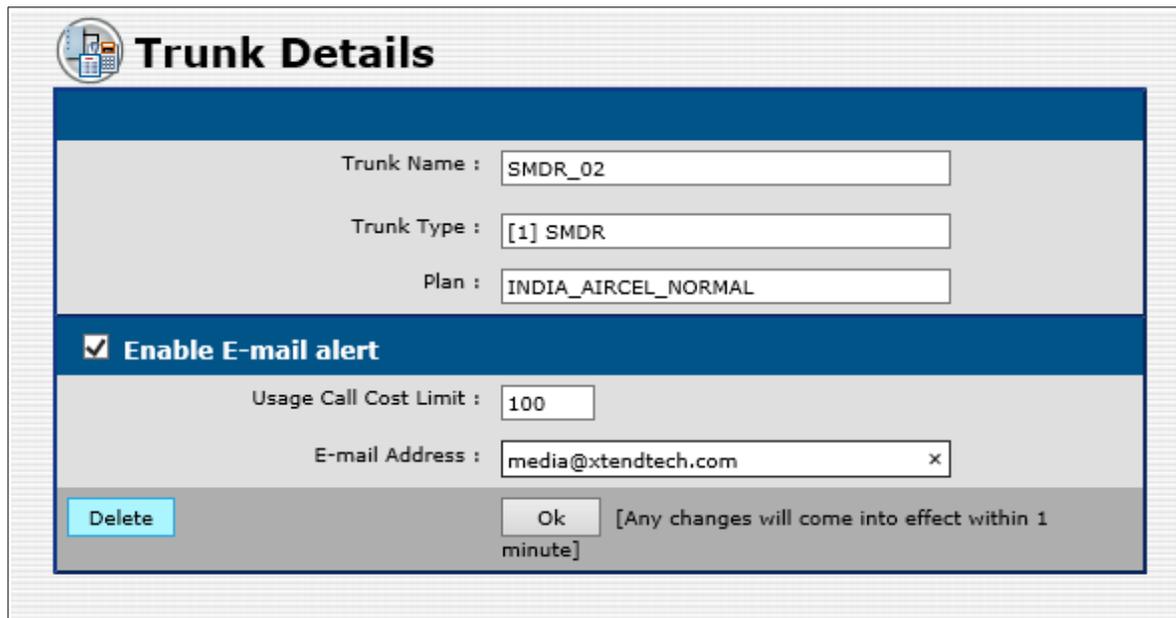
To remove a particular trunk, click **Delete**. A confirmation prompt appears, click **OK**.



If reports of the trunk exists in SMDR logs, then a report as shown below appears saying, “*This Trunk exists in SMDR Logs. Failed to Delete.*”.



To remove another trunk, click on the respective trunk to view the details (as explained above).



**Trunk Details**

Trunk Name : SMDR\_02

Trunk Type : [1] SMDR

Plan : INDIA\_AIRCEL\_NORMAL

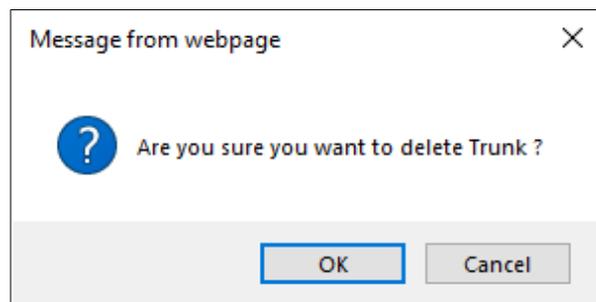
**Enable E-mail alert**

Usage Call Cost Limit : 100

E-mail Address : media@xtendtech.com

**Delete**      **Ok** [Any changes will come into effect within 1 minute]

Click **Delete** in the above window to remove the trunk. A confirmation prompt appears, click **OK**.



Message from webpage

Are you sure you want to delete Trunk ?

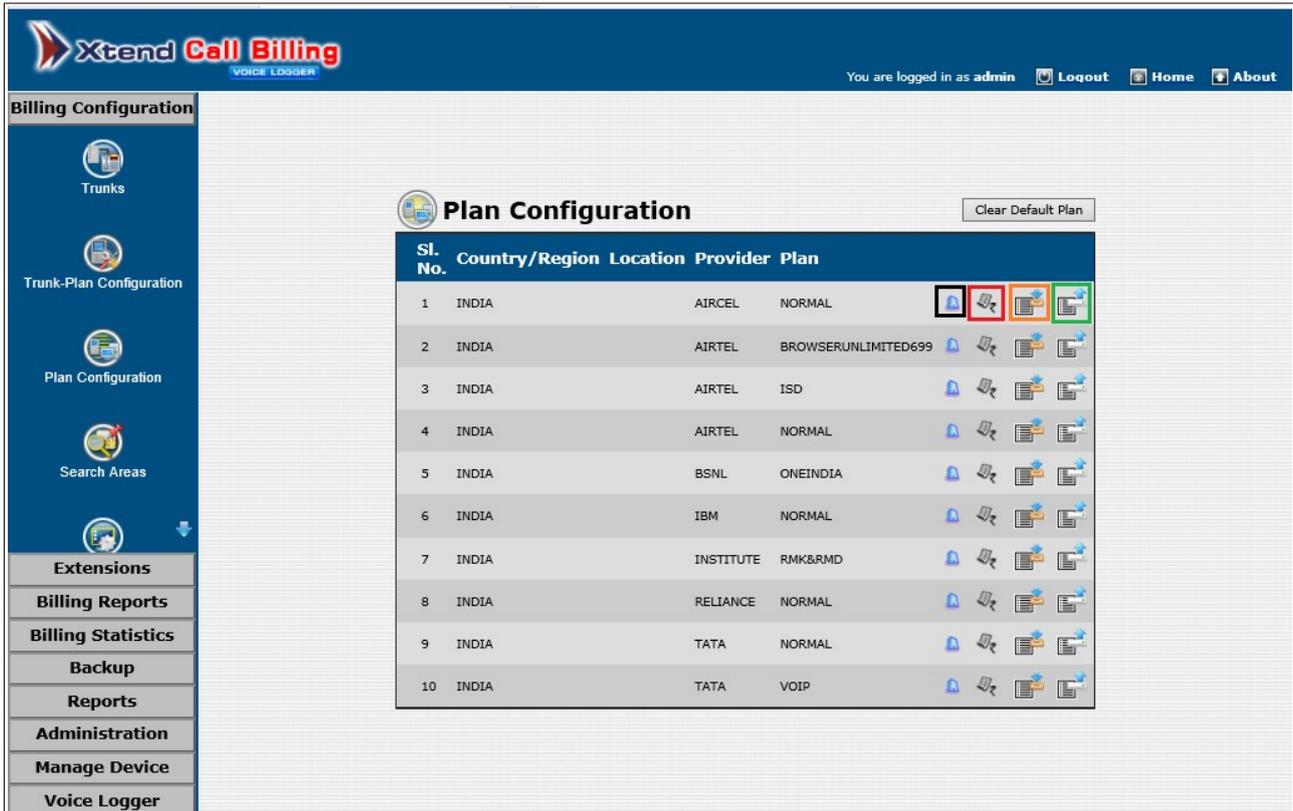
**OK**      **Cancel**

### 5.1.2. Trunk Plan Configuration

User can refer [Section 4.4](#) to learn about the trunk plan configuration.

### 5.1.3. Plan Configuration

This submenu allows the user to set the plan or tariff corresponding to the service provider.



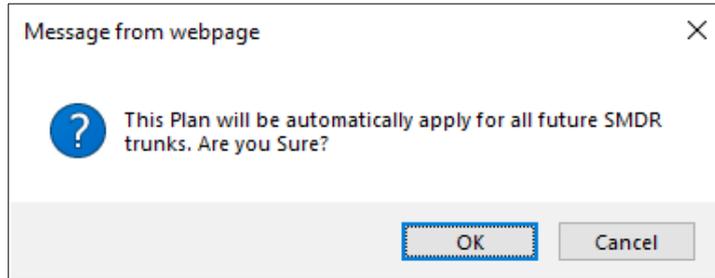
**Plan Configuration** Clear Default Plan

Sl. No.	Country/Region	Location	Provider	Plan	
1	INDIA		AIRCEL	NORMAL	   
2	INDIA		AIRTEL	BROWSERUNLIMITED699	   
3	INDIA		AIRTEL	ISD	   
4	INDIA		AIRTEL	NORMAL	   
5	INDIA		BSNL	ONEINDIA	   
6	INDIA		IBM	NORMAL	   
7	INDIA		INSTITUTE	RMK&RMD	   
8	INDIA		RELIANCE	NORMAL	   
9	INDIA		TATA	NORMAL	   
10	INDIA		TATA	VOIP	   

## Plan Configuration: Related Icons



Click this icon to set a particular plan as the default plan for future SMDR trunks. A confirmation prompt will appear as shown below. Click **OK**.



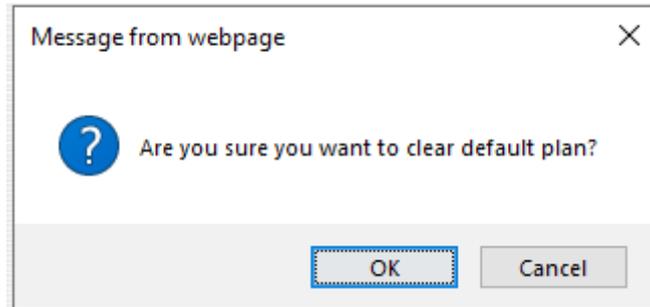
A window will appear by saying the selected plan has been set as the default plan. Click **Close**.



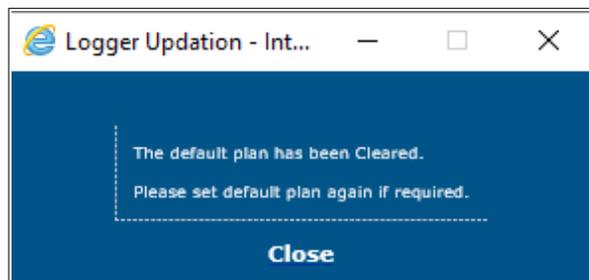
Plan configuration window appears as shown below and the default plan is represented by  .

Plan Configuration					Clear Default Plan	
Sl. No.	Country/Region	Location	Provider	Plan		
	1	INDIA	AIRCEL	NORMAL		
2	INDIA	AIRTEL	BROWSERUNLIMITED699			
3	INDIA	AIRTEL	ISO			
4	INDIA	AIRTEL	NORMAL			
5	INDIA	BSNL	ONEINDIA			
6	INDIA	IBM	NORMAL			
7	INDIA	INSTITUTE	RMK&RMD			
8	INDIA	RELIANCE	NORMAL			
9	INDIA	TATA	NORMAL			
10	INDIA	TATA	VOIP			

To clear the default plan, click **Clear Default Plan** which appears at the top right corner in the above screenshot. A confirmation prompt appears. Click **OK**.



A window will appear by saying that the default plan has been cleared. Click **Close**.



Plan configuration window appears as shown below.

Plan Configuration				Clear Default Plan		
Sl. No.	Country/Region	Location	Provider	Plan		
1	INDIA		AIRCEL	NORMAL		
2	INDIA		AIRTEL	BROWSERUNLIMITED699		
3	INDIA		AIRTEL	ISD		
4	INDIA		AIRTEL	NORMAL		
5	INDIA		BSNL	ONEINDIA		
6	INDIA		IBM	NORMAL		
7	INDIA		INSTITUTE	RMK&RMD		
8	INDIA		RELIANCE	NORMAL		
9	INDIA		TATA	NORMAL		
10	INDIA		TATA	VOIP		



**View Tariff:** Allows to view the tariff configuration details like “Tariff”, “Tariff Code”, “Normal Rate”, “Normal Pulse”, “Off-Peak Enabled”, “Off-Peak Rate”, “Off-Peak Pulse”, “Off-Peak Start Time”, “Off-Peak End Time”, “Off-Peak Week Days” and “Off-Peak Holidays”. Click the edit option (*highlighted with blue box in the below screenshot*) to modify the tariff details. Significance of these columns are described in **Edit Tariff** section.

**Tariff configuration [Plan wise]**

Country/Region : **INDIA**  
 Provider : **AIRCEL**  
 Plan : **NORMAL**

Sl. No.	Tariff	Tariff Code	Normal Rate	Normal Pulse	Off-Peak Enabled	Off-Peak Rate	Off-Peak Pulse	Off-Peak Start Time	Off-Peak End Time	Off-Peak Week Days	Off-Peak Holidays	Show In Expense Report	
1	LOCAL LANDLINE	0	1	180	No	0	0	NA	NA	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
2	LOCAL MOBILE	1	1	60	No	0	0	NA	NA	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
3	INTRA CIRCLE LANDLINE	2	1	180	No	0	0	NA	NA	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
4	INTRA CIRCLE MOBILE	3	1	60	No	0	0	NA	NA	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
5	STD LANDLINE	4	1	60	No	0	0	NA	NA	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
6	STD MOBILE	5	1	60	No	0	0	NA	NA	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
7	OTHERS_ISD	6	1	10	No	0	0	NA	NA	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
8	TOLL-FREE	407	0	0	No	0	0	NA	NA	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
9	AFGHANISTAN_ISD	7	10	60	No	0	0	NA	NA	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
10	ALBANIA_ISD	8	10	60	No	0	0	NA	NA	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
11	ALGERIA_ISD	9	20	60	No	0	0	NA	NA	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
12	ALGERIA-MOBILE_ISD	252	10	60	No	0	0	NA	NA	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	



**Edit Tariff:** Allows to edit the tariff configuration. Modify the tariff details and click **Update** to save.

**Tariff configuration**

Country : **INDIA**  
 Location :  
 Provider : **AIRCEL**  
 Plan : **NORMAL**  
 Type : **LOCAL LANDLINE**

Normal Rate :   
 Normal Pulse :   
 Off-peak Enabled :

In “Off-peak Enabled”, if *Yes* is selected from the drop-down list, a window as shown below appears. Enter the details like Off-peak Rate, Pulse, Time etc.

**Tariff configuration**

Country : **INDIA**

Location :

Provider : **AIRCEL**

Plan : **NORMAL**

Type : **LOCAL LANDLINE**

Normal Rate :

Normal Pulse :

Off-peak Enabled :  ▼

Off-peak Rate :

Off-peak Pulse :

Off-peak Start Time :

Off-peak End Time :

Off-peak Week Day :  ▼

Off-peak Holiday :  ▼

<b>Normal Rate</b>	Defines the call charge based on normal pulse.
<b>Normal Pulse</b>	Defines the call duration in seconds.
<b>Off-peak Rate</b>	Represents the telephone call charge during off-peak days.
<b>Off-peak Pulse</b>	Represents the call duration during off-peak days.
<b>Off-peak Start Time</b>	User can set the starting time for the off-peak calls.
<b>Off-peak End Time</b>	User can set the ending time for the off-peak calls.
<b>Off-peak Week Day/ Off-peak Holiday</b>	If enabled, then on that particular day billing will be according to the entered Off-peak Rate and Off-peak Pulse.

To select the Start Time and End Time for billing according to the Off-peak Week Day or for holiday, click on the icon against the respective text boxes as shown below.

### Tariff configuration

Country : **INDIA**

Location :

Provider : **AIRCEL**

Plan : **NORMAL**

Type : **LOCAL LANDLINE**

Normal Rate :

Normal Pulse :

Off-peak Enabled :  ▾

Off-peak Rate :

Off-peak Pulse :

Off-peak Start Time :

Off-peak End Time :

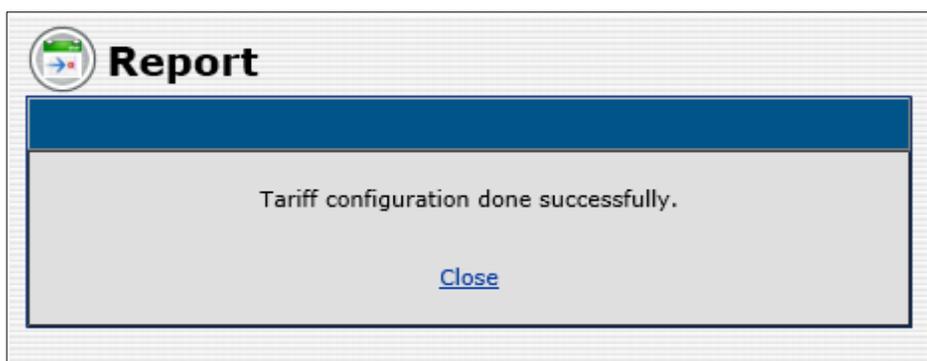
Off-peak Week Day :  ▾

Off-peak Holiday :  ▾

Select a Time
A.M.
P.M.
✕

12:00am	12:15am	12:30am	12:45am
1:00am	1:15am	1:30am	1:45am
2:00am	2:15am	2:30am	2:45am
3:00am	3:15am	3:30am	3:45am
4:00am	4:15am	4:30am	4:45am
5:00am	5:15am	5:30am	5:45am
6:00am	6:15am	6:30am	6:45am
7:00am	7:15am	7:30am	7:45am
8:00am	8:15am	8:30am	8:45am
9:00am	9:15am	9:30am	9:45am
10:00am	10:15am	10:30am	10:45am
11:00am	11:15am	11:30am	11:45am

After entering the necessary details, click **Update**. A window appears saying “*Tariff configuration done successfully*”.





**Download Tariff:** This option allows to download the tariff related details of a particular country and save the file to a particular location.



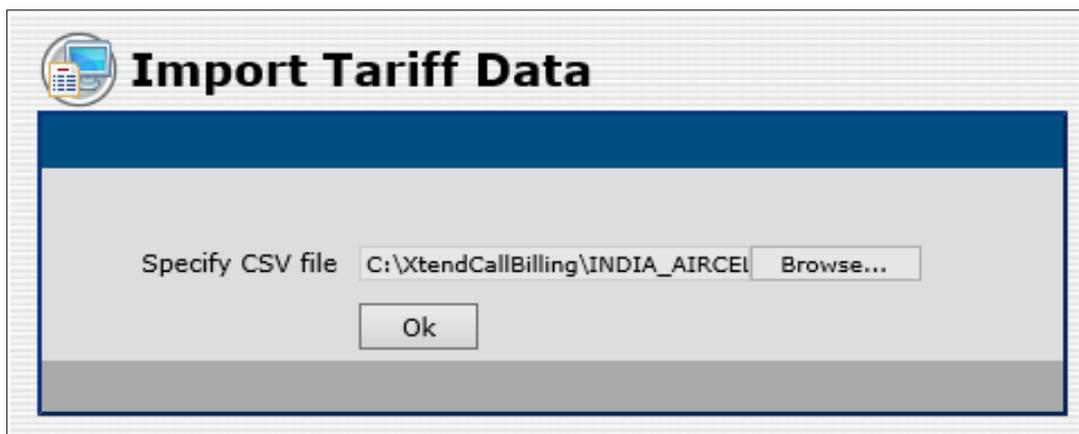
Click **Open** to edit and save the CSV file.

	A	B	C	D	E	F	G
1	ID	Plan	Type	NormalRate	NormalPulse	OffPeakEnabled	OffPeakRate
2	3898	INDIA_AIRCEL_NORMAL	LOCAL	LANDLINE	1	180	0
3	3899	INDIA_AIRCEL_NORMAL	LOCAL	MOBILE	1	60	0
4	3900	INDIA_AIRCEL_NORMAL	INTRA	CIRCLE	LANDLINE	1	180
5	3901	INDIA_AIRCEL_NORMAL	INTRA	CIRCLE	MOBILE	1	60
6	3902	INDIA_AIRCEL_NORMAL	STD	LANDLINE	1	60	0
7	3903	INDIA_AIRCEL_NORMAL	STD	MOBILE	1	60	0
8	3904	INDIA_AIRCEL_NORMAL	OTHERS_ISD	1	10	0	0
9	4305	INDIA_AIRCEL_NORMAL	TOLL-FREE	0	0	0	0
10	3905	INDIA_AIRCEL_NORMAL	AFGHANISTAN_ISD	10	60	0	0
11	3906	INDIA_AIRCEL_NORMAL	ALBANIA_ISD	10	60	0	0
12	3907	INDIA_AIRCEL_NORMAL	ALGERIA_ISD	20	60	0	0
13	4150	INDIA_AIRCEL_NORMAL	ALGERIA-MOBILE_ISD	10	60	0	0
14	4273	INDIA_AIRCEL_NORMAL	ALGERIA-MOBILE-MOBILIS_ISD	10	60	0	0
15	4272	INDIA_AIRCEL_NORMAL	ALGERIA-MOBILE-NEDJMA_ISD	10	60	0	0
16	4274	INDIA_AIRCEL_NORMAL	ALGERIA-MOBILE-ORASCOM_ISD	10	60	0	0
17	3909	INDIA_AIRCEL_NORMAL	ANDORRA_ISD	10	60	0	0

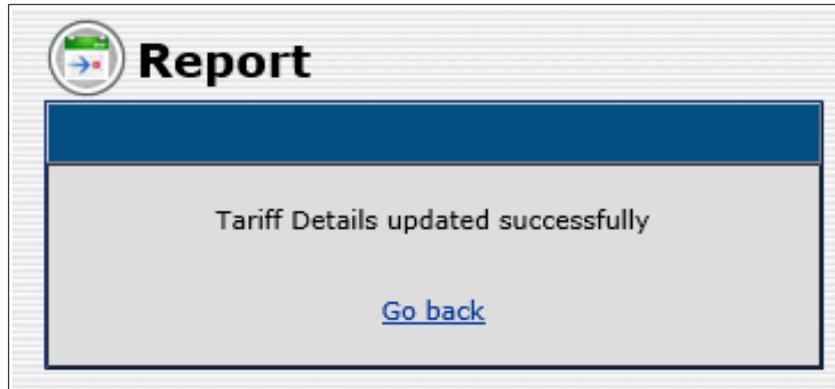
To upload the edited tariff details, click **Upload Tariff**.



**Upload Tariff:** This option allows to upload the tariff details in a CSV file format. Click this icon, the **Import Tariff Data** window appears, browse and select the CSV file, click **Ok**.

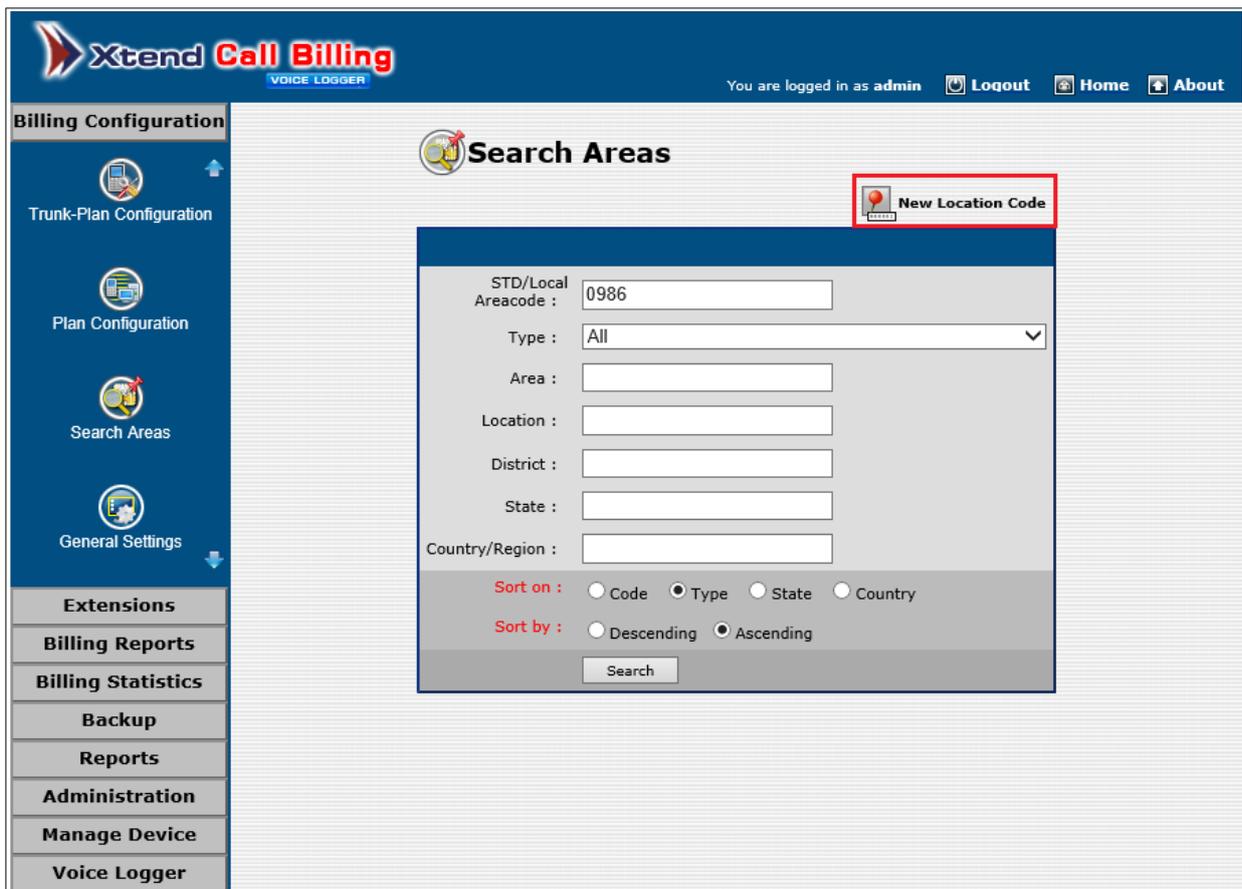


A window appears saying “*Tariff Details updated successfully*”.



### 5.1.4. Search Areas

This submenu helps the user to search and retrieve report of a particular location/area based on the search parameters such as “**STD/Local Area Code**”, “**Type**”, “**Area**”, “**Location**”, “**District**”, “**State**”, “**Country/Region**” etc. User can also select the ascending or descending sorting order based on multiple parameters like Code/Type/State/Country. Select the search criteria and click **Search** to view the report.



Enter the search details in the **Search Areas** window and click **Search**. The location report appears as shown below.

Sl. No.	Code	Type	Area	Location	District	State	Country/Region
1	09860	STD MOBILE		MH		Maharashtra	INDIA
2	09865	STD MOBILE		TN		TamilNadu	INDIA
3	09868	STD MOBILE		DL		Delhi	INDIA
4	09866	STD MOBILE		AP		AndhraPradesh	INDIA
5	09862	STD MOBILE		NE		NorthEast	INDIA
6	09863	STD MOBILE		NE		NorthEast	INDIA
7	09861	STD MOBILE		OR		Orissa	INDIA
8	09864	STD MOBILE		AS		Assam	INDIA
9	09867	STD MOBILE		MU		Mumbai	INDIA
10	09869	STD MOBILE		MU		Mumbai	INDIA



The *New Location Code* (highlighted with red rectangular box in the *Search Areas* window) allows to add a new location and the STD/Local Areacode. Add information in related fields and click **Add** to save.

### New Location Code

STD/Local Areacode :

Type :  ▾

Area :

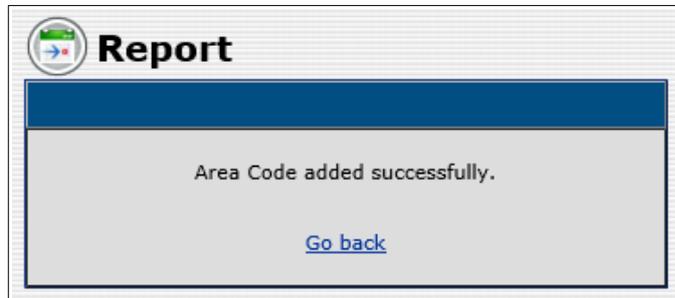
Location/Region :

District :

State :  ×

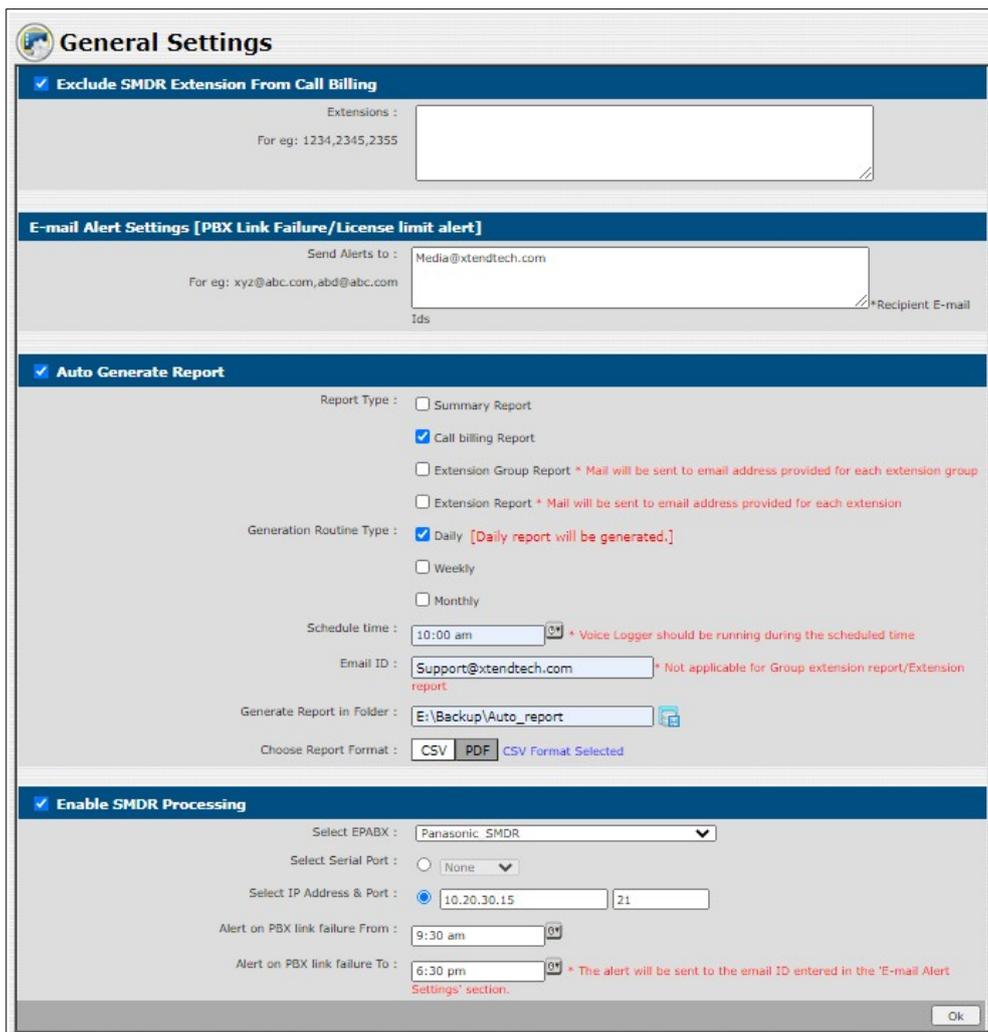
Country :

Message appears as “Area Code added successfully”.



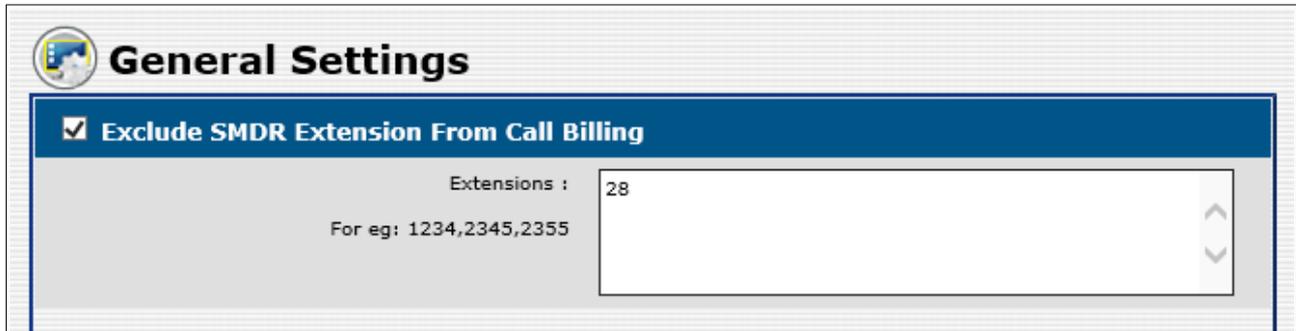
### 5.1.5. General Settings

General Settings is used to set the basic settings for exclusion of SMDR extension and auto generation of report. The options present in the General Settings are “Exclude SMDR Extension From Call Billing”, “E-mail Alert Settings [PBX Link Failure/License limit alert]”, “Auto Generate Report” and “Enable SMDR Processing”.



## Exclude SMDR Extension From Call Billing

This option is used for the exclusion of the calls from and to the specified extension. The user can enable the option “*Exclude SMDR Extension From Call Billing*” and enter a valid extension number in the field “**Extensions**”. Click **Ok** in **General Settings** window.



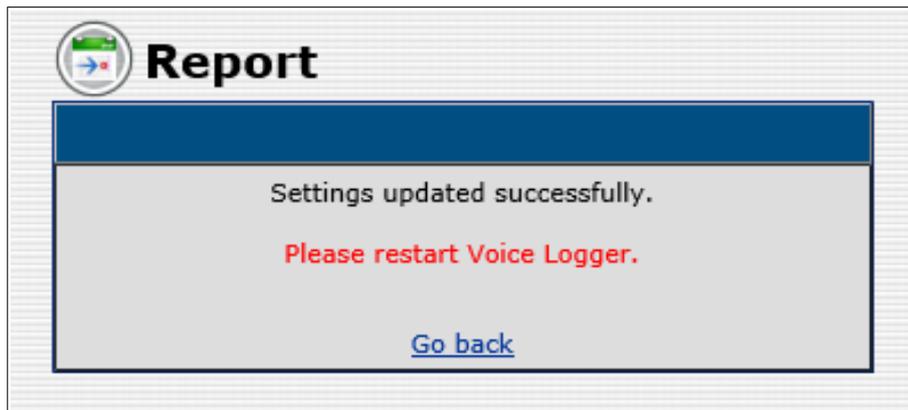
**General Settings**

**Exclude SMDR Extension From Call Billing**

Extensions : 28

For eg: 1234,2345,2355

A message appears as given below.



**Report**

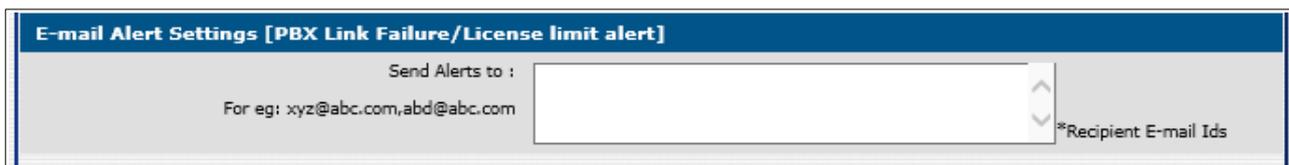
Settings updated successfully.

**Please restart Voice Logger.**

[Go back](#)

## E-mail Alert Settings [PBX Link Failure/License limit alert]

*PBX Link Failure* or *License Limit Alert* is triggered to specified e-mail address if the SMDR connectivity fails or if the number of extensions reach the license limit respectively. E-mail alert, Popup alert, Client Popup alert are added. User should enter one or more valid e-mail ids of the recipient.



**E-mail Alert Settings [PBX Link Failure/License limit alert]**

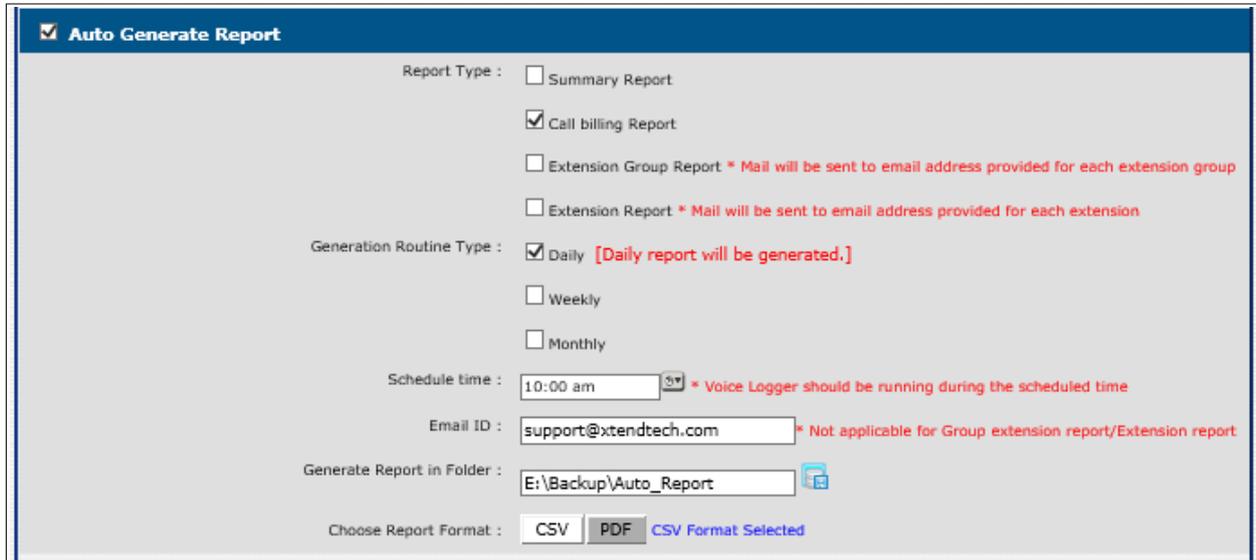
Send Alerts to :

For eg: xyz@abc.com,abd@abc.com

\*Recipient E-mail Ids

## Auto Generate Report

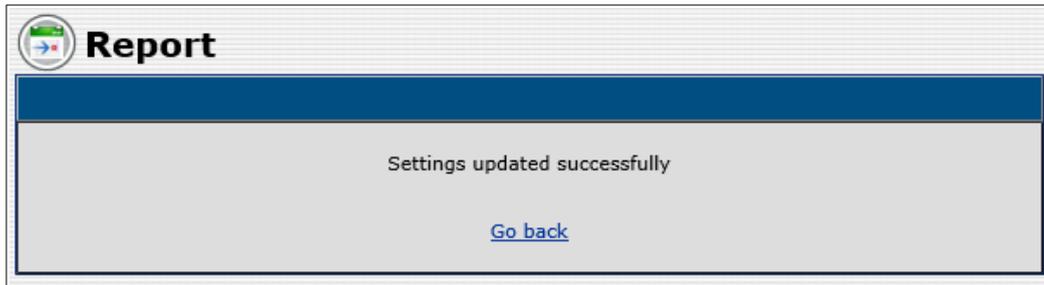
This option helps to get logs report of all calls automatically via e-mail or in a selected folder.



To get the generated reports, enable the checkbox against the desired report, these include -

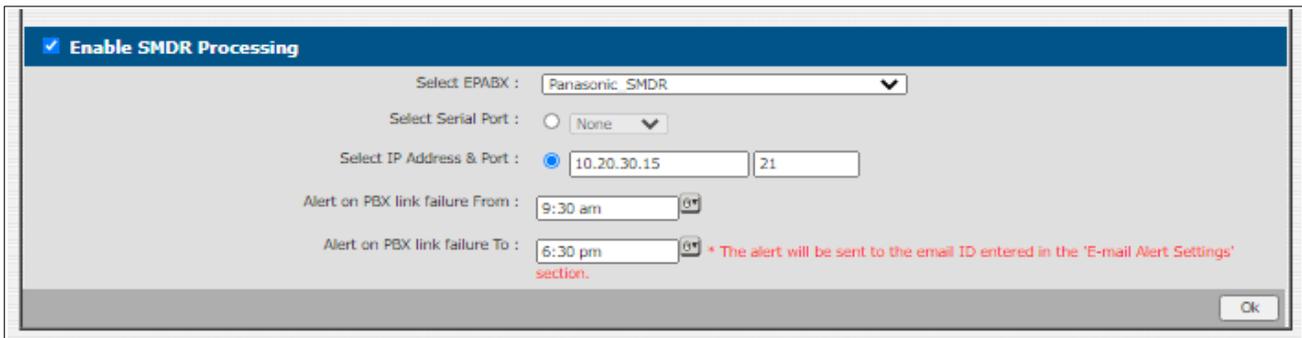
- Report Type: Following options are included in this field:
  - a) Summary Report: Provides summarised report of all logged calls.
  - b) Call billing Report: Provides report with billing details of all logs.
  - c) Extension Group Report: Provides combined report of all the members in the group.
  - d) Extension Report: Provides report based on the specific extension.
- Generation Routine Type: Set this option to generate report based on Daily, Weekly or Monthly as desired, by enabling the corresponding checkbox.
- Schedule time: This option helps to set a time schedule for generating the report and also to receive the report via e-mail.
- Email ID: Enter the e-mail address to which the report should be sent. Multiple E-mail Ids can be specified by separating each with a comma.
- Generate Report in Folder: Specify the folder in which you need a copy of the call report. To view the information within “Generate Report in Folder”, go to menu **Voice Logger** → **Reports** → **Export**.
- Choose Report Format: Allows to generate report in CSV or PDF format.

User can either provide the e-mail id to get the generated reports via e-mail only if the e-mail settings (refer [Section 5.1.7](#)) are configured properly or select a folder for saving the generated report. Click **Ok**, a message appears as given below.

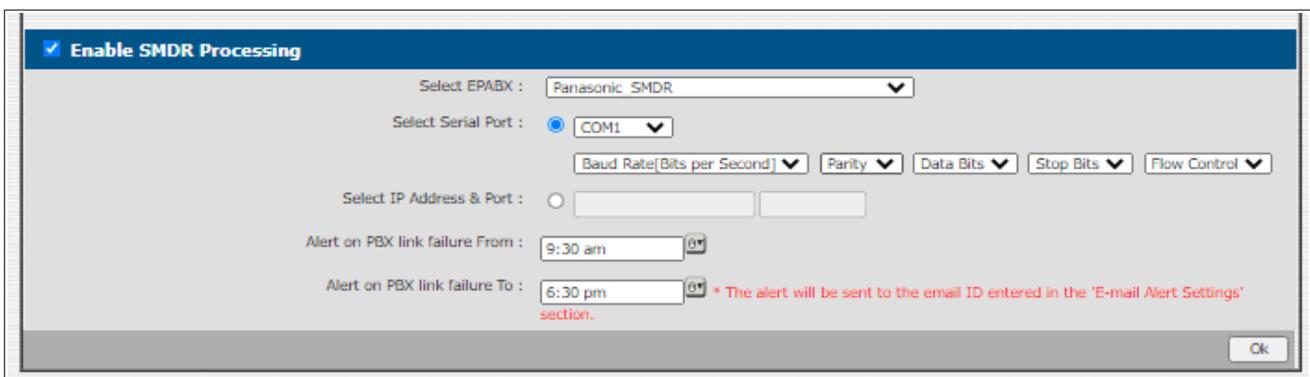


### **Enable SMDR Processing**

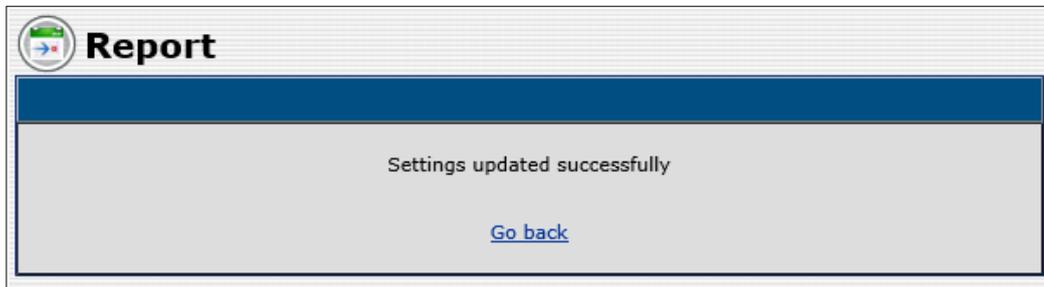
Select the checkbox to enable this option. Set the starting and ending time to send alert to the e-mail Id which is mentioned in “*E-mail Alert Settings [PBX Link Failure/License limit alert]*” section. This will sent an alert as well as mail whenever an SMDR connectivity fails. Also, there are two options listed to process SMDR data from EPABX, one is using COM Port and other is TCP IP connectivity. If TCP IP connectivity is used, enable **Select IP Address & Port**, enter the EPABX IP and Port corresponding to IP Address & Port. Click **Ok** to proceed.



If COM Port is used, enable an option corresponding to **Select Serial Port** and set the **Serial Port Configure Settings**.



A message appears as given below.

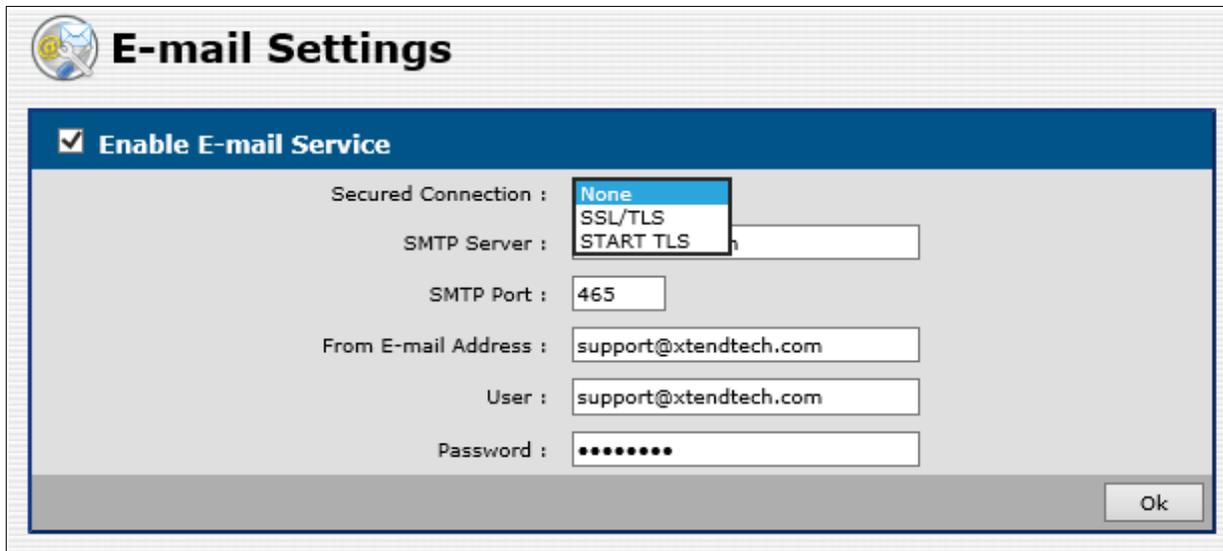


### 5.1.6. Area Code Settings

User can refer [Section 4.2](#) to learn about the Area Code Settings.

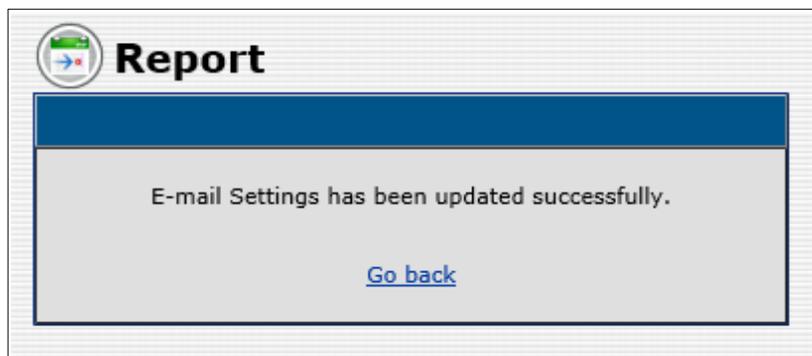
### 5.1.7. E-mail Settings

User can set and save the e-mail settings by enabling the E-mail Service. Choose the “Secured Connection” option, enter the “SMTP Server”, “SMTP Port” and provide the sender's e-mail address, Username, Password and then click *Ok* to save the settings.



The screenshot shows a window titled "E-mail Settings" with a blue header bar. Below the header, there is a checkbox labeled "Enable E-mail Service" which is checked. The main area contains several fields: "Secured Connection" is a dropdown menu with "None" selected; "SMTP Server" is a text input field; "SMTP Port" is a text input field with "465" entered; "From E-mail Address" is a text input field with "support@xtendtech.com" entered; "User" is a text input field with "support@xtendtech.com" entered; and "Password" is a text input field with masked characters (dots). An "Ok" button is located in the bottom right corner.

A window appears as shown below reporting the successful updation of E-mail Settings.



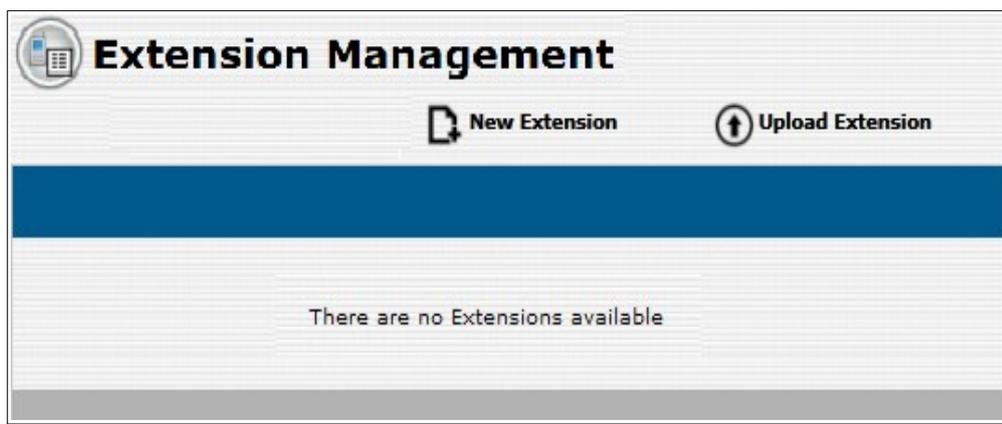
The screenshot shows a window titled "Report" with a blue header bar. Below the header, there is a message box with a grey background containing the text "E-mail Settings has been updated successfully." Below the message box, there is a blue hyperlink labeled "Go back".

## 5.2. Extensions

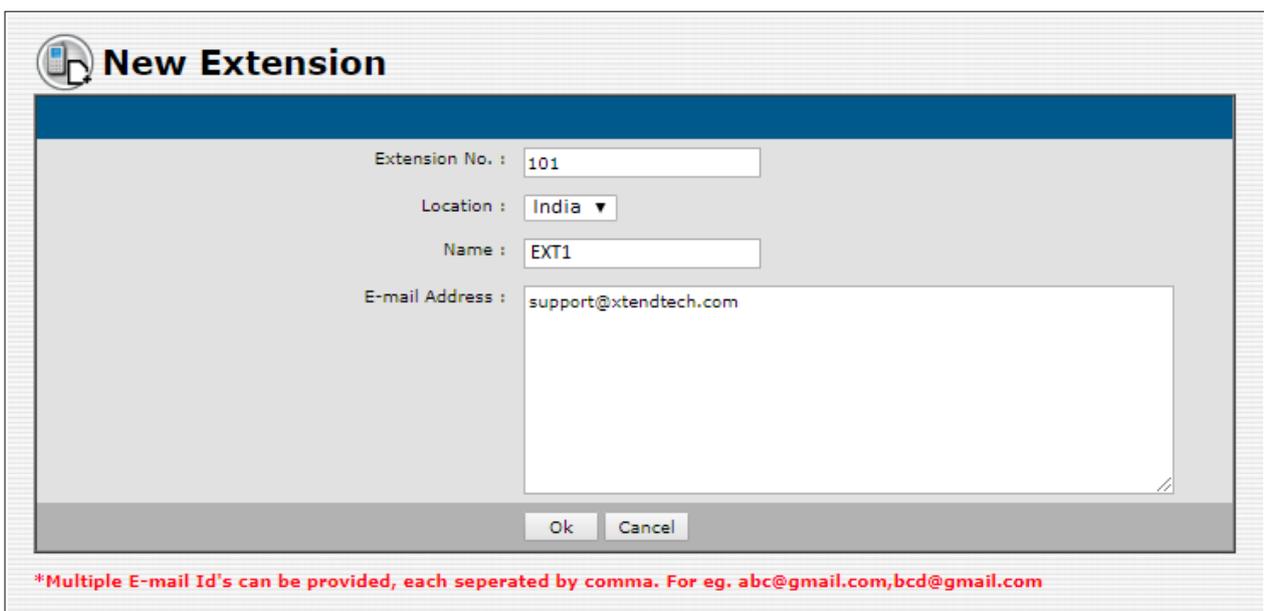
This menu provides option related to extension management, grouping and configuring the account code. The submenus include **Extension Management**, **Extension Grouping** and **Account Code**.

### 5.2.1. Extension Management

This submenu allows the user to supervise and manage the extensions with ease and convenience. User can add new extension, upload CSV file with extension numbers along with names and export the extension list to an Excel sheet.

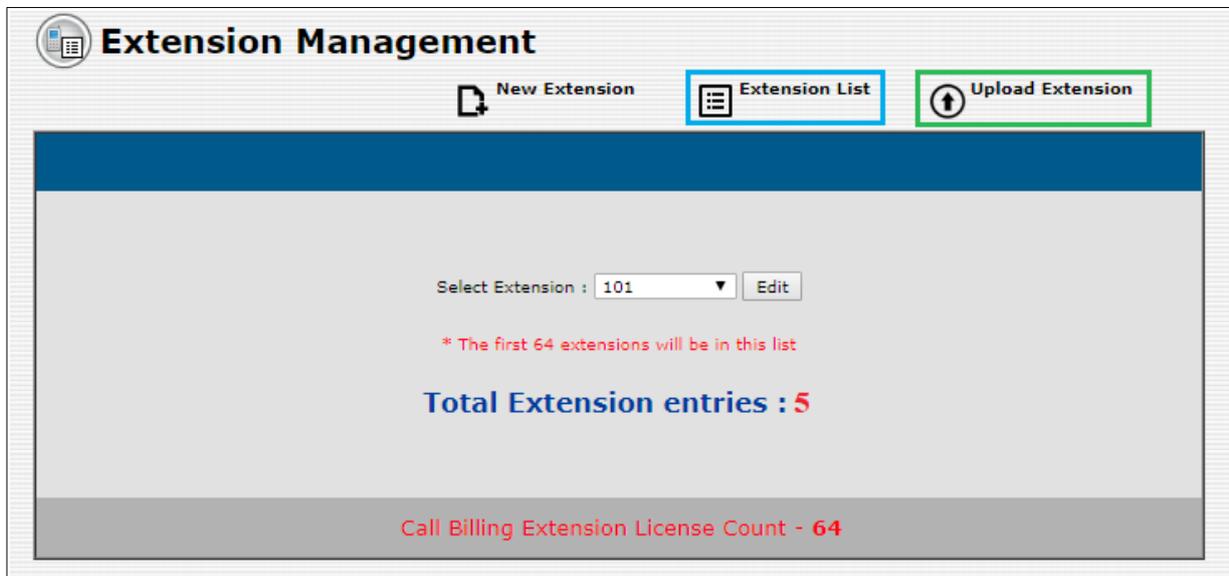


This option allows to create new extension. A screen as shown below appears. Enter the “Extension No.”, “Name” and the “E-mail Address” to get e-mail of extension report, then click **Ok** to continue. Similarly, user can create multiple extensions.

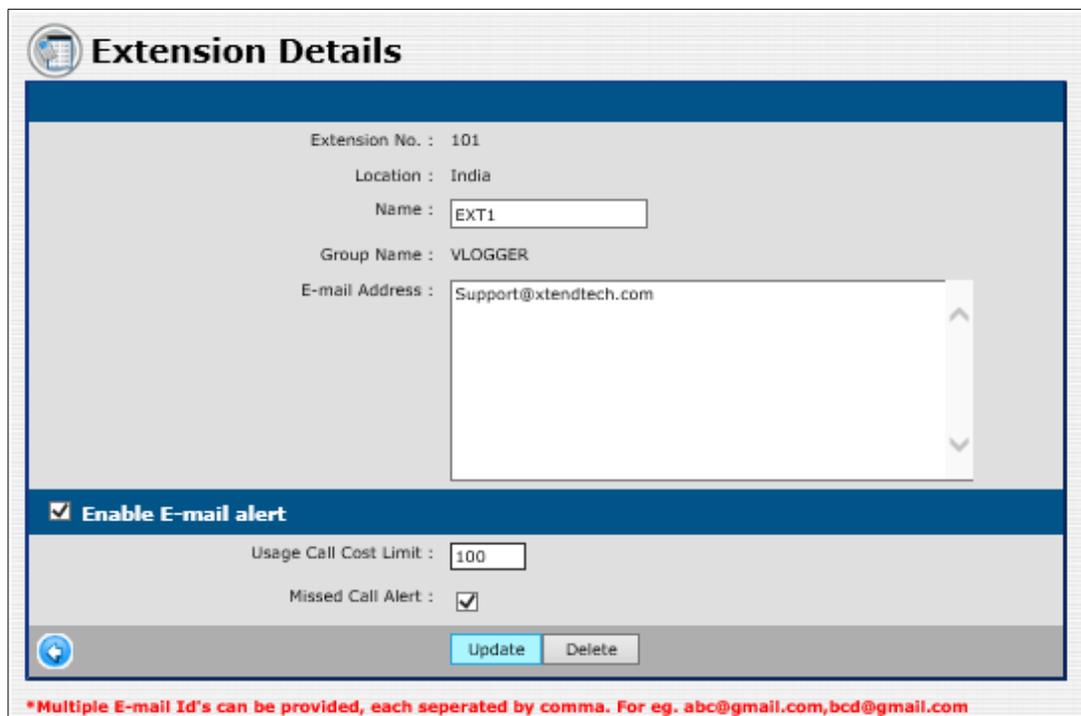


\*Multiple E-mail Id's can be provided, each seperated by comma. For eg. abc@gmail.com,bcd@gmail.com

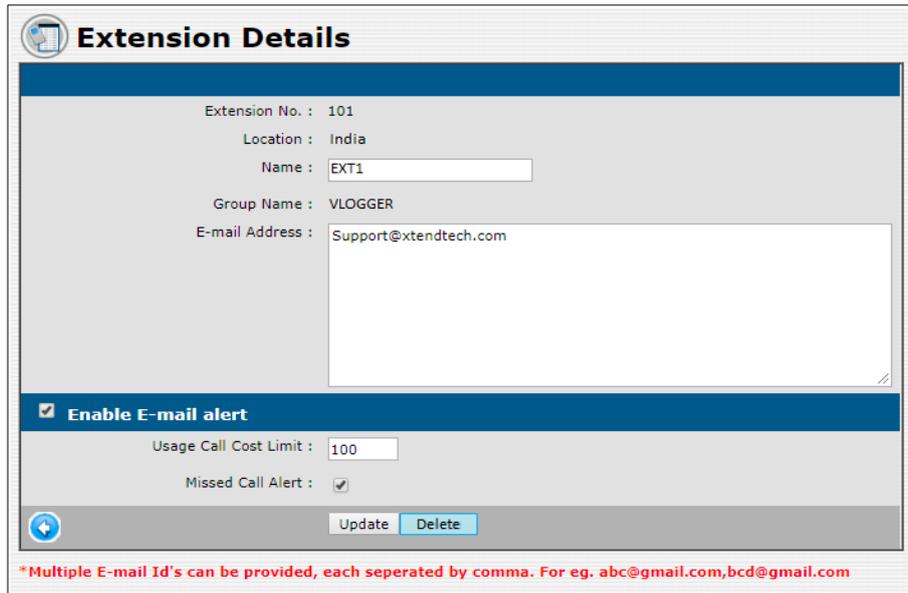
When call arrives from an extension number, the number will get automatically saved if the SMDR integration is enabled. To add a name to that number, edit the extension details. Click **Edit** corresponding to “Select Extension”.



Extension details appear as shown below, modify the changes. Option to delete an extension is also present. Enable the checkbox corresponding to “Enable E-mail alert” to get e-mail alerts whenever the call cost exceeds the limit given in the field “Usage Call Cost Limit”. Also get the missed call alert through e-mail by enabling the Missed Call Alert option. After entering the details, click **Update**.



To delete the extension, click *Delete*.



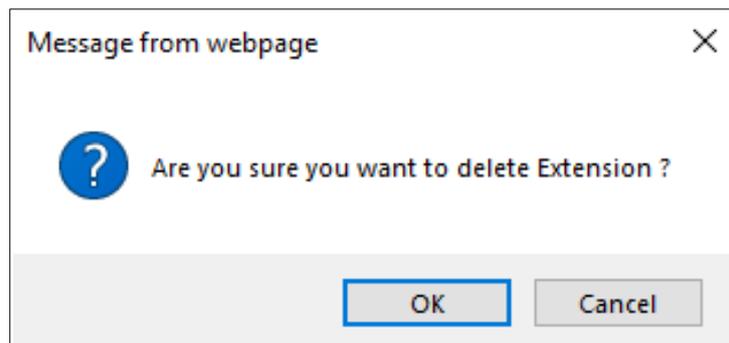
**Extension Details**

Extension No. : 101  
Location : India  
Name : EXT1  
Group Name : VLOGGER  
E-mail Address : Support@xtendtech.com

Enable E-mail alert  
Usage Call Cost Limit : 100  
Missed Call Alert :

\*Multiple E-mail Id's can be provided, each seperated by comma. For eg. abc@gmail.com,bcd@gmail.com

A confirmation prompt like shown below appears. Click *OK*.



Click this icon  to go back to Extension Management window.

### Extension List

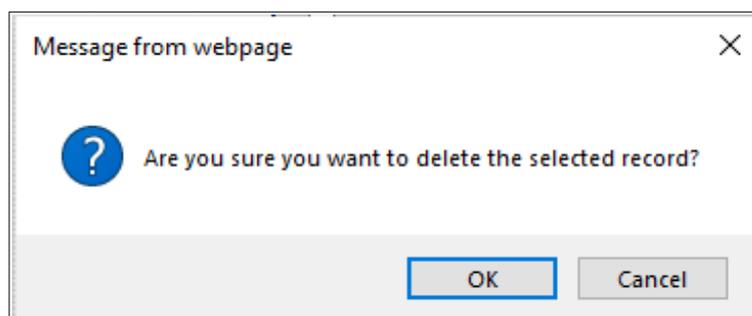
Click this option to view the list of created extensions with name and group name. Click on the respective row to edit, update or delete a particular extension.

Sl. No.	Extension No.	Location	Name	Group Name
1	101	India	EXT1	VLOGGER
2	102	India	EXT2	VLOGGER
3	103	India	EXT3	MEDIA
4	104	India	EXT4	MEDIA
5	105	India	EXT5	MEDIA

Select the extension and click **Delete** to remove a particular extension number.

Sl. No.	Extension No.	Location	Name	Group Name
1	101	India	EXT1	VLOGGER
2	102	India	EXT2	VLOGGER
3	103	India	EXT3	MEDIA
4	104	India	EXT4	MEDIA
<input checked="" type="checkbox"/>	5	India	EXT5	MEDIA

A confirmation prompt appears to confirm the deletion of the extension. Click **OK**.



Click **Clear Extension List** (highlighted in red) in the below screenshot to remove the entire list of extensions.

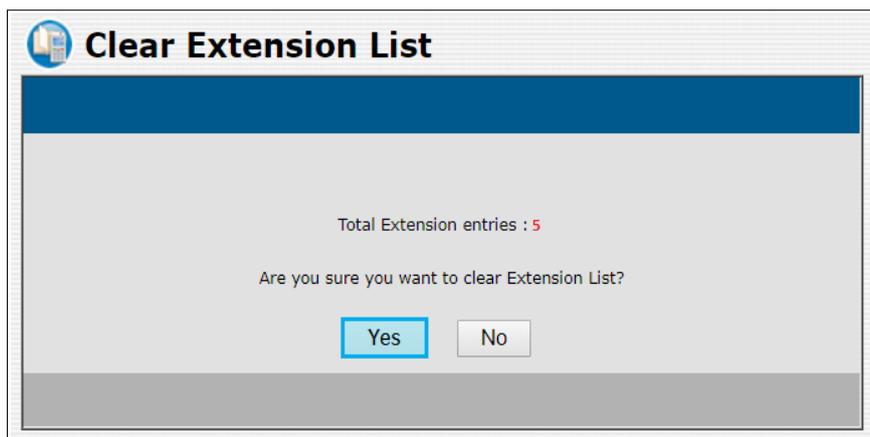


**Extension List**  
Total Extensions : 5

<input type="checkbox"/>	Sl. No.	Extension No.	Location	Name	Group Name
<input type="checkbox"/>	1	101	India	EXT1	VLOGGER
<input type="checkbox"/>	2	102	India	EXT2	VLOGGER
<input type="checkbox"/>	3	103	India	EXT3	MEDIA
<input type="checkbox"/>	4	104	India	EXT4	MEDIA
<input type="checkbox"/>	5	105	India	EXT5	MEDIA

Buttons: Delete, Export All, Clear Extension List

A window like shown below appears. Click **Yes** to continue.



**Clear Extension List**

Total Extension entries : 5

Are you sure you want to clear Extension List?

Buttons: Yes, No

Click **Export All** to export the extension list to a specific location.

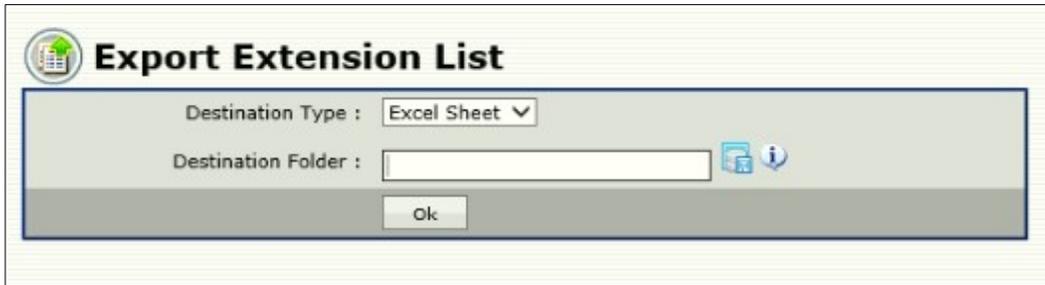


**Extension List**  
Total Extensions : 5

<input type="checkbox"/>	Sl. No.	Extension No.	Location	Name	Group Name
<input type="checkbox"/>	1	101	India	EXT1	VLOGGER
<input type="checkbox"/>	2	102	India	EXT2	VLOGGER
<input type="checkbox"/>	3	103	India	EXT3	MEDIA
<input type="checkbox"/>	4	104	India	EXT4	MEDIA
<input type="checkbox"/>	5	105	India	EXT5	MEDIA

Buttons: Delete, Export All, Clear Extension List

A window like shown below appears. By default, the “Destination Type” is “Excel Sheet”, enter the “Destination Folder” and click **Ok**. The extension list will be exported to Excel format.

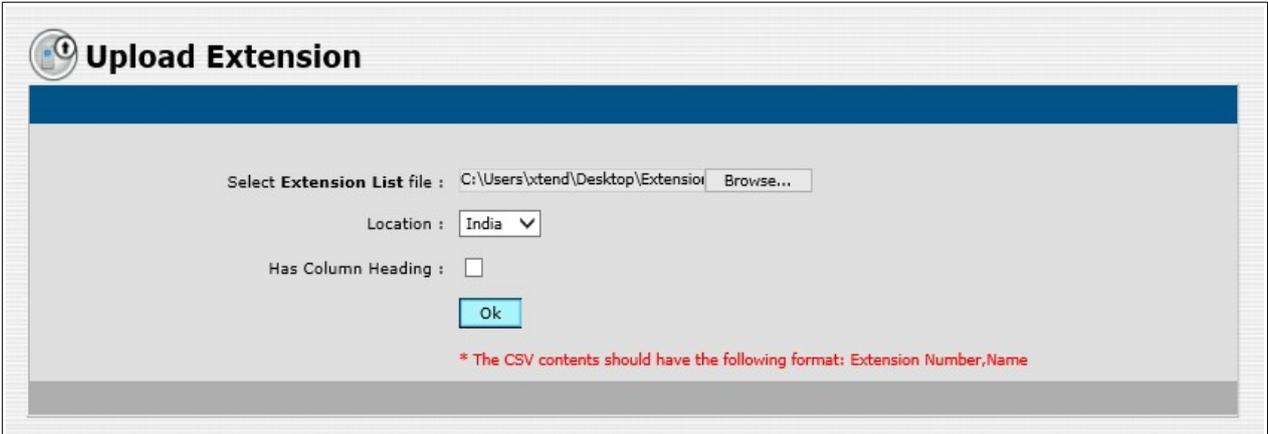


After successfully exporting, a window like shown below appears. Click **Download** to save the exported data.

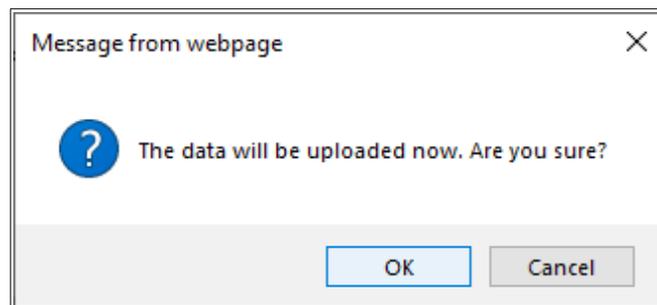


 **Upload Extension**

Go to **Extensions** → **Extension Management** and click **Upload Extension** to upload CSV file with extension number and name. Choose the file, select the location and then click **Ok** to continue. The CSV contents should have the following format: *Extension Number; Name*. If column heading is present in the CSV file, then enable the checkbox corresponding to “*Has Column Heading*”. The remaining extensions in the list can be uploaded depending on the license purchased from Xtend.



A confirmation prompt appears. Click **OK**.



After the file has been uploaded successfully, the total number and error count will appear in the report.

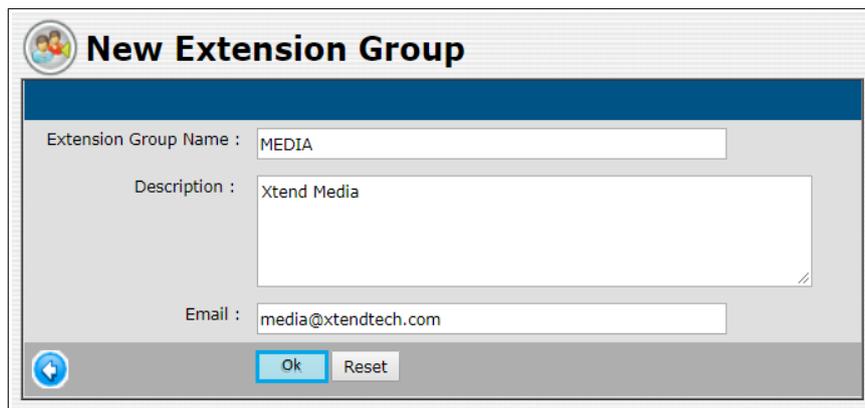


## 5.2.2. Extension Grouping

This submenu allows to create group based on extensions, assign the members to an extension group and also provides editing option to modify the existing details. Click *New Extension Group* to create a group.

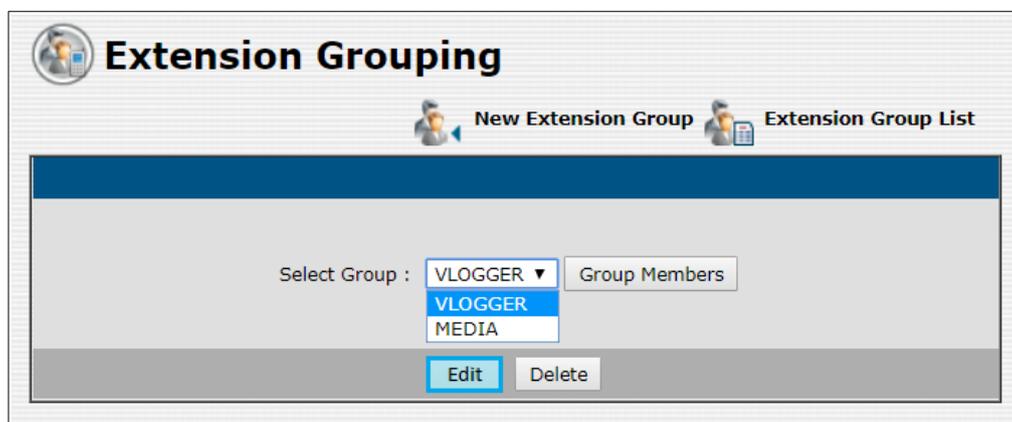


Initially, user has to create a group and assign extensions to a group. Enter “**Extension Group Name**” and “**Description**”. Specify the e-mail id to which user want to get extension group report as mentioned in the Auto E-mail option, click *Ok* to save.



The screenshot shows a "New Extension Group" form with a blue header bar. It contains three input fields: "Extension Group Name" with the value "MEDIA", "Description" with the value "Xtend Media", and "Email" with the value "media@xtendtech.com". At the bottom, there are "Ok" and "Reset" buttons.

After creating new extension group, the window appears like this. Click *Edit* to modify.



A window like shown below appears for updation. After making changes, click *Update*.



Click *Reset* to clear the newly made changes.





**Extension Group List:** Click this icon to view the list of extension groups. There are two links associated with each extension group - *Manage Members* and *Group Members*.

Extension Group List					
Sl. No.	Extension Group Name	Created On			
1	SUPPORT	1/10/2020 3:55:00 PM	<a href="#">Manage Members</a>	<a href="#">Group Members</a>	
2	MEDIA	2/10/2020 1:30:17 PM	<a href="#">Manage Members</a>	<a href="#">Group Members</a>	

Total Groups : 2

To add extensions in a particular group, click *Manage Members*. Enable the checkbox corresponding to the extension numbers and click *Update* to save the settings.

Extension Group Members - MEDIA			
<input type="checkbox"/>	Sl	Extension No	Name
<input type="checkbox"/>	1	103	EXT3
<input type="checkbox"/>	2	104	EXT4
<input checked="" type="checkbox"/>	3	105	EXT5

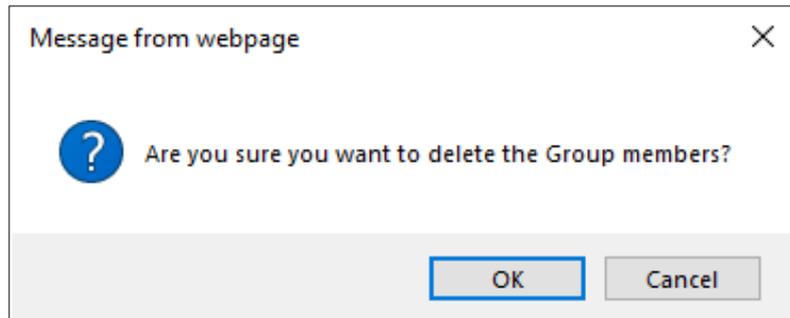
[Update](#)

To view and remove a particular extension group member, click *Group Members*. Enable the checkbox corresponding to an extension group member and click *Delete* to remove member from each group.

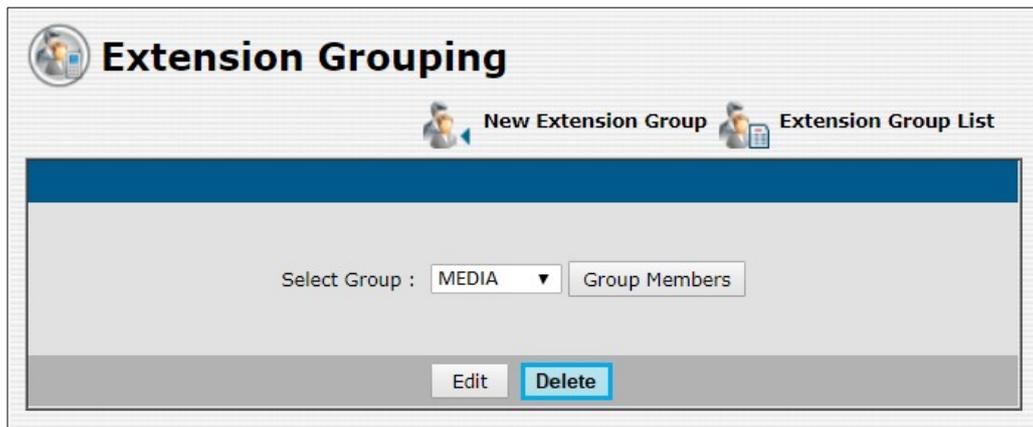
Extension Group Members						
<input type="checkbox"/>	Sl	Group Name	Extension No	Name	Mapped On	Mapped By
<input type="checkbox"/>	1	MEDIA	101	EXT3	1/10/2020 12:03:44	admin
<input type="checkbox"/>	2	MEDIA	102	EXT4	1/10/2020 12:03:44	admin
<input checked="" type="checkbox"/>	3	MEDIA	103	EXT5	16/10/2020 14:13:13	admin

[Delete](#)

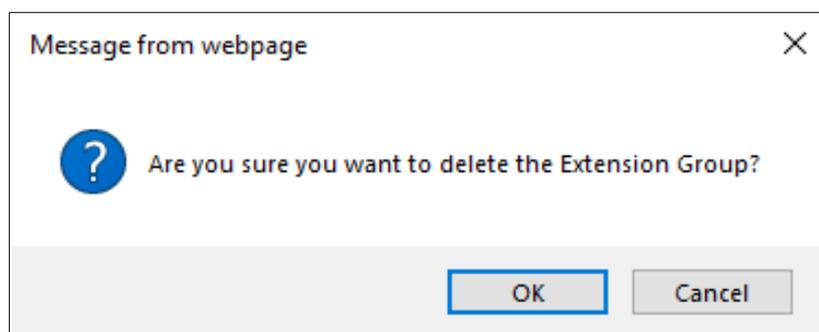
A confirmation prompt appears, click **OK**.



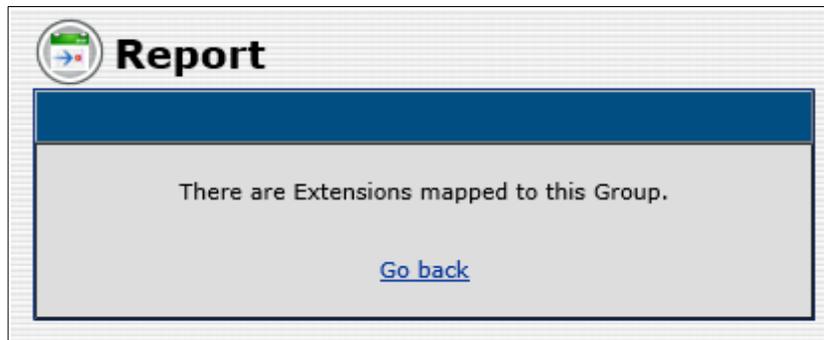
To delete an extension group, go to **Extensions** → **Extension Grouping**, select the extension group name corresponding to **Select Group** and click **Delete**.



A confirmation prompt appears, click **OK**.

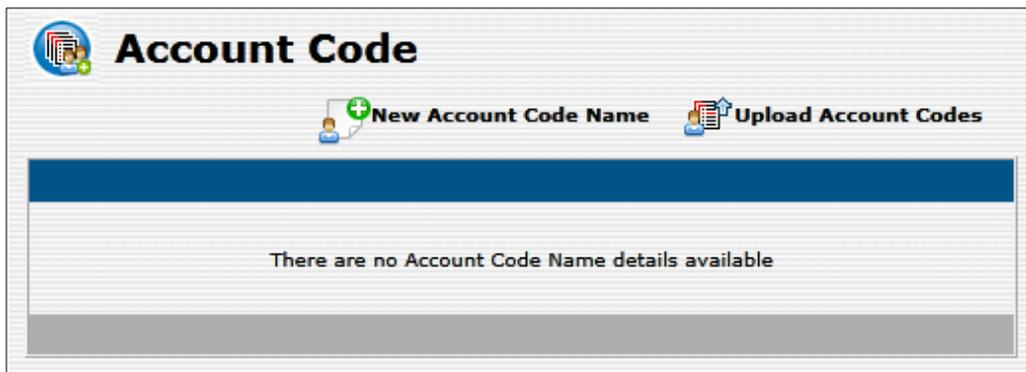


If extensions are mapped to the selected group, a report appears as shown below. In this case, delete all the mapped extensions and then remove the group.



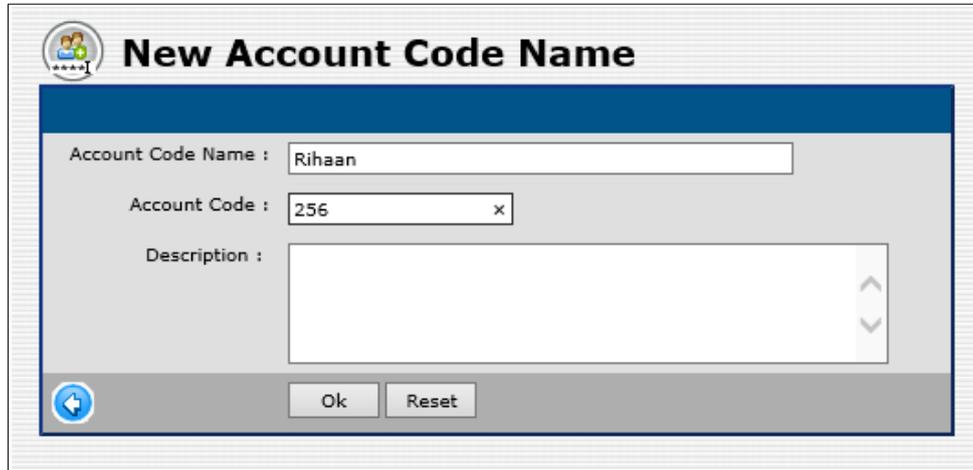
### 5.2.3. Account Code

This submenu **Account Code** allows the user to assign the account code to the agents in browser interface. The EPABX assigns an account code to each agent. Using this account code, a report can be retrieved through account-based search only if the account code is available in SMDR data. Click *New Account Code Name* to create a new account code.



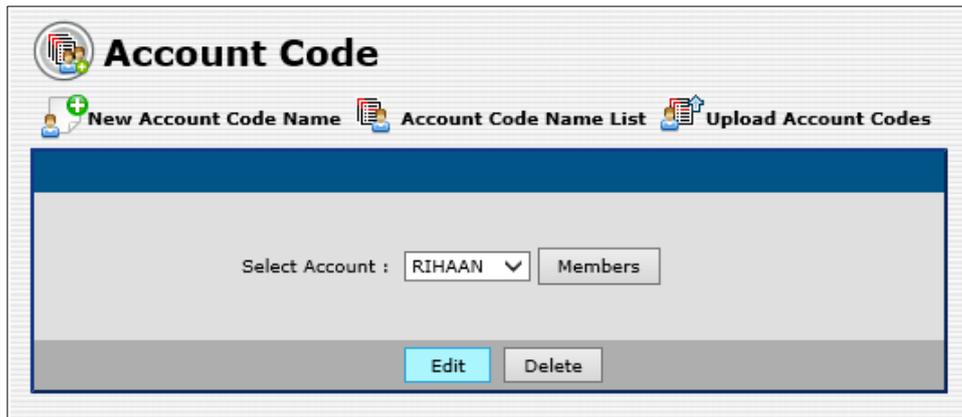


**New Account Code Name:** This option allows to create a new account code. Enter the “**Account Code Name**” and “**Description**”, click *Ok* to save.



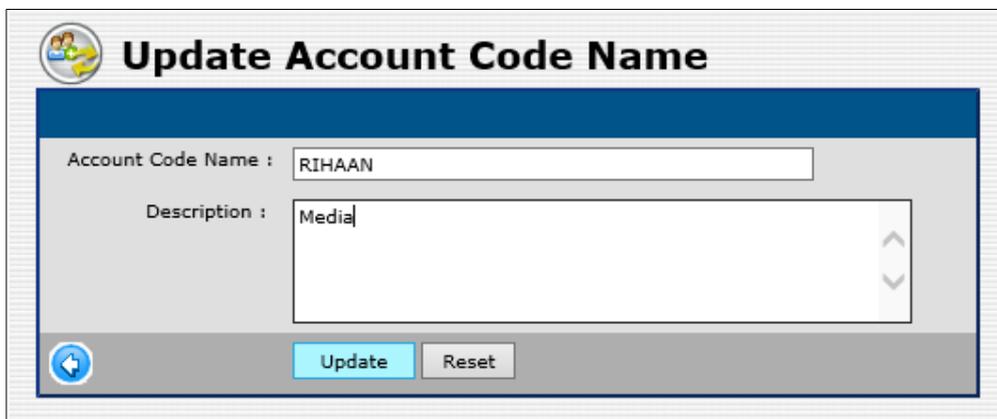
The screenshot shows a window titled "New Account Code Name". It contains three input fields: "Account Code Name" with the value "Rihaan", "Account Code" with the value "256" and a small 'x' icon, and "Description" which is empty. At the bottom, there are "Ok" and "Reset" buttons and a back arrow icon.

A window appears as shown below. Click *Edit* to modify the details corresponding to **Select Account**.



The screenshot shows a window titled "Account Code". It has a navigation bar with three items: "New Account Code Name", "Account Code Name List", and "Upload Account Codes". Below the navigation bar, there is a "Select Account" dropdown menu with "RIHAAN" selected and a "Members" button. At the bottom, there are "Edit" and "Delete" buttons.

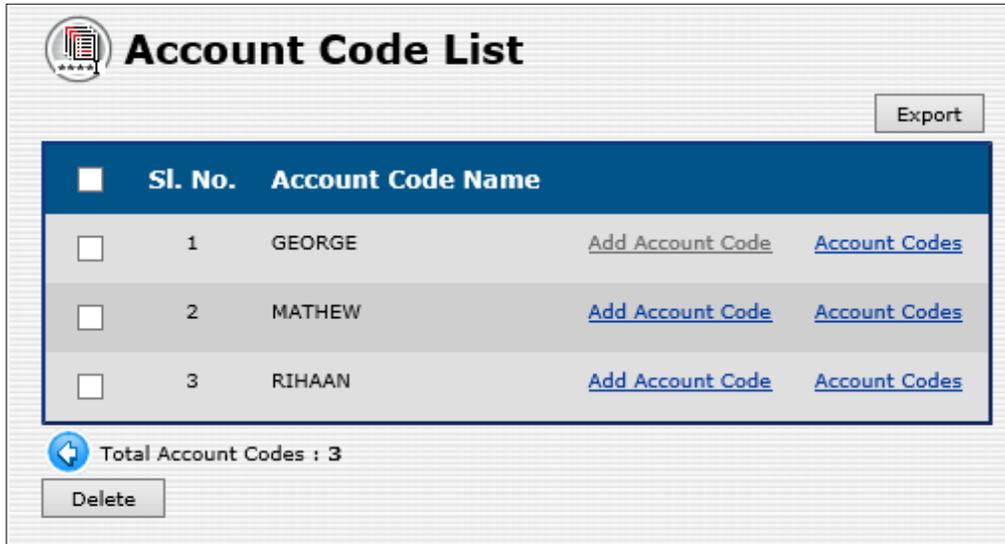
After updation, click *Update* to save the changes.



The screenshot shows a window titled "Update Account Code Name". It contains two input fields: "Account Code Name" with the value "RIHAAN" and "Description" with the value "Media". At the bottom, there are "Update" and "Reset" buttons and a back arrow icon.

 **Account Code Name List**

**Account Code Name List:** View the list of account code names and the corresponding account code. There are two links corresponding to each account code name: *Add Account Code* and *Account Codes*.

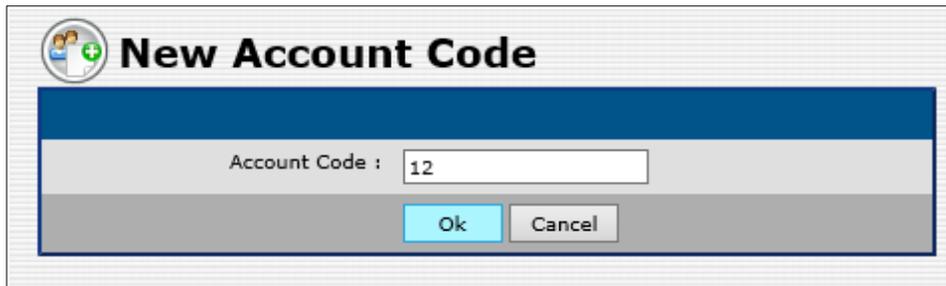


**Account Code List** Export

<input type="checkbox"/>	Sl. No.	Account Code Name	<a href="#">Add Account Code</a>	<a href="#">Account Codes</a>
<input type="checkbox"/>	1	GEORGE	<a href="#">Add Account Code</a>	<a href="#">Account Codes</a>
<input type="checkbox"/>	2	MATHEW	<a href="#">Add Account Code</a>	<a href="#">Account Codes</a>
<input type="checkbox"/>	3	RIHAAN	<a href="#">Add Account Code</a>	<a href="#">Account Codes</a>

+ Total Account Codes : 3 Delete

To add a new code to an account, click *Add Account Code*.

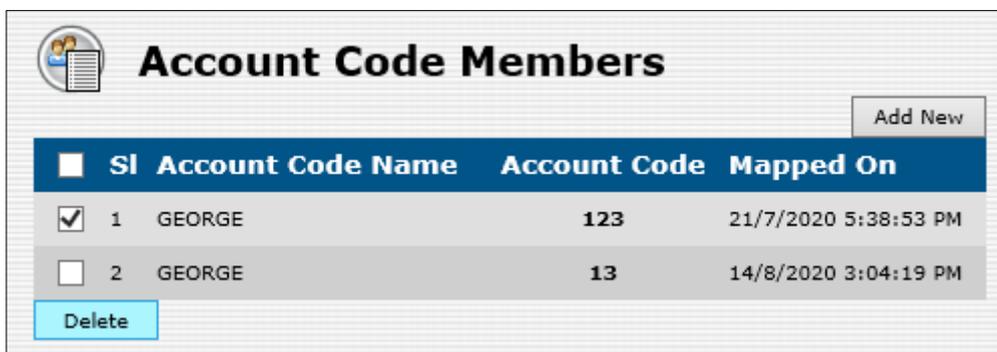


**New Account Code**

Account Code :

Ok Cancel

To view the list of account codes mapped to an account, click *Account Codes*. To remove an account code member, select checkbox next to the name and click *Delete*.

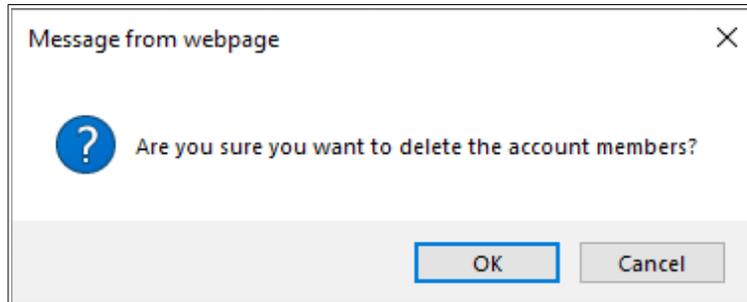


**Account Code Members** Add New

<input type="checkbox"/>	Sl	Account Code Name	Account Code	Mapped On
<input checked="" type="checkbox"/>	1	GEORGE	123	21/7/2020 5:38:53 PM
<input type="checkbox"/>	2	GEORGE	13	14/8/2020 3:04:19 PM

Delete

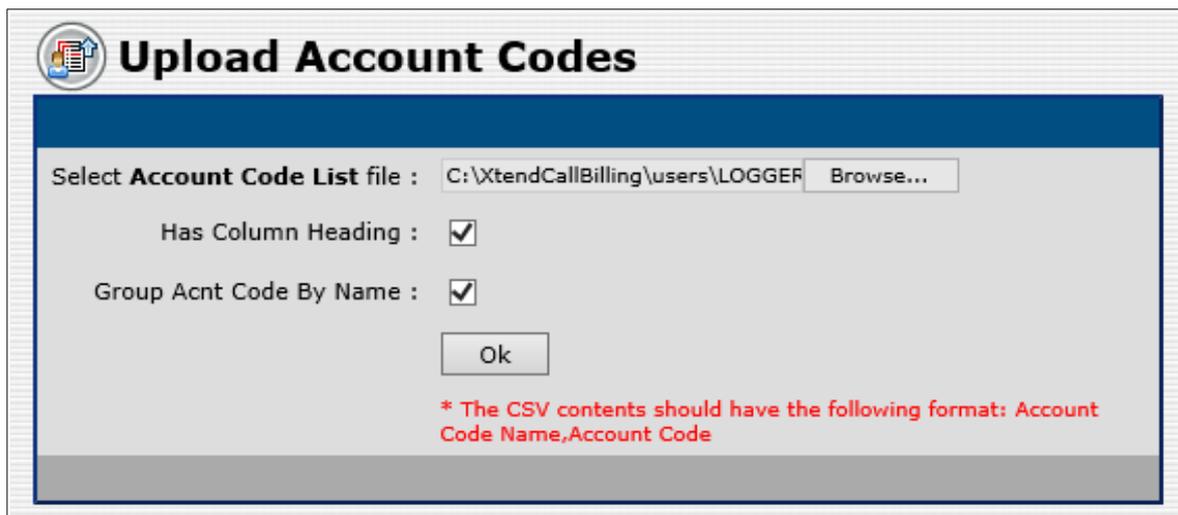
A confirmation prompt appears. Click **OK**.



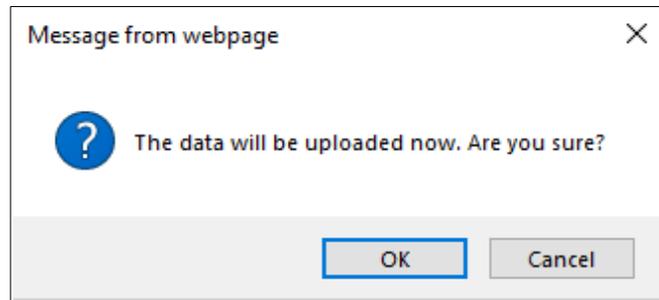
To add new account code, click **Add New** and the **New Account Code** window will appear. Enter the account code and save changes.



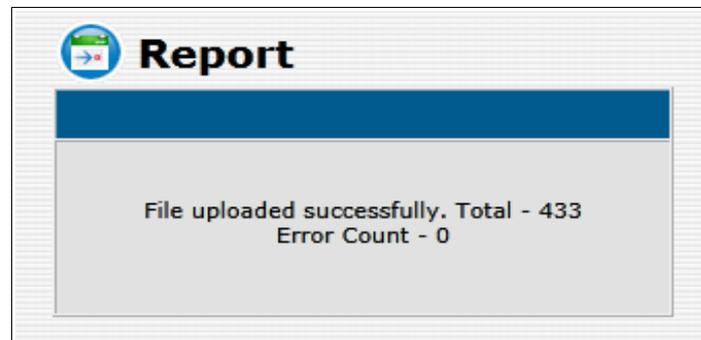
**Upload Account Codes:** Click this icon to upload a CSV file with account codes. If all columns have headings in CSV file, enable “Has Column Heading” to include these headings. Browse and select the file to be uploaded and click **Ok** to upload.



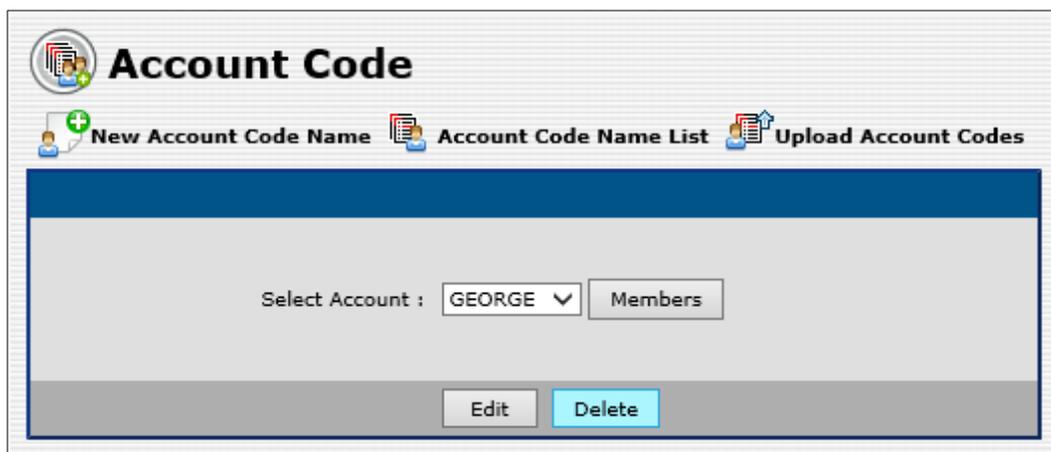
A message prompt appears as shown below, click **OK**.



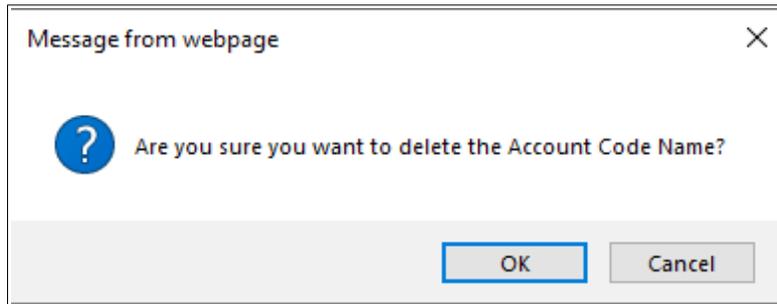
A window appears as shown below saying "File uploaded successfully".



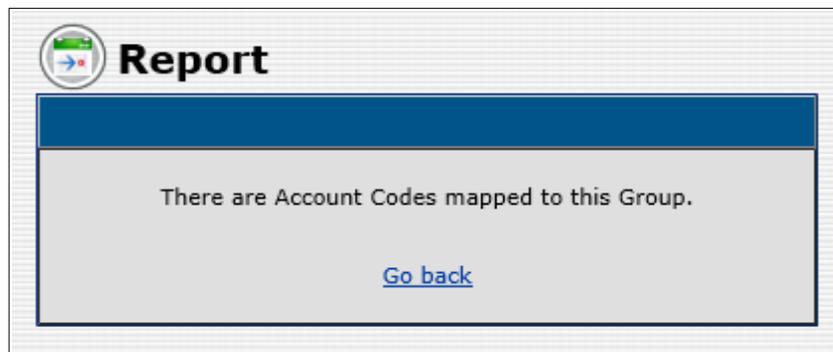
In **Account Code** window, click **Delete** to remove the selected account code name.



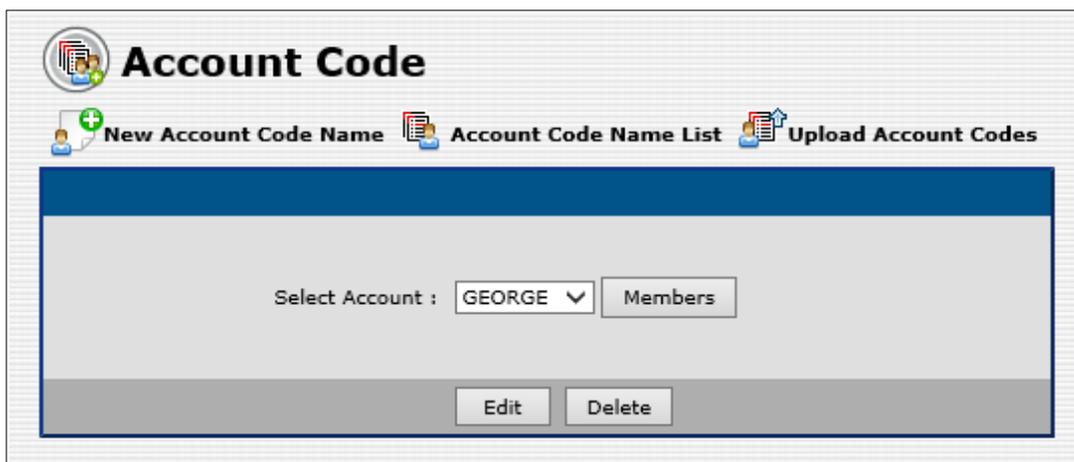
A confirmation prompt appears, click **OK**.



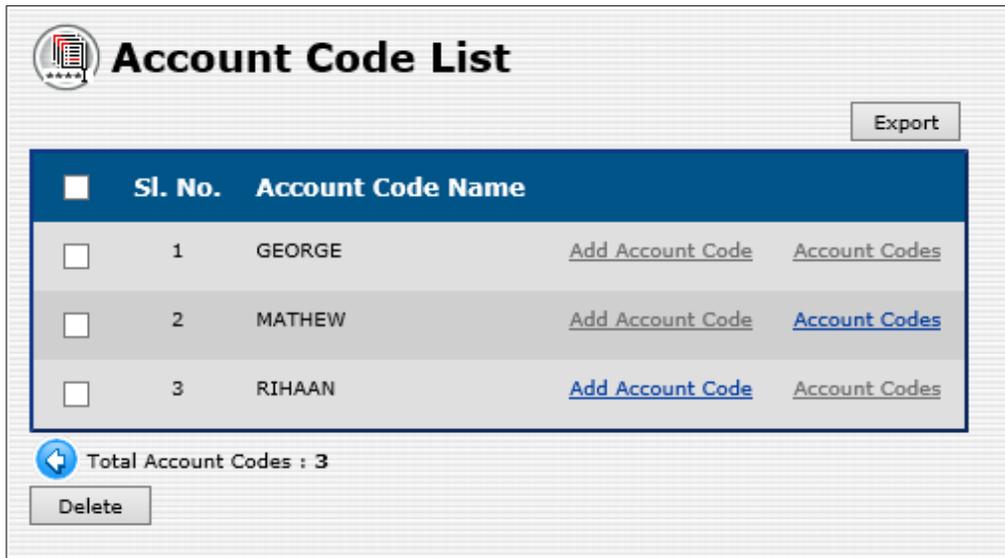
If there are account codes mapped to the group, delete the account codes and then delete the account code name. Click **Go back**.



Account code window appears as given below. Click **Account Code Name List**.



Account code list appears as shown below. Click *Account Codes*.



<input type="checkbox"/>	Sl. No.	Account Code Name	<a href="#">Add Account Code</a>	<a href="#">Account Codes</a>
<input type="checkbox"/>	1	GEORGE	<a href="#">Add Account Code</a>	<a href="#">Account Codes</a>
<input type="checkbox"/>	2	MATHEW	<a href="#">Add Account Code</a>	<a href="#">Account Codes</a>
<input type="checkbox"/>	3	RIHAAN	<a href="#">Add Account Code</a>	<a href="#">Account Codes</a>

Total Account Codes : 3

Delete

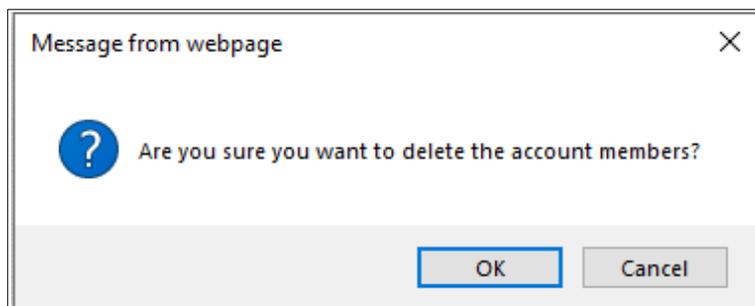
Enable the checkbox corresponding to **Account Code Name** and click *Delete*.



<input type="checkbox"/>	Sl	Account Code Name	Account Code	Mapped On
<input checked="" type="checkbox"/>	1	GEORGE	13	14/8/2020 3:04:19 PM

Delete

A confirmation window appears. Click *OK* and the account code will be deleted.

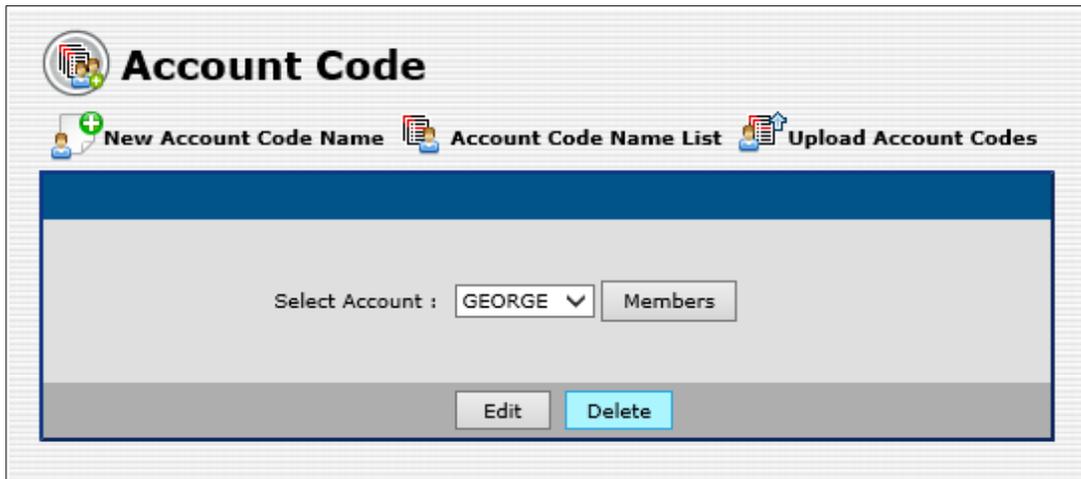


Message from webpage

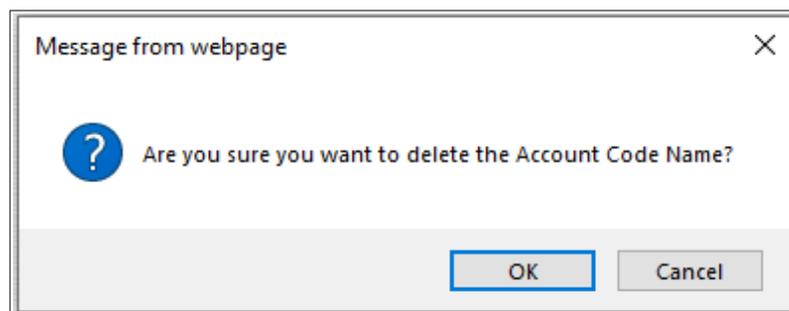
Are you sure you want to delete the account members?

OK Cancel

Go back to **Account Code** window. Select the account name to be deleted and click **Delete**.



A confirmation messages appear as shown below. Click **OK**.



### 5.3. Billing Reports

This menu shows the detailed billed reports to track the cost incurred for each call. User can search and view the reports corresponding to each day with the help of this menu.

The submenus include **Today, Search, Search/Delete, From To, Distinct Missed Call, Expensive Calls, Top Calls, Top Extension Calls, Account Code wise, Non Billed Report, Phonebook Summary Report and Custom Report.**

#### 5.3.1. Today

This submenu gives the call billing reports of all the incoming/outgoing calls logged on the present day. The information obtained includes “**Total Calls**”, “**Total Units**”, “**Total Cost**”, “**Log Id**”, “**Trunk Name**”, “**Location**”, “**Log Time[SMDR Call Time]**”, “**SMDR Trunk**”, “**Ext No.**”, “**Ext Name**”, “**Ext Group**”, “**Caller No.**”, “**Called No.**”, “**Call Type**”, “**Number Type**”, “**Country/Region**”, “**Status**”, “**Duration**”, “**Call Unit**” and “**Call Cost**” of the call.

The **Total Calls** shows the entire count of the calls (*in the below given image the total calls is “6”*), **Total Units** shows the total number of units used for calls (*total units in the below given image is “74”*) and **Total Cost** gives information on aggregate cost of all calls.

Sl [Log Id]	Trunk Name	Location	Log Time [SMDR Call Time]	SMDR Trunk	Ext No	Ext Name	Ext Group	Caller No.	Called No.	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1 [14]	SMDR_01	ERNAKULAM	27/8/2020 1:24:20 PM [27/8/2020 1:22:35 PM]	1	101	NA	MEDIA	LOGGER SUPPORT		Incoming	Local	INDIA	Connected	00:00:25	0	0.00
2 [9]	SMDR_01	ERNAKULAM	27/8/2020 1:06:29 PM [27/8/2020 12:52:27 PM]	1	104	MARKETING SALES		006582997081		Incoming	ISD	SINGAPORE	Connected	00:07:33	0	0.00
3 [10]	SMDR_01	ERNAKULAM	27/8/2020 1:06:38 PM [27/8/2020 10:57:13 AM]	1	105	NA	NA	04842378008		Incoming	Local	INDIA[Ernakulam]	Connected	00:01:34	0	0.00
4 [17]	SMDR_01	ERNAKULAM	27/8/2020 3:55:58 PM [27/8/2020 10:21:35 AM]	1	103 [102]	ADMIN[HR]	ADMINISTRATION [RECRUITMENT]	CALL CENTER		Outgoing	Local	INDIA	Connected	00:00:36	1	1.00
5 [11]	SMDR_01	ERNAKULAM	27/8/2020 1:06:47 PM [27/8/2020 7:22:16 AM]	1	101	NA	MEDIA	UAE SUPPORT		Outgoing	ISD	UAE	Connected	00:56:44	57	570.00
6 [13]	SMDR_01	ERNAKULAM	27/8/2020 1:20:59 PM [27/8/2020 5:34:31 AM]	1	104	MARKETING SALES		CALL CENTER		Outgoing	Local	INDIA	Connected	00:15:29	16	16.00

The “103” mentioned in the field “**Ext No**” is the extension from which the call was dialled and the number “[102]” which appears as blue in colour is the transferred extension.

Click **Search Call Logs** (highlighted with red rectangular box) to search for the logs associated with the SMDR data.

**Today [27/08/2020]**

Total calls: **6**  
 Total units: **74**  
 Total cost: **587.00**

\* Transferred Extensions \* Transferred Extension Groups/Extension Names

Sl [Log Id]	Trunk Name	Location	Log Time [SMDR Call Time]	SMDR Trunk	Ext No	Ext Name	Ext Group	Caller No.	Called No.	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1 [14]	SMDR_01	ERNAKULAM	27/8/2020 1:24:20 PM [27/8/2020 1:22:35 PM]	1	101	NA	MEDIA	LOGGER SUPPORT		Incoming	Local	INDIA	Connected	00:00:25	0	0.00
2 [9]	SMDR_01	ERNAKULAM	27/8/2020 1:06:29 PM [27/8/2020 12:52:27 PM]	1	104	MARKETING	SALES	006582997081		Incoming	ISD	SINGAPORE	Connected	00:07:33	0	0.00
3 [10]	SMDR_01	ERNAKULAM	27/8/2020 1:06:38 PM [27/8/2020 10:57:13 AM]	1	105	NA	NA	04842378008		Incoming	Local	INDIA[Ernakulam]	Connected	00:01:34	0	0.00
4 [17]	SMDR_01	ERNAKULAM	27/8/2020 3:55:58 PM [27/8/2020 10:21:35 AM]	1	103	ADMIN[HR]	ADMINISTRATION [RECRUITMENT]	CALL CENTER		Outgoing	Local	INDIA	Connected	00:00:36	1	1.00
5 [11]	SMDR_01	ERNAKULAM	27/8/2020 1:06:47 PM [27/8/2020 7:22:16 AM]	1	101	NA	MEDIA	UAE SUPPORT		Outgoing	ISD	UAE	Connected	00:56:44	57	570.00
6 [13]	SMDR_01	ERNAKULAM	27/8/2020 1:20:59 PM [27/8/2020 5:34:31 AM]	1	104	MARKETING	SALES	CALL CENTER		Outgoing	Local	INDIA	Connected	00:15:29	16	16.00

A **Search Call Logs** window appears as shown below. Select the **Log Time From**, **Log Time To**, **Trunk** and enter the **Caller No./Called No.**, **Call Type**, **Call Status** and click **Search**.

**Search Call Logs**

SMDR Call Time : 8/27/2020 10:21:35 AM  
 SMDR Caller No :  
 SMDR Called No : 9020082096  
 SMDR Call Duration : 36

Log Time From : 8/27/2020 10:16:35 AM  
 Log Time To : 8/27/2020 10:26:35 AM

Trunk :   
 All  
 Trunk1[Active]  
 Trunk2[Not Active]  
 Trunk3[Not Active]  
 Trunk4[Not Active]

Caller No :   
 Called No : 9020082096  
 Call Type : All  
 Call Status : All

In “Today” report, click on the logged call details to view the SMDR details corresponding to the trunk.

**Today [27/08/2020]**

Total calls: **6**

Total units: **74**

Total cost: **587.00**

\* Transferred Extensions \* Transferred Extension Groups/Extension Names

Sl [Log Id]	Trunk Name	Location	Log Time [SMDR Call Time]	SMDR Trunk	Ext No	Ext Name	Ext Group	Caller No.	Called No.	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1 [14]	SMDR_01	ERNAKULAM	27/8/2020 1:24:20 PM [27/8/2020 1:22:35 PM]	1	101	NA	MEDIA	LOGGER SUPPORT		Incoming	Local	INDIA	Connected	00:00:25	0	0.00
2 [9]	SMDR_01	ERNAKULAM	27/8/2020 1:06:29 PM [27/8/2020 12:52:27 PM]	1	104	MARKETING SALES		006582997081		Incoming	ISD	SINGAPORE	Connected	00:07:33	0	0.00
3 [10]	SMDR_01	ERNAKULAM	27/8/2020 1:06:38 PM [27/8/2020 10:57:13 AM]	1	105	NA	NA	04842378008		Incoming	Local	INDIA[Ernakulam]	Connected	00:01:34	0	0.00
4 [17]	SMDR_01	ERNAKULAM	27/8/2020 3:55:58 PM [27/8/2020 10:21:35 AM]	1	103 [102]	ADMIN[HR]	ADMINISTRATION [RECRUITMENT]	CALL CENTER		Outgoing	Local	INDIA	Connected	00:00:36	1	1.00
5 [11]	SMDR_01	ERNAKULAM	27/8/2020 1:06:47 PM [27/8/2020 7:22:16 AM]	1	101	NA	MEDIA	UAE SUPPORT		Outgoing	ISD	UAE	Connected	00:56:44	57	570.00
6 [13]	SMDR_01	ERNAKULAM	27/8/2020 1:20:59 PM [27/8/2020 5:34:31 AM]	1	104	MARKETING SALES		CALL CENTER		Outgoing	Local	INDIA	Connected	00:15:29	16	16.00

A window appears as shown below. User can update as well as delete the SMDR details.

### SMDR Details

[ERNAKULAM] Log Id - 17

Trunk Name : SMDR\_01  
Log Time : 27/8/2020 3:55:58 PM  
SMDR Call Time : 27/8/2020 10:21:35 AM  
SMDR Trunk : 1  
Ext no [Transferred Ext no] : 103 [102]  
Ext Name : ADMIN[HR]  
Ext Group : ADMINISTRATION [RECRUITMENT]  
Call type : Outgoing  
Call Status : Connected  
Caller No :  
Called No : 9020082096  
Call Duration : 00:00:36  
Number Type Group : Local  
Provider : AIRTEL  
Plan : INDIA\_AIRTEL\_NORMAL  
Call Unit : 1

Select the Tag :   
Select the Sub Tag :

Account Code Name :  
SMDR Call Cost : 0.00  
**Call Cost : 1.00**  
Country/Region : INDIA  
Area Type : LOCAL MOBILE  
Call cost details : [INDIA\_AIRTEL\_NORMAL]  
[LOCAL MOBILE] [Normal Rate]  
[Call duration-36][Plan Pulse-60 Plan Rate-1 Pulse Count-1]

Smdr Data : 27/08/20 10:22AM 103 01 9020082096 00:00'25 [27/08/20 10:22AM 102 01 9020082096 00:00'11 TR]

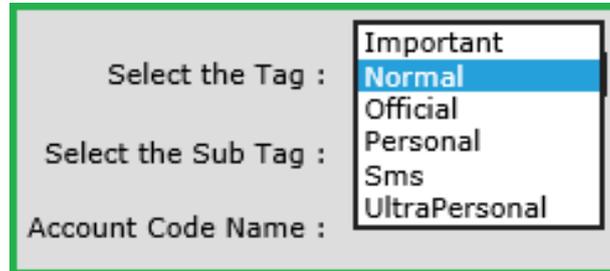
Comment :

Last Updated By :

<b>Trunk Name</b>	Shows the trunk name from which the call is made.
<b>Log Time</b>	Displays the date and time when the call starts getting logged.
<b>SMDR Call Time</b>	Displays the date and time when the call lands on PBX.
<b>SMDR Trunk</b>	Unique identification number which defines the trunk.
<b>Ext No. [Transferred Ext no]</b>	Shows the extension number and the transferred extension number only if the call is transferred to an another extension. Transferred Extension appears in blue colour.
<b>Ext Name</b>	Shows the name of an extension from which the call is made and Transferred Extension Name appears in red colour.
<b>Ext Group</b>	Shows the name of the extension group associated with the extension from which the call is made and Transferred Extension group appears in red colour.
<b>Call type</b>	Displays the type of call i.e., incoming or outgoing.
<b>Call Status</b>	Displays the status of a call. For example, connected, failed etc.
<b>Caller No.</b>	Displays an incoming telephone/mobile number.
<b>Called No.</b>	Displays an outgoing telephone/mobile number.
<b>Call Duration</b>	Represents the duration of call.
<b>Number Type Group</b>	Represents the types of calling i.e., STD or ISD.
<b>Provider</b>	Displays the service provider's name.
<b>Plan</b>	Displays the service provider's plan name.
<b>Call Unit</b>	Displays the call unit based on the call duration.
<b>Account Code Name</b>	Displays a name of the account code used by an agent.
<b>SMDR Call Cost</b>	It displays the cost if EPABX charge any call.
<b>Call Cost</b>	Total cost of the call will be displayed.
<b>Country/Region</b>	Displays the country/region name of called number (if it is an outgoing call) or caller's number (if it is an incoming call).
<b>Area Type</b>	Defines the type of calling.
<b>Call Cost Details</b>	Details of the call cost appears in this section.
<b>SMDR Data</b>	Displays an information of SMDR.
<b>Last Updated By</b>	Displays the name of user who last updated the data in SMDR details.

**Select the Tag** (*highlighted with green rectangular box*).

This option is present in the call details. The user can set the tag as “Important”, “Normal”, “Official”, “Personal”, “Sms”, “UltraPersonal”, etc. for a particular call as shown below.



The screenshot shows a form with three labels: "Select the Tag :", "Select the Sub Tag :", and "Account Code Name :". A dropdown menu is open next to the "Select the Tag :" label, displaying a list of options: "Important", "Normal", "Official", "Personal", "Sms", and "UltraPersonal". The "Normal" option is currently selected and highlighted in blue. The entire form area is enclosed in a green rectangular border.

**Comment** (*highlighted with red rectangular box*)

This option helps the user to add any comment to the call details and this comment can be used to search and retrieve call details faster in **Search** menu.



The screenshot shows a text input field for a comment. The label "Comment :" is on the left. The input field contains the text "Important call". The field has a vertical scrollbar on the right side. The entire input area is enclosed in a red rectangular border.

After making the changes, click **Update Data** to save the changes.

To delete the SMDR details of the call, click *Delete Data*.



## SMDR Details

**[ERNAKULAM] Log Id - 17**

Trunk Name : SMDR\_01

Log Time : 27/8/2020 3:55:58 PM

SMDR Call Time : 27/8/2020 10:21:35 AM

SMDR Trunk : 1

Ext no [Transferred Ext no] : 103 [102]

Ext Name : ADMIN[HR]

Ext Group : ADMINISTRATION [RECRUITMENT]

Call type : Outgoing

Call Status : Connected

Caller No :

Called No : 9020082096

Call Duration : 00:00:36

Number Type Group : Local

Provider : AIRTEL

Plan : INDIA\_AIRTEL\_NORMAL

Call Unit : 1

Select the Tag :

Select the Sub Tag :

Account Code Name :

SMDR Call Cost : 0.00

**Call Cost : 1.00**

Country/Region : INDIA

Area Type : LOCAL MOBILE

Call cost details : 

[INDIA\_AIRTEL\_NORMAL]  
 [LOCAL MOBILE] [Normal Rate]  
 [Call duration-36][Plan Pulse-60 Plan Rate-1 Pulse Count-1]

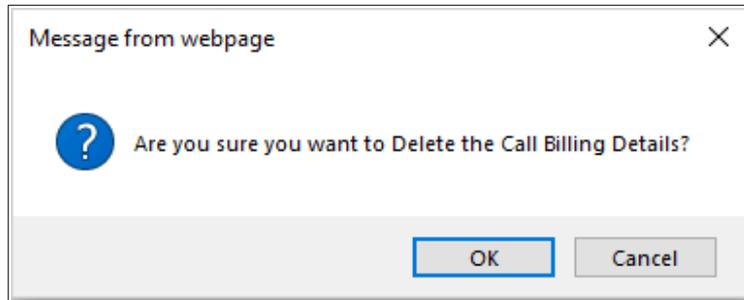
Smdr Data : 27/08/20 10:22AM 103 01 9020082096 00:00'25 [27/08/20 10:22AM 102 01 9020082096 00:00'11 TR]

Comment :

Last Updated By :



A confirmation prompt appears. Click **OK**.



In the **Today** window, there are three icons on the top right corner - **PDF**, **CSV** and **Print**. Click link named **PDF** to download and save the report as PDF file.

**Today [27/08/2020]**

Total calls: **6**  
 Total units: **74**  
 Total cost: **587.00**

PDF CSV Print

\* Transferred Extensions \* Transferred Extension Groups/Extension Names

S/ [Log Id]	Trunk Name	Location	Log Time [SMDR Call Time]	SMDR Trunk	Ext No	Ext Name	Ext Group	Caller No.	Called No.	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1 [14]	SMDR_01	ERNAKULAM	27/8/2020 1:24:20 PM [27/8/2020 1:22:35 PM]	1	101	NA	MEDIA	LOGGER SUPPORT		Incoming	Local	INDIA	Connected	00:00:25	0	0.00
2 [9]	SMDR_01	ERNAKULAM	27/8/2020 1:06:29 PM [27/8/2020 12:52:27 PM]	1	104	MARKETING SALES		006582997081		Incoming	ISD	SINGAPORE	Connected	00:07:33	0	0.00
3 [10]	SMDR_01	ERNAKULAM	27/8/2020 1:06:38 PM [27/8/2020 10:57:13 AM]	1	105	NA	NA	04842378008		Incoming	Local	INDIA[Ernakulam]	Connected	00:01:34	0	0.00
4 [17]	SMDR_01	ERNAKULAM	27/8/2020 3:55:58 PM [27/8/2020 10:21:35 AM]	1	103 [102]	ADMIN[HR]	ADMINISTRATION [RECRUITMENT]	CALL CENTER		Outgoing	Local	INDIA	Connected	00:00:36	1	1.00
5 [11]	SMDR_01	ERNAKULAM	27/8/2020 1:06:47 PM [27/8/2020 7:22:16 AM]	1	101	NA	MEDIA	UAE SUPPORT		Outgoing	ISD	UAE	Connected	00:56:44	57	570.00
6 [13]	SMDR_01	ERNAKULAM	27/8/2020 1:20:59 PM [27/8/2020 5:34:31 AM]	1	104	MARKETING SALES		CALL CENTER		Outgoing	Local	INDIA	Connected	00:15:29	16	16.00

Click **CSV** to save the report as a CSV file.

	A	B	C	D	E	F	G	H	I
1	Search Result								
2									
3	Search criteria : Date : 2019/7/1								
4									
5	Sl[Log Id]	Trunk Name	Location	Log Time	SMDR Call Time	SMDR Trunks	Ext No	Ext Name	Ext Group
6	1[19]	SMDR_01	OMAN	1/7/2019 11:32:26	1/7/2019 11:01:42	1	101	EXT-1	GROUP-1
7	2[28]	SMDR_01	OMAN	1/7/2019 11:43:34	1/7/2019 11:01:42	1	101	EXT-1	GROUP-1
8	3[27]	SMDR_02	OMAN	1/7/2019 11:42:30	1/7/2019 10:07:35	2	102	EXT-2	GROUP-1
9	4[15]	SMDR_03	OMAN	1/7/2019 11:29:00	1/7/2019 09:49:35	3	102	EXT-2	GROUP-1
10	5[24]	SMDR_01	OMAN	1/7/2019 11:35:02	1/7/2019 09:10:35	1	102	EXT-2	GROUP-1
11	6[17]	SMDR_02	OMAN	1/7/2019 11:31:37	1/7/2019 07:13:35	2	102	EXT-2	GROUP-1
12	Total								

Click **Print** to take a print of the report.

*Note: The PDF, CSV and Print occurs similarly in other reports also. These options perform the same function throughout.*

### 5.3.2. Search

This submenu allows the user to search for the call details based on options like call time, phone number, trunk name, call type, call duration, etc. This submenu allows the user to search the SMDR details on the basis of the following criteria:

<b>SMDR Log Id</b>	Enter the SMDR Log Id to be searched.
<b>Location</b>	Select the location from the drop-down list and search the details on the basis of location.
<b>Smdr Call Time From</b>	Select the SMDR start date and time of the SMDR details to be displayed.
<b>Smdr Call Time To</b>	Select the SMDR end date and time of the SMDR details to be displayed.
<b>Log-time From</b>	Select the start date and time of the SMDR details to be displayed.
<b>Log-time To</b>	Select the end date and time of the SMDR details to be displayed.
<b>Trunk</b>	Select the trunk name from the drop-down list.
<b>Caller No.</b>	Enter the phone number and search the SMDR details on the basis of incoming call.
<b>Called No.</b>	Enter the phone number and search the SMDR details on the basis of outgoing call.
<b>Phone Book Name</b>	Click the corresponding icon and select the name from phonebook.
<b>Call Type</b>	Select the call type as incoming or outgoing.
<b>Call Status</b>	Select the status from the drop-down list and it will display the details accordingly.
<b>Number Type</b>	Select the number type like internal, local phone, local mobile etc. from the drop-down list and retrieve details.
<b>Number Type [combined]</b>	Select the number type internal, local, STD etc from the drop-down list and it will display the details of the particular selected type.
<b>Provider</b>	Select the service provider name from the drop-down list.
<b>Plan</b>	Select the service provider plan from the drop-down list.
<b>Select the Tag</b>	Select the tag from the drop-down list and retrieve the details.
<b>Select the Sub Tag</b>	Select the sub tag from the drop-down list and retrieve the details.
<b>Comments</b>	User can search the details on the basis of comments.
<b>Ext Group</b>	Enter the extension group name and retrieve the SMDR details on the basis of group name.
<b>Ext no.</b>	Enter the extension number and retrieve the SMDR details on the basis of entered extension number.
<b>Transferred Ext no</b>	Enter the extension number and it will display the SMDR details based on particular extension to which the call was transferred.

<b>Acnt Code Name</b>	Select the account code name from the drop-down list and the corresponding details will be displayed. To display the SMDR details of active account codes, enable <i>Active Acnt code</i> corresponding to <i>Acnt Code Name</i> .
<b>Acnt Code</b>	Enter the account code and the corresponding details will be displayed.
<b>Call duration greater than</b>	Enter the duration of call and it will display the details greater than the given call duration.
<b>Call duration less than</b>	Enter the duration of call and it will display the details less than the given call duration.
<b>Call cost greater than</b>	Enter the call cost and it will display the details along with the call cost which is greater than the given value.
<b>Call cost less than</b>	Enter the call cost and it will display the details along with the call cost which is less than the given value.

Enter the details in the screen given below and click *Search*.



### Search SMDR details

Search

SMDR Log Id :

Location :

Smdr Call Time From :   

Smdr Call Time To :   

Log Time From :   

Log Time To :   

Trunk : 

All  
 SMDR\_01  
 SMDR\_02  
 SMDR\_03  
 SMDR\_08

Caller No :

Or \* Search in caller number and called number

Called No :

Phone Book Name :  

Call Type :   \* Transferred Calls Only

Call Status :

Number Type :

Number Type [Combined] : 

Intra circle  
 Inter circle  
 STD  
 ISD  
 TOLL-FREE

 Exclude Internal

Provider :

Plan :

Select the Tag :

Select the Sub Tag :

Comments :

Ext Group :

Ext no :

Transferred Ext no :

Acnt Code Name:  Active Acnt Code :

Acnt Code :

Call duration greater than :  seconds

Call duration less than :  seconds

Call cost greater than :

Call cost less than :

**Sort on :**  SMDR Call Time  Log Time  Log Id

**Sort by :**  Descending  Ascending

Search

The Search results appear as shown below with details like “Trunk Name”, “Location”, “Log Time[SMDR Call Time]”, “SMDR Trunk”, “Ext No”, “Ext Name”, “Ext Group”, “Caller No.”, “Called No.”, “Call Type”, “Number Type”, “Country/Region”, “Status”, “Duration”, “Call Unit” and “Call Cost”.

**Search Results [From:25/08/2020 To:27/08/2020]**

Total Calls: 8  
 Total Units: 82  
 Total Cost: 651.00

\* Transferred Extensions \* Transferred Extension Groups/Extension Names

Sl [Log Id]	Trunk Name	Location	Log Time [SMDR Call Time]	SMDR Trunk	Ext No	Ext Name	Ext Group	Caller No.	Called No.	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1 [14]	SMDR_01	ERNAKULAM	27/8/2020 1:24:20 PM [27/8/2020 1:22:35 PM]	1	101	NA	MEDIA	LOGGER SUPPORT		Incoming	Local	INDIA	Connected	00:00:25	0	0.00
2 [9]	SMDR_01	ERNAKULAM	27/8/2020 1:06:29 PM [27/8/2020 12:52:27 PM]	1	104	MARKETING SALES		006582997081		Incoming	ISD	SINGAPORE	Connected	00:07:33	0	0.00
3 [10]	SMDR_01	ERNAKULAM	27/8/2020 1:06:38 PM [27/8/2020 10:57:13 AM]	1	105	NA	NA	04842378008		Incoming	Local	INDIA[Ernakulam]	Connected	00:01:34	0	0.00
4 [17]	SMDR_01	ERNAKULAM	27/8/2020 3:55:58 PM [27/8/2020 10:21:35 AM]	1	103 [102]	ADMIN[HR]	ADMINISTRATION [RECRUITMENT]		CALL CENTER	Outgoing	Local	INDIA	Connected	00:00:36	1	1.00
5 [11]	SMDR_01	ERNAKULAM	27/8/2020 1:06:47 PM [27/8/2020 7:22:16 AM]	1	101	NA	MEDIA		UAE SUPPORT	Outgoing	ISD	UAE	Connected	00:56:44	57	570.00
6 [13]	SMDR_01	ERNAKULAM	27/8/2020 1:20:59 PM [27/8/2020 5:34:31 AM]	1	104	MARKETING SALES			CALL CENTER	Outgoing	Local	INDIA	Connected	00:15:29	16	16.00
7 [8]	SMDR_01	ERNAKULAM	27/8/2020 1:06:01 PM [26/8/2020 3:56:35 PM]	1	104	MARKETING SALES		006582997081		Incoming	ISD	SINGAPORE	Connected	00:01:25	0	0.00
8 [12]	SMDR_01	ERNAKULAM	27/8/2020 1:07:05 PM [26/8/2020 11:50:35 AM]	1	104	MARKETING SALES			006582997081	Outgoing	ISD	SINGAPORE	Connected	00:07:25	8	64.00

Export

Number appears in blue colour is the ‘Transferred Extensions’ and the name appears in red colour is “Transferred Extension Groups/Extension Names” as shown in the above screenshot. The “103” mentioned in the field “Ext No” is the extension from which the call was dialled and the number “[102]” which appears as blue in colour is the transferred extension.

There are three options on the top right corner - *PDF*, *CSV* and *Print*. Select *PDF* to download and save report in *PDF* format. Similarly, when the *CSV* is selected, a *CSV* file of the call logs will be generated and saved. The option *Print* allows the user to take the print of the current page.

### 5.3.3. Search/Delete

This submenu allows the user to search and delete the call details based on options like call time, phone number, trunk name, call type, call duration etc. Enter the details in the screen given below and click *Search*.

 **Search & Delete**
Search

---

SMDR Log Id :

Location :

Smdr Call Time From :   

Smdr Call Time To :   

Log Time From :   

Log Time To :   

Trunk : 

- SMDR\_01
- SMDR\_02
- SMDR\_03

Caller No :

Or \* Search in caller number and called number

Called No :

Phone Book Name :  

Call Type :   \* Transferred Calls Only

Call Status :

Number Type :

Number Type [Combined] : 

- Internal
- Local
- Intra circle
- Inter circle

 Exclude Internal

Provider :

Plan :

Select the Tag :

Select the Sub Tag :

Comments :

Ext Group :

Ext no :

Transferred Ext no :

Acnt Code :

Call duration greater than :  seconds

Call duration less than :  seconds

Call cost greater than :

Call cost less than :

**Sort on :**  SMDR Call Time  Log Time  Log Id

**Sort by :**  Descending  Ascending

Search

The Search results appear as shown below with details like “Trunk Name”, “Location”, “Log Time[SMDR Call Time]”, “SMDR Trunk”, “Ext No”, “Ext Name”, “Ext Group”, “Caller No.”, “Called No.”, “Call Type”, “Number Type”, “Country/Region”, “Status”, “Duration”, “Call Unit” and “Call Cost”.

**Search Results [From:25/08/2020 To:27/08/2020]**

Total Calls: 8  
 Total Units: 82  
 Total Cost: 651.00

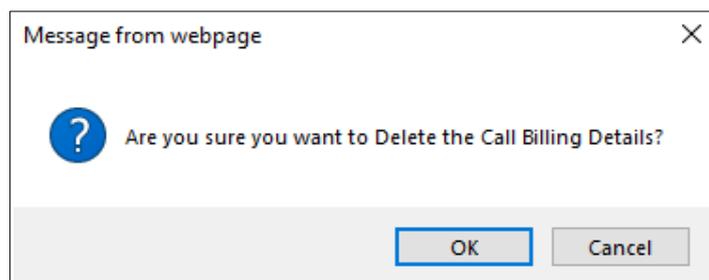
\* Transferred Extensions \* Transferred Extension Groups/Extension Names

SI [Log Id]	Trunk Name	Location	Log Time [SMDR Call Time]	SMDR Trunk No	Ext No	Ext Name	Ext Group	Caller No.	Called No.	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
<input type="checkbox"/> 1 [14]	SMDR_01	ERNAKULAM	27/8/2020 1:24:20 PM [27/8/2020 1:22:35 PM]	1	101	NA	MEDIA	LOGGER SUPPORT		Incoming	Local	INDIA	Connected	00:00:25	0	0.00
<input type="checkbox"/> 2 [9]	SMDR_01	ERNAKULAM	27/8/2020 1:06:29 PM [27/8/2020 12:52:27 PM]	1	104	MARKETING SALES		006582997081		Incoming	ISD	SINGAPORE	Connected	00:07:33	0	0.00
<input type="checkbox"/> 3 [10]	SMDR_01	ERNAKULAM	27/8/2020 1:06:38 PM [27/8/2020 10:57:13 AM]	1	105	NA	NA	04842378008		Incoming	Local	INDIA[Ernakulam]	Connected	00:01:34	0	0.00
<input type="checkbox"/> 4 [17]	SMDR_01	ERNAKULAM	27/8/2020 3:55:58 PM [27/8/2020 10:21:35 AM]	1	103	ADMIN[HR] [102]	ADMINISTRATION [RECRUITMENT]		CALL CENTER	Outgoing	Local	INDIA	Connected	00:00:36	1	1.00
<input type="checkbox"/> 5 [11]	SMDR_01	ERNAKULAM	27/8/2020 1:06:47 PM [27/8/2020 7:22:16 AM]	1	101	NA	MEDIA		UAE SUPPORT	Outgoing	ISD	UAE	Connected	00:56:44	57	570.00
<input type="checkbox"/> 6 [13]	SMDR_01	ERNAKULAM	27/8/2020 1:20:59 PM [27/8/2020 5:34:31 AM]	1	104	MARKETING SALES			CALL CENTER	Outgoing	Local	INDIA	Connected	00:15:29	16	16.00
<input type="checkbox"/> 7 [8]	SMDR_01	ERNAKULAM	27/8/2020 1:06:01 PM [26/8/2020 3:56:35 PM]	1	104	MARKETING SALES		006582997081		Incoming	ISD	SINGAPORE	Connected	00:01:25	0	0.00
<input type="checkbox"/> 8 [12]	SMDR_01	ERNAKULAM	27/8/2020 1:07:05 PM [26/8/2020 11:50:35 AM]	1	104	MARKETING SALES			006582997081	Outgoing	ISD	SINGAPORE	Connected	00:07:25	8	64.00

Delete Delete All

To delete call billing details, enable the checkbox against the particular call details and then click **Delete**.

A confirmation prompt appears. Click **OK**



To delete the call billing details of a particular date or of a date range, enter the date range in the **Search & Delete** page and click **Delete All** to delete the entire data of the specified range.

**Search Results [From:25/08/2020 To:27/08/2020]**

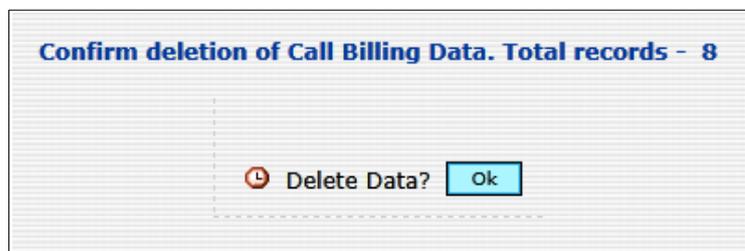
Total Calls: **8**  
 Total Units: **82**  
 Total Cost: **651.00**

\* Transferred Extensions \* Transferred Extension Groups/Extension Names

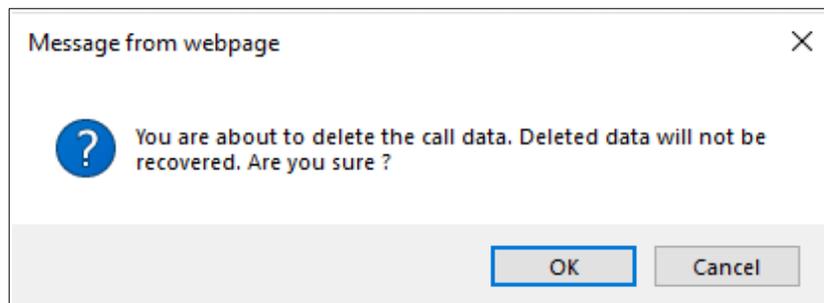
Sl [Log Id]	Trunk Name	Location	Log Time [SMDR Call Time]	SMDR Trunk	Ext No	Ext Name	Ext Group	Caller No.	Called No.	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1 [14]	SMDR_01	ERNAKULAM	27/8/2020 1:24:20 PM [27/8/2020 1:22:35 PM]	1	101	NA	MEDIA	LOGGER SUPPORT		Incoming	Local	INDIA	Connected	00:00:25	0	0.00
2 [9]	SMDR_01	ERNAKULAM	27/8/2020 1:06:29 PM [27/8/2020 12:52:27 PM]	1	104	MARKETING SALES		006582997081		Incoming	ISD	SINGAPORE	Connected	00:07:33	0	0.00
3 [10]	SMDR_01	ERNAKULAM	27/8/2020 1:06:38 PM [27/8/2020 10:57:13 AM]	1	105	NA	NA	04842378008		Incoming	Local	INDIA[Ernakulam]	Connected	00:01:34	0	0.00
4 [17]	SMDR_01	ERNAKULAM	27/8/2020 3:55:58 PM [27/8/2020 10:21:35 AM]	1	103 [102]	ADMIN[HR]	ADMINISTRATION [RECRUITMENT]	CALL CENTER		Outgoing	Local	INDIA	Connected	00:00:36	1	1.00
5 [11]	SMDR_01	ERNAKULAM	27/8/2020 1:06:47 PM [27/8/2020 7:22:16 AM]	1	101	NA	MEDIA	UAE SUPPORT		Outgoing	ISD	UAE	Connected	00:56:44	57	570.00
6 [13]	SMDR_01	ERNAKULAM	27/8/2020 1:20:59 PM [27/8/2020 5:34:31 AM]	1	104	MARKETING SALES		CALL CENTER		Outgoing	Local	INDIA	Connected	00:15:29	16	16.00
7 [8]	SMDR_01	ERNAKULAM	27/8/2020 1:06:01 PM [26/8/2020 3:56:35 PM]	1	104	MARKETING SALES		006582997081		Incoming	ISD	SINGAPORE	Connected	00:01:25	0	0.00
8 [12]	SMDR_01	ERNAKULAM	27/8/2020 1:07:05 PM [26/8/2020 11:50:35 AM]	1	104	MARKETING SALES		006582997081		Outgoing	ISD	SINGAPORE	Connected	00:07:25	8	64.00

Delete Delete All

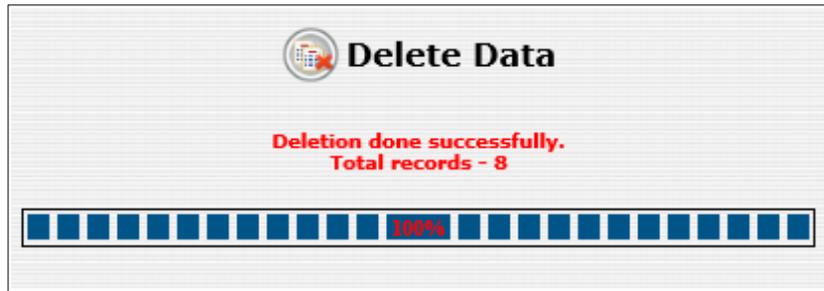
A window as shown below appears. Click **Ok** to confirm deletion.



A confirmation prompt appears. Click **OK**.

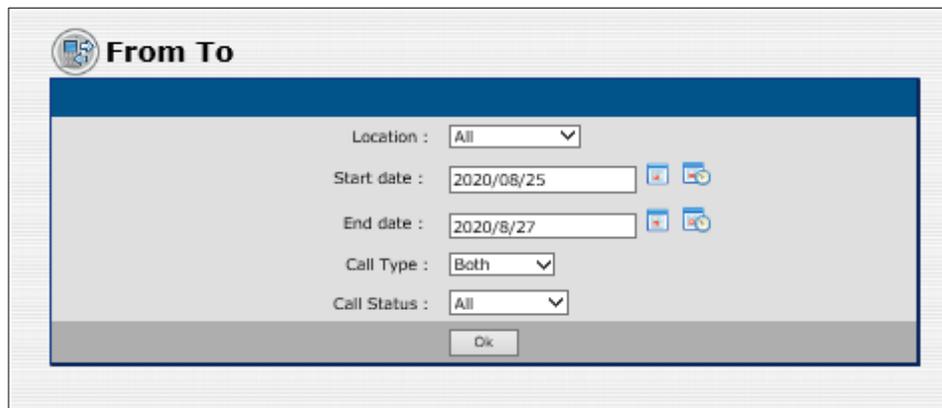


After successful deletion a window appears.



### 5.3.4. From To

This submenu allows the user to view the date-wise report. Enter the “Start date”, “End date”, “Call Type” and "Call Status", then click **Ok** to view the call details.



The date-wise report page appears as shown below with details like “Trunk Name”, “Location”, “Log Time[SMDR Call Time]”, “SMDR Trunk”, “Ext No”, “Ext Name”, “Ext Group”, “Caller No.”, “Called No.”, “Call Type”, “Number Type”, “Country/Region”, “Status”, “Duration”, “Call Unit” and “Call Cost”. The count of calls with total cost, units and duration are displayed on the top.

**Date wise Report [From:25/08/2020 To:27/08/2020]**

Total Calls : 8  
 Total Duration : 01:31:11  
 Total Units : 82  
 Total Cost : 651.00

\* Transferred Extensions \* Transferred Extension Groups/Extension Names

Sl [Log Id]	Trunk Name	Location	Log Time [SMDR Call Time]	SMDR Trunk	Ext No	Ext Name	Ext Group	Caller No.	Called No.	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1 [14]	SMDR_01	ERNAKULAM	27/8/2020 1:24:20 PM [27/8/2020 1:22:35 PM]	1	101	NA	MEDIA	9385746081		Incoming	Local	INDIA	Connected	00:00:25	0	0.00
2 [9]	SMDR_01	ERNAKULAM	27/8/2020 1:06:29 PM [27/8/2020 12:52:27 PM]	1	104	MARKETING	SALES	006582997081		Incoming	ISD	SINGAPORE	Connected	00:07:33	0	0.00
3 [10]	SMDR_01	ERNAKULAM	27/8/2020 1:06:38 PM [27/8/2020 10:37:13 AM]	1	105	NA	NA	04842378008		Incoming	Local	INDIA[Ernakulam]	Connected	00:01:34	0	0.00
4 [17]	SMDR_01	ERNAKULAM	27/8/2020 3:55:58 PM [27/8/2020 10:21:35 AM]	1	103	ADMIN[HR]	ADMINISTRATION [RECRUITMENT]	9020082096		Outgoing	Local	INDIA	Connected	00:00:36	1	1.00
5 [11]	SMDR_01	ERNAKULAM	27/8/2020 1:06:47 PM [27/8/2020 7:22:16 AM]	1	101	NA	MEDIA	00971564219916		Outgoing	ISD	UAE	Connected	00:56:44	57	570.00
6 [13]	SMDR_01	ERNAKULAM	27/8/2020 1:20:59 PM [27/8/2020 5:34:31 AM]	1	104	MARKETING	SALES	9020082096		Outgoing	Local	INDIA	Connected	00:15:29	16	16.00
7 [8]	SMDR_01	ERNAKULAM	27/8/2020 1:06:01 PM [26/8/2020 3:56:35 PM]	1	104	MARKETING	SALES	006582997081		Incoming	ISD	SINGAPORE	Connected	00:01:25	0	0.00
8 [12]	SMDR_01	ERNAKULAM	27/8/2020 1:07:05 PM [26/8/2020 11:50:35 AM]	1	104	MARKETING	SALES	006582997081		Outgoing	ISD	SINGAPORE	Connected	00:07:25	8	64.00

### 5.3.5. Distinct Missed Call

This submenu allows the user to view the external missed call details. The report displays missed call details which do not have any later incoming/outgoing connected calls on each day within the specified date range. Enter the location, start date, end date and click **Ok**.

**From To**

Location :

Start date :

End date :

**\* This report is applicable for External missed calls and not internal extension calls. This report displays those missed calls which do not have any later incoming or outgoing connected calls on each day within the specified date range.**

A report as shown below appears with details like “Trunk Name”, “Location”, “Log Time[SMDR Call Time]”, “SMDR Trunk”, “Ext No”, “Ext Name”, “Ext Group”, “Caller No.”, “Called No.”, “Call Type”, “Number Type”, “Country/Region”, “Status”, “Duration”, “Call Unit” and “Call Cost”. Click on the link (highlighted with a red rectangular box) to view the total number of calls missed by that particular phone number.

**Distinct Missed Calls[From:01/10/2020 To:03/10/2020]**

Total: 1

Sl [Log Id]	Trunk Name	Location	Log Time [SMDR Call Time]	SMDR Trunk No	Ext No	Ext Name	Ext Group	Caller No.	Called No.	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1 [12]	SMDR_01	ERNAKULAM	1/10/2020 11:13:30 AM [1/10/2020 11:16:00 AM]	1	107	NA	NA	938874608	1	Incoming	Local	INDIA	Missed Call	00:00:00	0	0

A window will appear as shown below. To export the report, click **Export** which appears on bottom-left corner.

**Search Results [From:01/10/2020 To:]**

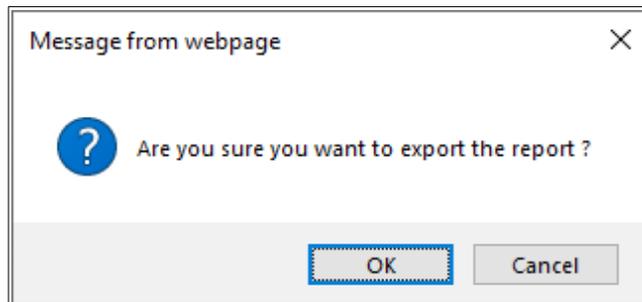
Total Calls: 1  
Total Units: 0  
Total Cost: 0.00

\* Transferred Extensions \* Transferred Extension Groups/Extension Names

Sl [Log Id]	Trunk Name	Location	Log Time [SMDR Call Time]	SMDR Trunk No	Ext No	Ext Name	Ext Group	Caller No.	Called No.	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
<input type="checkbox"/> 1 [12]	SMDR_01	ERNAKULAM	1/10/2020 11:13:30 AM [1/10/2020 11:16:00 AM]	1	107	NA	NA	938874608		Incoming	Local	INDIA	Missed Call	00:00:00	0	0.00

Export

A message prompt appears as shown below, click **OK**.

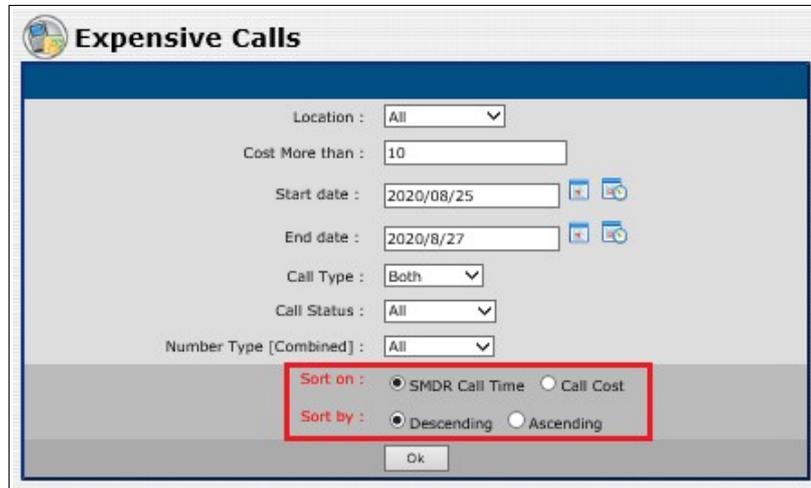


A window appears as shown below.



### 5.3.6. Expensive Calls

This submenu allows the user to view the billed report based on the cost of calls that are higher than the normal charges. Enter the search terms in the fields and click **Ok**.



Sort the call reports using the options “Sort on” and “Sort by” shown in the red highlighted area in above screenshot.

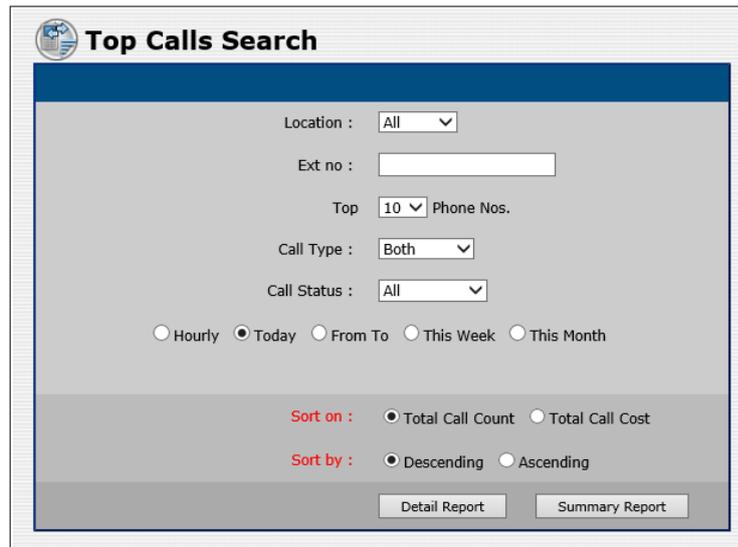
A report as shown below appears with details like “SMDR Call Time”, “SMDR Trunk”, “Location”, “Ext No”, “Ext Name”, “Ext Group”, “Phone No.”, “Call Type”, “Number Type”, “Country/Region”, “Status”, “Duration”, “Call Unit” and “Call Cost”.



Sl. No.	SMDR Call Time	SMDR Trunk	Location	Ext No	Ext Name	Ext Group	Phone No.	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1	27/8/2020 07:22:16	1	ERNAKULAM	101	NA	MEDIA	00971564219916	Outgoing	ISD	UAE	Connected	00:56:44	57	570.00
2	27/8/2020 05:34:31	1	ERNAKULAM	104	MARKETING	SALES	9020082096	Outgoing	Local	INDIA	Connected	00:15:29	16	16.00
3	26/8/2020 11:50:35	1	ERNAKULAM	104	MARKETING	SALES	006582997081	Outgoing	ISD	SINGAPORE	Connected	00:07:25	8	64.00

### 5.3.7. Top Calls

This submenu allows the user to search and view a particular extension number or the phone numbers handling maximum number of calls with the billed information. Enter the extension and the other related search terms for getting a report of that specific phone number. Sort the report using the options “Sort on” and “Sort by”. Click ***Detail Report*** to view the detailed report of the specified extension number.



**Top Calls Search**

Location :

Ext no :

Top  Phone Nos.

Call Type :

Call Status :

Hourly  Today  From To  This Week  This Month

**Sort on :**  Total Call Count  Total Call Cost

**Sort by :**  Descending  Ascending

A **Top Call Details Report** window appears as shown below. In this report, a detailed report of all incoming/outgoing calls of each phone number is shown.

 <b>Top Call Details Report [27/08/2020]</b>													
* Transferred Extensions * Transferred Extension Groups/Extension Names										   			
Phone No.- 9020082096													
Sl. No.	SMDR Call Time	SMDR Trunk	Location	Ext No.	Ext Name	Ext Group	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1	27/8/2020 05:34:31	1	ERNAKULAM	104	MARKETING	SALES	Outgoing	Local	INDIA	Connected	00:15:29	16	16.00
2	27/8/2020 10:21:35	1	ERNAKULAM	103 [102]	ADMIN[HR]	ADMINISTRATION [RECRUITMENT]	Outgoing	Local	INDIA	Connected	00:00:36	1	1.00
[Incoming-0		Outgoing-2 ]		Total Calls : 2		Total Duration : 00:16:05		Total Units : 17		Total Call Cost : 17.00			
Phone No.- 9388746081													
Sl. No.	SMDR Call Time	SMDR Trunk	Location	Ext No.	Ext Name	Ext Group	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1	27/8/2020 13:22:35	1	ERNAKULAM	101	NA	MEDIA	Incoming	Local	INDIA	Connected	00:00:25	0	0.00
[Incoming-1		Outgoing-0 ]		Total Calls : 1		Total Duration : 00:00:25		Total Units : 0		Total Call Cost : 0.00			
Phone No.- 04842378008													
Sl. No.	SMDR Call Time	SMDR Trunk	Location	Ext No.	Ext Name	Ext Group	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1	27/8/2020 10:57:13	1	ERNAKULAM	105	NA	NA	Incoming	Local	INDIA[Ernakulam]	Connected	00:01:34	0	0.00
[Incoming-1		Outgoing-0 ]		Total Calls : 1		Total Duration : 00:01:34		Total Units : 0		Total Call Cost : 0.00			
Phone No.- 006582997081													
Sl. No.	SMDR Call Time	SMDR Trunk	Location	Ext No.	Ext Name	Ext Group	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1	27/8/2020 12:52:27	1	ERNAKULAM	104	MARKETING	SALES	Incoming	ISD	SINGAPORE	Connected	00:07:33	0	0.00
[Incoming-1		Outgoing-0 ]		Total Calls : 1		Total Duration : 00:07:33		Total Units : 0		Total Call Cost : 0.00			
Phone No.- 00971564219916													
Sl. No.	SMDR Call Time	SMDR Trunk	Location	Ext No.	Ext Name	Ext Group	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1	27/8/2020 07:22:16	1	ERNAKULAM	101	NA	MEDIA	Outgoing	ISD	UAE	Connected	00:56:44	57	570.00
[Incoming-0		Outgoing-1 ]		Total Calls : 1		Total Duration : 00:56:44		Total Units : 57		Total Call Cost : 570.00			
<b>Grand Total - [Incoming-3 Outgoing-3] Total Calls : 6 Total Duration : 01:22:21 Total Call Unit : 74 Total Call Cost : 587.00</b>													

Click **Summary Report** to view the brief summary of the calls corresponding to the entered extension or to get the complete details like explained above.

### Top Calls Search

Location :

Ext no :

Top  Phone Nos.

Call Type :

Call Status :

Hourly
  Today
  From To
  This Week
  This Month

**Sort on :**
 Total Call Count
  Total Call Cost

**Sort by :**
 Descending
  Ascending

A **Top Call Summary Report** window appears as shown below. In this report only details like “Phone No.”, “Tot. Incoming Calls”, “Tot. Outgoing Calls”, “Total Calls”, “Total Duration”, “Total Units” and “Total Cost” are shown.

### Top Call Summary Report [27/08/2020]

Sl. No.	Phone No	Tot. Incoming Calls	Tot. Outgoing Calls	Total Calls	Total Duration	Total Units	Total Cost
1	9020082096	0	2	2	00:16:05	17	17.00
2	9388746081	1	0	1	00:00:25	0	0.00
3	04842378008	1	0	1	00:01:34	0	0.00
4	006582997081	1	0	1	00:07:33	0	0.00
5	00971564219916	0	1	1	00:56:44	57	570.00

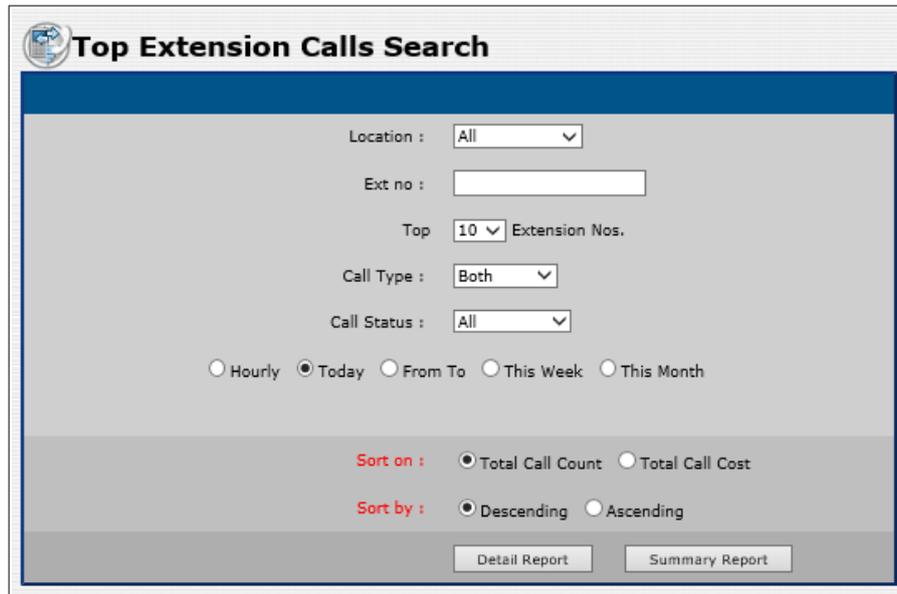


Click *View Graph* to view the statistical representation of the summary report.



### 5.3.8. Top Extension Calls

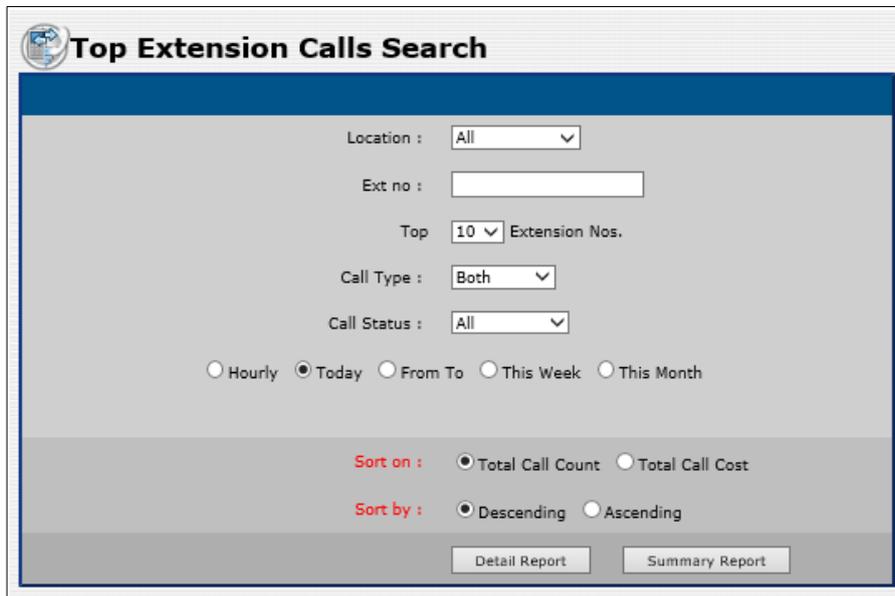
This submenu allows the user to search and view a particular extension number handling maximum number of calls with the billed information. Enter the extension number and the other related search terms for getting a report of that specific extension. Sort the report using the options “Sort on” and “Sort by”. Click **Detail Report** to view the detailed report of the specified extension number.



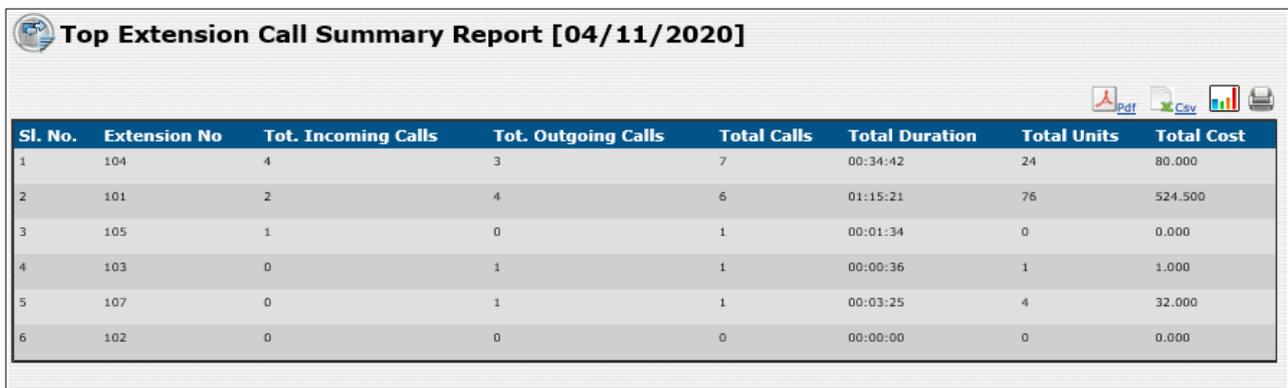
A **Top Extension Call Details Report** window appears as shown below. In this report, a detailed report of all incoming/outgoing calls of each extension number is shown.

Top Extension Call Details Report [04/11/2020]															
* Transferred Extensions * Transferred Extension Groups/Extension Names * Direct Initiated/Landed Calls Only															
<b>Extension No.- 104</b>															
Sl. No.	SMDR Call Time	SMDR Trunk	Location	Ext No.	Ext Name	Ext Group	Call Type	Caller No	Called No	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1	4/11/2020 11:50:35	1	ERNAKULAM	104	MARKETING SALES	SALES	Outgoing		006582997081	ISD	SINGAPORE	Connected	00:07:25	8	64.000
2	4/11/2020 05:34:31	1	ERNAKULAM	104	MARKETING SALES	SALES	Outgoing		9020082096	Local	INDIA	Connected	00:15:29	16	16.000
3	4/11/2020 15:56:35	1	ERNAKULAM	104	MARKETING SALES	SALES	Incoming	006582997081		ISD	SINGAPORE	Connected	00:01:25	0	0.000
4	4/11/2020 12:52:27	1	ERNAKULAM	104	MARKETING SALES	SALES	Incoming	006582997081		ISD	SINGAPORE	Connected	00:07:33	0	0.000
5	4/11/2020 15:56:35	1	ERNAKULAM	104	MARKETING SALES	SALES	Incoming	9767878199		STD	INDIA	Connected	00:01:25	0	0.000
6	4/11/2020 15:56:35	1	ERNAKULAM	104	MARKETING SALES	SALES	Incoming	04842378008		Local	INDIA[Ernakulam]	Connected	00:01:25	0	0.000
7	4/11/2020 11:58:00	1	ERNAKULAM	104	MARKETING SALES	SALES	Outgoing		01225561230	STD	INDIA[HAPUR]	Call Failed	00:00:00	0	0.000
[Incoming-4    Outgoing-3]    * Total Calls : 7    Total Duration : 00:34:42    Total Units : 24    Total Call Cost : 80.000															
<b>Extension No.- 101</b>															
Sl. No.	SMDR Call Time	SMDR Trunk	Location	Ext No.	Ext Name	Ext Group	Call Type	Caller No	Called No	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1	4/11/2020 07:22:16	1	ERNAKULAM	101	NA	MEDIA	Outgoing		00965855552	ISD	KUWAIT	Connected	00:56:44	57	427.500
2	4/11/2020 08:13:16	1	ERNAKULAM	101	NA	MEDIA	Outgoing		00965855552	ISD	KUWAIT	Connected	00:05:44	6	45.000
3	4/11/2020 08:13:16	1	ERNAKULAM	101	NA	MEDIA	Outgoing		00965855552	ISD	KUWAIT	Connected	00:05:44	6	45.000
4	4/11/2020 08:12:16	1	ERNAKULAM	101	NA	MEDIA	Outgoing		9388686080	Local	INDIA	Connected	00:06:44	7	7.000
5	4/11/2020 13:22:35	1	ERNAKULAM	101	NA	MEDIA	Incoming	9388746081		Local	INDIA	Connected	00:00:25	0	0.000

Click **Summary Report** to view the brief summary of the calls corresponding to the entered extension or to get the complete details like explained above.



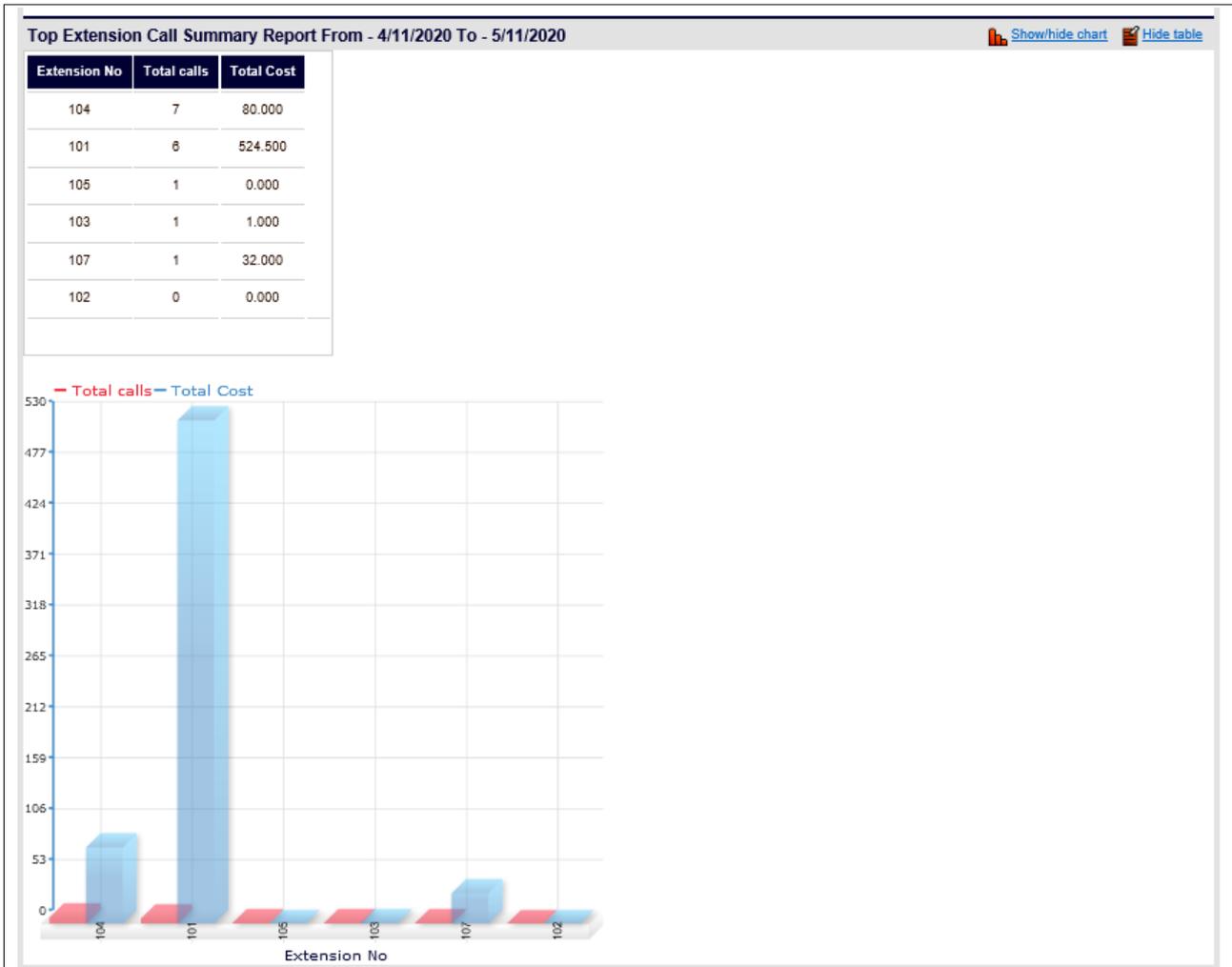
A **Top Extension Call Summary Report** window appears as shown below. In this report only details like “**Extension No.**”, “**Tot. Incoming Calls**”, “**Tot. Outgoing Calls**”, “**Total Calls**”, “**Total Duration**”, “**Total Units**” and “**Total Cost**” are shown.



Sl. No.	Extension No	Tot. Incoming Calls	Tot. Outgoing Calls	Total Calls	Total Duration	Total Units	Total Cost
1	104	4	3	7	00:34:42	24	80.000
2	101	2	4	6	01:15:21	76	524.500
3	105	1	0	1	00:01:34	0	0.000
4	103	0	1	1	00:00:36	1	1.000
5	107	0	1	1	00:03:25	4	32.000
6	102	0	0	0	00:00:00	0	0.000



Click *View Graph* to view the statistical representation of the summary report.



### 5.3.9. Account Code Wise

This submenu allows the user to view the reports on the basis of account codes. Enter the details in relevant fields and click *Detail Report*.

#### Account Code wise

Location :

Account Code :

Start date :

End date :

Call Type :

Call Status :

Number Type [Combined] :

\* Account code wise group search shall display only those account code based calls that are logged after adding account codes to that particular group.

The Account Code wise Detail Report appear as shown below.

#### Account Code wise Detail Report [From:25/08/2020 To:27/08/2020]

\* Transferred Extensions \* Transferred Extension Groups/Extension Names

Account Code- **6														
Sl. No.	SMDR Call Time	SMDR Trunk	Location	Phone No.	Ext No.	Ext Name	Ext Group	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1	27/8/2020 07:22:16	1	ERNAKULAM	00971564219916	101	NA	MEDIA	Outgoing	ISD	UAE	Connected	00:56:44	57	570.00
[Incoming-0 Outgoing-1]			Total Calls : 1		Total Call Cost : 570.00			Total Duration : 00:56:44						

Grand Total - [Incoming-0 Outgoing-1] Total Calls : 1 Total Call Cost : 570.00 Total Duration : 00:56:44

Click **Summary Report** to view the brief summary of the calls corresponding to the account code.

### Account Code wise

Location :

Account Code :

Start date :

End date :

Call Type :

Call Status :

Number Type [Combined] :

\* Account code wise group search shall display only those account code based calls that are logged after adding account codes to that particular group.

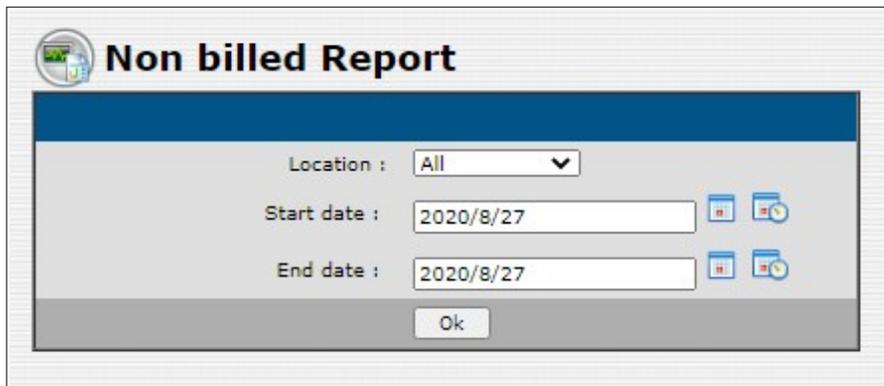
The **Account Code wise Summary Report** appear as shown below.

### Account Code wise Summary Report [From:25/08/2020 To:27/08/2020]

Sl. No.	Account Code	Tot. Incoming Calls	Tot. Outgoing Calls	Total Calls	Total Duration	Total Units	Total Cost
1	**6	0	1	1	00:56:44	57	570.00
<b>Grand Total - [Incoming-0 Outgoing-1]</b>		<b>Total Calls : 1</b>		<b>Total Duration : 00:56:44</b>		<b>Total Call Unit : 57</b>	
<b>Total Call Cost : 570.00</b>							

### 5.3.10. Non Billed Report

This submenu allows the user to view the reports of unbilled calls i.e., call cost is equal to zero. Enter the location and date, then click **Ok**.



**Non billed Report**

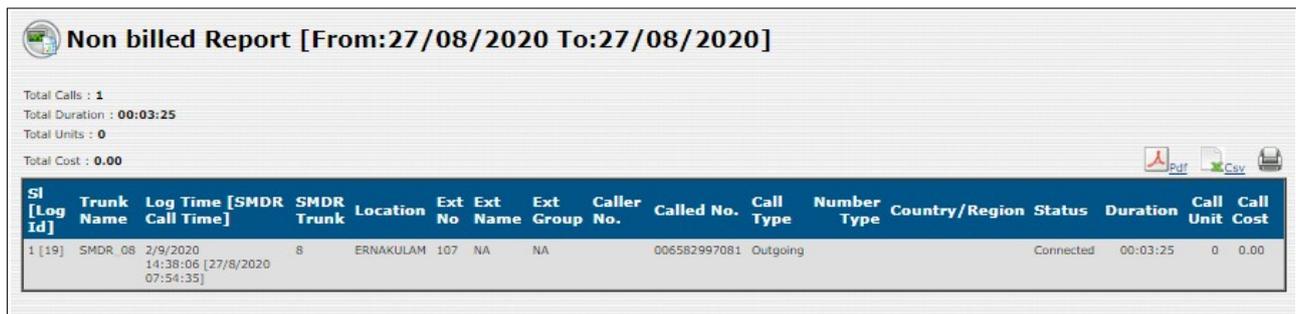
Location : All

Start date : 2020/8/27

End date : 2020/8/27

Ok

A report appears as shown below with details like “Trunk Name”, “Log Time [SMDR Call Time]”, “SMDR Trunk”, “Ext No”, “Ext Name”, “Ext Group”, “Caller No.”, “Called No.”, “Call Type”, “Number Type”, “Country/Region”, “Status”, “Duration”, “Call Unit” and “Call Cost”.



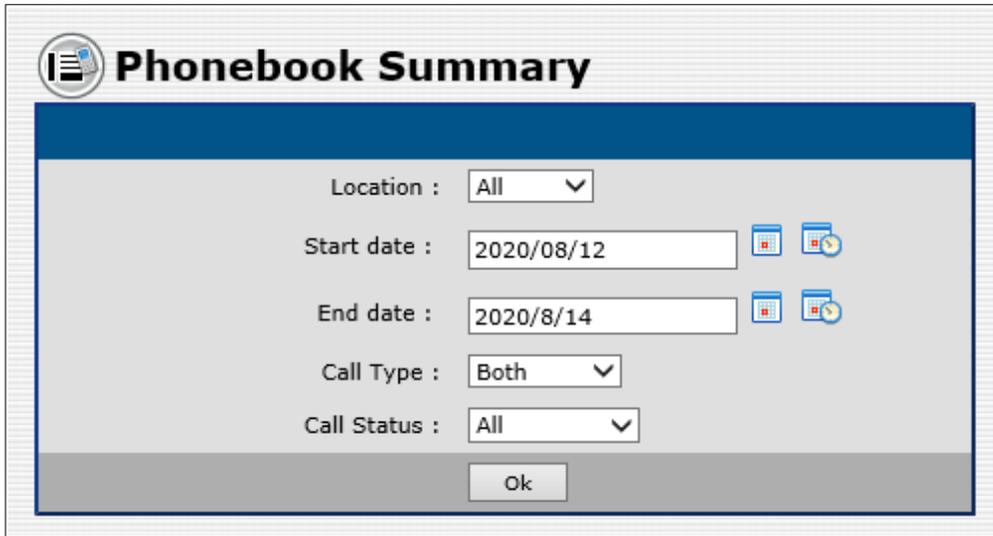
**Non billed Report [From:27/08/2020 To:27/08/2020]**

Total Calls : 1  
 Total Duration : 00:03:25  
 Total Units : 0  
 Total Cost : 0.00

Sl [Log Id]	Trunk Name	Log Time [SMDR Call Time]	SMDR Trunk	Location	Ext No	Ext Name	Ext Group	Caller No.	Called No.	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1 [19]	SMDR_08	2/9/2020 14:38:06 [27/8/2020 07:54:35]	8	ERNAKULAM	107	NA	NA	006582997081		Outgoing			Connected	00:03:25	0	0.00

### 5.3.11. Phonebook Summary Report

This submenu allows the user to view the reports of Phonebook. Enter the location and date, then click *Ok*.



**Phonebook Summary**

Location : All

Start date : 2020/08/12

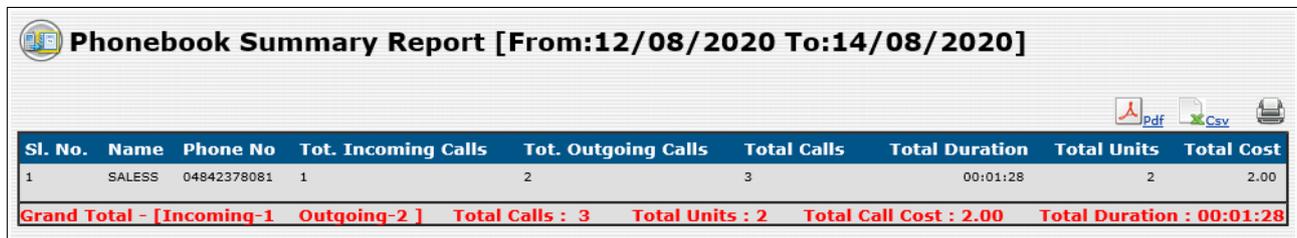
End date : 2020/8/14

Call Type : Both

Call Status : All

Ok

A report appears as shown below with details like “Name”, “Phone No.”, “Tot. Incoming Calls”, “Tot. Outgoing Calls”, “Total Calls”, “Total Duration”, “Total Unit” and “Total Cost”.



**Phonebook Summary Report [From:12/08/2020 To:14/08/2020]**

Sl. No.	Name	Phone No	Tot. Incoming Calls	Tot. Outgoing Calls	Total Calls	Total Duration	Total Units	Total Cost
1	SALESS	04842378081	1	2	3	00:01:28	2	2.00
<b>Grand Total - [Incoming-1 Outgoing-2 ]</b>			<b>Total Calls : 3</b>	<b>Total Units : 2</b>	<b>Total Call Cost : 2.00</b>	<b>Total Duration : 00:01:28</b>		

### 5.3.12. Custom Report

This submenu allows the user to search for the call details based on options like call time, phone number, trunk name, call type, call duration, etc. Also, user can choose the required columns to be displayed in search result.



## Custom Report

Search

---

SMDR Log Id :

Location :

Smdr Call Time From :   

Smdr Call Time To :   

Log Time From :   

Log Time To :   

Trunk : 

All  
SMDR\_01  
SMDR\_02

Caller No :

Or \* Search in caller number and called number

Called No :

Phone Book Name :  

Call Type :   \* Transferred Calls Only

Call Status :

Number Type :

Number Type [Combined] : 

All  
Internal  
Local  
Intra circle  
Inter circle

 Exclude Internal

Provider :

Plan :

Select the Tag :

Select the Sub Tag :

Comments :

Ext no :

Transferred Ext no :

Acnt Code :

Call duration greater than :  seconds

Call duration less than :  seconds

Call cost greater than :

Call cost less than :

Sort on :

SMDR Call Time    Log Time    Log Id

Sort by :

Descending    Ascending

Search

The Search results appear as shown below with details like “Trunk Name”, “Location”, “Log Time [SMDR Call Time]”, “SMDR Trunk”, “Ext No”, “Ext Name”, “Ext Group”, “Caller No.”, “Called No.”, “Call Type”, “Number Type”, “Country/Region”, “Status”, “Duration”, “Call Unit”, “Call Cost” and “Comment”.

**Custom Report [From:01/10/2020 To:01/10/2020]**

Total Calls: 11    Total Units: 96    Total Cost: 159.00

\* Transferred Extensions \* Transferred Extension Groups/Extension Names

Customize columns

Sl [Log Id]	Location	Log Time [SMDR Call Time]	SMDR Trunk	Ext No	Caller No.	Call Type	Country/Region	Status	Call Unit	Call Cost
1 [2]	ERNAKULAM	1/10/2020 10:53:54 [1/10/2020 12:52:27]	1	104	006582997081	Incoming	SINGAPORE	Connected	0	0.00
2 [5]	ERNAKULAM	1/10/2020 10:54:45 [1/10/2020 11:50:35]	1	104		Outgoing	SINGAPORE	Connected	9	72.00
3 [10]	ERNAKULAM	1/10/2020 11:13:30 [1/10/2020 11:16:00]	1	107	9388746081	Incoming	INDIA	Missed Call	0	0.00
4 [1]	ERNAKULAM	1/10/2020 10:53:16 [1/10/2020 09:08:35]	1	107	9388746081	Incoming	INDIA	Connected	0	0.00
5 [4]	ERNAKULAM	1/10/2020 10:54:27 [1/10/2020 07:22:16]	1	101		Outgoing	INDIA	Connected	57	57.00
6 [9]	ERNAKULAM	1/10/2020 10:58:55 [1/10/2020 07:19:20]	1	107	9388746081	Incoming	INDIA	Connected	0	0.00
7 [8]	ERNAKULAM	1/10/2020 10:58:33 [1/10/2020 05:50:00]	1	104		Outgoing	INDIA	Call Failed	0	0.00
8 [11]	ERNAKULAM	1/10/2020 12:06:27 [1/10/2020 05:44:31]	1	102		Outgoing	INDIA[Ernakulam]	Connected	2	2.00
9 [3]	ERNAKULAM	1/10/2020 10:56:56 [1/10/2020 05:34:31]	1	104		Outgoing	INDIA[Ernakulam]	Connected	6	6.00
10 [6]	ERNAKULAM	1/10/2020 10:55:22 [1/10/2020 05:34:31]	1	104		Outgoing	INDIA	Connected	16	16.00
11 [7]	ERNAKULAM	1/10/2020 10:57:46 [1/10/2020 05:34:31]	1	104		Outgoing	INDIA[Ernakulam]	Connected	6	6.00

Now, click *Customize columns* and select the desired columns to be displayed in the search result as shown below.

**Custom Report [From:01/10/2020 To:01/10/2020]**

Total Calls: 11    Total Units: 96    Total Cost: 159.00

\* Transferred Extensions \* Transferred Extension Groups/Extension Names

Customize columns

Sl [Log Id]	Location	SMDR Trunk	Ext No	Caller No.	Call Type	Country/Region	Status
1 [2]	ERNAKULAM	1	104	006582997081	Incoming	SINGAPORE	Connec
2 [5]	ERNAKULAM	1	104		Outgoing	SINGAPORE	Connec
3 [10]	ERNAKULAM	1	107	9388746081	Incoming	INDIA	Missed
4 [1]	ERNAKULAM	1	107	9388746081	Incoming	INDIA	Connec
5 [4]	ERNAKULAM	1	101		Outgoing	INDIA	Connec
6 [9]	ERNAKULAM	1	107	9388746081	Incoming	INDIA	Connec
7 [8]	ERNAKULAM	1	104		Outgoing	INDIA	Call Fal
8 [11]	ERNAKULAM	1	102		Outgoing	INDIA[Ernakulam]	Connec
9 [3]	ERNAKULAM	1	104		Outgoing	INDIA[Ernakulam]	Connec
10 [6]	ERNAKULAM	1	104		Outgoing	INDIA	Connec
11 [7]	ERNAKULAM	1	104		Outgoing	INDIA[Ernakulam]	Connec

- Sl [Log Id]
- Trunk Name
- Location
- Log Time [SMDR Call Time]
- SMDR Trunk
- Ext No
- Ext Name
- Ext Group
- Caller No.
- Called No.
- Call Type
- Number Type
- Country/Region
- Status
- Tag
- Sub Tag
- Duration
- Call Unit
- Call Cost
- Provider
- Plan
- Call Cost Details
- SMDR Data
- Comment

In the above screenshot, there are three icons on the top right corner - **PDF**, **CSV** and **Print**. Click link named **PDF**, a window will appear as shown below.

Now, click the icon named **Download** and save the report as PDF file.

Download  
Click here to save the file

**Custom Report [From:01/11/2020 To:20/11/2020]**

Total Calls	Total Units	Total Cost
6	105	637.50

\* Transferred Extension Groups/Extension Names

Customize columns

Sl [Log Id]	Location	Ext No	Call Type	Country/Region	Status	Duration	Call Unit	Call Cost
1 [4]	ERNAKULAM	104	Incoming	INDIA	Connected	00:01:25	0	0.00
2 [6]	ERNAKULAM	104	Incoming	INDIA[Ernakulam]	Connected	00:01:25	0	0.00
3 [8]	ERNAKULAM	104	Incoming	SINGAPORE	Connected	00:01:25	0	0.00
4 [14]	ERNAKULAM	101	Incoming	INDIA	Connected	00:00:25	0	0.00
5 [9]	ERNAKULAM	104	Incoming	SINGAPORE	Connected	00:07:33	0	0.00
6 [3]	ERNAKULAM	104	Outgoing	INDIA[HAPUR]	Call Failed	00:00:00	0	0.00
7 [12]	ERNAKULAM	104	Outgoing	SINGAPORE	Connected	00:07:25	8	64.00
8 [1]	ERNAKULAM	101	Incoming	INDIA[BAGHPAT-II]	Missed Call	00:00:00	0	0.00
9 [10]	ERNAKULAM	105	Incoming	INDIA[Ernakulam]	Connected	00:01:34	0	0.00
10 [17]	ERNAKULAM	103 [102]	Outgoing	INDIA	Connected	00:00:36	1	1.00
11 [20]	ERNAKULAM	101	Outgoing	KUWAIT	Connected	00:05:44	6	45.00
12 [22]	ERNAKULAM	101	Outgoing	KUWAIT	Connected	00:05:44	6	45.00
13 [5]	ERNAKULAM	101	Outgoing	INDIA	Connected	00:06:44	7	7.00

Similarly, click **CSV** to save the report as a CSV file or click **Print** to take a print of the report.

## 5.4. Billing Statistics

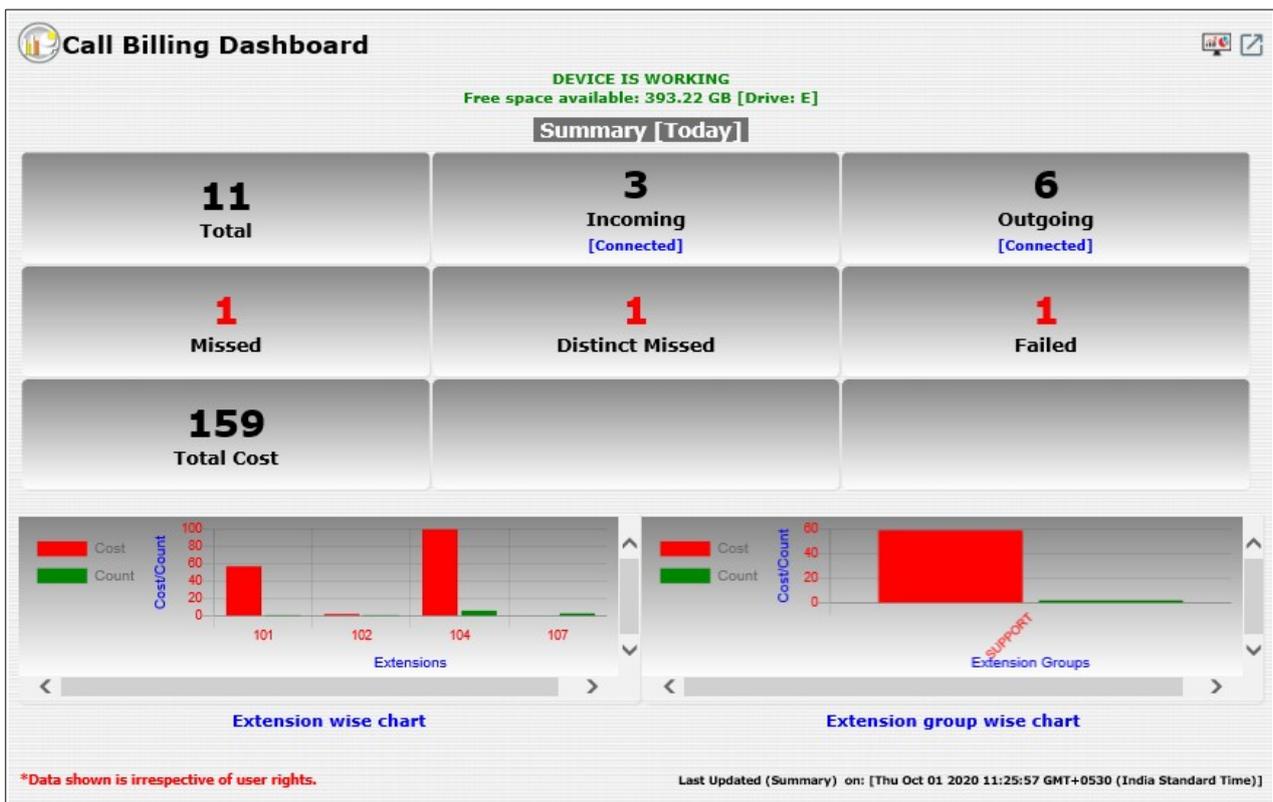
This menu provides the statistical report for each submenu in graphical and tabular formats. User can view the report based on the date range and time as per the requirement.

The submenus include **Dashboard**, **Dashboard Report**, **Ext/Group Wise**, **Peak Hour**, **Total Expense Report** and **Statistic Report**.

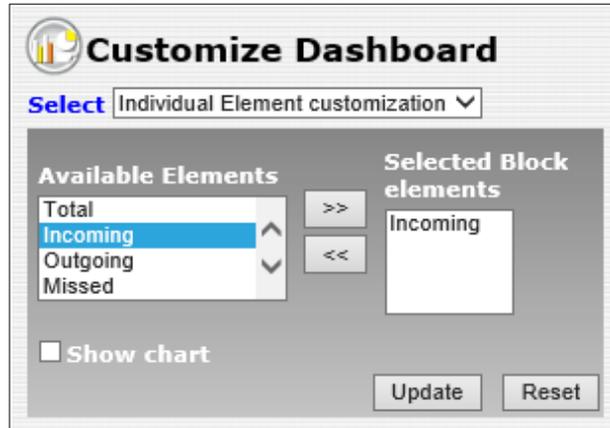
### 5.4.1. Dashboard

Shows the live information about the total number of incoming and outgoing calls. Total calls, Incoming calls, Incoming missed calls, Outgoing calls, Failed outgoing calls and the Total call cost are displayed block-wise along with graphical representation to analyse calls made from extensions.

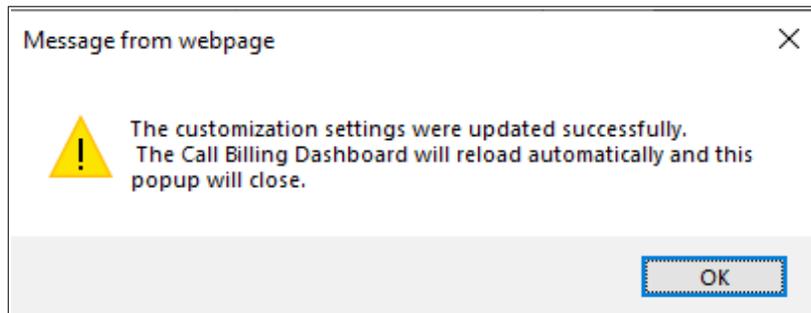
Click  (Dashboard Separate) to open a same dashboard in a separate window so that agent can view real-time information.



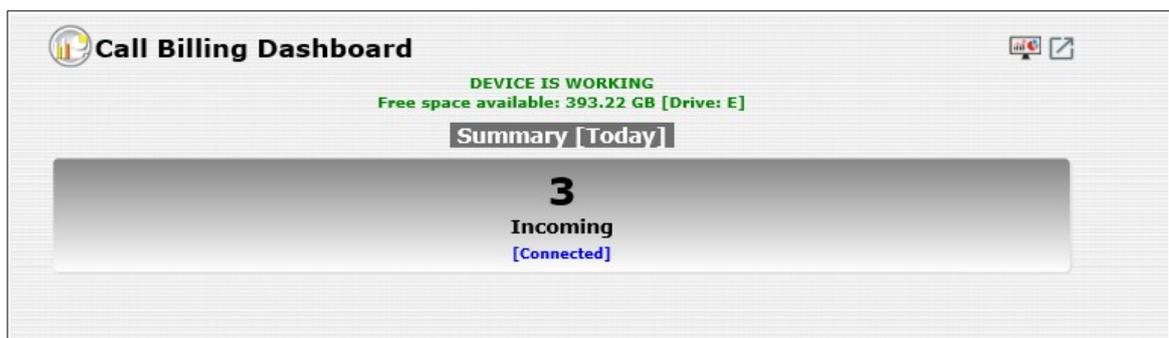
Click  (Customize Dashboard) to view the selected options only on the screen. Select the options from **Available Elements** and click the arrow button to move the elements in **Selected Block Elements** as shown below. Now, click *Update*.



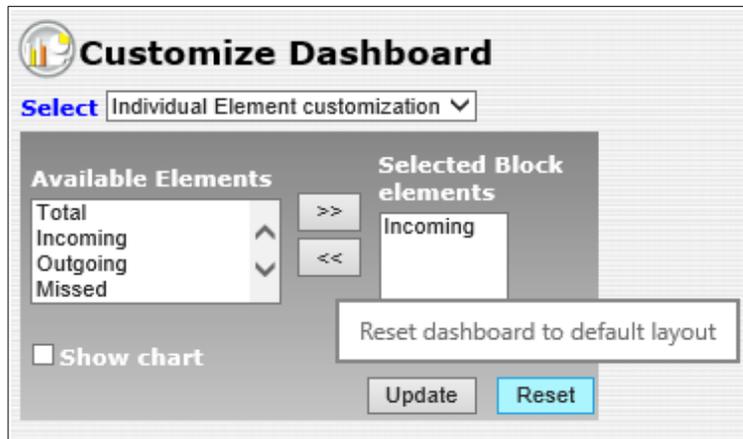
Click **OK** on the message box that appears.



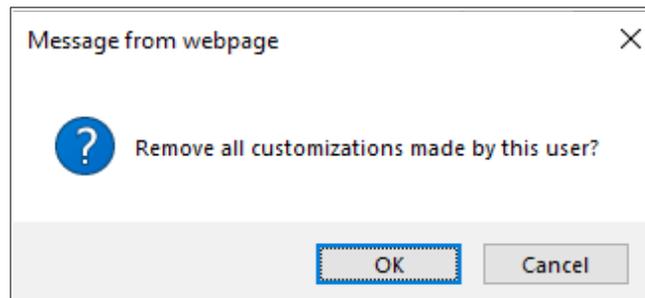
A Dashboard window will appear as shown below.



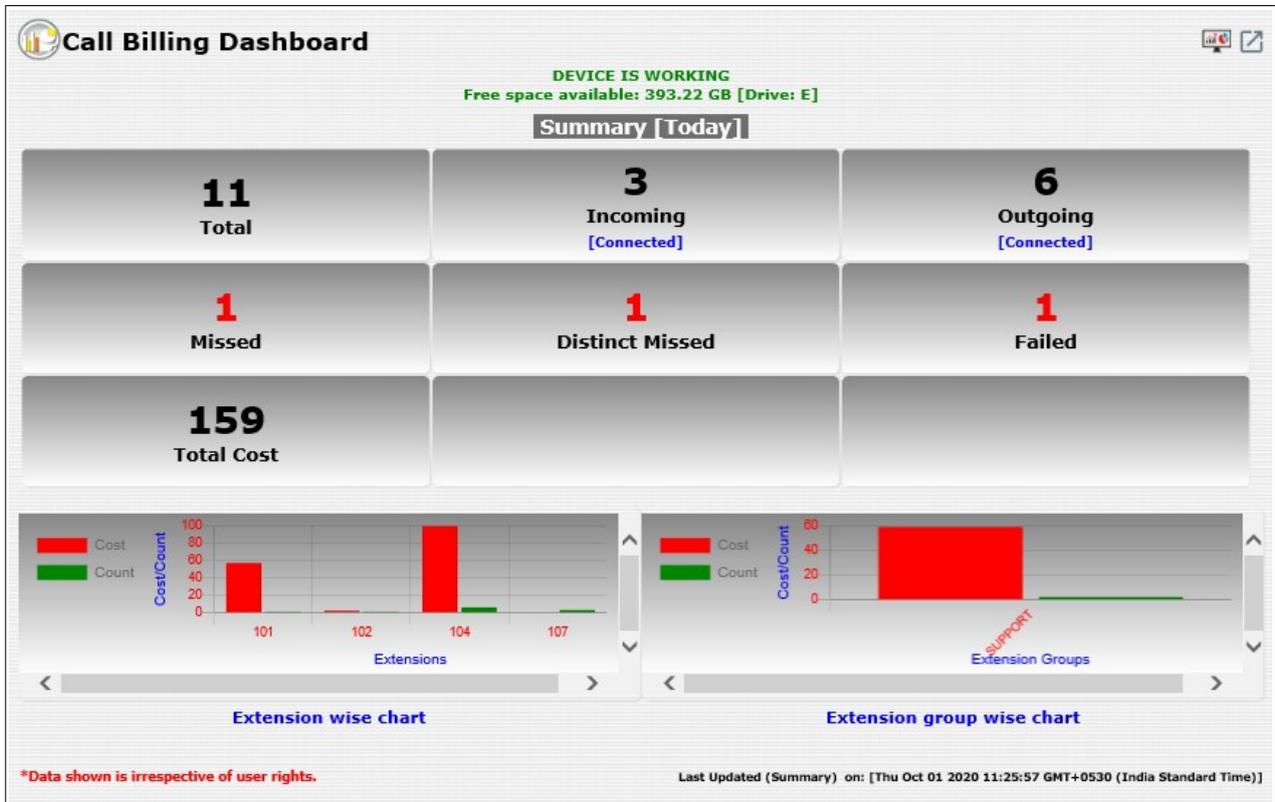
To reset the Dashboard, click on the same **Customize Dashboard** icon and a window will appear as shown below. Click **Reset**.



A confirmation message appears as “*Remove all customizations made by user?*”. Click **OK**.



A Dashboard window will reset to the default layout.



User can click on the numbers that is shown on the Dashboard as Total, Incoming, Outgoing, Missed, Distinct Missed, Failed, Total Cost to view the corresponding billing report. For example, click '3', then a report based on incoming calls will be displayed as shown below.

**Search Results [From:01/10/2020 To:01/10/2020]**

Total Calls: 3  
Total Units: 0  
Total Cost: 0.00

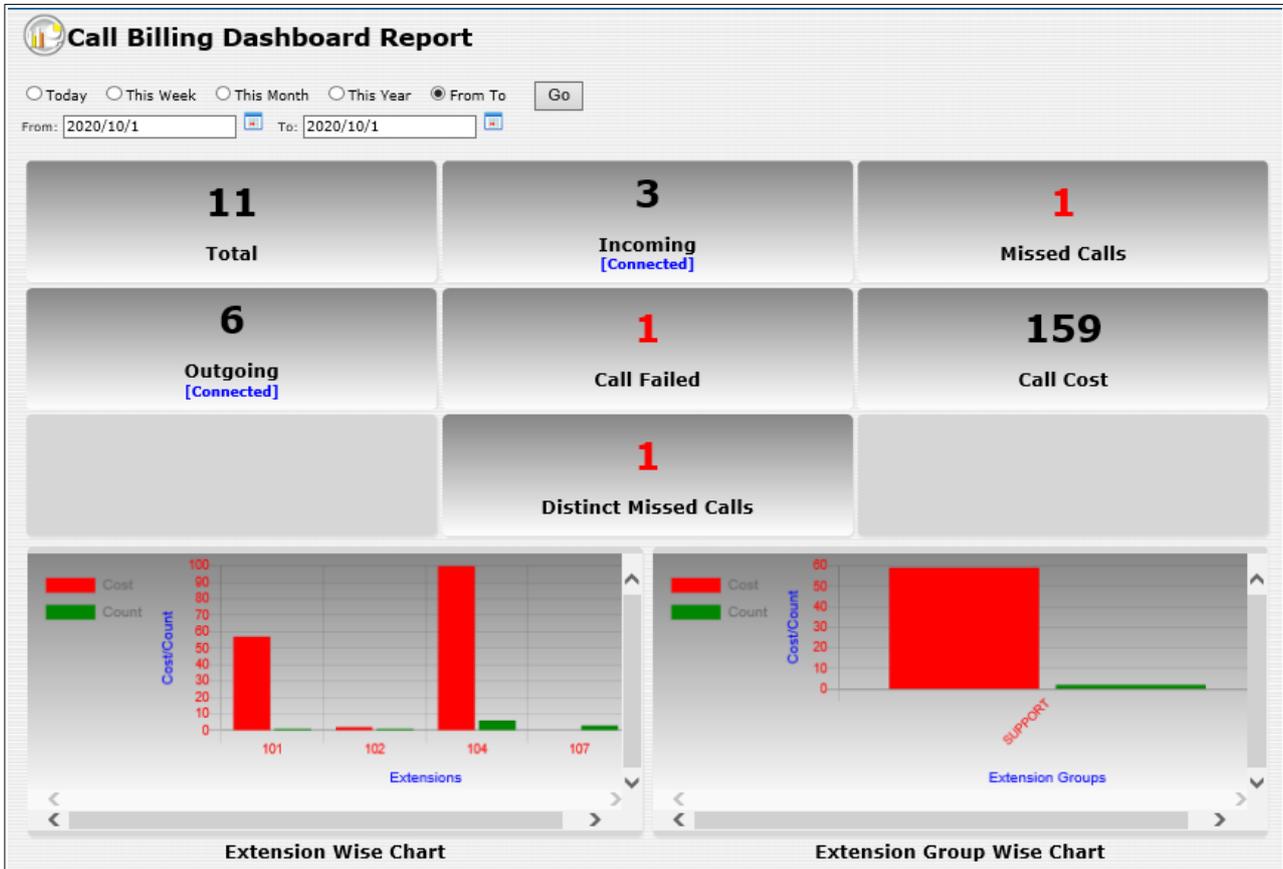
\* Transferred Extensions \* Transferred Extension Groups/Extension Names

SI [Log Id]	Trunk Name	Location	Log Time [SMDR Call Time]	SMDR Trunk	Ext No	Ext Name	Ext Group	Caller No.	Called No.	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1 [2]	SMDR_01	ERNAKULAM	1/10/2020 10:53:54 [1/10/2020 12:52:27]	1	104	HR	NA	006582997081		Incoming	ISD	SINGAPORE	Connected	00:07:33	0	0.00
2 [1]	SMDR_01	ERNAKULAM	1/10/2020 10:53:16 [1/10/2020 09:08:35]	1	107	NA	NA	9388746081		Incoming	Local [Mobile]	INDIA	Connected	00:07:25	0	0.00
3 [9]	SMDR_01	ERNAKULAM	1/10/2020 10:58:55 [1/10/2020 07:19:20]	1	107	NA	NA	9388746081		Incoming	Local [Mobile]	INDIA	Connected	01:56:40	0	0.00

Export

### 5.4.2. Dashboard Reports

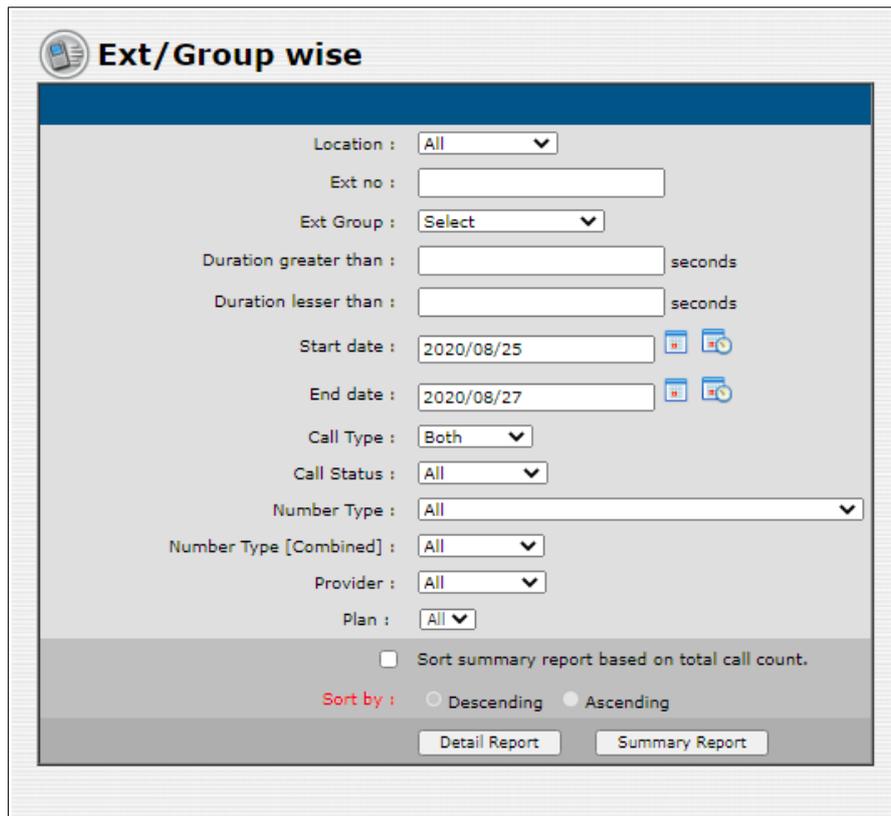
Retrieve results based on calls made or received Today, This Week, This Month, This Year and on the basis of date range. Select the corresponding field and click **Go**.



Click on the number displayed on each block to view the corresponding billing report.

### 5.4.3. Ext/Group wise

This submenu shows extension-based or group-wise reports and their respective call statistics. Enter the extension and the other related search terms for getting a report of that specific extension. Sort the report using the options “Sort summary report based on total call count” and “Sort by” ascending/descending order. Click **Detail Report** to view the detailed report of specified extension number.



The screenshot displays the 'Ext/Group wise' configuration interface. It features a search form with the following fields and options:

- Location : All (dropdown)
- Ext no : (text input)
- Ext Group : Select (dropdown)
- Duration greater than : (text input) seconds
- Duration lesser than : (text input) seconds
- Start date : 2020/08/25 (calendar icon)
- End date : 2020/08/27 (calendar icon)
- Call Type : Both (dropdown)
- Call Status : All (dropdown)
- Number Type : All (dropdown)
- Number Type [Combined] : All (dropdown)
- Provider : All (dropdown)
- Plan : All (dropdown)

At the bottom of the form, there are two checkboxes and two buttons:

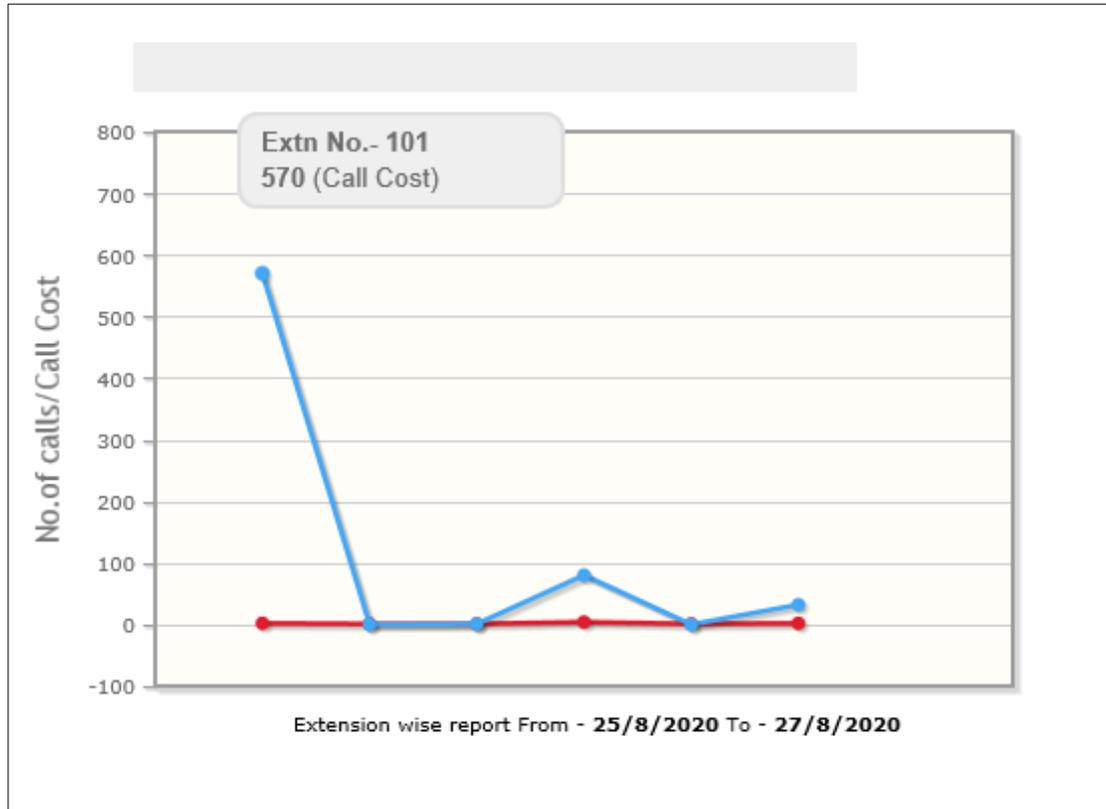
- Sort summary report based on total call count.
- Sort by :  Descending  Ascending
- Detail Report (button)
- Summary Report (button)

A window appears as shown below with the billed details of the corresponding extension number.

													
* Transferred Extension Groups/Extension Names													
<div style="text-align: right;">     </div>													
Ext No.- 101 [Ext Group- MEDIA]													
Sl. No.	SMDR Call Time	SMDR Trunk	Location	Phone No.	Ext Name	Ext Group	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1	27/8/2020 1:22:35 PM	1	ERNAKULAM	LOGGER SUPPORT	NA	MEDIA	Incoming	Local	INDIA	Connected	00:00:25	0	0.00
2	27/8/2020 7:22:16 AM	1	ERNAKULAM	UAE SUPPORT	NA	MEDIA	Outgoing	ISD	UAE	Connected	00:56:44	57	570.00
[Incoming-1		Outgoing-1]		Total Calls : 2		Total Call Cost : 570.00		Total Duration : 00:57:09					
Ext No.- 102 [HR] [Ext Group- RECRUITMENT]													
Sl. No.	SMDR Call Time	SMDR Trunk	Location	Phone No.	Ext Name	Ext Group	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1	27/8/2020 10:21:35 AM	1	ERNAKULAM	CALL CENTER	ADMIN[HR]	ADMINISTRATION	Outgoing [Transferred]	Local	INDIA	Connected	00:00:36	1	1.00
[Incoming-0		Outgoing-1]		Total Calls : 1		Total Call Cost : 0.00		Total Duration : 00:00:00					
Ext No.- 103 [ADMIN] [Ext Group- ADMINISTRATION]													
Sl. No.	SMDR Call Time	SMDR Trunk	Location	Phone No.	Ext Name	Ext Group	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1	27/8/2020 10:21:35 AM	1	ERNAKULAM	CALL CENTER	ADMIN[HR]	ADMINISTRATION	Outgoing	Local	INDIA	Connected	00:00:36	1	1.00
[Incoming-0		Outgoing-1]		Total Calls : 1		Total Call Cost : 1.00		Total Duration : 00:00:36					
Ext No.- 104 [MARKETING] [Ext Group- SALES]													
Sl. No.	SMDR Call Time	SMDR Trunk	Location	Phone No.	Ext Name	Ext Group	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1	27/8/2020 12:52:27 PM	1	ERNAKULAM	006582997081	MARKETING	SALES	Incoming	ISD	SINGAPORE	Connected	00:07:33	0	0.00
2	27/8/2020 5:34:31 AM	1	ERNAKULAM	CALL CENTER	MARKETING	SALES	Outgoing	Local	INDIA	Connected	00:15:29	16	16.00
3	26/8/2020 3:56:35 PM	1	ERNAKULAM	006582997081	MARKETING	SALES	Incoming	ISD	SINGAPORE	Connected	00:01:25	0	0.00
4	26/8/2020 11:50:35 AM	1	ERNAKULAM	006582997081	MARKETING	SALES	Outgoing	ISD	SINGAPORE	Connected	00:07:25	8	64.00
[Incoming-2		Outgoing-2]		Total Calls : 4		Total Call Cost : 80.00		Total Duration : 00:31:52					
Ext No.- 105													
Sl. No.	SMDR Call Time	SMDR Trunk	Location	Phone No.	Ext Name	Ext Group	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1	27/8/2020 10:57:13 AM	1	ERNAKULAM	04842378008	NA	NA	Incoming	Local	INDIA[Ernakulam]	Connected	00:01:34	0	0.00
[Incoming-1		Outgoing-0]		Total Calls : 1		Total Call Cost : 0.00		Total Duration : 00:01:34					
Ext No.- 107													
Sl. No.	SMDR Call Time	SMDR Trunk	Location	Phone No.	Ext Name	Ext Group	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1	27/8/2020 7:54:35 AM	1	ERNAKULAM	006582997081	NA	NA	Outgoing	ISD	SINGAPORE	Connected	00:03:25	4	32.00
2	27/8/2020 7:54:35 AM	8	ERNAKULAM	006582997081	NA	NA	Outgoing			Connected	00:03:25	0	0.00
[Incoming-0		Outgoing-2]		Total Calls : 2		Total Call Cost : 32.00		Total Duration : 00:06:50					
Grand Total - [Incoming-4		Outgoing-7]		Total Calls : 11		Total Call Cost : 683.00		Total Duration : 01:38:01					

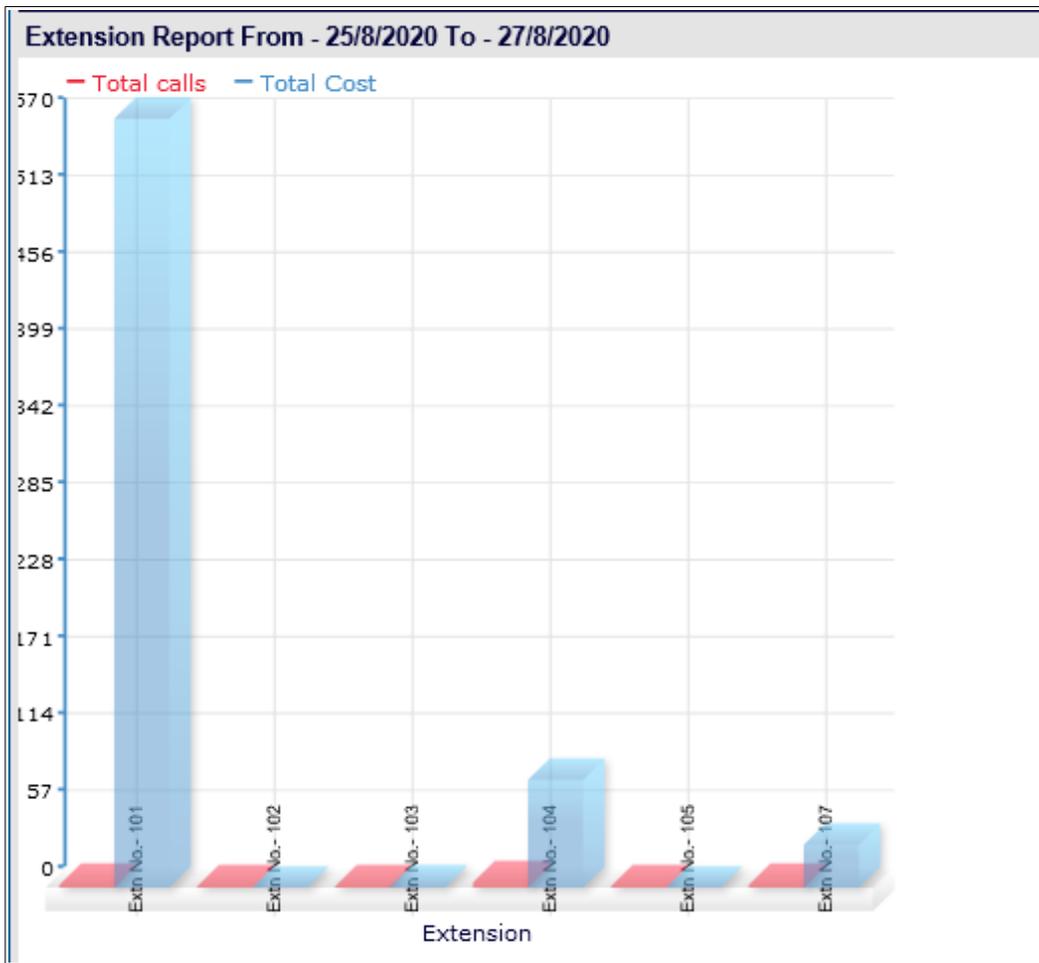


Click **View Graph** to view the statistical representation of the displayed report.



The blue line in the above graph gives the total cost of extensions and the bubbled end of the line represent each extension (*in the above screenshot, when the mouse cursor is pointed at the top bubbled end of the blue line, the information on the total call cost of the extension is shown*). Likewise, the red line in the graph gives the total number of calls of both the extensions at the bubbled end.

Click the link **Bar Chart** to view the graphical representation of the report. The *Hide Chart* and *Hide Table* will hide the related options from being displayed on the screen.



*Note: The “View Graph” and the links named “Bar Chart”, “Hide Table” and “Hide Chart” occurs similarly in other reports. These options shall perform the same function throughout.*

Click **Summary Report** to view the extension-wise call summary report corresponding to the entered extension or to get the complete reports of all extension/group wise as explained above.

### Ext/Group wise

Location : All ▼

Ext no :

Ext Group : Select ▼

Duration greater than :  seconds

Duration lesser than :  seconds

Start date : 2020/08/25

End date : 2020/08/27

Call Type : Both ▼

Call Status : All ▼

Number Type : All ▼

Number Type [Combined] : All ▼

Provider : All ▼

Plan : All ▼

Sort summary report based on total call count.

Sort by :  Descending  Ascending

Detail Report
Summary Report

A window appears as shown below with the billed details of the corresponding extension number.

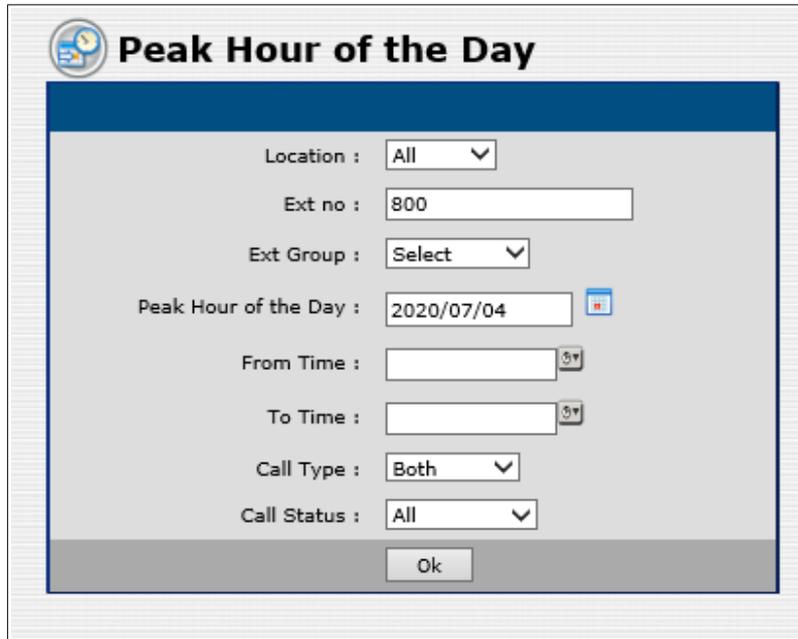
### Extension wise Summary Report [From:25/08/2020 To:27/08/2020]

Pdf
 Csv

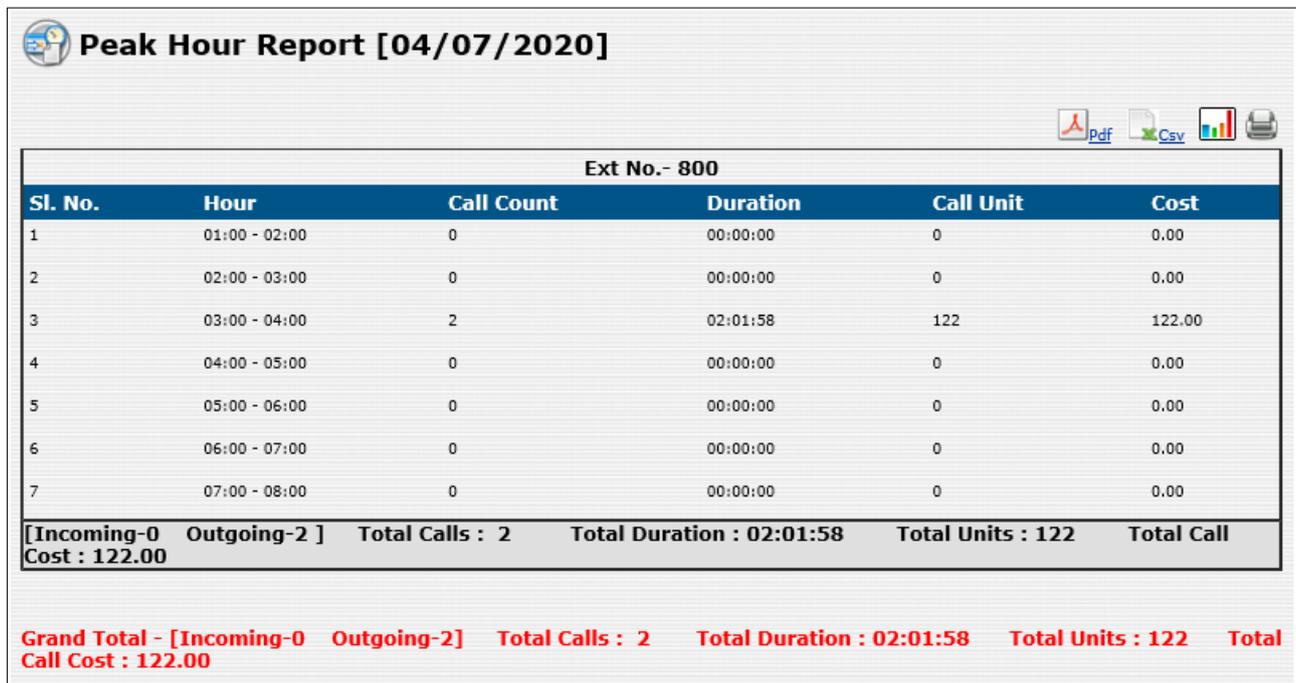
Sl. No.	Ext No	Ext Name	Ext Group	Tot. Incoming Calls	Tot. Outgoing Calls	Total Calls	Total Duration	Total Units	Total Cost
1	104	MARKETING	SALES	4	3	7	00:34:42	24	80.00
2	101		MEDIA	2	3	5	02:00:37	121	1,004.50
3	107			0	2	2	00:06:50	4	32.00
4	105			1	0	1	00:01:34	0	0.00
5	103	ADMIN	ADMINISTRATION	0	1	1	00:00:36	1	1.00
Grand Total - [Incoming-7    Outgoing-9]				Total Calls : 16	Total Call Cost : 1,117.50	Total Duration : 02:44:19			

### 5.4.4. Peak Hour

This submenu allows the user to view the call specific peak hour report, i.e., the time of the day during which maximum calls are observed. Complete the fields and click **Ok** to view report.



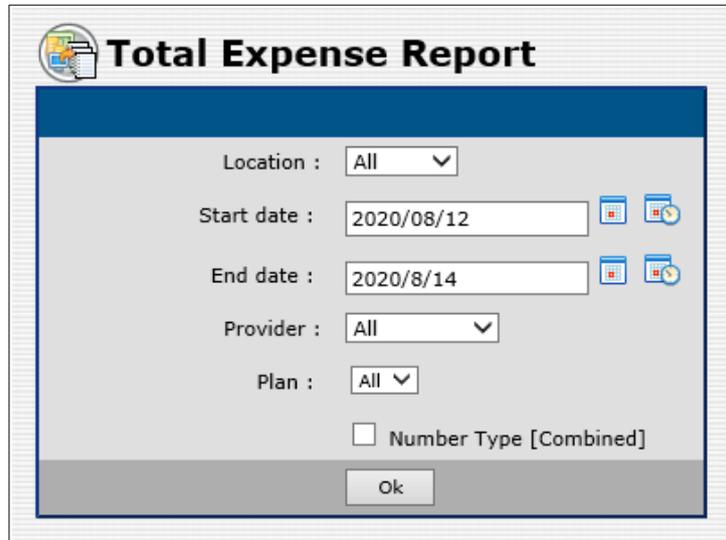
A window as shown below with details like “Hour”, “Call Count”, “Duration”, “Call Unit” and “Cost” appears.



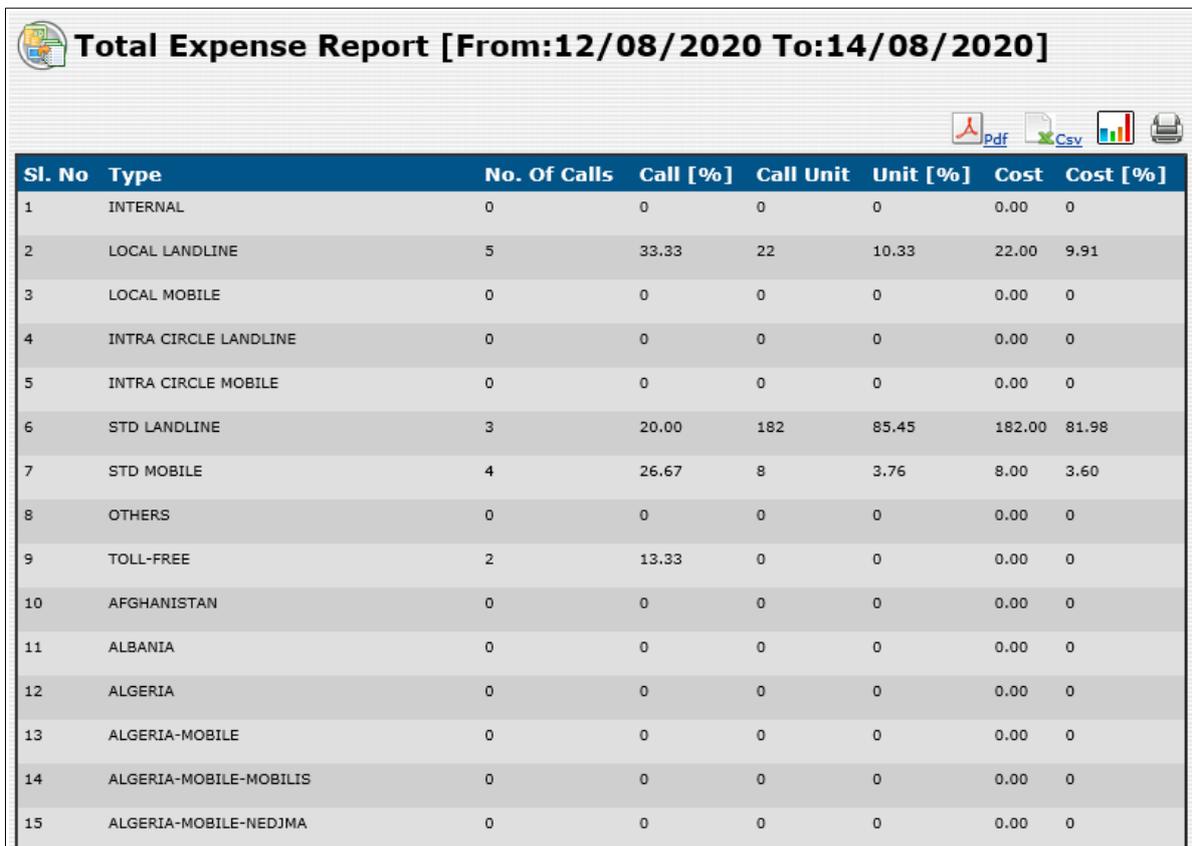
Ext No.- 800					
Sl. No.	Hour	Call Count	Duration	Call Unit	Cost
1	01:00 - 02:00	0	00:00:00	0	0.00
2	02:00 - 03:00	0	00:00:00	0	0.00
3	03:00 - 04:00	2	02:01:58	122	122.00
4	04:00 - 05:00	0	00:00:00	0	0.00
5	05:00 - 06:00	0	00:00:00	0	0.00
6	06:00 - 07:00	0	00:00:00	0	0.00
7	07:00 - 08:00	0	00:00:00	0	0.00
[Incoming-0    Outgoing-2 ]		Total Calls : 2	Total Duration : 02:01:58	Total Units : 122	Total Call Cost : 122.00
<b>Grand Total - [Incoming-0    Outgoing-2]    Total Calls : 2    Total Duration : 02:01:58    Total Units : 122    Total Call Cost : 122.00</b>					

### 5.4.5. Total Expense Report

This submenu allows the user to view the report of the total cost of the calls for a specified date range. Enter the details and click **Ok**.



The report appears as shown below with details like “Type”, “No. of Calls”, “Call [%]”, “Call Unit”, “Unit [%]”, “Cost” and “Cost [%]”.

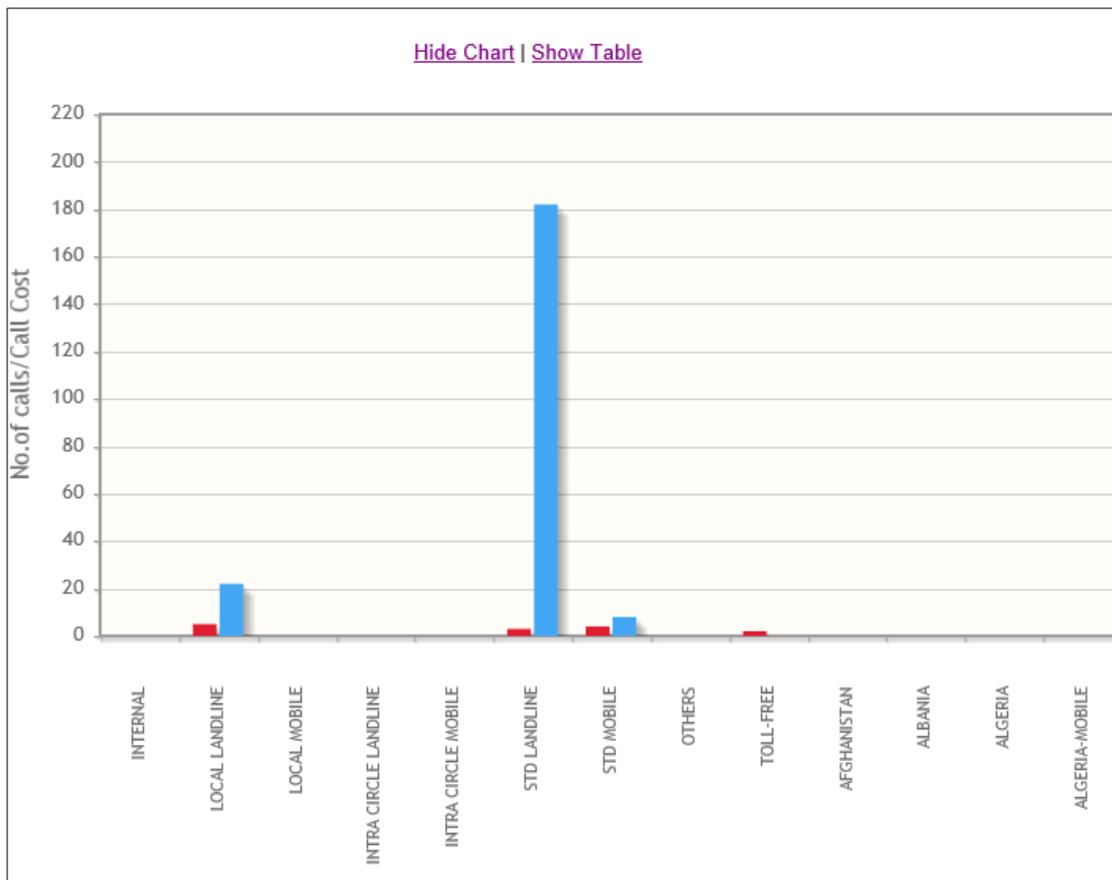


Sl. No	Type	No. Of Calls	Call [%]	Call Unit	Unit [%]	Cost	Cost [%]
1	INTERNAL	0	0	0	0	0.00	0
2	LOCAL LANDLINE	5	33.33	22	10.33	22.00	9.91
3	LOCAL MOBILE	0	0	0	0	0.00	0
4	INTRA CIRCLE LANDLINE	0	0	0	0	0.00	0
5	INTRA CIRCLE MOBILE	0	0	0	0	0.00	0
6	STD LANDLINE	3	20.00	182	85.45	182.00	81.98
7	STD MOBILE	4	26.67	8	3.76	8.00	3.60
8	OTHERS	0	0	0	0	0.00	0
9	TOLL-FREE	2	13.33	0	0	0.00	0
10	AFGHANISTAN	0	0	0	0	0.00	0
11	ALBANIA	0	0	0	0	0.00	0
12	ALGERIA	0	0	0	0	0.00	0
13	ALGERIA-MOBILE	0	0	0	0	0.00	0
14	ALGERIA-MOBILE-MOBILIS	0	0	0	0	0.00	0
15	ALGERIA-MOBILE-NEDJMA	0	0	0	0	0.00	0

The *View Graph* option shows the statistical representation of the report as given below.

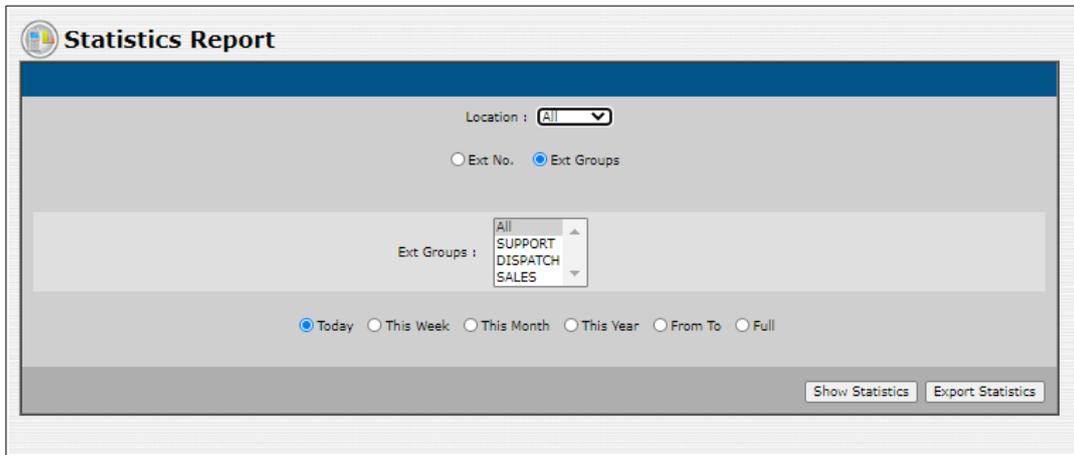
[Hide Chart](#) | [Hide Table](#)

Type	Total calls	Total Cost
INTERNAL	0	0
LOCAL LANDLINE	5	22
LOCAL MOBILE	0	0
INTRA CIRCLE LANDLINE	0	0
INTRA CIRCLE MOBILE	0	0
STD LANDLINE	3	182
STD MOBILE	4	8
OTHERS	0	0
TOLL-FREE	2	0
AFGHANISTAN	0	0
ALBANIA	0	0
ALGERIA	0	0
ALGERIA-MOBILE	0	0

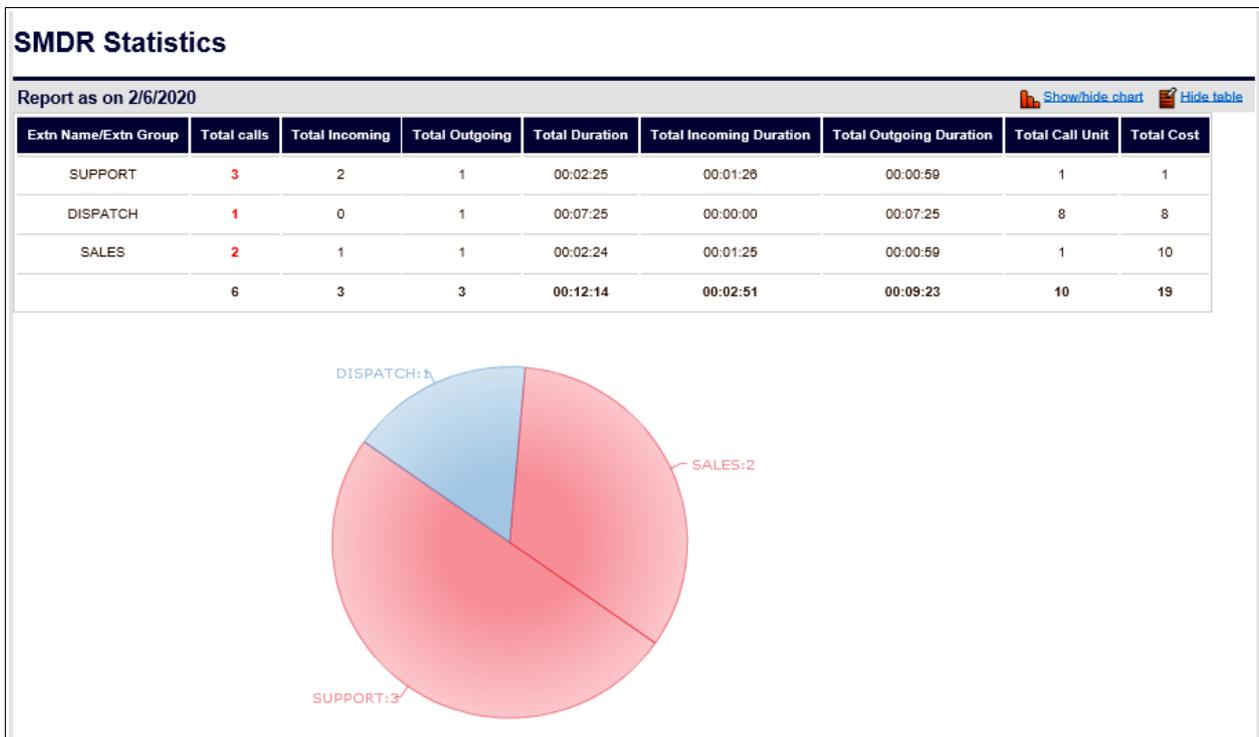


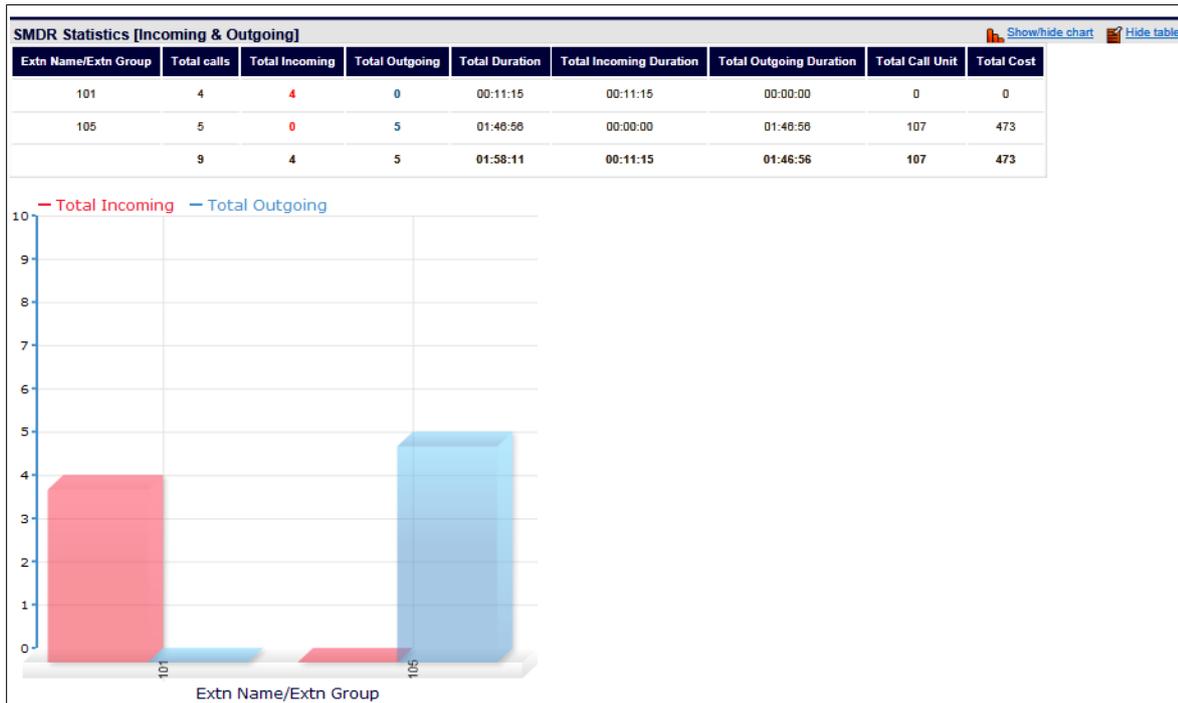
### 5.4.6. Statistics Report

This submenu shows the statistical report of the calls depending on the search criteria. Enter the details and click **Show Statistics**.



The statistical report appears as shown below.





Click *Export Statistics* to download and save the details.

**Statistics Report**

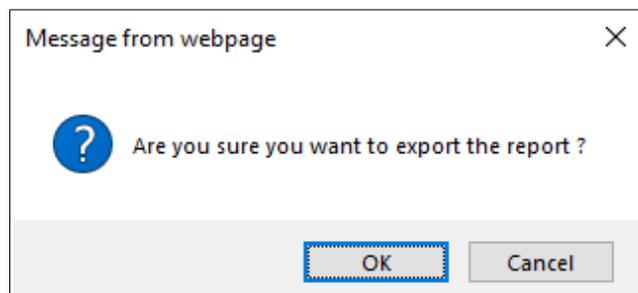
Location :

Ext No.  Ext Groups

Ext Groups :

Today  This Week  This Month  This Year  From To  Full

Before exporting the details, a confirmation prompt appears. Click **OK**.



A window appears saying “*Export done successfully*”. Click **Download** and save the report for future reference.



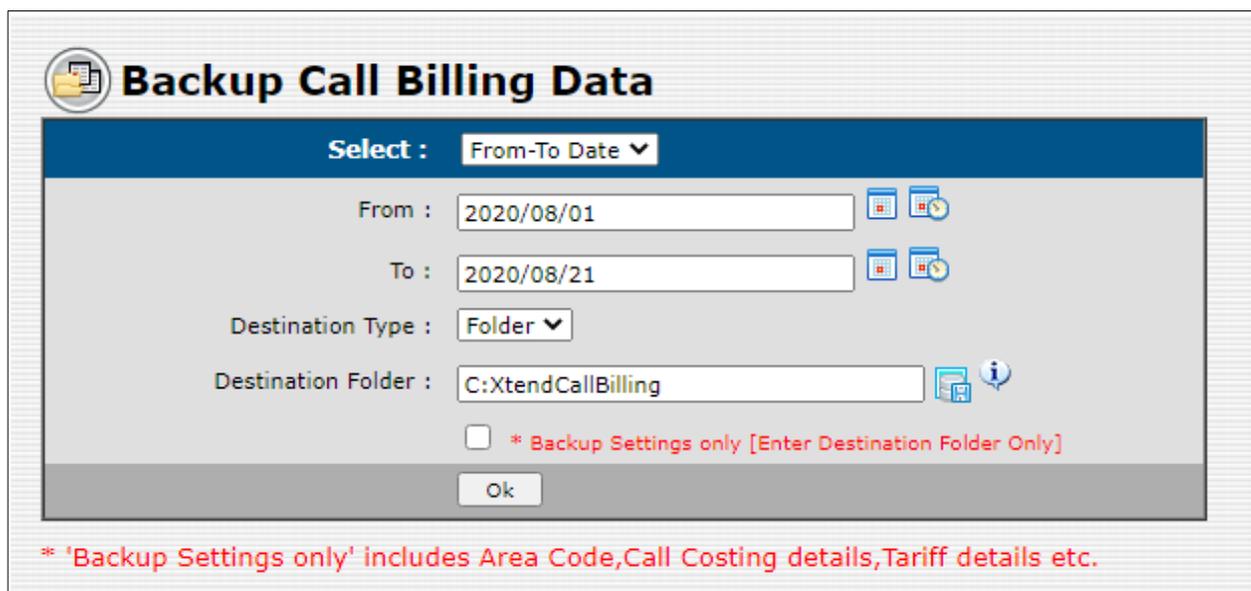
## 5.5. Backup

This menu addresses the backup and restoration process in the Call Billing [Voice Logger].

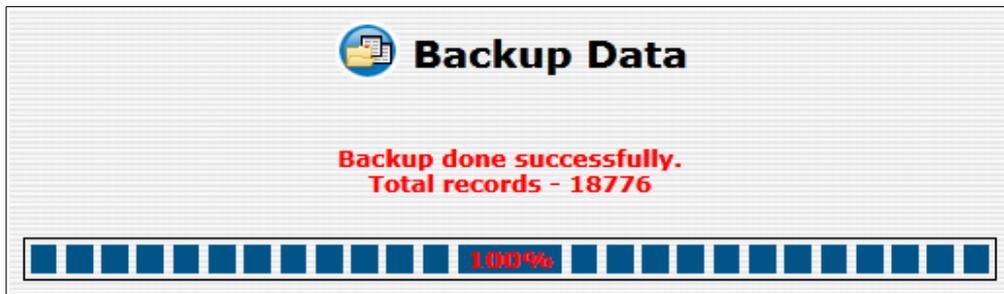
The submenus include **Backup Data**, **Restore Data** and **Import Settings**.

### 5.5.1. Backup Data

This submenu helps the user to take backup of the data to ensure the safety of critical data from being lost. Complete the relevant entries for taking the backup. Select the option “*Backup Settings only*” to backup the details like Area Code, Call Costing details, Tariff details etc. excluding call details. If this option is not selected, the entire call billing details will get backed up. Click **Ok** to carry out the data backup.

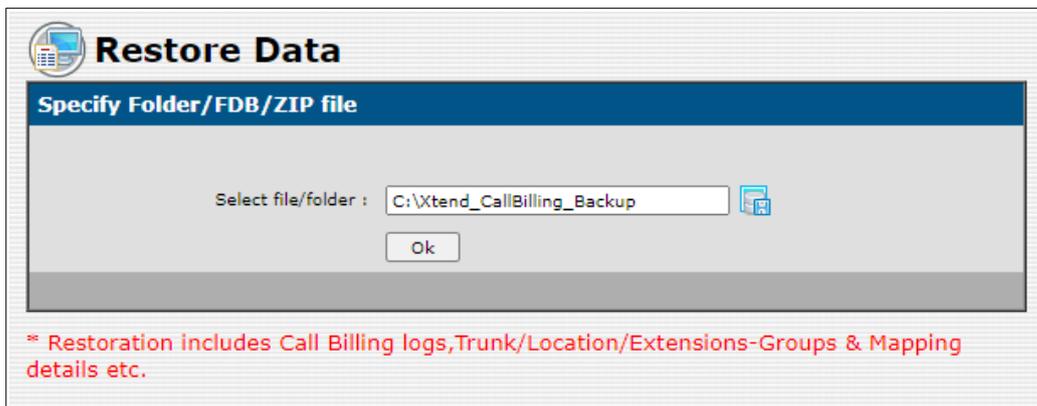


A message appears as shown below.

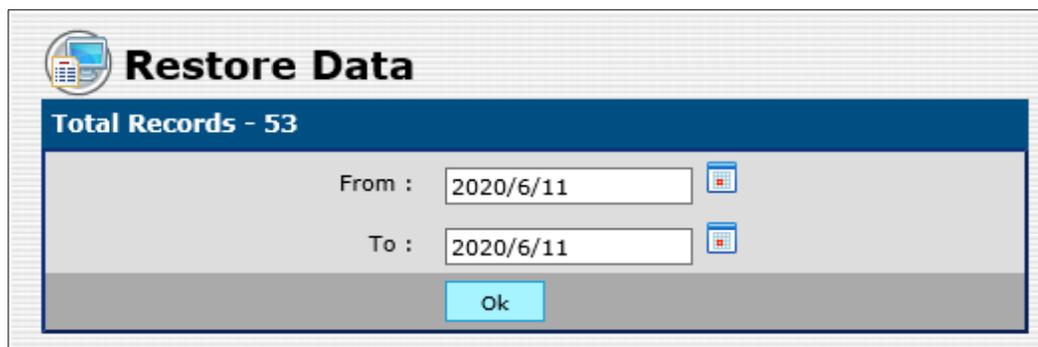


### 5.5.2. Restore Data

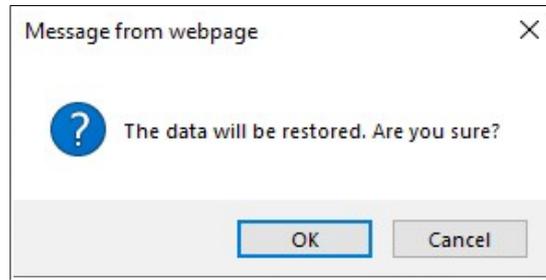
This submenu allows the user to retrieve call details from the backup folder/zip file. Enter the file/folder that needs to be restored and click *Ok*.



A window appears as shown below choose the "From-To" date range to restore the records.



A confirmation prompt appears, click **OK**.

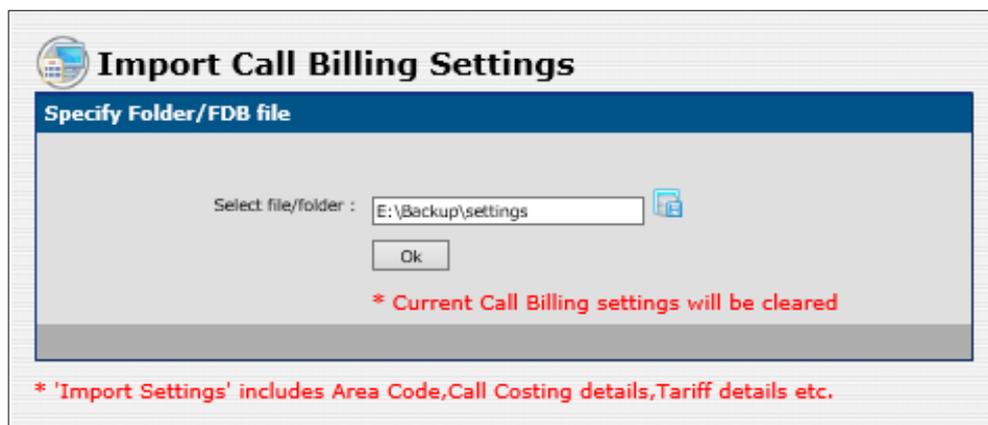


A message appears as shown below after successful restoration.

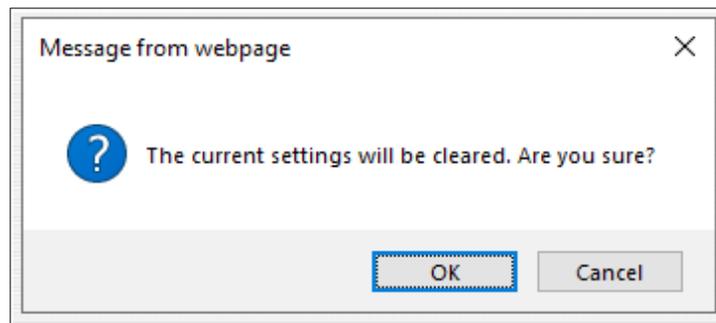


### 5.5.3. Import Settings

This submenu allows the user to restore the files that are backed up using the “Backup Settings only” during the backup process ([refer 5.5.1.](#)). Select the file/folder to import and click **Ok**.



A confirmation message box appears, click **OK** to continue.



A window appears as shown below after successful restoration.



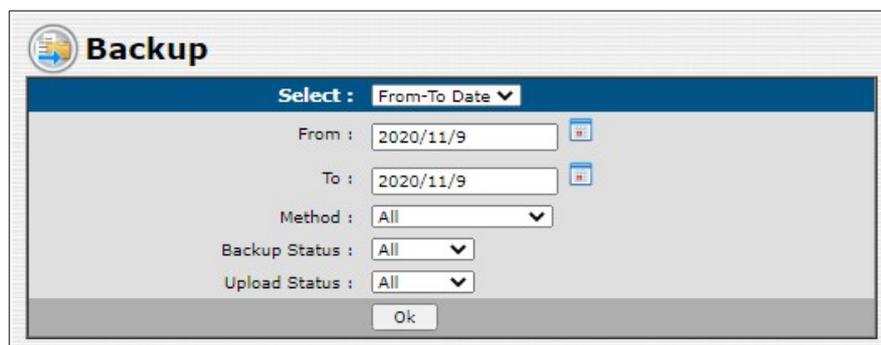
## 5.6. Reports

This menu helps to take reports related to status of backup, restore, delete and e-mail reports.

The submenus include **Backup**, **Restore**, **Delete**, **Export** and **E-mail Report**.

### 5.6.1. Backup

This submenu helps to get the detailed report regarding the backed-up data. Enter the "From-To" date and click **Ok**.



The Backup Report show details like “Time”, “Call Billing From”, “Call Billing To”, “Call Billing Total”, “Type”, “User”, “Drive”, “Location”, “Status”, “Method”, “Upload Status”, “Wave Upload Status” and “Backup Type”.

Backup Report													
Total Number of entries : 3													
Sl. No.	Time	Call Billing From	Call Billing To	Call Billing Total	Type	User	Drive	Location	Status	Method	Upload Status	Wave Upload Status	Backup Type
1	9/11/2020 13:52:17	1/9/2020	30/11/2020	16	Folder	admin		D:\XtendBackup	Success	Manual	N/A	N/A	Call Billing
2	9/11/2020 13:49:04	0	0	0	Folder	admin		D:\XtendBackup\LOGGER_FDB	Success	Manual	N/A	N/A	Call Billing
3	9/11/2020 13:47:11	4/11/2020 05:34:31	4/11/2020 15:56:35	16	Folder	admin		D:\XtendBackup	Success	Manual	N/A	N/A	Call Billing

### 5.6.2. Restore

This submenu helps to get reports related to the status of restored data. Enter the “From-To” date and click *Ok*.

## Restore

Select : From-To Date ▼

From :  B

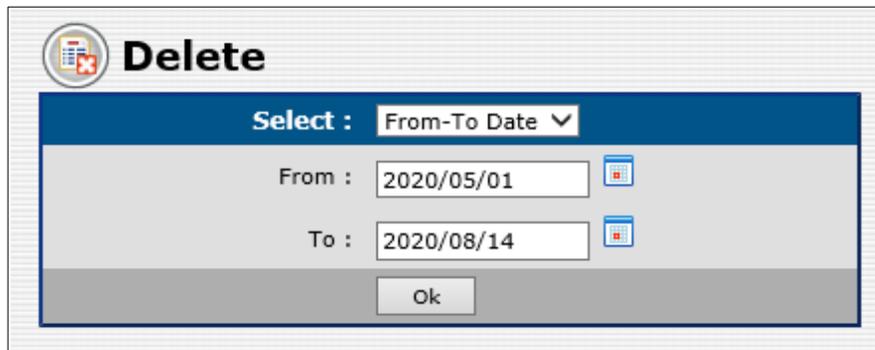
To :  B

The Restore Report include details like “Time”, “Call Billing From”, “Call Billing To”, “Call Billing Total”, “Type”, “User”, “Drive”, “Location”, “Status”, and “Method”.

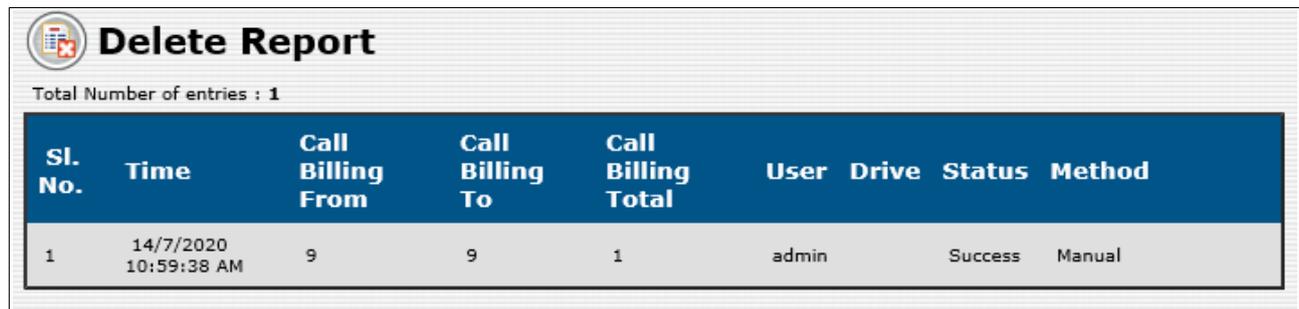
Restore Report											
Total Number of entries : 1											
Sl. No.	Time	Call Billing From	Call Billing To	Call Billing Total	Type	User	Drive	Location	Status	Method	
1	27/5/2020 11:33:29 AM	1	11	11	Folder	admin		C:\Users\DEMO\Desktop\Bckuppp\Logger.fdb	Success	Manual	

### 5.6.3. Delete

This submenu helps to get report related to the status of deleted data. Enter the “From-To” date and click *Ok*.



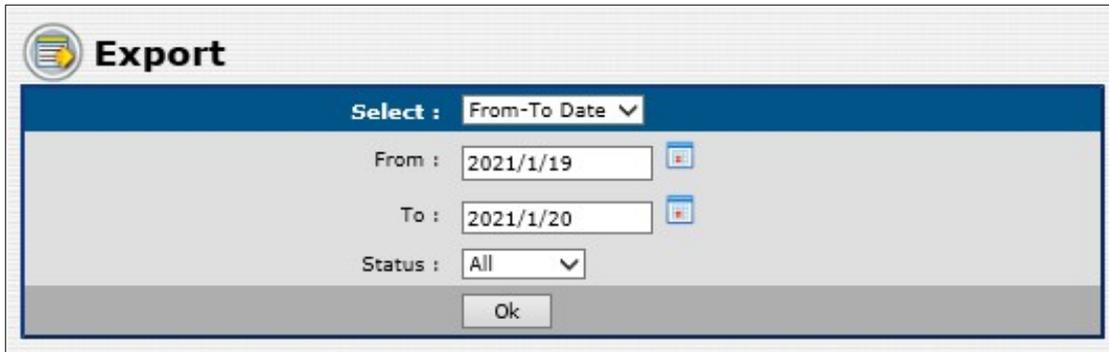
The **Delete Report** include details like “**Time**”, “**Call Billing From**”, “**Call Billing To**”, “**Call Billing Total**”, “**User**”, “**Drive**”, “**Status**”, and “**Method**”.



Sl. No.	Time	Call Billing From	Call Billing To	Call Billing Total	User	Drive	Status	Method
1	14/7/2020 10:59:38 AM	9	9	1	admin		Success	Manual

### 5.6.4. Export

This submenu helps to get report related to the status of exported data. Enter the “From-To” date, select **Status** from drop-down list and click **Ok**.

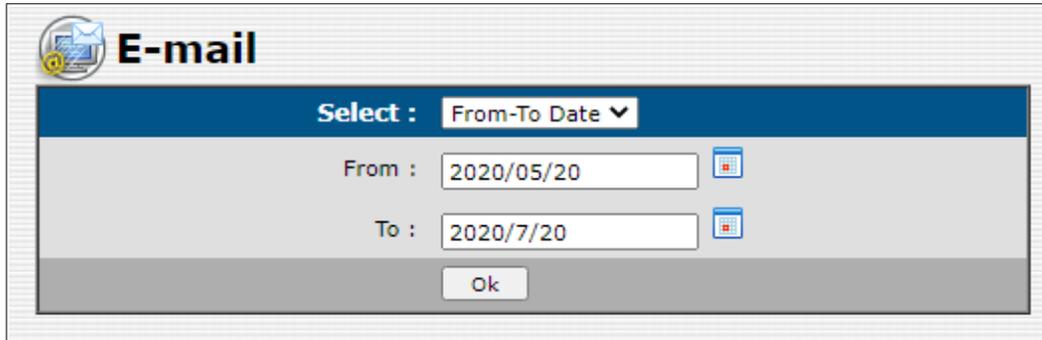


The **Export Report** include details like “Time”, “Call Billing From”, “Call Billing To”, “Call Billing Total”, “Type”, “User”, “Drive”, “Location”, “Status”, and “Method”.

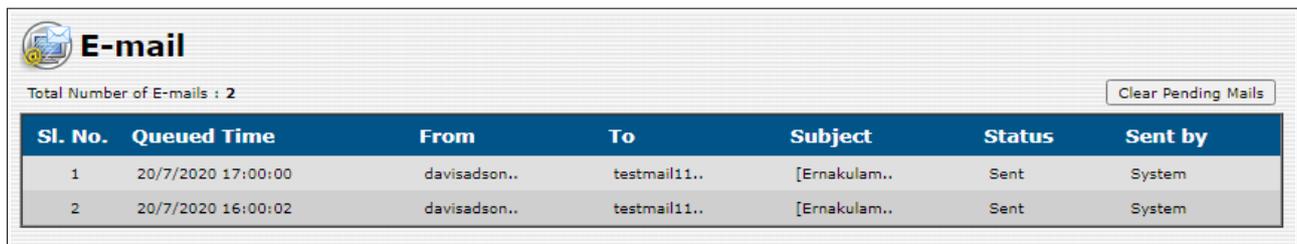
Export Report										
Total Number of entries : 1										
Sl. No.	Time	Call Billing From	Call Billing To	Call Billing Total	Type	User	Drive	Location	Status	Method
1	19/1/2021 12:25:00	0	0	0	Excel Sheet	SYSTEM		E:\XtendCallBilling_27167\27167 \web\Export\CallBilling_20210119_122500_20210119_122501_0.7055475.csv	Success	Auto

### 5.6.5. E-mail Report

This submenu helps to get report regarding e-mail status. Enter the “From-To” date and click **Ok**.

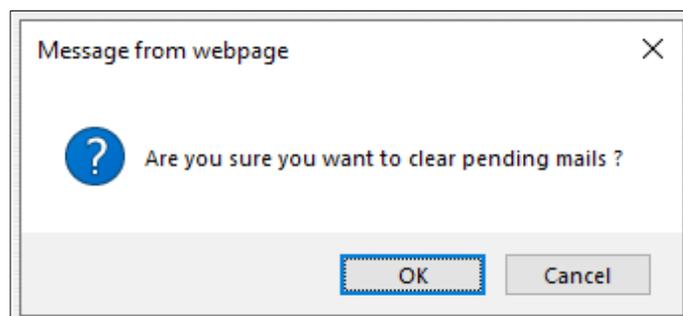


A window like shown below appears with status of e-mails.

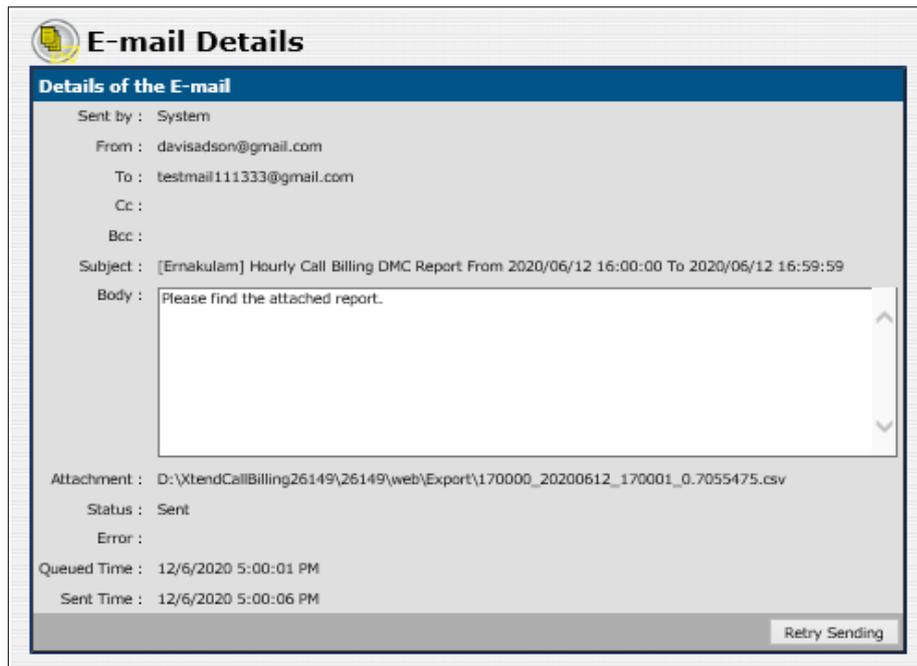


Sl. No.	Queued Time	From	To	Subject	Status	Sent by
1	20/7/2020 17:00:00	davisadson..	testmail11..	[Ernakulam..	Sent	System
2	20/7/2020 16:00:02	davisadson..	testmail11..	[Ernakulam..	Sent	System

Click **Clear Pending Mails** which appears on top-right corner to remove the pending mails. A confirmation prompt appears, click **OK**.



Click the specific row to get the details of that particular e-mail.



In the above screenshot, if the status of the e-mail is “Queued” then to resend the mail, click **Retry Sending** available in the bottom most right corner of the above screenshot.

A confirmation prompt appears, click **OK**.



## 5.7. Administration

This menu is related to the creation, modification and deletion of User Accounts. Note that, an Administrator can create, modify or delete a user account. Also, an Administrator can change name, reset password and set session duration from the **Administration** menu.

### 5.7.1. User Accounts

This submenu helps the user to modify the General Settings and create new accounts.

**User Accounts**

New User
 Delete User
 Users List
 User Types

**To download Logger Client. [Click here](#)**

Select the User
ADMIN ▾

Administrator

**Modify General Settings**

Real Name :

Session duration :  minutes [0-Always connected]

List Count :

Suspend Account :  Yes  No

Disable Live snoop :  Yes  No

Disable Wave Playback :  Yes  No

Download Wave file :  Yes  No

Allow Tag Updation :  Yes  No

E-mail alert on Popup update :  Enable

User type :

Auto Play :  Enable

Continuous Play :  Enable

View Total call duration :  Enable

Access Rights :  **View All Logs**  Backup  E-mail

**View All Live Calls**

**View Live Calls Only**

**View All Call Billing Reports**

**Agent Popup Mapping**

Upload Photo :

**Change Password**

New Password :

Confirm Password :

### Select the User

Select the login name from the drop-down list to view the account details of the selected user.

### Modify General Settings

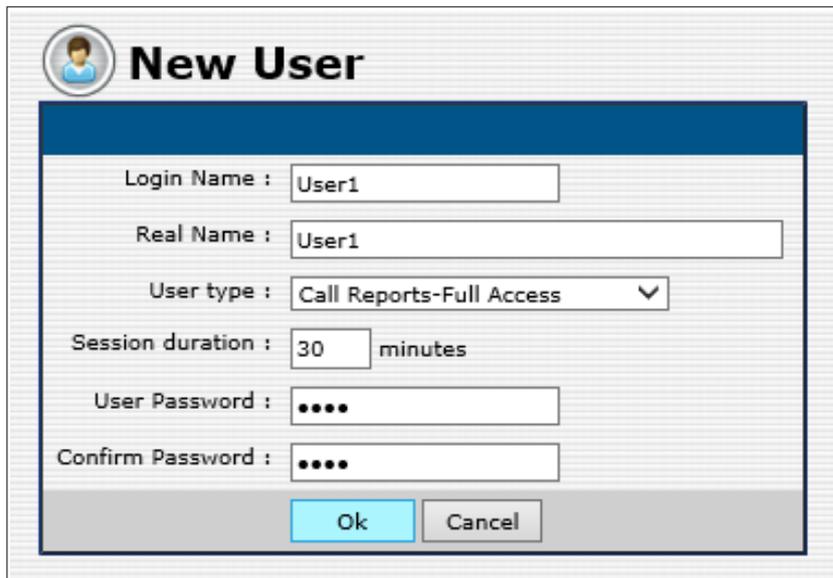
An Administrator can add/modify the settings of each user from the below given options:

• Real Name	Enter the real name of the user.
• Session duration	Set the active time duration for the selected user.
• List Count	Set the number of records to be displayed per page. For example, if the limit specified is 10, then 10 call billed details will be displayed in the Call Billing Report.
• Suspend Account	Select “Yes” to disable the user account or select “No” to enable the user account. When a suspended user tries to enter the browser interface, a message is displayed as <i>"Your account is blocked"</i> .
• Disable Live snoop	Select “Yes” to deactivate the live snooping feature and select “No” to enable live snooping.
• Disable Wave Playback	Select “Yes” to deactivate wave playback feature and select “No” to keep the wave playback enabled.
• Download Wave file	Click the checkbox next to “Yes” to download the wave file.
• Allow Tag Updation	Selecting the “Yes” option enables the user to update the tags.
• E-mail alert on Popup update	Enable this option to get an e-mail alert when the popup is updated.
• User Type	Select the type of user from the drop down list. Each user can be assigned access rights as per their user types.
• Auto Play	Enable the option to play the waves automatically when the user click on the wave player icon.
• Continuous Play	Enable the option to play the wave files continuously one after the other automatically.
• View total call duration	Enable the option to view the total call duration along with the total number of calls.
• Access Rights	The following types of access rights can be allotted to a user. <ul style="list-style-type: none"> <li>• View all Logs: This option allows the user to</li> </ul>

	<p>view the logged calls.</p> <ul style="list-style-type: none"> <li>• Backup: Allows to take the backup of the logged calls.</li> <li>• E-mail: Allows sending e-mails.</li> <li>• View All Live Calls: Allows the user to view all the live calls assigned to the trunk with option to view the SMDR data of the call.</li> <li>• View Live Calls Only: Allows the user to view only the live calls from assigned trunks.</li> <li>• View All Call Billing Reports: Allows the user to view all the call billing reports.</li> <li>• Agent Popup Mapping: This option is provided for all user type except Admin.</li> </ul>
<ul style="list-style-type: none"> <li>• Upload Photo</li> </ul>	<p>Allows to upload the photograph of a user/agent.</p>



**New user:** Click this icon and create a new user account as shown below with “Login Name”, “Real Name”, “User Type”, “Session Duration” and “Password”. The “User Type” should be set as “Call Reports-Limited Access”, because only the user with user type “Call Reports-Limited Access” can be assigned the rights. Click *Ok*.

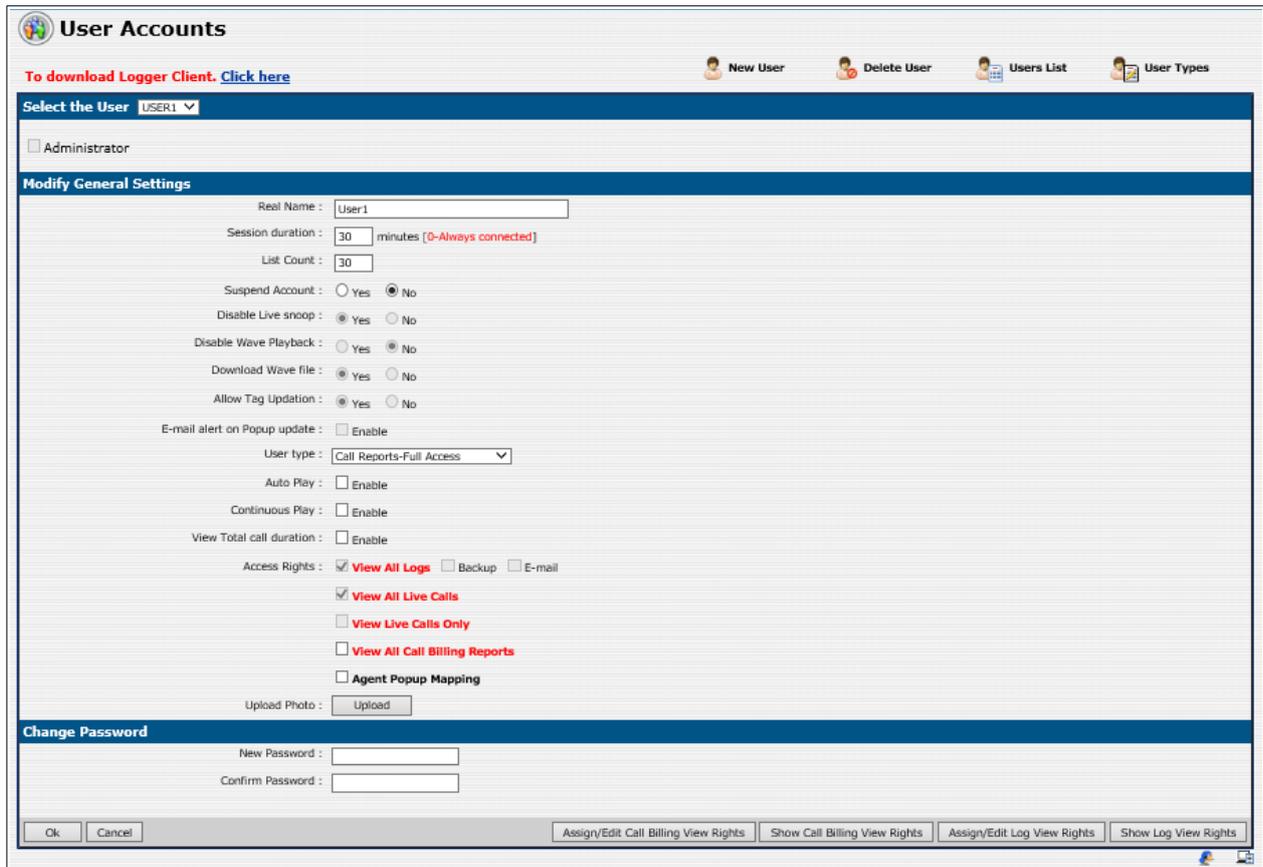
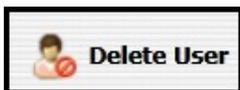


The image shows a 'New User' dialog box with the following fields and values:

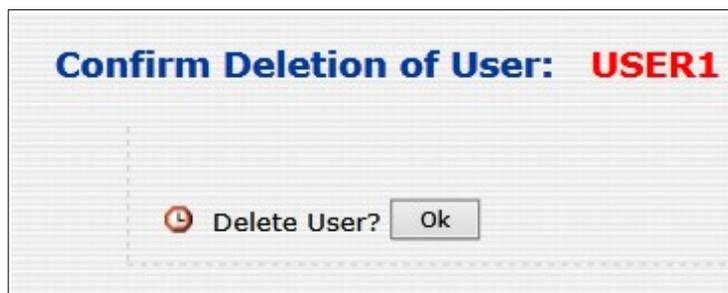
- Login Name : User1
- Real Name : User1
- User type : Call Reports-Full Access (dropdown menu)
- Session duration : 30 minutes
- User Password : [masked with dots]
- Confirm Password : [masked with dots]

Buttons: Ok, Cancel

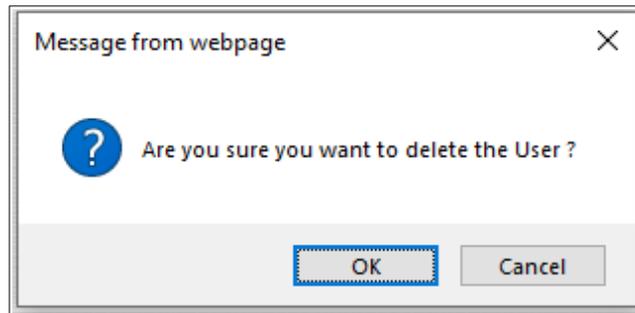
A window appears as shown below.

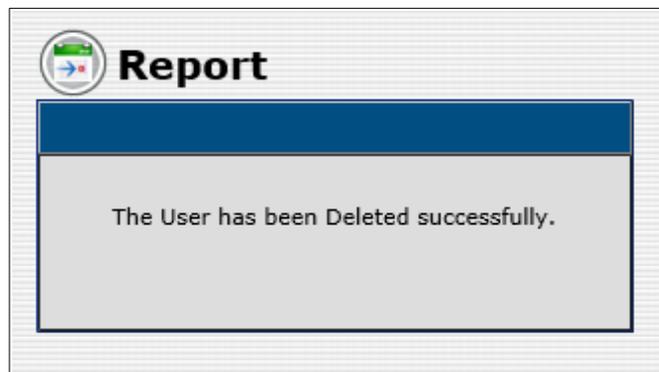
Click this link to delete the user account. The delete option is allowed for a user with administrative rights. Click **Ok** on the confirmation message that appears.



A confirmation prompt appears again, click **OK**.



A report appears after successful deletion.





Click this link to view the list of users. The information obtained includes “User Name”, “Real Name”, “Session [Minutes]”, “List Count”, “Live Snoop”, “Wave Play” and “Auto Play”. The count of total users can be also seen.

**Users List**

Total Users : 8

[Create User Type](#) [List User Types](#)

SI	User Name	Real Name	Session [Minutes]	List Count	Live Snoop	Wave Play	Auto Play
1	ADMIN [Administrator]	Administrator	30	30	Enabled	Enabled	Enabled
2	GUEST	Guest	30	30	Enabled	Enabled	Disabled
3	M1 [Administrator]	m1	30	30	Enabled	Enabled	Disabled
4	MEDIA [Administrator]	media	30	30	Enabled	Enabled	Disabled
5	SALES [Administrator]	sales	30	30	Enabled	Enabled	Disabled
6	TEST	TEST	30	30	Disabled	Enabled	Disabled
7	TOJY	Tojy	30	30	Disabled	Enabled	Disabled
8	TOJY1	Tojy T	30	30	Enabled	Enabled	Disabled

[Export](#)



View the list of created user types and the official’s name who has created the user type.

**User Types**

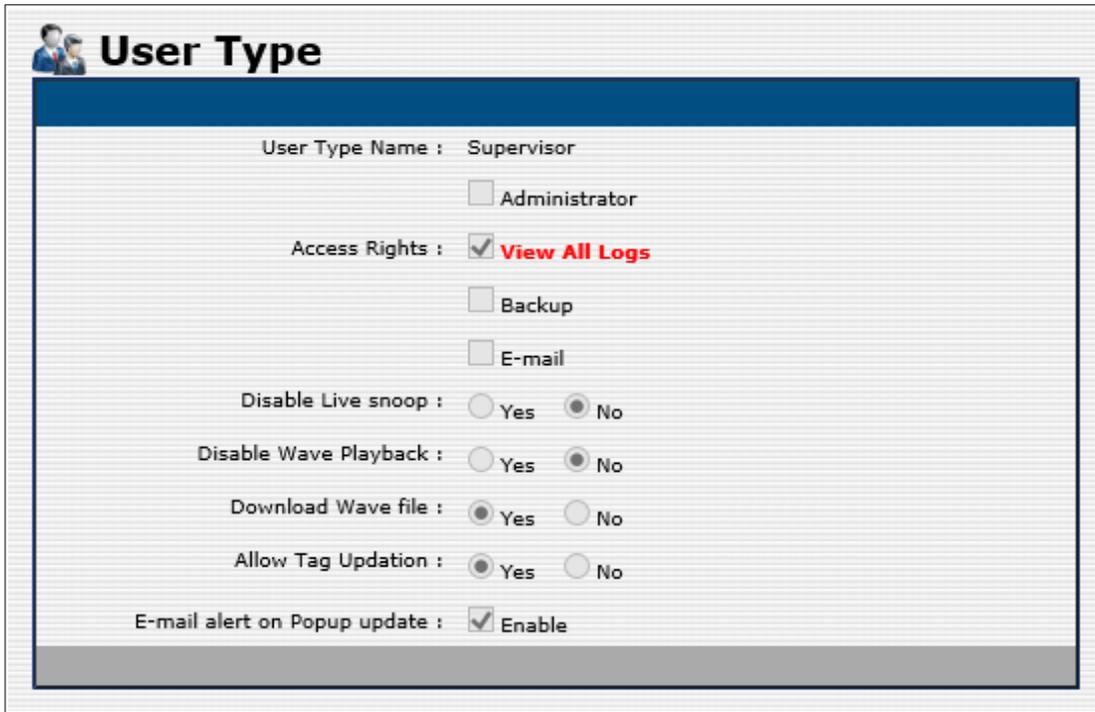
Total User Types : 6

[Create User Type](#)

SI	User Type Name	Created By
1	CALL REPORTS-LIMITED ACCESS	SYSTEM
2	CALL REPORTS-MINIMUM ACCESS	SYSTEM
3	DATA BACKUP	SYSTEM
4	CALL REPORTS-FULL ACCESS	SYSTEM
5	SUPERVISOR	SYSTEM
6	ADMINISTRATOR	SYSTEM



Click this icon to view the user type details.



**User Type**

User Type Name : Supervisor

Administrator

Access Rights :  **View All Logs**

Backup

E-mail

Disable Live snoop :  Yes  No

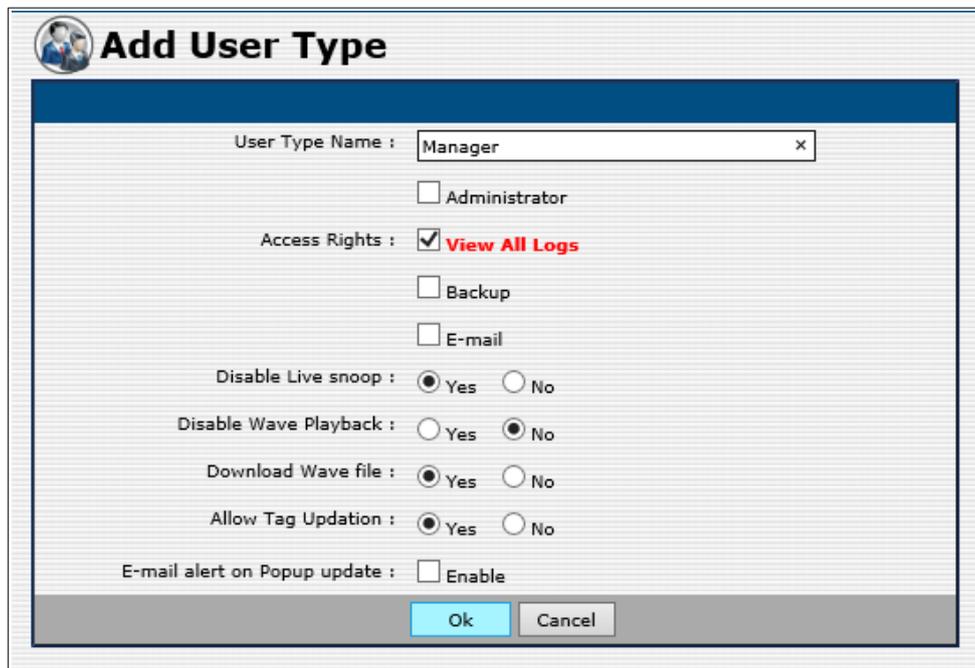
Disable Wave Playback :  Yes  No

Download Wave file :  Yes  No

Allow Tag Updation :  Yes  No

E-mail alert on Popup update :  Enable

To create a new user type, click *Create User Type* (highlighted with red in *User Types* window), enter the details and click **Ok** to save.



**Add User Type**

User Type Name :

Administrator

Access Rights :  **View All Logs**

Backup

E-mail

Disable Live snoop :  Yes  No

Disable Wave Playback :  Yes  No

Download Wave file :  Yes  No

Allow Tag Updation :  Yes  No

E-mail alert on Popup update :  Enable

After creating a new user type, to delete the user type click close icon "✖" appearing along with each created user type.

SI	User Type Name	Created By	
1	MANAGER	ADMIN	 
2	CALL REPORTS-LIMITED ACCESS	SYSTEM	
3	CALL REPORTS-MINIMUM ACCESS	SYSTEM	
4	DATA BACKUP	SYSTEM	
5	CALL REPORTS-FULL ACCESS	SYSTEM	
6	SUPERVISOR	SYSTEM	
7	ADMINISTRATOR	SYSTEM	

### Assign/Edit Call Billing View Rights

An Administrator can assign certain rights to the user that allows the user to view the call billing details of a particular extension. Select the user and click *Assign/Edit Call Billing View Rights* to open this option.


**User Accounts**

[New User](#)
[Delete User](#)
[Users List](#)
[User Types](#)

To download Logger Client. [Click here](#)

Select the User USER1 ▼

Administrator

**Modify General Settings**

Reel Name :

Session duration :  minutes (0-Always connected)

List Count :

Suspend Account :  Yes  No

Disable Live snoop :  Yes  No

Disable Wave Playback :  Yes  No

Download Wave file :  Yes  No

Allow Tag Updation :  Yes  No

E-mail alert on Popup update :  Enable

User type :

Auto Play :  Enable

Continuous Play :  Enable

View Total call duration :  Enable

Access Rights :  **View All Logs**  Backup  E-mail

**View All Live Calls**

**View Live Calls Only**

**View All Call Billing Reports**

**Agent Popup Mapping**

Upload Photo :

**Change Password**

New Password :

Confirm Password :

A window appears as given below. Select the “**Type**” from the drop down list and set “**Extension No./Extension Group/Location**” corresponding to it. Then, click *Configure*.

**Set Call Billing view rights for 'USER1'**

Sl. No.	Type	Extension No./Extension Group/Location
1	Extension No ▾	105 ▾
2	Extension Group ▾	MEDIA ▾
3	Location ▾	Ernakulam ▾
4	Select .. ▾	

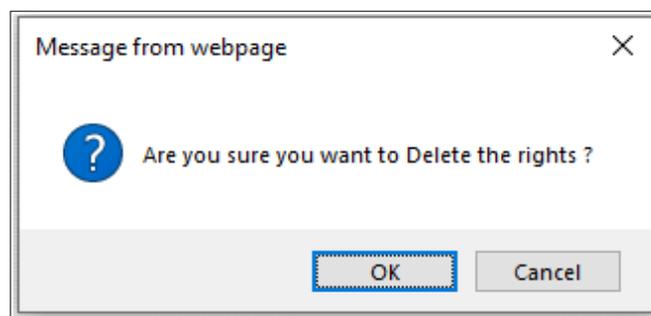
A window appears as shown below saying “*Rights updated successfully*”. To delete the rights of a user, select the checkbox against the rights and click *Delete Rights*.

**Rights updated successfully.**

**Call Billing view rights of 'USER1'**

<input type="checkbox"/>	Sl. No.	Type	Extension No/Extension Group/Location
<input type="checkbox"/>	1	Extension No	105
<input checked="" type="checkbox"/>	2	Extension Group	MEDIA
<input type="checkbox"/>	3	Location	Ernakulam

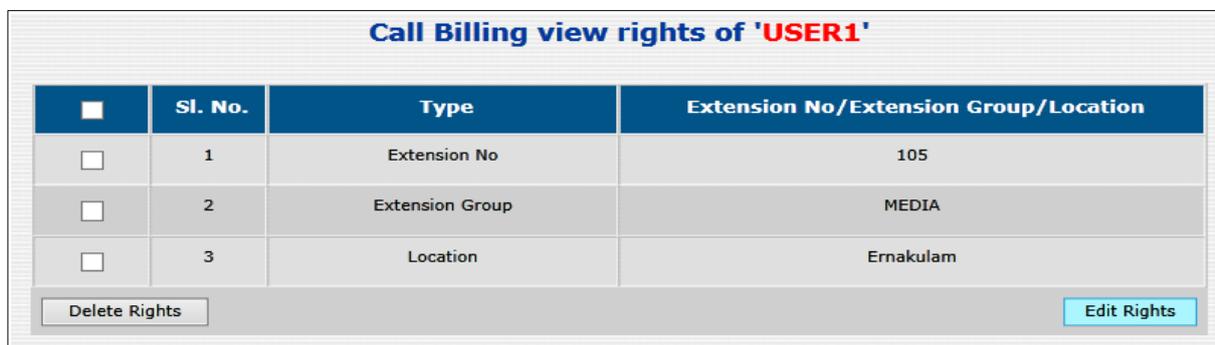
A confirmation prompt appears, click *OK*.



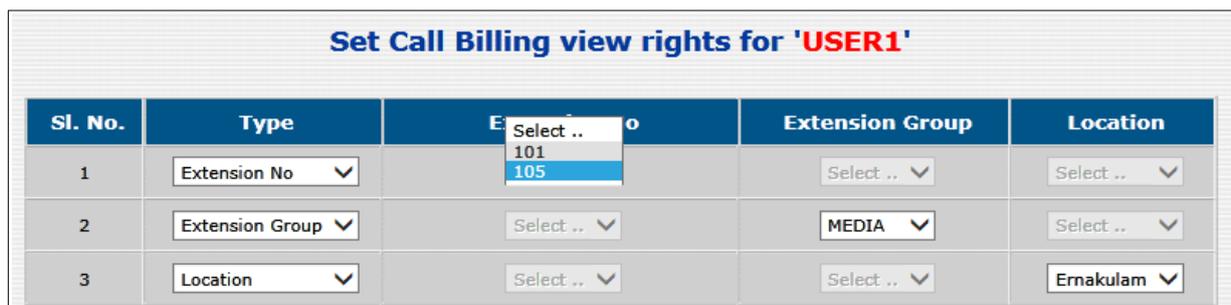
A window appears as shown below.



To edit the rights of a particular user, click **Edit Rights**, make the changes and click **Ok** to save.



Select type as “Extension No./Extension Group/Location” and then select the corresponding fields from the drop down list.



Then, click **Ok**.



A window as shown below appears, this shows the rights that are assigned to the user.

Rights updated successfully.

**Call Billing view rights of 'USER1'**

<input type="checkbox"/>	Sl. No.	Type	Extension No/Extension Group/Location
<input type="checkbox"/>	1	Extension No	105
<input type="checkbox"/>	2	Extension Group	MEDIA
<input type="checkbox"/>	3	Location	Ernakulam

Click *Show Call Billing View Rights* in **User Accounts** window to open this option.

Rights updated successfully.

**Call Billing view rights of 'USER1'**

<input type="checkbox"/>	Sl. No.	Type	Extension No/Extension Group/Location
<input type="checkbox"/>	1	Extension No	105
<input type="checkbox"/>	2	Extension Group	MEDIA
<input type="checkbox"/>	3	Location	Ernakulam

### 5.7.2. Phone Book

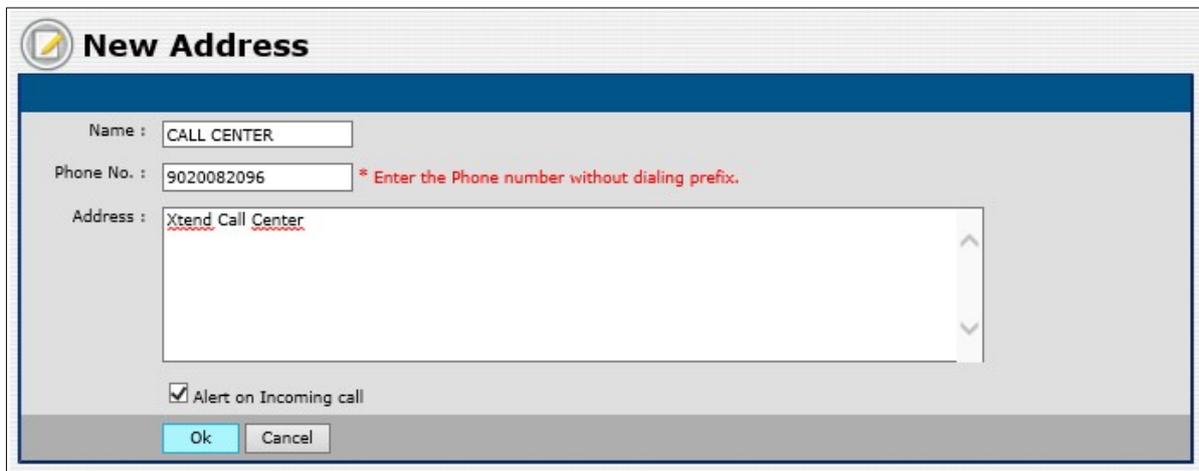
This submenu helps the user to store the name and details of the customers. This facility helps an official to have a quick identification of the caller whenever a call arrives.

 **Phone Book**

There are no addresses available



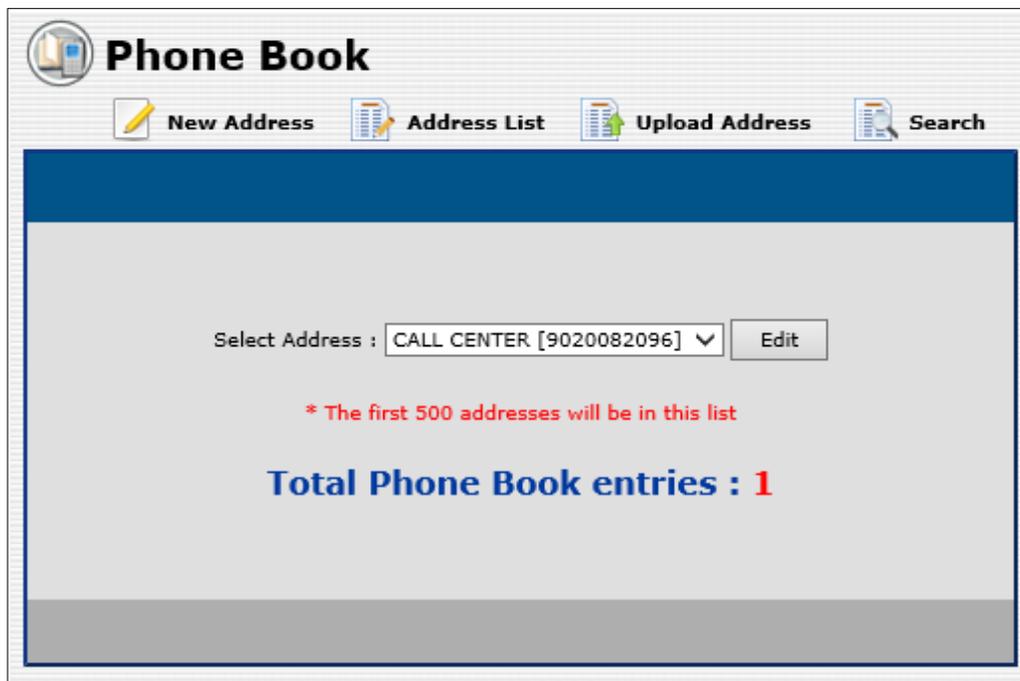
Click the link *New Address* to add a new entry to the Phone Book. Provide the Name, Phone Number and Address, then, click *Ok*. Enable the checkbox next to "Alert on Incoming call" to receive the alerts whenever an incoming call is generated.



The screenshot shows a web form titled "New Address". It contains the following fields and controls:

- Name :** CALL CENTER
- Phone No. :** 9020082096 \* Enter the Phone number without dialing prefix.
- Address :** Xtend Call Center
- Alert on Incoming call
- Buttons:** Ok, Cancel

The **Phone Book** window appears after creating new address.



The screenshot shows the "Phone Book" window with the following elements:

- Navigation Bar:** New Address, Address List, Upload Address, Search
- Select Address :** CALL CENTER [9020082096] Edit
- Message:** \* The first 500 addresses will be in this list
- Total Phone Book entries :** 1

To create another address, follow the above steps again.



Click the link *Address List* to view the list of contact numbers entered in the Phone Book.

Click *Export All* to export and save the details in an Excel sheet.

Address List							
Total Addresses : 3							Clear Phone Book
<input type="checkbox"/>	Sl. No.	Name	Phone No.	Address	Alert	Created On	Created By
<input type="checkbox"/>	1	CALL CENTER	9020082096	Xtend call center	Disabled	28/8/2020 11:03:53	admin
<input type="checkbox"/>	2	LOGGER SUPPORT	9388746081	Xtend Logger support	Disabled	28/8/2020 11:04:15	admin
<input type="checkbox"/>	3	UAE SUPPORT	00971564219916	Xtend UAE	Disabled	28/8/2020 11:06:53	admin

Delete Export All

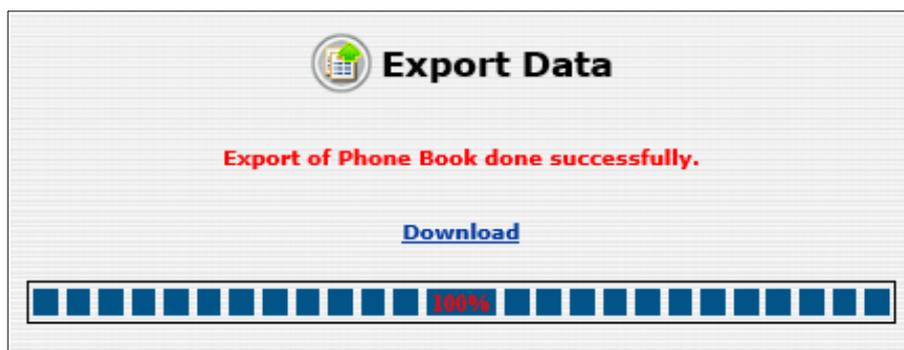
Enter the “Destination Type” and “Destination Folder”, then click *Ok*.

### Export Phone Book

Destination Type :

Destination Folder :   

A window appears as shown below saying “Export of Phone Book done successfully”.



To delete the address, select the address as shown below and click **Delete**.



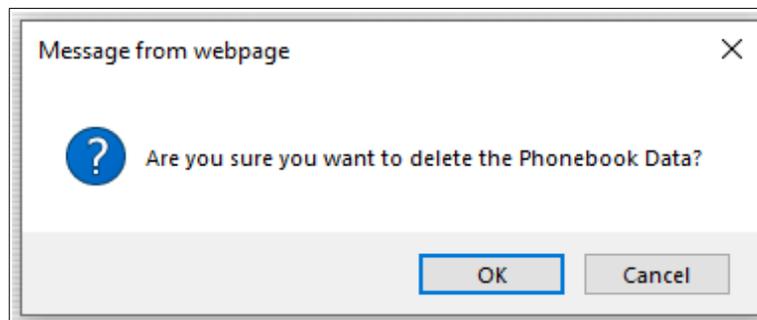
**Address List**

Total Addresses : 3 Clear Phone Book

<input type="checkbox"/>	Sl. No.	Name	Phone No.	Address	Alert	Created On	Created By
<input checked="" type="checkbox"/>	1	CALL CENTER	9020082096	Xtend call center	Disabled	28/8/2020 11:03:53	admin
<input type="checkbox"/>	2	LOGGER SUPPORT	9388746081	Xtend Logger support	Disabled	28/8/2020 11:04:15	admin
<input type="checkbox"/>	3	UAE SUPPORT	00971564219916	Xtend UAE	Disabled	28/8/2020 11:06:53	admin

Delete Export All

A confirmation prompt appears, click **OK**



Message from webpage

Are you sure you want to delete the Phonebook Data?

OK Cancel

Click **Clear Phone Book** on top of the **Address List** window to delete all the addresses.



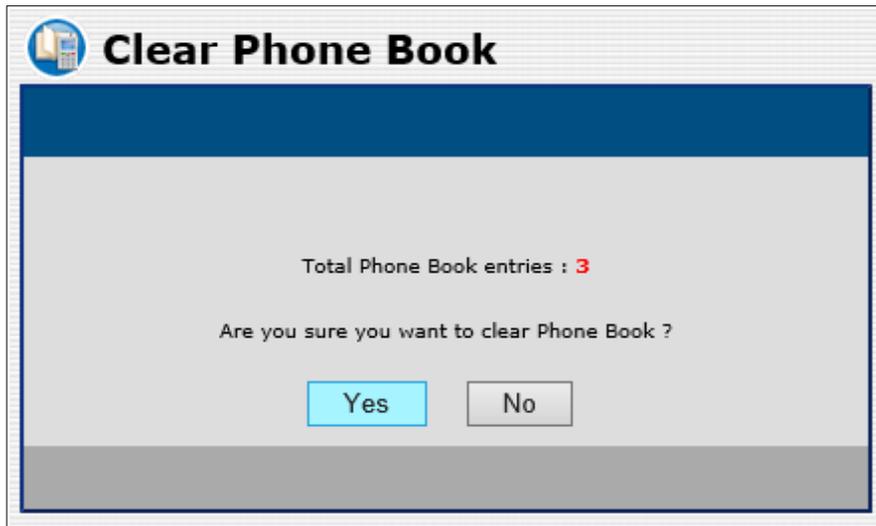
**Address List**

Total Addresses : 3 Clear Phone Book

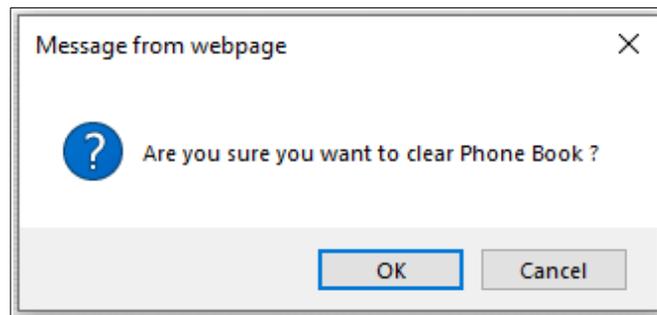
<input type="checkbox"/>	Sl. No.	Name	Phone No.	Address	Alert	Created On	Created By
<input checked="" type="checkbox"/>	1	CALL CENTER	9020082096	Xtend call center	Disabled	28/8/2020 11:03:53	admin
<input type="checkbox"/>	2	LOGGER SUPPORT	9388746081	Xtend Logger support	Disabled	28/8/2020 11:04:15	admin
<input type="checkbox"/>	3	UAE SUPPORT	00971564219916	Xtend UAE	Disabled	28/8/2020 11:06:53	admin

Delete Export All

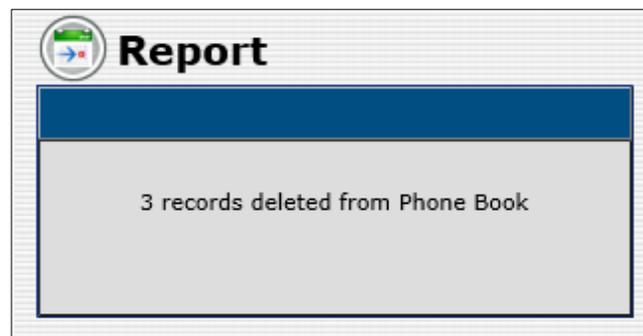
A window as shown below appears. Click *Yes*.



A confirmation prompt appears, click *OK*.

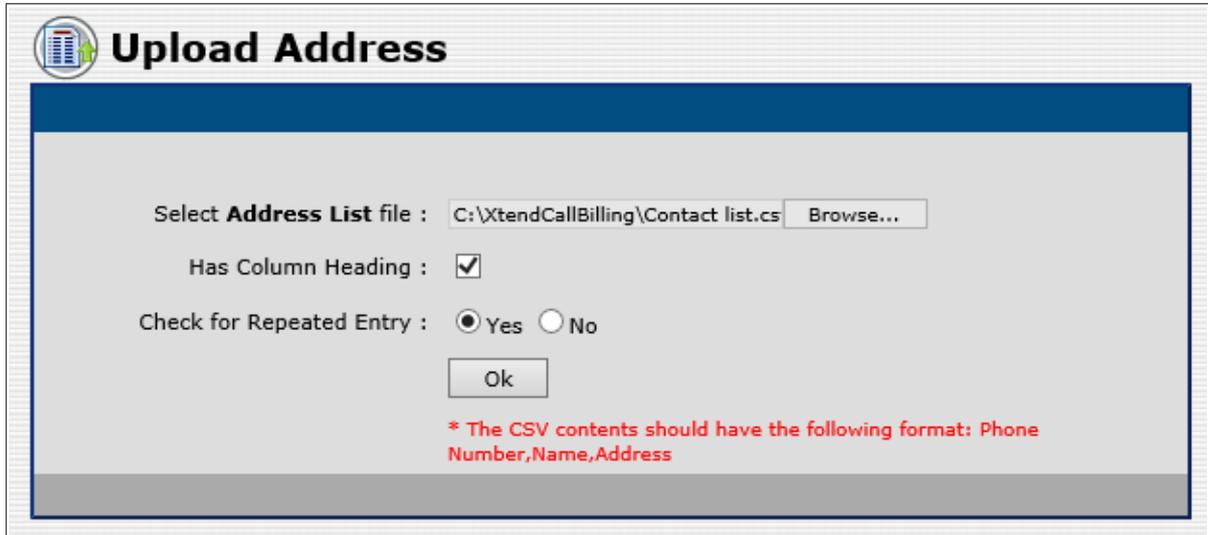


A report appears as shown below after successful deletion.





Click the link *Upload Address* to upload a list of numbers to the Phone Book. The data to be uploaded should have the following format: Phone Number, Name and Address.

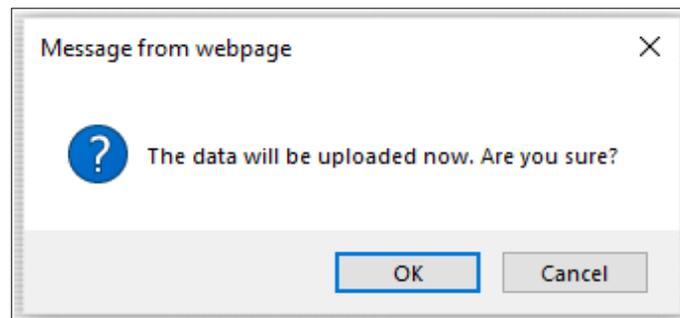


The screenshot shows a dialog box titled "Upload Address". It contains the following fields and options:

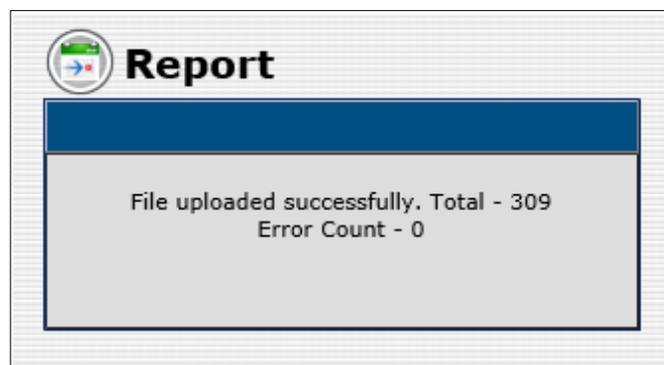
- Select **Address List** file : C:\XtendCallBilling>Contact list.cs
- Has Column Heading :
- Check for Repeated Entry :  Yes  No
- 

\* The CSV contents should have the following format: Phone Number,Name,Address

A confirmation prompt appears, click **OK**.

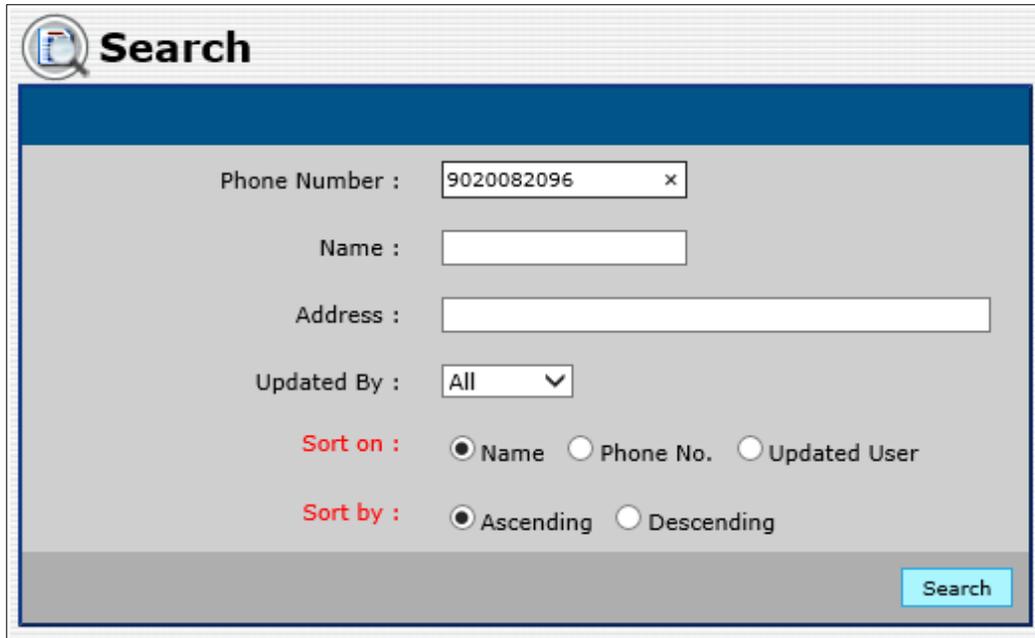


A report appears as shown below after successful updation.





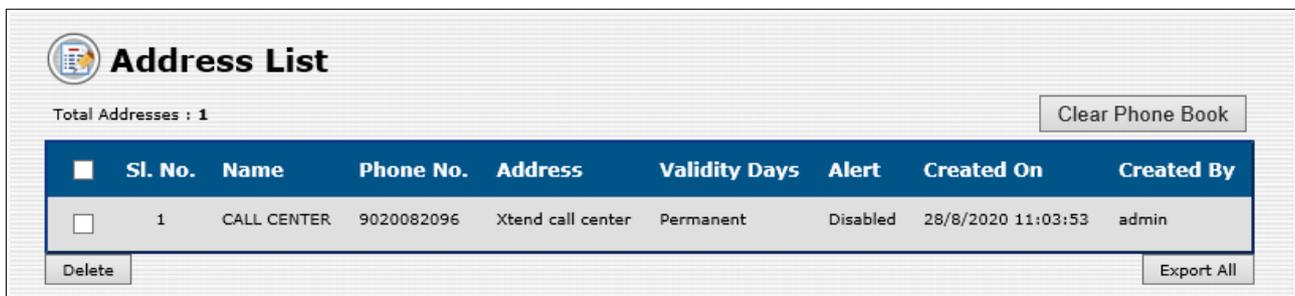
The user can search for the entries present in the Phone Book. Click **Search** present in the **Phone Book** window. Specify the Phone Number, Name or Address to be searched and click **Search**.



The screenshot shows a search form with the following fields and options:

- Phone Number : 9020082096
- Name : [Empty text box]
- Address : [Empty text box]
- Updated By : All
- Sort on :  Name  Phone No.  Updated User
- Sort by :  Ascending  Descending
- Search button

The Address List page with the specified Phone Book entry appears as shown below.



The screenshot shows the Address List page with the following details:

Total Addresses : 1 Clear Phone Book

Sl. No.	Name	Phone No.	Address	Validity Days	Alert	Created On	Created By
1	CALL CENTER	9020082096	Xtend call center	Permanent	Disabled	28/8/2020 11:03:53	admin

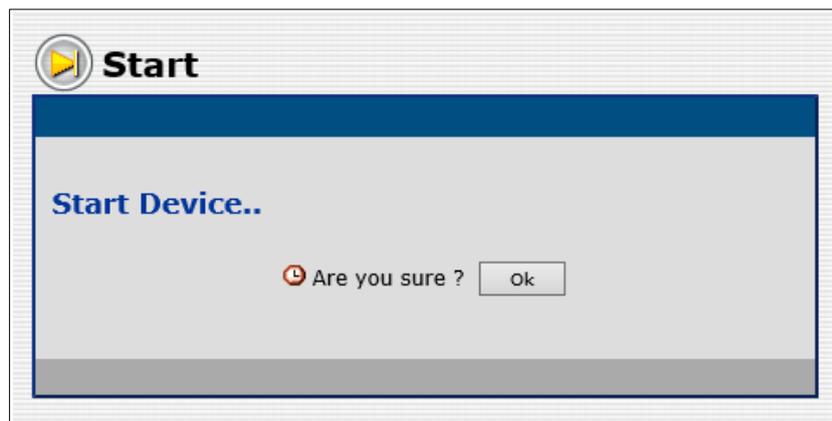
Buttons: Delete, Export All

## 5.8. Manage Device

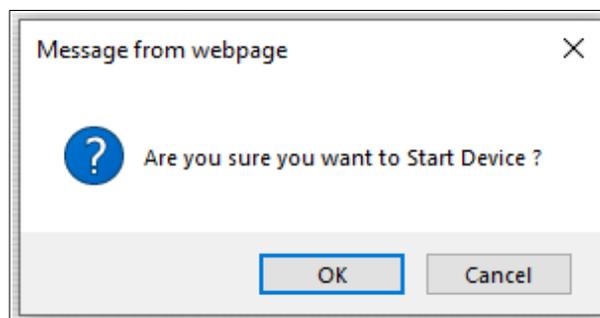
This menu will help the user to start and shutdown the Voice Logger device from the browser interface. The submenus include **Start**, **Shutdown** and **Restart**.

### 5.8.1. Start

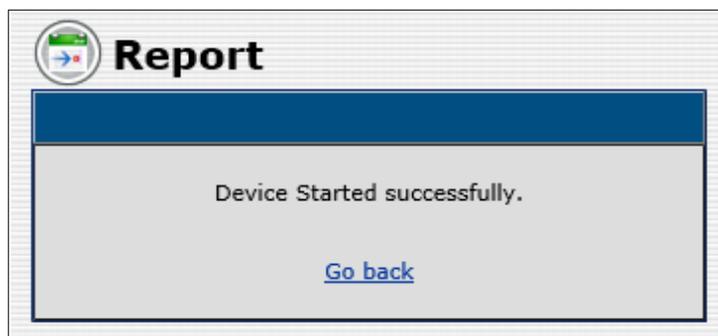
This submenu is used to start the device. Click **Start**, a confirmation message appears asking to start the Voice Logger. Click **Ok** to confirm.



Again, click **OK** on the message box that appears.

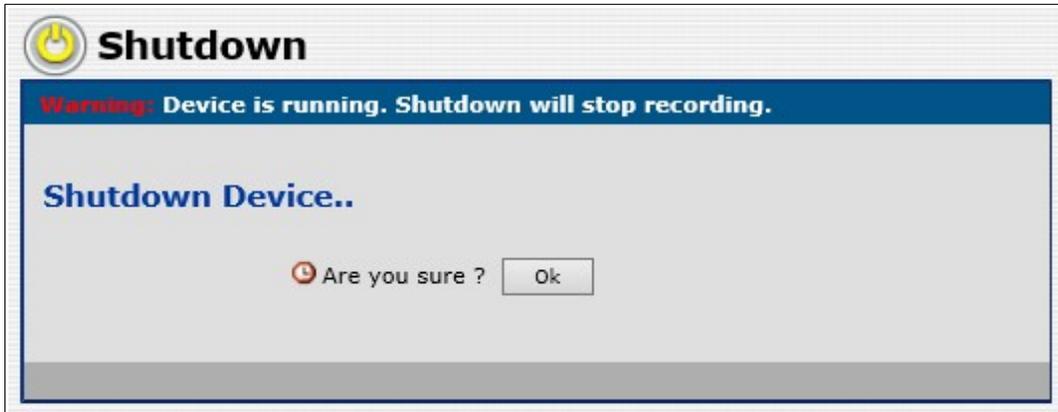


A message appears as *“Device started successfully”* as shown below.



### 5.8.2. Shutdown

This submenu is used to shutdown the device. Confirmation message appears asking to shutdown the Voice Logger. Click **Ok**.



Again, click **OK** on the message box that appears.

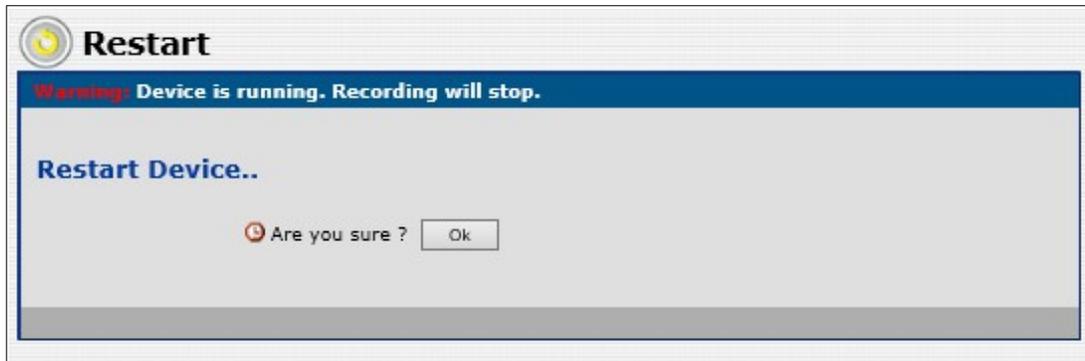


A message appears as *“Device has been shutdown successfully”* as shown below.



### 5.8.3. Restart

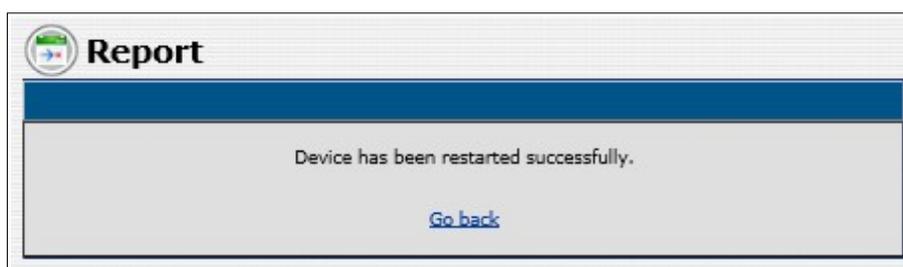
This submenu is used to restart the device. Confirmation message appears asking to restart the Voice Logger. Click **Ok**.



Again, click **OK** on the message box that appears.

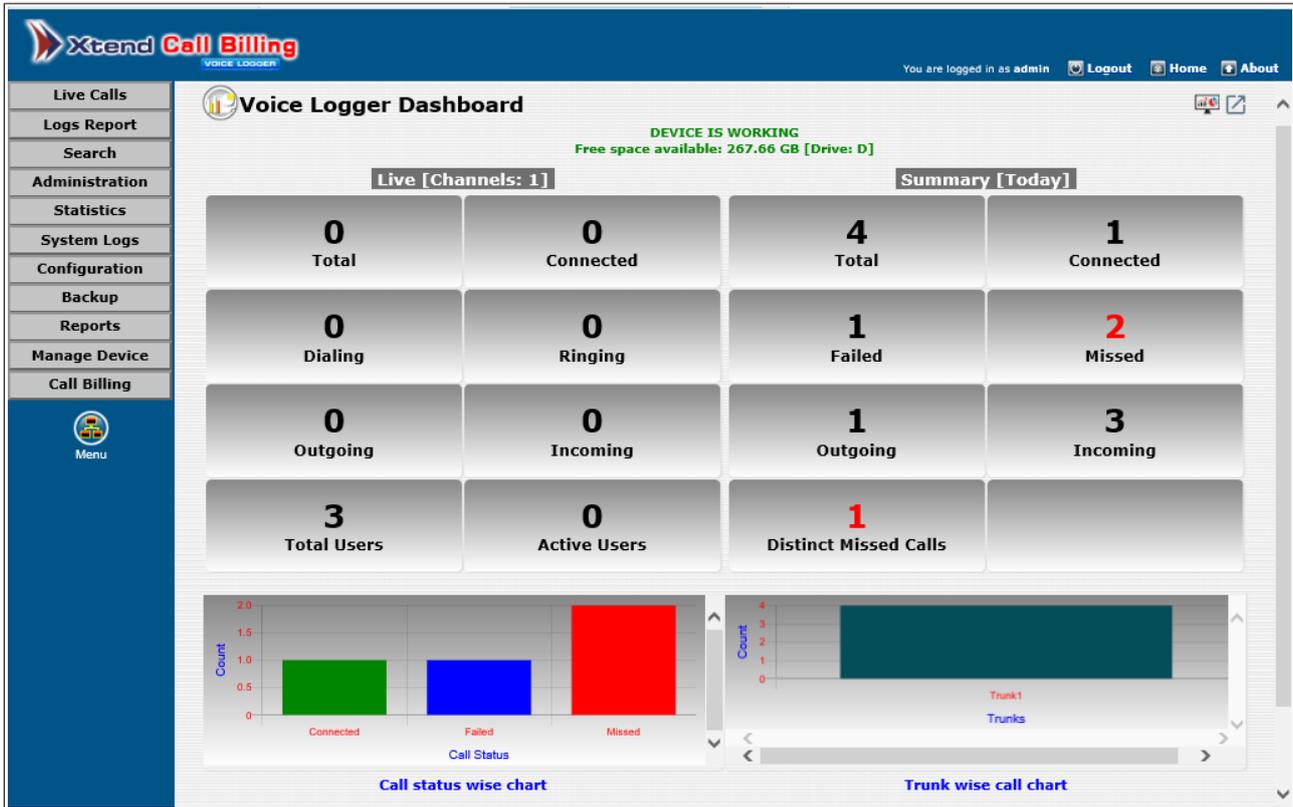


A message appears as *“Device has been restarted successfully.”* as shown below.

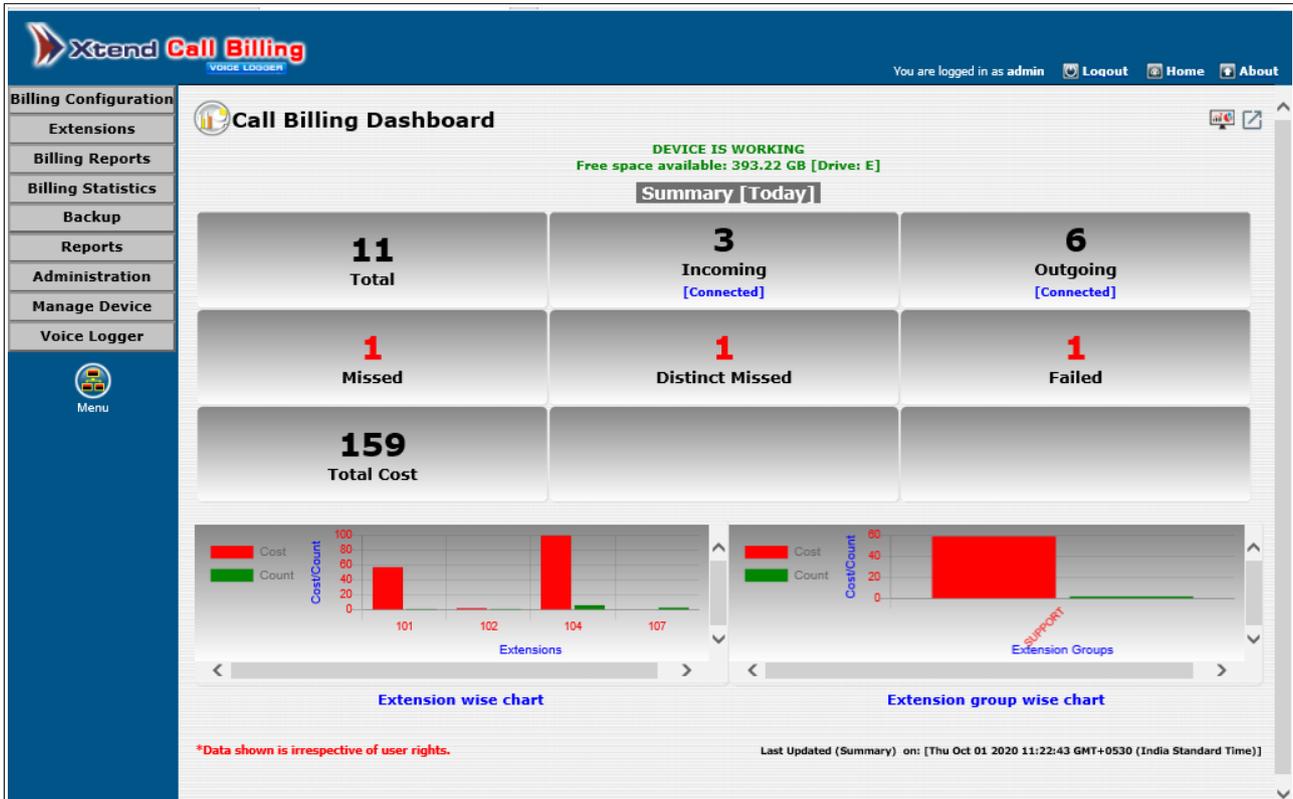


## 5.9. Voice Logger

Click **Voice Logger** → **Menu** to view the options corresponding to the details of voice logged channels. Refer the “**User Manual of Xtend Voice Logger**” to understand the call logging based menus and submenus.



To go back to the call billing section, click **Call Billing** → **Menu** to view the related menus and submenus.



**Xtend Call Billing**  
VOICE LOGGER

You are logged in as **admin** | [Logout](#) | [Home](#) | [About](#)

**Call Billing Dashboard**

DEVICE IS WORKING  
Free space available: 393.22 GB [Drive: E]

**Summary [Today]**

<b>11</b> Total	<b>3</b> Incoming [Connected]	<b>6</b> Outgoing [Connected]
<b>1</b> Missed	<b>1</b> Distinct Missed	<b>1</b> Failed
<b>159</b> Total Cost		

**Extension wise chart**

Extension	Cost	Count
101	~70	~10
102	~5	~5
104	~95	~10
107	~5	~5

**Extension group wise chart**

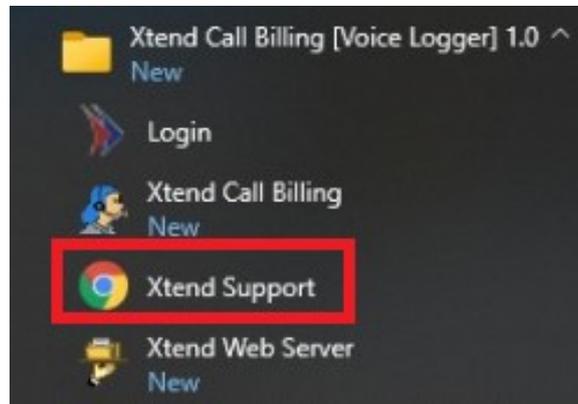
Extension Group	Cost	Count
SUPPORT	~55	~10

\*Data shown is irrespective of user rights.

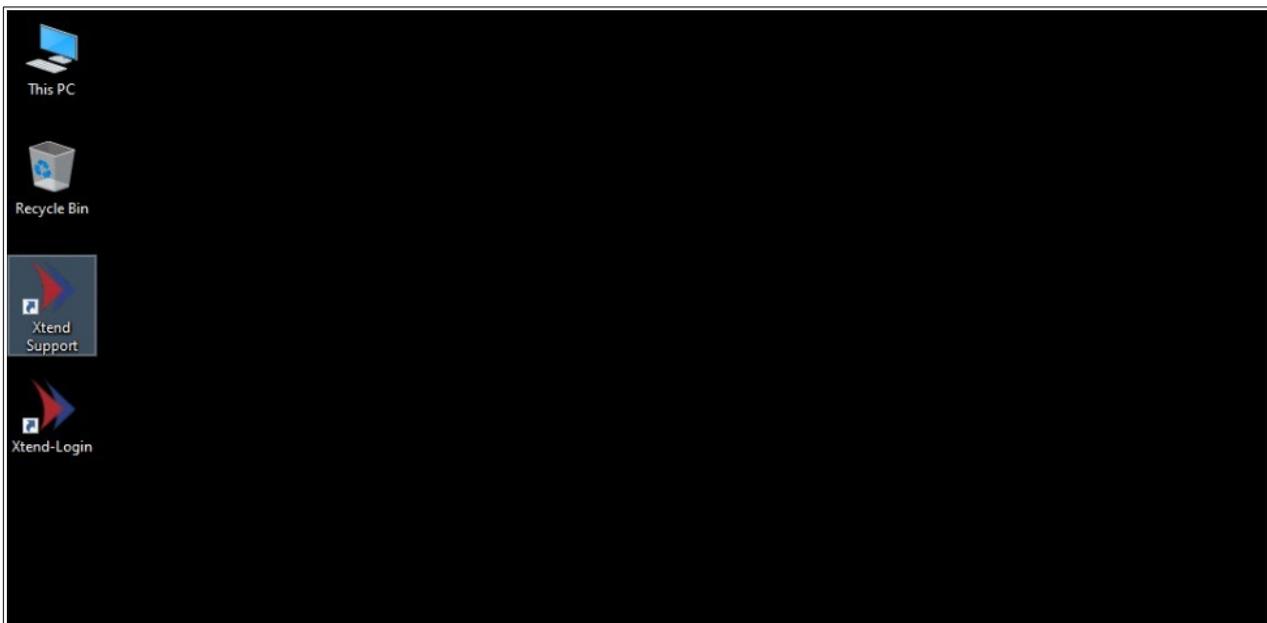
Last Updated (Summary) on: [Thu Oct 01 2020 11:22:43 GMT+0530 (India Standard Time)]

## 6. Technical Assistance

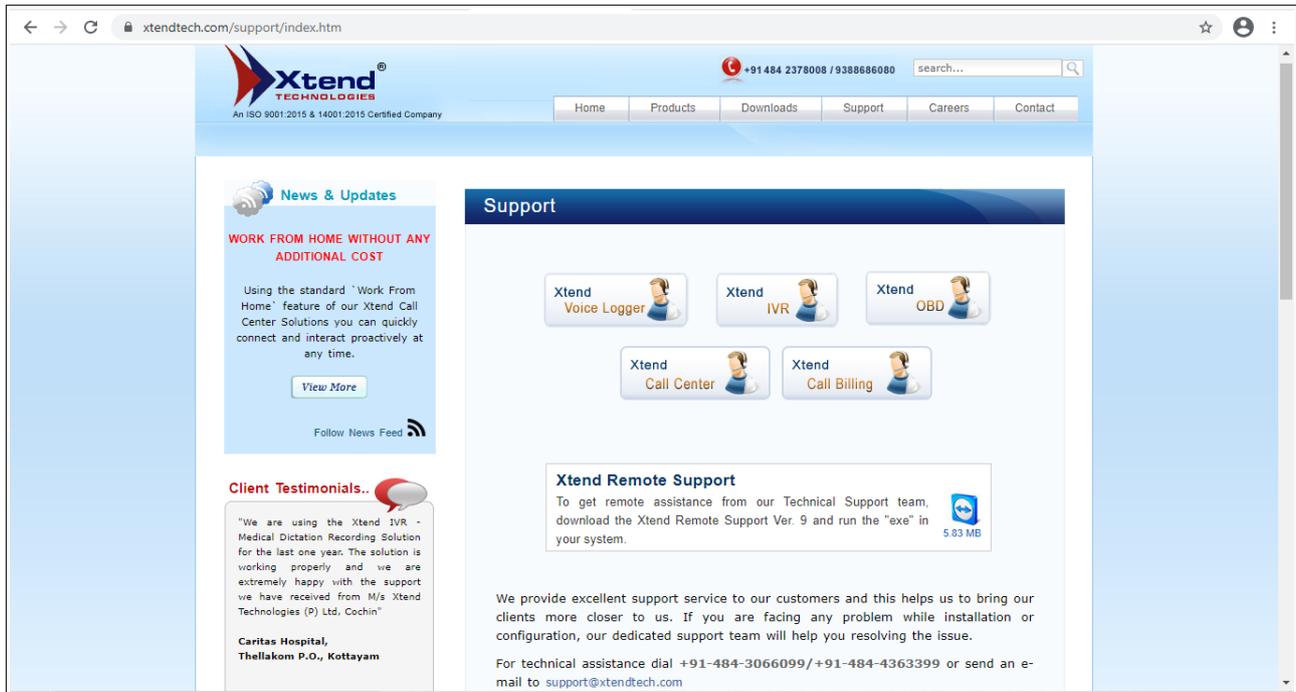
For support related queries, user has to download Xtend Remote Support. Go to **Start** → **Programs** → **Xtend Call Billing [Voice Logger] 1.0** → **Xtend Support**.



Alternatively, user can double click the **Xtend Support** shortcut icon on the desktop to download this application.



In the above two cases, user will be redirected to <https://xtendtech.com/support/index.htm> as shown below. Download and run the **Xtend Remote Support** setup in your PC/Laptop. Note down and inform the displayed ID number on the screen to Xtend Support personnel to enable remote support.



## 7. Conclusion

This user manual gives an overview of the different features of the Xtend Call Billing [Voice Logger]. The menus and the related submenus provides information on each and every aspect of the call cost incurred in your organisation through detailed reports with the help of a screenshot. Use this manual to understand the purpose and usage of each option and keep this manual for future references. It is recommended to refer the user manual of Voice Logger to familiarise with the options given in the menu named “Voice Logger”. This is brought to kind notice of the reader that the features and screenshots shown in this user manual are subjected to vary depending on the version updates.

## 8. Contact Us

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