SIP Print Call Recording

SIP Print Call Recording

1 User Management

2

1.1	How does the Resource Tree Work?	5
1.2	How do I create or edit a Resource Group?	7
1.3	How do I create or edit a Resource User?	9
1.4	How do I create or edit a Resource Asset?	11
1.5	How do I move Resource Groups, Users and Assets?	13
1.6	How do I delete a Resource Group, Resource User or Resource Asset?	15
1.7	How do I make sure a given Extension or Resource Asset never records a call?	16
1.8	How do I allow other people to login?	17
1.9	How do I edit existing logins?	19
1.10	How do I create a "read-only" login?	22
1.11	How do I delete a login?	25
1.12	How do I disable a Login?	26
Searc	ching & Reporting	
Searc 2.1	ching & Reporting How do I search for a call?	29
		29 31
2.1	How do I search for a call?	
2.1 2.2	How do I search for a call? How do I play a call?	31
2.1 2.2 2.3	How do I search for a call? How do I play a call? How do I email a recorded call?	31 32
 2.1 2.2 2.3 2.4 	How do I search for a call? How do I play a call? How do I email a recorded call? How can I export the search results?	31 32 33
 2.1 2.2 2.3 2.4 2.5 	How do I search for a call? How do I play a call? How do I email a recorded call? How can I export the search results? What do the little blue people icons mean?	31 32 33 34
 2.1 2.2 2.3 2.4 2.5 2.6 	How do I search for a call? How do I play a call? How do I email a recorded call? How can I export the search results? What do the little blue people icons mean? How can I add notes to a call?	31 32 33 34 36
 2.1 2.2 2.3 2.4 2.5 2.6 2.7 	How do I search for a call? How do I play a call? How do I email a recorded call? How can I export the search results? What do the little blue people icons mean? How can I add notes to a call? How do I rate a call?	31 32 33 34 36 37

2.11	How do I run a Most Frequently Dialed report?	41
2.12	How do I run a Longest Call report?	42
2.13	How do I run an Unmapped Calls Report?	43

User Management

Overview

Search & Play	Reporting	Users & Groups	Configuration		
Create Sub-Group	Create User	Create Asset	🗹 Edit 🗵	Delete 🗜 Ma	inage Logins
	Nan	ne		Tags	Permissions
▲ 🚠 Root					
ABC Company					
Accounting					
Sales					
4 🏭 Customer Suppo	ort				
4 👤 Alvin Mopel					
3579					Records Media Licensed

The Resource tree is designed to help organize and "map" people and assets so that the raw calls can be searched and reported on efficiently.

urce Groups			
Search & Play Reporting	Users & Groups Conf	guration	
Create Sub-Group	Create Asset	🛞 Delete 🖡 Mar	nage Logins
Nam	e	Tags	Permissions
Root			
▷ 📅 Accounting			
▷ 📮 Sales			
Customer Support			
🔅 3579			Records Media Licensed

Resource Groups are simply containers for you to organize your records. Groups are hierarchial in nature so feel free to setup as many tiers as you would like

Resource Users

Search & Play	Reporting	Users & Groups	Configuration		
Create Sub-Grou	Create User	Create Asset	🗹 Edit 😣	Delete 🔓 Ma	anage Logins
	Narr	ne		Tags	Permissions
⊿ 🗄 Root					
ABC Company					
Accounting					
▷ 👬 Sales					
🔺 🏪 Customer St	ipport				
🔺 上 Alvin Mo	pel				
9 3579					Records Media Licensed

Resource Users represent people, own Resource Assets and may only belong to Resource Groups.

Resource /	Assets						
	Search & Play	Reporting	Users & Groups	Configuration	1		
	Create Sub-Grou	p Create User	Create Asset	🗹 Edit 🗵	Delete 🕻 Ma	nage Logins	
		Nam	e		Tags	Permissions	
	A 🖶 Root						
	ABC Company						
	▷ ♣ Accounting						
	▷ 👬 Sales						
	⊿ 🚠 Customer S	upport					
	· · ·						1
	\$ 3579					Records Media Licensed	

Resource Assets belong only to Resource Groups and help the system "map" raw records to the owning Resource User. For example Alvin has Extension 3579.

Creating a Resource Group

Create Sub-Group	sset 🗹 Edit	Delete k Ma	anage Logins
Name		Tags	Permissions
A the Root			
▷ ⇒ Accounting ▷ ⇒ Sales	Creating Resource U	nder: Root	×
Customer Support Alvin Mopel	Name:		
3 579	Tags:		2
\$ SHOR_0010490D9C18 ▷ 括π			
	×	Cancel	Save 3

1) Select a Resource Group where you would like to create a Resource Group underneath.

- 2) Enter a name for the Resource Group
- 3) Click Save

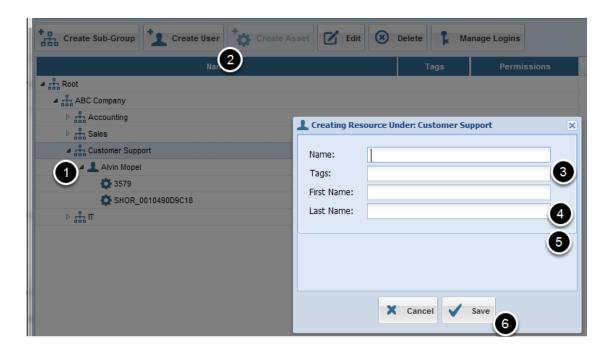
Editing a Resour	ce Group
-------------------------	----------

Create Sub-Group	sset 🗹 Edit	🕄 Delete 🗜 Ma	anage Logins
Name		Tags	Permissions
 a and be a constant of the second of the sec	Rame: Tags: License Key: Group ID: GUID: License Capacity: Licenses Used:	ABC Company ABC Company 1095 GUID-1095	
		X Cancel	Save

- 1) Select the Resource Group you would like to Edit
- 2) Update the name and tags (optional)
- 3) Update the License Key

4) Click Save

Creating a Resource User



- 1) Select a Resource Group under which you would like to create the Resource User
- 2) Click Create User
- 3) Enter the overall name
- 4) Enter the first name (optional)
- 5) Enter the last name (optional)
- 6) Click Save

Editing a Resource User

Create Sub-Group	sset 🗹 Edit		
Name		2 Tags	Permissions
ABCC Company ABC	Last Name:		2011033013 (3) (4) (5)
		X Cancel	Save 6

- 1) Select a Resource User you would like to edit.
- 2) Click Edit
- 3) Enter the overall name
- 4) Enter the first name (optional)
- 5) Enter the last name (optional)
- 6) Click Save

Create a Resource Asset

Create Sub-Group	2	eate Asset 🗹 Edit 🐼 Delete 🖡 Man
 ▲ ♣ Root ▲ ♣ ABC Company ▷ ♣ Accounting ▷ ♣ Sales ▲ ♣ Customer Support ▲ ▲ Alvin Mopel ▲ 3579 ♦ SHOR_0010490D9C ▷ ♣ Π 	Name: Tags: Key: Asset Type: Store Records: Store Media: Is Licensed:	3 4 Extension 6 ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ⑧
		X Cancel V Save

1) Click a Resource User you want to create the Resource Asset underneath

- 2) Click Create Asset
- 3) Enter the name (Example: Ext. 1000)

4) Enter the key. (Example: 1000). The key will be used as a unique identifier in conjunction with the Asset Type in order to map records to this Resource Asset.

5) Select an Asset Type

6) Store Records: Checked means that the system will store records for this Resource Asset

7) Store Media: Checked means that the system will store media for this Resource Asset

8) Is Licensed: Checked means this Resource Asset will consume 1 of the licenses underneath the first Resource Group above (that has a License Key)

9) Click Save.

Update a Resource Asset

Create Sub-Group		2	Man
Image: Root Image: Root	Name: Tags: Key: Asset Type: Store Records: Store Media: Is Licensed:	rce Under: Alvin Mopel	× F F F F
		X Cancel V Save 9	

1) Click the Resource Asset you want to Edit

2) Click Edit

3) Enter the name (Example: Ext. 1000)

4) Enter the key. (Example: 1000). The key will be used as a unique identifier in conjunction with the Asset Type in order to map records to this Resource Asset.

5) Select an Asset Type

6) Store Records: Checked means that the system will store records for this Resource Asset

7) Store Media: Checked means that the system will store media for this Resource Asset

8) Is Licensed: Checked means this Resource Asset will consume 1 of the licenses underneath the first Resource Group above (that has a License Key)

9) Click Save.

Drag and Drop: Select "Source" resource

	Delete 🔓 Ma	
Name	Tags	Permissions
Root		
ABC Company		
▷ 🚠 Accounting		
▷ 👬 Sales		
⊿ 🚠 Customer Support		
🔺 上 Alvin Mopel		
3579		Records Media Licensed

You can move any Resource item whether it is a Group, User or Asset simply by dragging into a destination. That being said there are a few rules:

- a) Groups can only belong to Groups
- b) Users can only belong to Groups
- c) Assets can only belong to Users

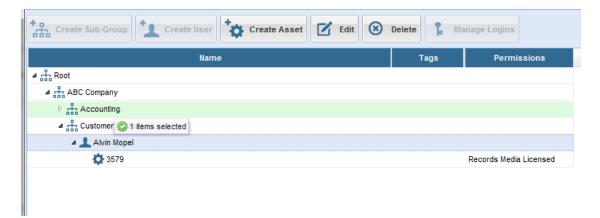
Examples of things you can do:

i) Move a Resource User to a different Group. Drag the Resource User to the target Resource Group

ii) Move a Resource Group under a different Resource Group. Drag the Resource Group to the target Resource Group

iii) Move a Resource Asset to a different Resource User. Drag the Resource Asset to the target Resource User

Drag and Drop: Drag, then drop on target



In this case Alvin Mopel will now belong to the Resource Group: "Accounting"

Reprocessing records

Depending on the move, the system may ask if you want to reprocess records. This would happen if for instance you moved a Resource Asset say Extension 1000 to a different Resource User. If you select Yes then the system will reprocess all records going back in the database and reassing Extension 1000 to the new Resource User. If you select No then only new records coming in will be assigned to the new User.

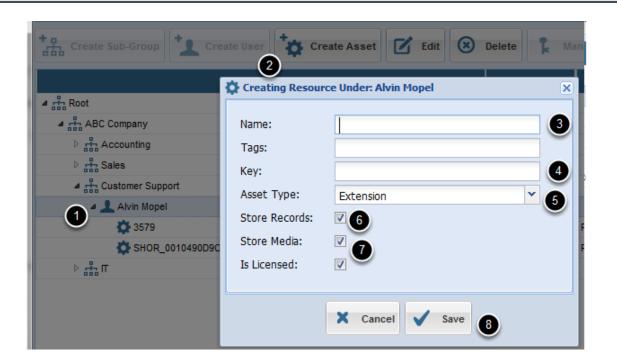
Find the Resource and delete it

Create Sub-Group	Create User	Asset C Edit	🗵 Delete	Manage Logins	s
	Name			Perm	nissions
▲ 🖧 Root					
ABC Company					
Accounting					
A 👬 Customer Support					
4 👤 Alvin Mopel					
🔯 3579				Records Med	lia Licensed

- 1) Find any Resource Group, Resource User or Resource Asset
- 2) Click Delete
- 3) Confirm that you want to delete it.

Warning: Everything underneath the given Resource will be deleted as well!

Create a	Resource	Asset
----------	----------	-------



1) Click a Resource User you want to create the Resource Asset underneath

- 2) Click Create Asset
- 3) Enter the name (Example: Ext. 1000)

4) Enter the key. (Example: 1000). The key will be used as a unique identifier in conjunction with the Asset Type in order to map records to this Resource Asset.

5) Select an Asset Type

6) Store Records: Uncheck this box so that call record is not stored in the database

7) Store Media: Uncheck this boxso that the call is not recorded (this will happen automatically when you click Uncheck Store Records)

8) Click Save.

				ogin	Create a Lo
	Configuration	Users & Groups	Reporting	Search & Play	
Manage Log	dit 🛛 Delete	Create Asset	Create User	Create Sub-Group	
Permiss	Tags		Name		
				A the Root ABC Company	
Manage Log 2 Permiss	idit 🛞 Delete 🖡	Users & Groups		Search & Play	

1) Select a Resource Group under which the new user will be assigned to. This will also govern what calls they will be able to see.

2) Click Manage Logins

Create a Login

🖡 Manage	Logins for: Roo	ot	
* Crea	ite 📝 Edi	Create Login	
ID		Main Permitted Grou	× ×
21	Root		
22	ABC Compa	First Name:	2
24	ABC Compa	Last Name:	
25	ABC Compa	Email:	3 4 5 6
26	ABC Compa	Password:	
27	ABC Compa		X
28	CCCTest	Confirm:	
31	ABC Compa	Time Zone:	· 0
		Enabled:	☑ ⑧
		Change Resources:	
		Change Logins:	
		Change Licenses:	
•		Perform System Admin:	
		Ferrorini System Adrilli.	
			X Cancel V Save
			X Cancel Save

- 1) Click the Create Button
- 2) Edit the First Name
- 3) Edit the Last Name
- 4) Edit the Email (This is the unique identifier they will use to login)
- 5) Edit their password

6) Confirm the password

7) Select their time zone

8) Enabled: checked means they are allowed to login

9) Change Resources: checked means they are allowed to create, edit & delete Resources underneath their part of the Resource Tree

10) Change Logins: checked means they are allowed to create other users under their part of the Resource Tree

11) Change Licenses: checked means the user can update licnense keys as well as add, and remove licensed Resource Assets

12) Perform System Admin: checked means they can see the global Administration tab.

Assign Peer Groups

Main Permitted Groups 1 Resources: Customer Support 2 IT Sales Accounting ••• ••• ••• ••• ••• ••• ••• ••• •••
X Cancel Save 3

- 1) Click the Permitted Groups tab
- 2) Select the Resource Groups this user has access to
- 3) Drag them to the right hand side
- 4) Click Save

Find the Login		
Search & Play Reporting Users & Groups Confi	guration	
Create Sub-Group	Delete 🗜 Man	age Logi 2
Name	Tags	Permiss
ABC Company		

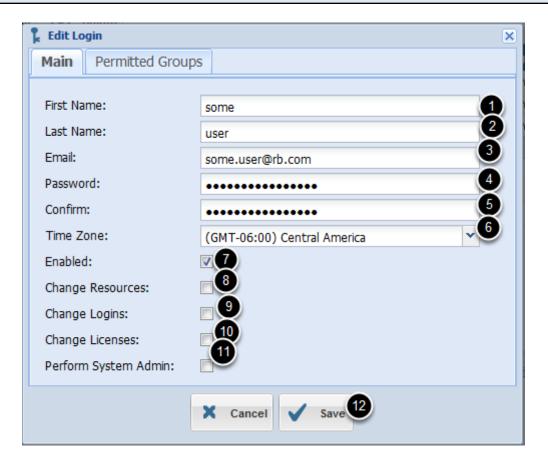
- 1) Select the highest level Resource Group
- 2) Click Manage Logins

Select the Login

ID	Group	Email	Change Resources	Change Logins	Cha
1	Root	system.admin@riverbox.com	Yes	Yes	
22	ABC Company	am 1.test@riverbox.com	Yes	Yes	
24	ABC Company	partner.user@rb.com	Yes	Yes	
25	ABC Company	some.user@rb.com	No	No	
26	ABC Company	test.test@rb.com	No	No	
27	ABC Company	test2.test2@rb.com	No	No	
28	CCCTest	ccc.ccc@rb.com	No	No	

1) Select a Login

2) Click Edit



- 1) Edit the First Name
- 2) Edit the Last Name
- 3) Edit the Email (This is the unique identifier they will use to login)
- 4) Edit their password
- 5) Confirm the password
- 6) Select their time zone
- 7) Enabled: checked means they are allowed to login

8) Change Resources: checked means they are allowed to create, edit & delete Resources underneath their part of the Resource Tree

9) Change Logins: checked means they are allowed to create other users under their part of the Resource Tree

10) Change Licenses: checked means the user can update licnense keys as well as add, and remove licensed Resource Assets

11) Perform System Admin: checked means they can see the global Administration tab.

12) Click Save

🕻 Create Login		×
Main Perm	itted Groups	
Resources:		
Resources.	Customer Support	
	X Cancel Save	

- 1) Click the Permitted Groups tab
- 2) Select the Resource Groups this user has access to
- 3) Drag them to the right hand side
- 4) Click Save

Find the Login Search & Play Configuration Reporting Users & Groups Create Sub-Group Manage Logi 2 🛞 Delete C Edit Create User Create Asset Name Tags Permiss ⊿ 🚠 Root 1 ABC Company

- 1) Select the highest level Resource Group
- 2) Click Manage Logins

Select the Login

ID	Group	Email	Change Resources	Change Logins	Cha
21	Root	system.admin@riverbox.com	Yes	Yes	
22	ABC Company	am 1.test@riverbox.com	Yes	Yes	
24	ABC Company	partner.user@rb.com	Yes	Yes	
25	ABC Company	some.user@rb.com	No	No	
26	ABC Company	test.test@rb.com	No	No	
27	ABC Company	test2.test2@rb.com	No	No	
28	CCCTest	ccc.ccc@rb.com	No	No	

1) Select a Login

2) Click Edit

Edit Login

🔓 Edit Login		×
Main Permitted Groups	5	
First Name:	some	
Last Name:	user	
Email:	some.user@rb.com	
Password:	•••••	
Confirm:	•••••	
Time Zone:	(GMT-06:00) Central America	
Enabled:		
Change Resources:		
Change Logins:		
Change Licenses:		
Perform System Admin:		
	X Cancel V Save 5	

- 1) Change Resources: uncheck
- 2) Change Logins: uncheck
- 3) Change Licenses: uncheck
- 4) Perform System Admin: uncheck
- 5) Click Save

🕻 Create Login		×
Main Perm	itted Groups	
Resources:		
Resources.	Customer Support	
	X Cancel Save	

- 1) Click the Permitted Groups tab
- 2) Select the Resource Groups this user has access to
- 3) Drag them to the right hand side
- 4) Click Save

Find Login						
	Search & Play	Reporting	Users & Groups	Config	uration	
	Create Sub-Group	Create User	Create Asset	Edit	Delete 🗜 Ma	nage Logi 2
		Name			Tags	Permiss
	⊿ # Roo 1					
	ABC Company					

- 1) Click the highest level Resource Group
- 2) Click Manage Logins

Delete Login

Yes Yes
Yes
Yes
No
No
No
No

- 1) Select the Login
- 2) Click Delete
- 3) Click Yes when asked to confirm.

Find Login Search & Play Configuration Reporting Users & Groups Create Sub-Group 🛞 Delete 🗹 Edit Manage Logi 2 Create User Create Asset Name Tags Permiss ⊿ 🚠 Roo 1 ABC Company

- 1) Click the highest level Resource Group
- 2) Click Manage Logins

Edit Login

Yes Yes
Yes
Yes
No
No
No
No

1) Select the Login

2) Click Edit

🔓 Edit Login		×				
Main Permitted Group	S					
First Name:	some					
Last Name:	user					
Email:	some.user@rb.com					
Password:	•••••					
Confirm:	•••••					
Time Zone:	(GMT-06:00) Central America					
Enabled:						
Change Resources:						
Change Logins:						
Change Licenses:						
Perform System Admin:						
	X Cancel V Save 2					

1) Uncheck the Enabled field.

2) Click Save

Searching & Reporting

a Search Term							
Search & Play	Reporting U	Jsers & Groups	Configuration				
Filters:	9 #: From [11/04/1	Date: To Date .5 🔹 11/07/15	2				Clear Export
Filterec							
Caller	Receiver	Phone #	Duration	Date Time 🔺	Rating	ID	Notes

Search by any part of the Resource User's name. The system will make a case insensitive, wildcard search on both the left and right hand side.
 Hit Enter or Click Search

Search & Play	Re	porting	Users & Groups	Configuration					
Filte s: Dave Smith	Ph	one #: From 11/04/	n Date: To Date /15 🔐 mm/dd/yy	e: Search					
Filtered by Caller or Calle	e: Dave	e Smith and Date	After: 11/04/15						
Caller		Receiver	Phone #	Duration	Date Time 🔺	Rating	ID	Notes	Options
Dave Smith New York	0	(281)876-5806 Extension	2818765806	34 secs	11/11/15 12:37:22 PM	*****	1		<u>Play</u> Email Edit

The system will find calls either made by or directed to any Resource User that mathces your search term

Remove or Change Search Terms

Iters: Caller or Receive Phone #: From Date: To Date: 11/04/15 11/07/15 Search Clear Export								
lterec								
Caller	Receiver	Phone #	Duration	Date Time 🔺	Rating	ID	Notes	

- 1) Simply change the Search Term and the search will begin anew
- 2) To clear your search term you can Click the Clear Search button as well

Filter the Search Results by Date

Se	earch & Play	Reporting L	Isers ps	Configuration				
Filters:	Caller or Receiver:	Phone #: From I 11/04/1						Clear Export
Filtered								
	Caller	Receiver	Phone #	Duration	Date Time 🔺	Rating	ID	Notes

1) Use the Calendar Icons to change the Date range

I									
Search & I	Play	Reporting	Users & Groups	Configuration					
Filters: Caller of Dave St	r Receiver: mith	Phone #: Fro 11/04	m Date: To Date 1/15 🔐 mm/dd/yy	Search					
Filtered by Call	er or Callee:	: Dave Smith and Date	After: 11/04/15						
Calle	ar 🛛	Receiver	Phone #	Duration	Date Time 🔺	Rating	ID	Notes	Options
Dave New		(281)876-5806 Extension	2818765806	34 secs	11/11/15 12:37:22 PM	*****	1		Play Email Edit
									1

1) Click Play link in the row of the call in question

Caller or Receiver: Phone #: From Date: To Date: Search Clear. Export Filtered by Date After: 11/05/15 and Date Before: 11/17/15 Search Clear. Export Filtered by Date After: 11/05/15 and Date Before: 11/17/15 Search Duration Date Time → Rating ID Dave Smith New York 0 (281)876-5806 Extension 2818765806 34 secs 11/11/15 12:37:22 PM ★★★★ 1	Search & Play	Reporting	Users & Groups	Configuration			
Caller Receiver Phone # Duration Date Time → Rating ID Dave Smith (281)876-5806 2818765806 34 secs 11/11/15 12:37:22 PM 1	Filters:			Occursh		Clea	ar Export
Dave Smith (281)876-5806 2818765806 34 secs 11/11/15 12:37:22 PM	Filtered by Date After: 11	1/05/15 and Date Before: 1	1/17/15				
	Caller	Receiver	Phone #	Duration	Date Time 👻	Rating	ID
			2818765806	34 secs	11/11/15 12:37:22 PM	*****	1

1) The WAV File will then download locally and you can use your Media player of choice to listen.

Find a Call Search & Play Reporting Users & Groups Configuration From Date: To Date: 11/04/15 Mm/dd/yy Search Filters: Caller or Receiver: Dave Smith Phone #: Filtered by Caller or Callee: Dave Smith and Date After: 11/04/15 Receiver Caller Phone # Duration Date Time 🔺 Rating ID Notes (281)876-5806 Extension Dave Smith New York 2818765806 11/11/15 12:37:22 PM 34 secs Play Email Edit 0 1

1) Click the Email link

Enter Fields and Send			
	Email Session	×	

From: To: CC: Subject:	1 2 3 Audio file attached.
	Send 5

- 1) Enter the From email address
- 2) Enter the To email address (comma delimited)
- 3) Optional CC email address
- 4) Change the subject as appropriate
- 5) Click Send

The email will be sent by the Appserver service.

Warning: Administration Mail Settings must be configured properly to enable this feature

Click Export Button

Calle Filters:	er or Receiver: I	Phone #: From 11/05/		Search			Clear Export
Filtered by	Date After: 11/05/15	and Date Before: 1	1/17/15				
eiver	Phone #	Duration	Date Time 🔫	Rating	ID	Notes	Options
376-5806 ension	2818765806	34 secs	11/11/15 12:37:22 PM	*****	1		Play Email Edit

1) Click Export button

File											
	lennifer Coulier	(801)725-0400	(801)725-0400	52 secs	12/19/11 1	c	salalalak		Yes	2	17
. 🖭 J	10.250.250.72 Iennifer Coulier	Rick Heisner (888)427-0379	(888)427-0379	46 secs 37 secs	12/19/11 1 12/19/11 1	0	*****	Yes	Yes Yes	2	17
	lennifer Coulier	(775)750-4439 The sessions.csv download has co	(775)750-4439 mpleted.	33 secs	12/19/11 1 Open 🔻	_	pen folder		Yes downloads	2	17 13 Dlaying 1

1) Save file as directed by your browser

Blue Icons



The full blue icon tells you that the Resource Asset was correctly mapped in the Resource Tree. The empty blue icon tells you that the Resource Asset was not mapped because it was not found in the Resource Tree.

Map It		

Se	arch & Play	Reporting	Users & Groups
Filters:	Caller or Receiver:	Phone #:	From Date: To Date 11/05/15
Filtered	by Date After: 11	/05/15 and Date Be	efore: 11/17/15
	Caller	Receiver	Phone #
•	Dave Smith New York	(281)876-5 Map Resource	2010/03000

- 1) Click or Right click the Unmapped Resource
- 2) Click the "Map Resource" menu item

Map it to a Resource User

& Resource Tree		Find or create a user to o Close this tip when you ha	
Create Sub-Group	🖌 Edit 🛞 Delete 🖡 Mar		
Name	Tags	Permissions	
a 🖧 Root		License: 0 / 500	<u> </u>
ABC Company			ID
Accounting			≡ 24
▷ 📇 Customer Support			
⊿ ∰ ∏			
ISP Fax 2			
🕑 👤 Idaho Back Desk			15
Idaho Front Desk			
🛽 👤 Fernie Lopez			
3536		Records Media Licensed	
ALCO 001040140336		Decorde Madia Liceneed	

The Resource Tree will open up with instructions for how to complete the mapping

Find a Call

S	earch & Play	Reporting	Users & Grou	ps Configuration	1				
ilters:	Caller or Receiver	: Phone #:	From Date:	To Date: L/17/15 Search					Clear Exp
iltere	d by Date After:	11/05/15 and Date I	3efore: 11/17/15						
	Caller	Receive	er Phon	ne # Duration	Date Time –	Rating	ID	Notes	Option

1) Click big Edit link

Add Notes

Session Editor	×
Notes:	
0	*
Rating:	T

X Cancel V Save 2	

- 1) Add or edit Notes
- 2) Click Save

Find a Call

ilters:	Caller or Receiver:	Phone #		Date: To Date: 15 2 11/17/15	Search					Clear Exp
iltere	d by Date After: 1	1/05/15 and D)ate Before: 1	1/17/15						
	Caller	Re	eceiver	Phone #	Duration	Date Time 🔫	Rating	ID	Notes	Option
	Dave Smith	O ⁽²⁸	1)876-5806	2818765806	34 secs	11/11/15 12:37:22 PM	*****	1		Play En il Edit

1) Click Edit link

Add Notes

Session Editor	×
Notes:	
	*
	Ŧ
Rating:	
X Cancel V Save	

1) Mouseover or click on the number of stars as appropriate

2) Click Save

Search & Play	Reporting	Users & Croups	Configurat	tion	
Run Report From: 03/05/11			K Dur (secs.):		
Fop Users by Call Count	Top Users by Duration	Rating by User	Most Frequently Dia	led Longest Calls	; l
	Тор U	sers by Call Count			
Jennifer Coulier Sarah Johnson Harrite Ember Rick Heisner Lucy Chin Bjorn Waterman Fernie Lopez John Treamble Bart Powers Rachel Angelez Izzy Michaelson Jimmy Ryan Todd Smith					
0	1	2	3	4	
Group		User	Call	Count -	
г	Jennifer Coulier		5		
ales	Sarah Johnson		4		
-	Harriet Ember		2		
	Rick Heisner		2		
	Lucy Chin		2		
	Bjorn Watermar	1	2		
T	Fernie Lopez		2		
	John Treamble		2		
T	Bart Powers		2		
ales	Rachel Angelez		1		
Г	Izzy Michaelson	1	1		
Г	Jimmy Ryan		1		
r	Todd Smith		1		

- 1) Change From Date
- 2) Change To Date
- 3) Change Min Duration.
- 4) Change Max. Duration.
- 5) Click Run Report



Search & Play	1 Report	2	ers & ps	4 figuration	
Run Report From: 03/	05/11 🖪 To: 0	3/05/12 📑 Min Dur (s	ecs.): Max Dur	(secs.):	
Top Users by Call Count	Top Users	by Duration Ra	ting by User Mo	ost Frequently Dialed	Longest Calls
		Top Users	by Duration		
Bjorn Waterman Rachel Angelez Jimmy Ryan Fernie Lopez Jennifer Coulier Rick Heisner Sarah Johnson John Treamble Bart Powers Harriet Ember Lucy Chin Izzy Michaelson					
Todd Smith	0	2.5	5	7.5	
Group		U	ser	Duratio	n -
Π		Bjorn Waterman		10 mins, 22 secs	
Sales		Rachel Angelez		7 mins, 56 secs	
π		Jimmy Ryan		4 mins, 22 secs	
п		Fernie Lopez		3 mins, 31 secs	
Π		Jennifer Coulier		2 mins, 40 secs	
Π		Rick Heisner		1 min, 34 secs	
Sales		Sarah Johnson		1 min, 11 secs	
п		John Treamble		33 secs	
п		Bart Powers		24 secs	
		Harriet Ember		24 secs	
п		Lucy Chin		18 secs	
		200) 0			
п п п		Izzy Michaelson		18 secs	

- 1) Change From Date
- 2) Change To Date
- 3) Change Min Duration.
- 4) Change Max. Duration.
- 5) Click Run Report

Report Setup Reporting 2 Search & Play Users & Sups ofiguration 1 4 Run Report From: 03/05/11 To: 03/05/12 Min Dur (secs.): Max Dur (secs.): 5 Top Users by Call Count Top Users by Duration Rating by User Most Frequently Dialed Longest Calls Unr **Rating by User** Sarah Johnson Fernie Lopez Rick Heisner 1 ż з Rating 🛨 Group User Sales Sarah Johnson 4.5 П 4 Fernie Lopez Π Rick Heisner 1 Π Fernie Lopez 3 mins, 31 secs П Jennifer Coulier 2 mins, 40 secs Π Rick Heisner 1 min, 34 secs Sales Sarah Johnson 1 min, 11 secs Π John Treamble 33 secs П Bart Powers 24 secs П Harriet Ember 24 secs П Lucy Chin 18 secs Π Izzy Michaelson 18 secs Todd Smith Π 16 secs

- 1) Change From Date
- 2) Change To Date
- 3) Change Min Duration.
- 4) Change Max. Duration.
- 5) Click Run Report

Search & Play	Reportir 2	Users 300	ps (4)nfiguration	
Run Report From: 03/05	i/11 To: 03/05/12	Min Dur (secs.):	Max Dur (secs.):	
10p Users by Call Count	Top Users by Duration	Rating by User	Most Frequently Dialed	Longest Calls
	Most Fr	equently Dialed Nu	mbers	
(949)297-7268				
(775)750-4439 (888)427-0379				
3534-				
(801)487-6261				
(801)521-4781-				
(801)530-6628 (801)725-0400				
(801)768-7124				
(801)892-0536				
Number	0 :	Count -	2 3	
(949)297-7268	4	ooulli o		
(775)750-4439	2			
(888)427-0379	2			
3534	1			
(801)487-6261	1			
(801)521-4781	1			
(801)530-6628	1			
(801)725-0400	1			
(801)768-7124	1			
(801)892-0536	1			
(801)910-4754	1			

- 1) Change From Date
- 2) Change To Date
- 3) Change Min Duration.
- 4) Change Max. Duration.
- 5) Click Run Report

Search & Play Run Report From: 03/05/11 To: 03/05/12 Min Dur (secs.): Max Dur (secs.):								
Top Users by Call C	Count Top Users b	by Duration Ra	Rating by User Most Frequently Dialed		Longest Calls			
From	То	Number Dialed	Duration 🛩	Date Time				
Rachel Angelez	(801)530-6628	(801)530-6628	7 mins, 56 secs	12/19/11 11:24:03 AM				
(949)297-7268	Bjorn Waterman	(949)297-7268	7 mins, 12 secs	12/19/11 11:19:45 AM				
Jimmy Ryan	(801)768-7124	(801)768-7124	4 mins, 22 secs	12/19/11 11:21:26 AM				
(949)297-7268	Bjorn Waterman	(949)297-7268	3 mins, 10 secs	12/19/11 11:30:04 AM				
Fernie Lopez	(801)892-0536	(801)892-0536	3 mins, 3 secs	12/19/11 11:37:47 AM				
Sarah Johnson	(801)487-6261	(801)487-6261	1 min, 1 sec	12/19/11 11:21:45 AM				
Jennifer Coulier	(801)725-0400	(801)725-0400	52 secs	12/19/11 11:29:16 AM				
10.250.250.72	Rick Heisner		46 secs	12/19/11 11:20:58 AM				

- 1) Change From Date
- 2) Change To Date
- 3) Change Min Duration.
- 4) Change Max. Duration.
- 5) Click Run Report

Search & Play								
Count Top Users by Duration Rating by User Most Frequently Dialed Longest Calls Unmapped								
From	То	Duration ~	Date Time	ID				
10.250.251.195	10.250.250.72	8 secs	12/19/11 11:43:58 AM	1741				
10.250.251.174	10.250.250.72	1 min, 23 secs	12/19/11 11:42:31 AM	1740				
10.250.250.70	10.250.250.72	2 secs	12/19/11 11:42:28 AM	1739				
10.250.250.76	10.250.250.72	17 secs	12/19/11 11:37:29 AM	1733				
10.250.250.70	10.250.251.230	23 secs	12/19/11 11:37:23 AM	1732				
10.250.250.72	10.250.251.143	4 mins, 28 secs	12/19/11 11:32:21 AM	1731				
10.250.250.73	10.250.250.72	38 secs	12/19/11 11:31:22 AM	1725				

- 1) Change From Date
- 2) Change To Date
- 3) Change Min Duration.
- 4) Change Max. Duration.
- 5) Click Run Report