

Breezeline™
Business
Hosted Voice
Administrator
Guide



Welcome to Breezeline Business Hosted Voice.

The Breezeline Business Voice Manager allows you to easily manage and customize Breezeline Business Hosted Voice features. For example, voicemail messages can be sent to an email address, incoming calls can be routed different ways, phone calls can be recorded, several extensions can be rung at the same time, customized messages can be created for holidays or anytime of the year, and much more.

What is in this Guide

Step-by-step instructions for the following tasks:

- Logging into the Voice Manager
- Changing Voice Manager Password
- Changing the Phone Password
- Working with Voicemail
- Recording Calls
- Working with Sound Files
- Setting Incoming Call Rules
- Working with Time Intervals
- Managing the Intercom
- Generating & Understanding Reports

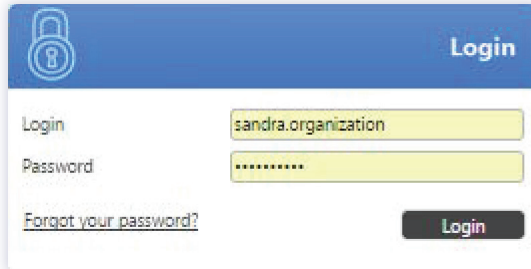


Logging into Breezeline Business Voice Manager

1. To login the Breezeline Business Voice Manager, enter the following URL in your browser:

a. <https://breezeline.net/>

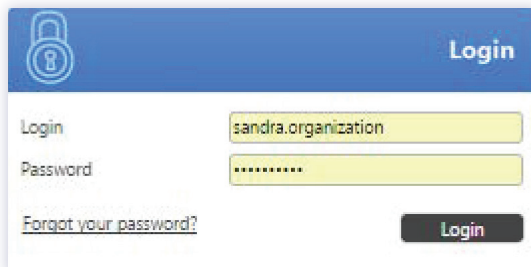
2. In the Login screen, enter your login ID and password. Click Login.



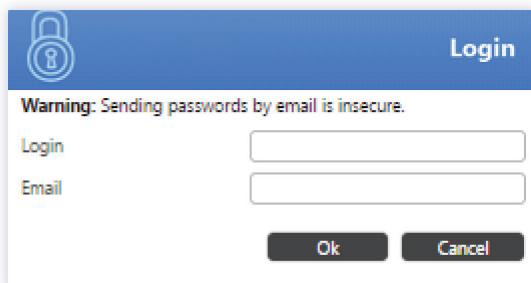
3. The Extensions Management page is displayed. To end your sessions and logout, click Logout located on the right side of the page.

Passwords Recovery

1. If you do not know or did not receive your password, click the Forgot your password link on the login screen.

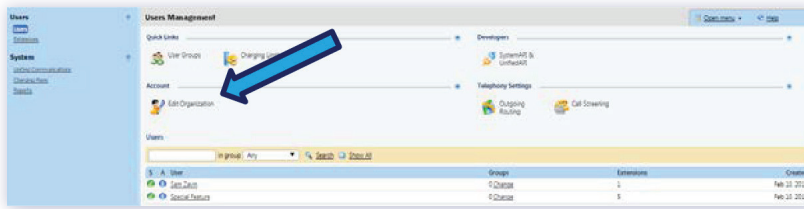


2. Enter your login ID and email address. Instructions for resetting your password will be sent to your email address.



Changing the Portal Password

1. Login into Breezeline Business Voice Manager.
2. In the Account section of the Users Management page, click **Edit Organization**. The Modify Account Details page is displayed.



3. In the Password field, type in a new password. The password must at least be five characters.

A screenshot of the 'Modify Account Details' form. The form contains various fields for account information. The 'Password' field is highlighted with a blue arrow. The fields are: Company name (Sandra Organization), Contact name * (Sandra Organization), Login * (sandra.organization), Old password (*****), Password (empty), Confirm password (empty), Phone * (9734385719), Fax (empty), Email * (sandra.zjawin@idt.net), Address * (96 Mitchell Ave), City * (Piscataway), Postal/ZIP code * (08854), Country * (United States), Region * (New Jersey), and Time zone * (America/New_York).

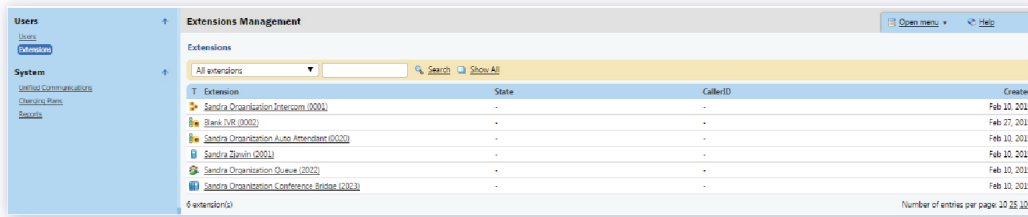
IMPORTANT! Changing fields other than the password and time zone may affect the operation of your phone.

Re-enter the password in the Confirm password field. You will receive a message if the entries do not match.

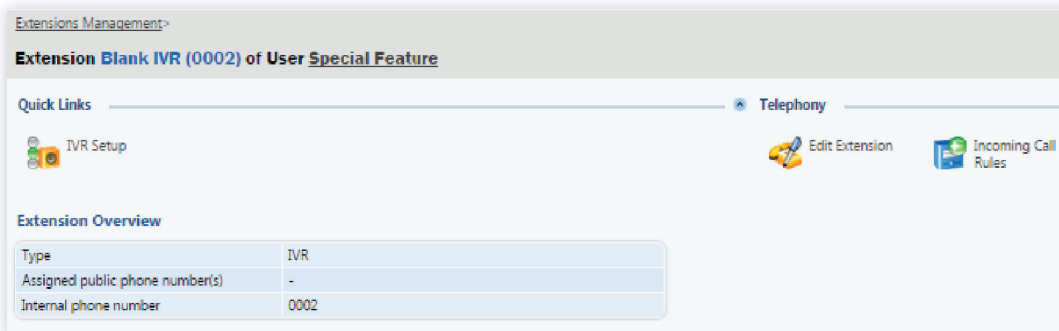
4. Click **OK**.

Changing the Phone Password

1. Click **Extensions** in the sidebar menu. The Extension Management page displays.



2. Click on the extension that you wish to edit. The Extension Management page for that extension displays.



3. In the Telephony section, click **Edit Extension**. The Extension Details box is displayed.



4. In the **Phone password field**, type in a new password. Note that the password must at least be five characters.

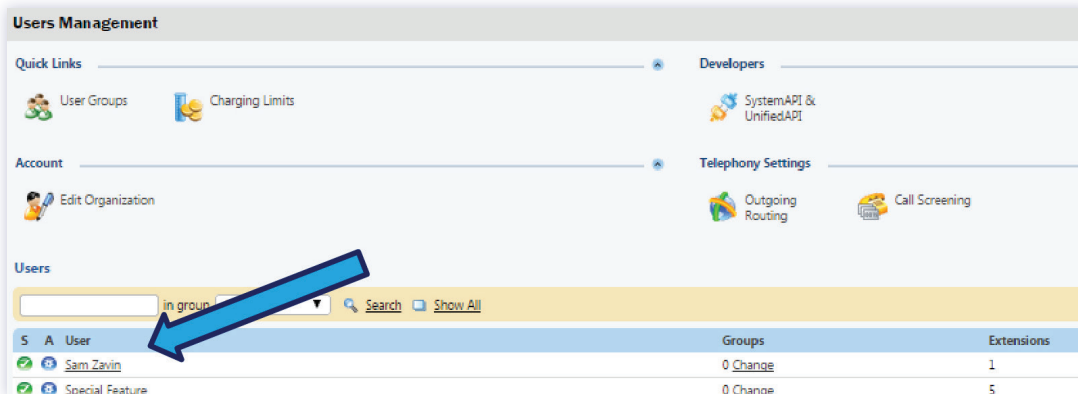
5. Verify your entry by re-entering the password in the **Confirm phone password** field

6. Click **OK**.

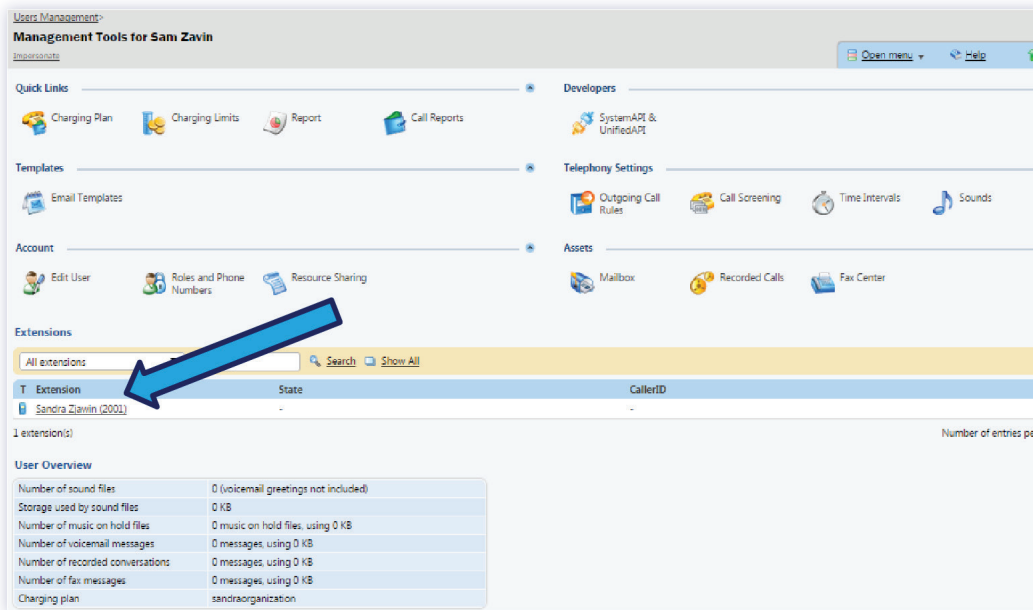
Working with Voicemail

Changing Your Voicemail Password

1. Click on **Users** in the sidebar menu. The User Management page displays.

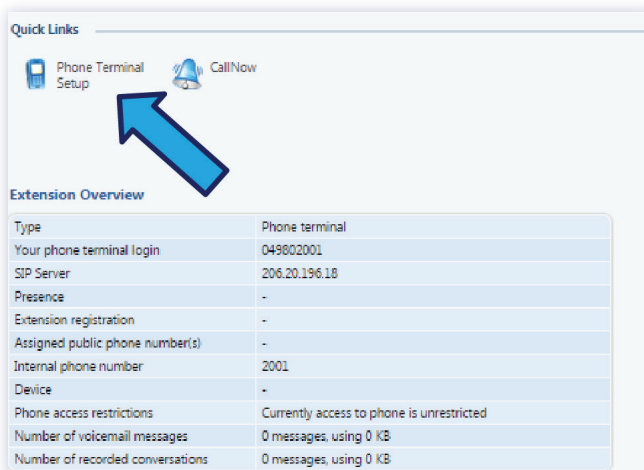


2. On the **User Management** page, click the user name to display the **Management Tools** for that user.

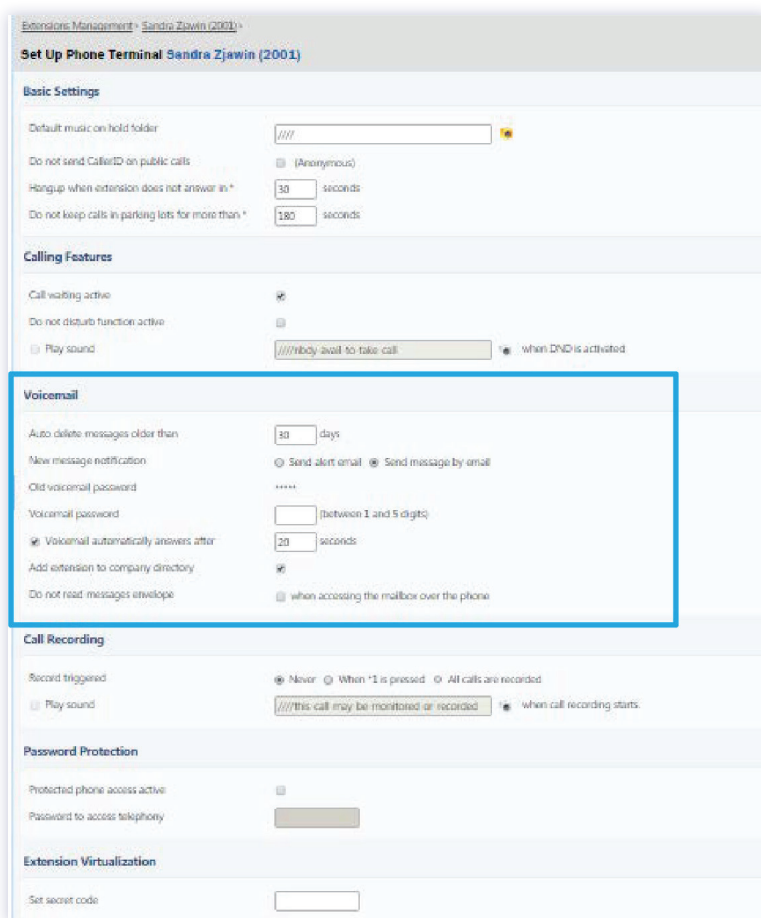


3. In the Extension list, click the extension for which you want to change the Voicemail password. The **Management Tools** page displays.

4. On the Management Tools page for that extension, click **Phone Terminal Setup** in the Quick Links section.



5. In the **Voicemail password** field, enter your new password. The password must be between one and five digit; letters are not permitted.



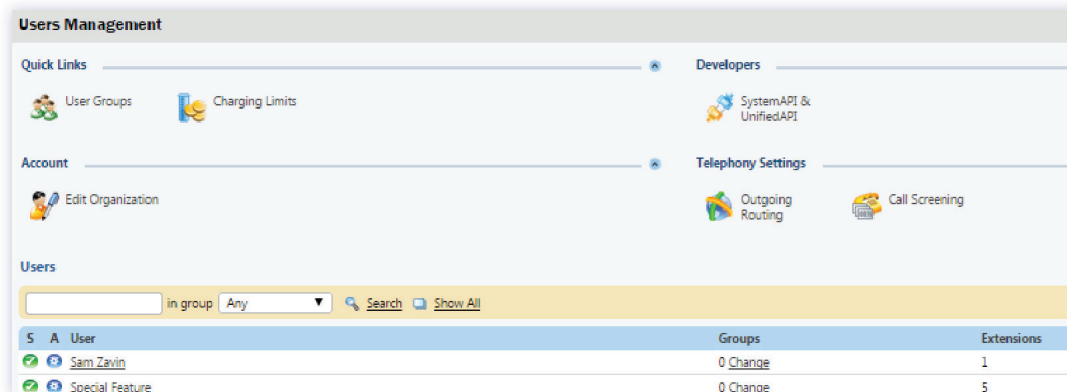
IMPORTANT! Changing the fields could seriously affect your service – if you are unsure of those changes, contact Breezeline.

6. Click **OK**.

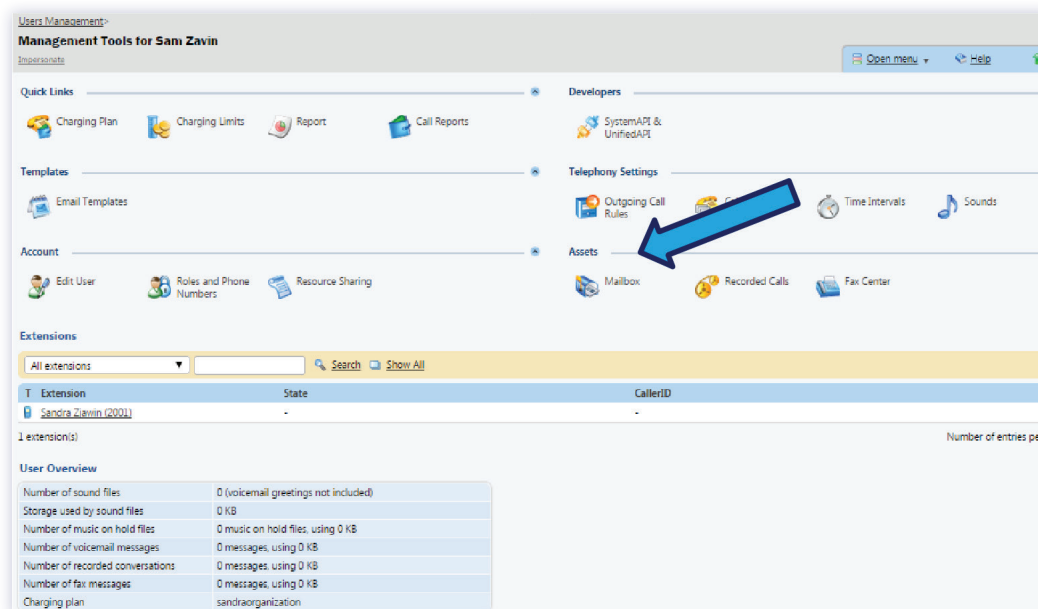
Viewing and Listening to Voicemail Messages

You may listen to your message on the phone, from this portal, or from your email if email notification has been turned on (please refer to Turning on Email Notifications section). You may delete messages using your phone or remove them through this portal. Removing all messages, regardless of how it is done, will turn off the message waiting indicator on your phone.

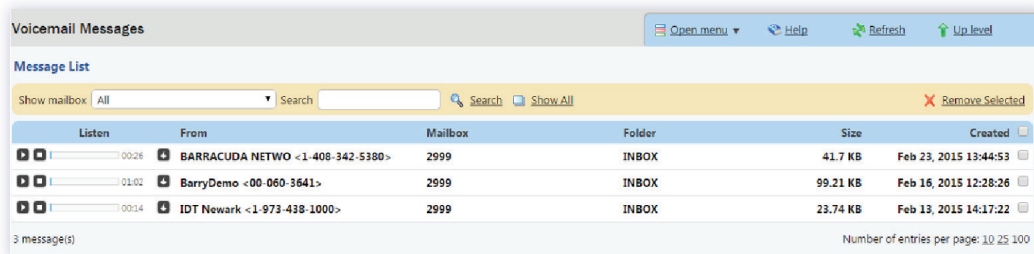
1. Click **Users** in the sidebar menu. On the **User Management** page, click on the user name.



2. In the Assets section, click **Mailbox** to display the Voicemail Messages page listing the messages.



- For each message, the phone number from which the message was left, the mailbox, the folder (usually Inbox), the size, and the date and time are included.

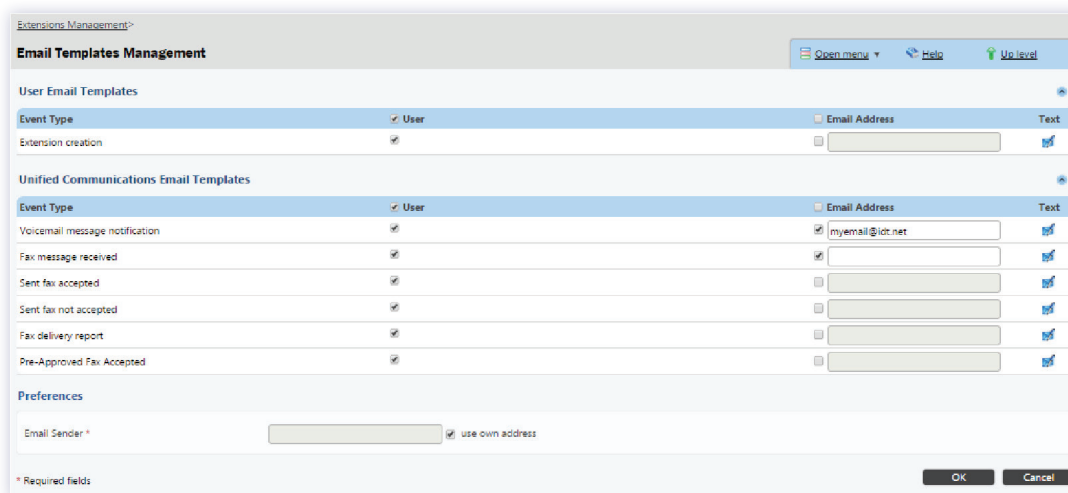


- To listen to a message, download it (📎) and then play it using the media player (recommended). Listening to the message using the play symbol may not work with many browsers and versions of those browsers.
- To remove a message, click the checkbox, and then the **Remove Selected** link.

Turning Email Notifications On and Off

Breezeline Hosted Voice can send out notifications to you when a voicemail message has been left, sent, or received.

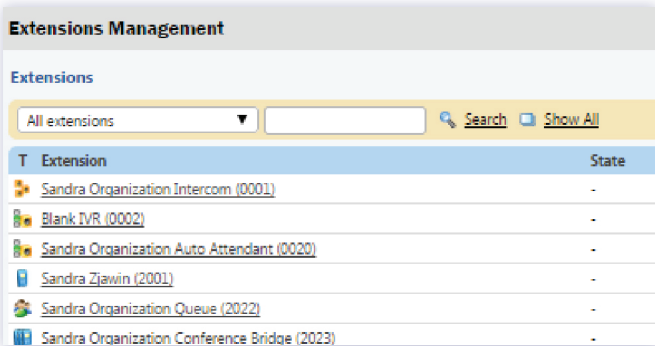
- Click **Users** in the sidebar menu.
- In the Templates section, click **Email Templates** to display the Email Templates Management page.
- Click in the **Email Address** field to enter or change the email address to which the notification should be sent.



- For each notification you wish to receive, make sure to click the checkbox and enter the email address in the Unified Communication Email Templates section.
- Click **OK** when you have finished.

Recording Phone Calls

- 1. Click **Extensions** in the sidebar menu. The Extension Management page displays. Select the Extension whose calls you wish to record. Note that auto attendant and Intercom calls cannot be recorded.



- 2. In the Quick Links section of the Extension page, select **Phone Terminal Setup**.



3. The **Set Up Phone Terminal** page displays. In the Call Recording section, select how the recording is triggered.

IMPORTANT! Changing fields other than the password and time zone may affect the operation of your phone. If you are unsure of your changes, contact Breezeline.

Set Up Phone Terminal Sandra Zjawin (2001)

Basic Settings

Default music on hold folder

Do not send CallerID on public calls (Anonymous)

Hangup when extension does not answer in * seconds

Do not keep calls in parking lots for more than * seconds

Calling Features

Call waiting active

Do not disturb function active

Play sound when DND is activated

Voicemail

Auto delete messages older than days

New message notification Send alert email Send message by email

Old voicemail password *****

Voicemail password (between 1 and 5 digits)

Voicemail automatically answers after seconds

Add extension to company directory

Do not read messages envelope when accessing the mailbox over the phone

Call Recording

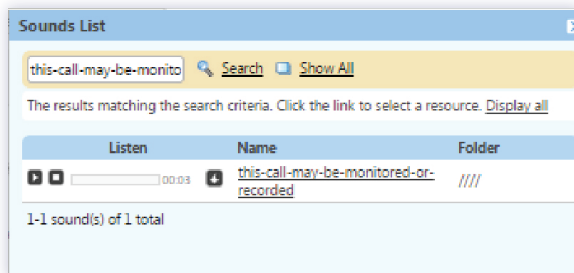
Record triggered Never Only conferences When *1 is pressed All calls are recorded

Play sound when call recording starts.

- **Never:** Recording feature enabled but not used.
- **Only conferences:** If enabled, only conference conversations are recorded.
NOTE: The extension must be set up as a conference extension before you can use this feature.
- **When “*1” is pressed:** the user may start recording a conversation by dialing *1 on the phone pad.
- **All calls are recorded:** If enabled, all conversations of the extension are recorded.

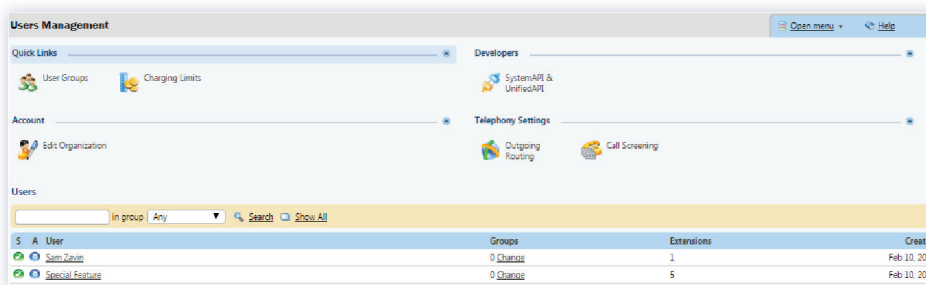
4. Click the **Play Sound** radio button to play a sound. If enabled, Breezeline Business Hosted Voice will play the selected sound file before a recording operation starts. For example, a message, such as “This call may be recorded” can be played when recording starts.

To select a different sound file, click the speaker icon. The Sounds List window displays. Type in the file name and then **Search**, or click **Show All** to view and sample a list of all available sound files. Locate the file you need, and then click the download arrow.

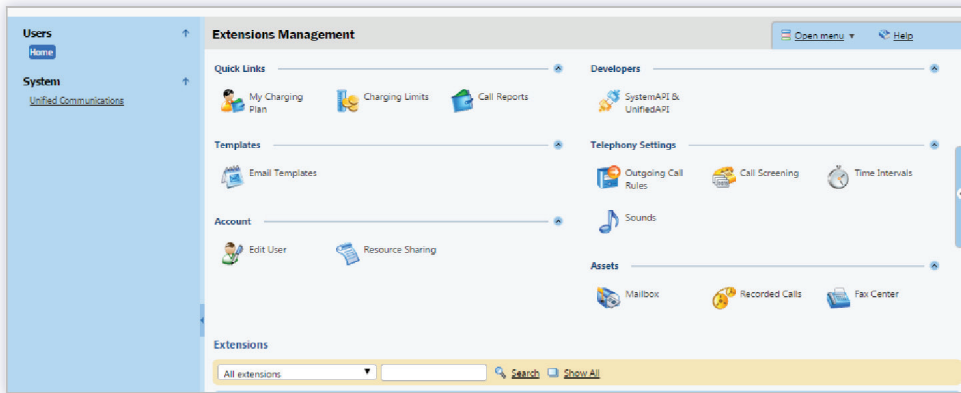


Playing Recorded Phone Calls

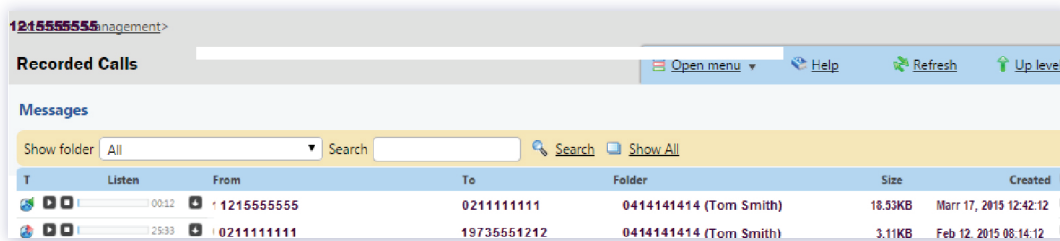
1. Click Users in the sidebar menu to display the User Management page.



2. Click the name of the user whose recorded call you would like to play. The Extension Management page displays.



3. In the Assets section, click **Recorded Calls**.



For each recorded call, Breezeline Business Hosted Voice displays the following information in a table format.

COLUMN	DESCRIPTION
T	Recorded phone call type (outbound or inbound).
Listen	Listen to the call using the controls available. To download the file to your hard drive, click the icon and confirm your choice.
From	The number of the extension recording the call.
To	The number or the CallerID of the other party involved in the call
Folder	Name of the folder where the recorded calls are stored
Size	The size of the recorded call, in KB.
Created	The date and time the recorded conversation started.

4. Click the play symbol to play the recorded call.

Working with Sound Files

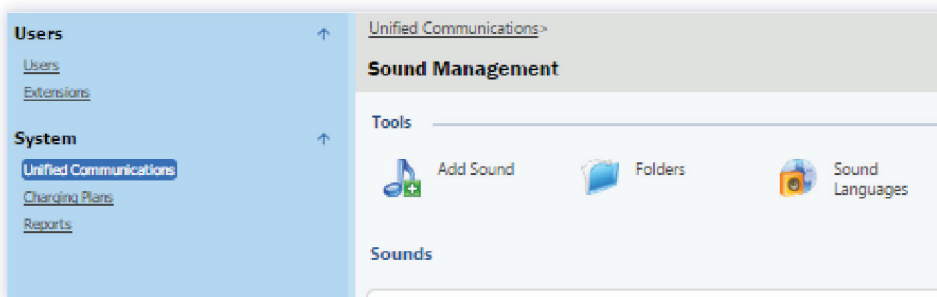
You may add new sound files by recording sound files over your phone or by uploading an existing .wav or .mp3 file.

You can create your own sound files by recording music, messages, and other sounds over your phone. The recording can then be used whenever a sound file is required, such as music that is played when a caller is on hold. Sounds files are also used in IVRs (for example, “For store hours, press 1.”).

Recording Sound Files

You can create your own sound files by recording music and other sounds over your phone. The recording can then be used whenever a sound file is required.

1. Click **Unified Communications** in the sidebar menu.
2. In the **Assets** section, click the Sounds icon to display the Sound Management page.



3. In the Tools section, click **Add Sound**. The **Add New Sound** page displays.

Add New Sound

Sound Form

Name *

This is music on hold

This is a shared sound

Folder

Record Over the Phone

I want to record a sound over the phone

Upload Sound Files

Filename *

Language

Default sound file

* Required fields

4. In the **Sound Form** section, enter a name for the sound file that you will be recording.
5. If the sound file is for music played while a caller is on hold, click the checkbox.
6. Click the **This is a shared sound** checkbox if the sound can be used by other users within the organization.
7. Select the folder in which the sound file is to be stored.
8. To record over the phone, click the Record Over the Phone checkbox. Once you do this. The Record Sound box is displayed. Dial the number listed to record your sound.

IMPORTANT! Do not close this window while recording. Recording will stop if you close the window.

Users Management > Management Tools for Special Feature > Sound Management >

Record Sound over the Phone

To start recording your sound, please dial *0051091 in the next 65 seconds.

Uploading a Sound File

You may upload a .wav or mp3 sound file.

1. Follow steps 1 and 2 in the [Recording Sound Files](#) section to display the Add New Sounds page.

Add New Sound

Sound Form

Name *

This is music on hold

This is a shared sound

Folder

Record Over the Phone

I want to record a sound over the phone

Upload Sound Files

Filename *

Language

Default sound file

* Required fields

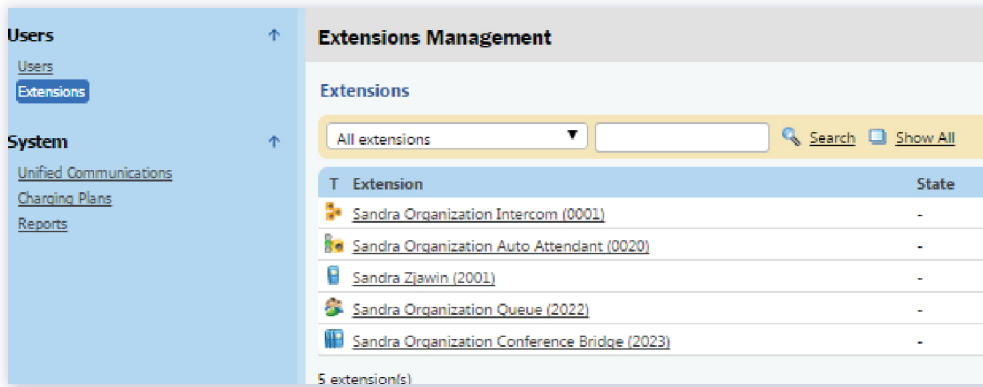
2. In the Upload Sound Files section, click the Browse button to locate your file.
3. Once you locate the file, click the filename to select it.
4. Click **OK** to upload the file. The file is now available to use.

Working with Incoming Call Rules

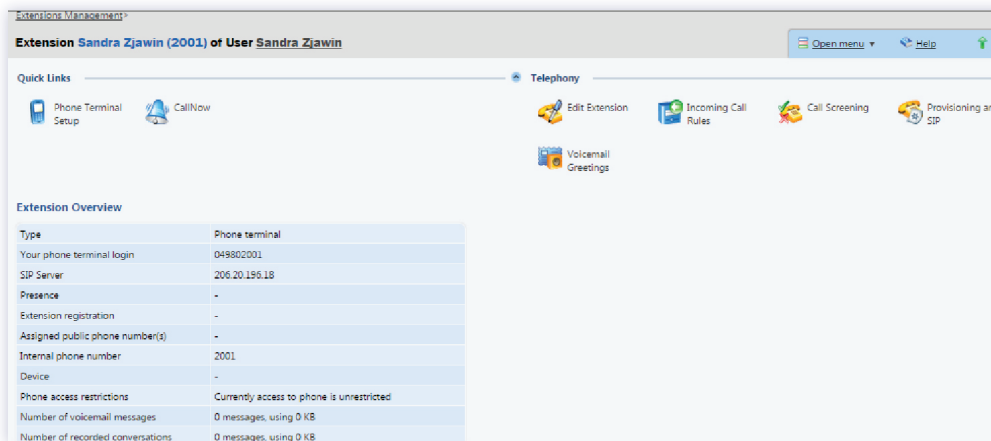
Incoming call rules allow you to create rules to handle incoming calls to your extension. These rules could include forwarding the calls that come in between a certain times of the day, sending calls to voicemail automatically, and more. The rules that you create will apply to calls coming into your extension.

IMPORTANT! Changing incoming call rules can directly impact the performance of your phone. If you are unsure of your changes, contact Breezeline.

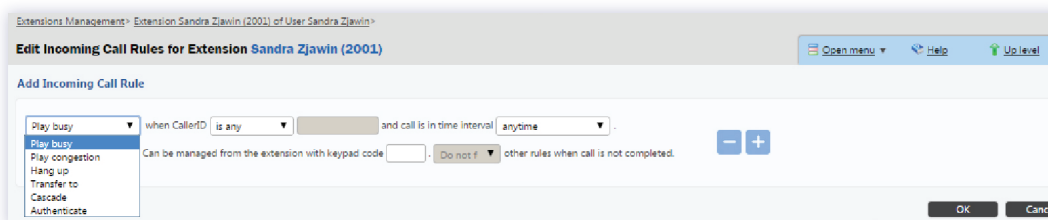
1. Click **Extensions** in the sidebar menu.
2. Locate the extension for which you wish to add an incoming rule.



3. Click the **Incoming Calls Rule** icon in the upper right hand corner of the page.



4. Select the rule type from the drop down list and its association options and then click **OK**.



Setting the Cascade Rule

Calls are routed through a series of options if the extension is not available. The call cascade settings can be configured to run to other extensions, remote extensions, or ring groups.

Edit Incoming Call Rules for Extension Sandra Zjawin (2001)

Add Incoming Call Rule

Cascade when CallerID matches and call is in time interval anytime

and ring below numbers for seconds

+ call number after seconds

Add in position 2. Can be managed from the extension with keypad code. Do not follow other rules when call is not completed.

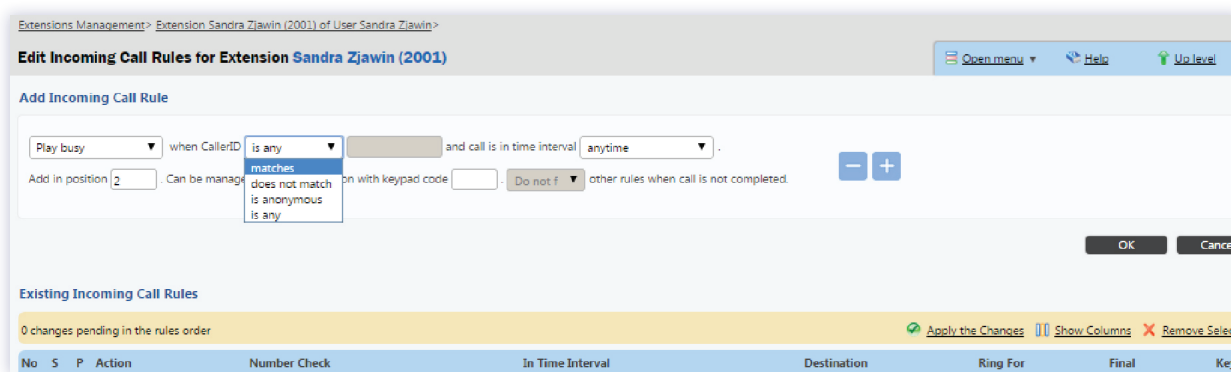
Select from the following options when transferring incoming calls using multiple numbers in a cascading order:

- 1. When Caller ID drop down list.** Choose from one of the following options:
 - **Is Any:** All incoming calls will be treated with the “Cascade” rule. This is the default setting.
 - **Matches:** Calls that match the number you enter in the next text box will be treated with the “Cascade” rule.
 - **Does Not Match:** Calls that don’t match the number you enter in the next test box will be treated with the “Cascade” rule.
 - **Is Anonymous:** Calls that don’t have Caller ID information will be treated with the “Cascade” rule. Note that the next field is grayed out when you select “Is Anonymous.”
- 2. Time Interval drop down list:** Contains the default (any time) and other time intervals you may have defined (weekends, holidays, etc.). See [Working with Time Intervals](#).
- 3. Ring Below text box:** The number of seconds that the destination extension(s) will be rung when an incoming call is received. Make sure the value you enter here matches the sum of the seconds each destination number is rung. Please ensure the value entered is equal to the sum of seconds that each destination is rung. See [Seconds Text Box] Below
- 4. Call Number text box:** The extension or outside number to which the call is being forwarded.
- 5. Seconds text box:** The number of seconds since the previous destination was called before attempting to call the next number. Use the +/- icon to add/subtract destination numbers and seconds. If you are adding multiple destination numbers to be called then make sure the sum matches that of the Ring Below total.
- 6. Add in Position text box:** This is the order in which all incoming calls will be treated (1, 2, 3...). The position order (priority order) can be changed once the rules are created by clicking on the up/down arrows in the “P” column in the Existing Incoming Calls Rules section of the page.

7. **Key Pad Code text box:** If you want to allow your users to enable or disable the rule using their phone key pads then you need to enter *74 plus a single digit. For example: *741. If the rule is enabled and your users dial *741 then the rule will be disabled – if it's disabled and they dial *741 then the rule becomes enabled.
8. **Follow/Do Not Follow drop down list:** Select Do not follow or Follow other rules. Select "do not follow" if you want the call to end.
9. Click **OK** when done.

Setting the Play Busy Rule

A busy signal is played to let callers know that the extension is in use.



1. **Caller ID drop down list:** Choose from one of the following options:
 - **Is Any:** All incoming calls will be treated with the "Play Busy" rule. This is the default setting.
 - **Matches:** Calls that match the number you enter in the next text box will be treated with the "Play Busy" rule.
 - **Does Not Match:** Calls that don't match the number you enter in the next test box will be treated with the "Play Busy" rule.
 - **Is Anonymous:** Calls that don't have Caller ID information will be treated with the "Play Busy" rule. Note that the next field is grayed out when you select "Is Anonymous."
2. **Time Interval drop down list:** Contains the default (any time) and other time intervals you may have defined (weekends, holidays, etc.). See Setting Time Intervals.
3. **Add in Position text box:** This is the order in which all incoming calls will be treated (1, 2, 3...). The position order (priority order) can be changed once the rules are created by clicking on the up/down arrows in the "P" column in the Existing Incoming Calls Rules section of the page.
4. **Key Pad Code text box:** If you want to allow users to enable or disable the rule using their phone key pads, enter a single digit in the Key Pad Code field. The user will then enter *74 plus the single digit from the key pad code box to enable or disable the rule. For example: If the rule is enabled and key pad code field has been set to "1", the rule will be disabled when a user dials *741. To enable a rule, dial *741.

5. Follow/Do Not Follow drop down list: You can't change this option – "Call Busy" rules are never followed by an incoming call rule.

6. Click **OK** when done.

Setting the Play Congestion Rule

A "fast busy" (aka congestion tone) to let callers know that the call was unsuccessful.

1. Caller ID drop down list: Choose from one of the following options:

- **Is Any:** All incoming calls will be treated with the "Play Congestion" rule. This is the default setting.
- **Matches:** Calls that match the number you enter in the next text box will be treated with the "Play Congestion" rule.
- **Does Not Match:** Calls that do not match the number you enter in the next test box will be treated with the "Play Congestion" rule.
- **Is Anonymous:** Calls that do not have Caller ID information will be treated with the "Play Congestion" rule. Note that the next field is grayed out when you select "Is Anonymous."

2. Time Interval drop down list: Contains the default (any time) and other time intervals you may have defined (weekends, holidays, etc.). See Setting Time Intervals.

3. Add in Position text box: This is the order in which all incoming calls will be treated (1, 2, 3...). The position order (priority order) can be changed once the rules are created by clicking on the up/down arrows in the "P" column in the Existing Incoming Calls Rules section of the page.

4. Key Pad Code text box: If you want to allow users to enable or disable the rule using their phone key pads, enter a single digit in the Key Pad Code field. The user will then enter *74 plus the single digit from the key pad code box to enable or disable the rule. For example: If the rule is enabled and key pad code field has been set to "1", the rule will be disabled when a user dials *741. To enable a rule, dial *741.

5. Follow/Do Not Follow drop down list: You can't change this option – "Play Congestion" rules are never followed by an incoming call rule.

6. Click **OK** when done.

Setting the Hang Up Rule

The call is hung up. Hang up can be used to block certain callers.

1. Caller ID drop down list: Choose from one of the following options:

- **Is Any:** All incoming calls will be treated with the "Hang Up" rule. This is the default setting.
- **Matches:** Calls that match the number you enter in the next text box will be treated with the "Hang Up" rule.
- **Does Not Match:** Calls that don't match the number you enter in the next test box will be treated with the "Hang-Up" rule.
- **Is Anonymous:** Calls that don't have Caller ID information will be treated with the "Hang Up" rule. Note that the next field is grayed out when you select "Is Anonymous."

2. Time Interval drop down list: Contains the default (any time) and other time intervals you may have defined (weekends, holidays, etc.). See Setting Time Intervals.

3. **Add in Position text box:** This is the order in which all incoming calls will be treated (1, 2, 3...). The position order (priority order) can be changed once the rules are created by clicking on the up/down arrows in the "P" column in the Existing Incoming Calls Rules section of the page.
4. **Key Pad Code text box:** If you want to allow users to enable or disable the rule using their phone key pads, enter a single digit in the Key Pad Code field. The user will then enter *74 plus the single digit from the key pad code box to enable or disable the rule. For example: If the rule is enabled and key pad code field has been set to "1", the rule will be disabled when a user dials *741. To enable a rule, dial *741.
5. **Follow/Do Not Follow drop down list:** You can't change this option – "Play Hang up" rules are never followed by an incoming call rule.
6. Click **OK** when done.

Setting the Transfer To Rule

The **Transfer To** option routes the call to another number or extension.

Edit Incoming Call Rules for Extension Sandra Zjawn (2001) | Open menu | Help | Up level

Add Incoming Call Rule

Transfer to number(s) and ring these for seconds

when CallerID is and call is in time interval

and extension status is and call status was

Before connecting the caller to destination for his name.

Also public called destinations to transfer calls. extension 049802001.

Add in position . Can be managed from the extension with keypad code . other rules when call is not completed.

OK Cancel

Numbers/Voicemail: Select whether the call is to be transferred to a number, several numbers, or to Voicemail. If you select numbers, click in the adjacent box to enter the telephone numbers to which the call is to be transferred.

Setting the Authenticate Rule

The caller is required to enter a password before the call gets transferred to the defined destination.

Add Incoming Call Rule

when CallerID and call is in time interval

require password and play sound

Add in position . Can be managed from the extension with keypad code . other rules when call is not completed.

1. **Caller ID drop down list:** Choose from one of the following options:
 - o **Is Any:** All incoming calls will be treated with the "Authenticate" rule. This is the default setting.
 - o **Matches:** Calls that match the number you enter in the next text box will be treated with the "Play Busy" rule.
 - o **Does Not Match:** Calls that don't match the number you enter in the next text box will be treated with the "Play Busy" rule.

- **Is Anonymous:** Calls that don't have Caller ID information will be treated with the "Play Busy" rule. Note that the next field is grayed out when you select "Is Anonymous."
2. **Time Interval drop down list:** Contains the default (any time) and other time intervals you may have defined (weekends, holidays, etc.). See [Working With Time Intervals](#).
 3. **Require password text box:** Enter the password that the caller must enter to continue.
 4. **And play sound text box:** Select a sound file to be played until the password is entered.
 5. **Add in Position text box:** This is the order in which all incoming calls will be treated (1, 2, 3...). The position order (priority order) can be changed once the rules are created by clicking on the up/down arrows in the "P" column in the Existing Incoming Calls Rules section of the page.
 6. **Key Pad Code text box:** If you want to allow users to enable or disable the rule using their phone key pads, enter a single digit in the Key Pad Code field. The user will then enter *74 plus the single digit from the key pad code box to enable or disable the rule. For example: If the rule is enabled and key pad code field has been set to "1", the rule will be disabled when a user dials *741. To enable a rule, dial *741.
 7. **Follow/Do Not Follow drop down list:** Select Do not follow or Follow other rules. Select "do not follow" if you want the call to end.
 8. Click **OK** when done.

Working with Time Intervals

Time intervals are used when you set up a rule that determines how an incoming call is handled and when an IVR is created. A time interval includes the day (or days) of the week and the time of day.

For example, when you are in meetings on Tuesday and Wednesday from 9 am to 11 am, you may set up a rule that transfers your calls to another extension during this time interval.

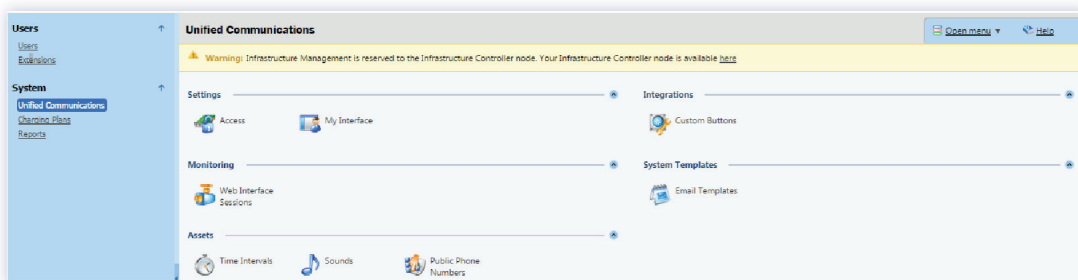
Time intervals are also used by IVRs. For instance, your IVR may play a message on each Saturday and Sunday saying that the office is closed.

Searching and Displaying Time Intervals

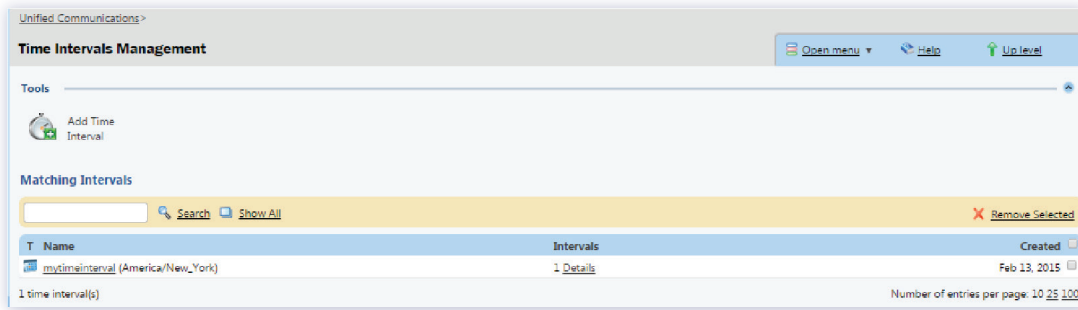
If you have many time intervals, you may search for the one you want to view or modify by typing all or part of the interval name in the search field.

Adding a Time Interval

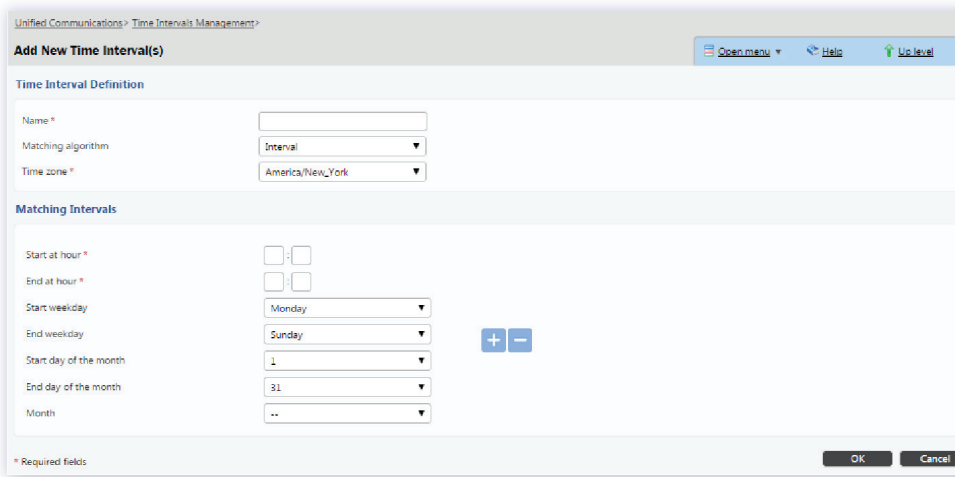
1. Click **Unified Communications** in the sidebar menu.



2. Under the Assets section, click the **Time Intervals** link.



3. Click the **Add Time Interval** icon to display the Add New Time Intervals page.



4. Enter a **Name** for the Time Interval. This is required.

5. Select the matching algorithm: Individual days or Interval if desired.

- Interval is the default. If you select interval, the time interval will start and end at the specified times. For instance, an interval may be defined to start on Monday at 9:30 and end on Friday at 6:00 pm
- Individual days: Select Individual Days to define

6. Locate the **Time Zone** in the dropdown list.

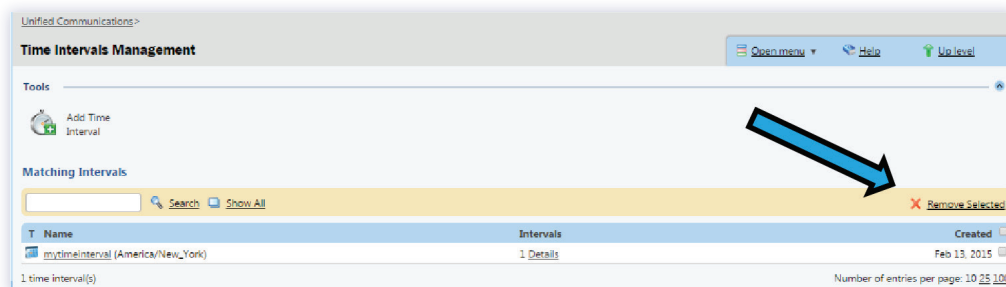
7. Enter the **Start at hour** and **End at hour** time in 24-hour format.

8. You may also enter the start and end dates of the month. For example, you can specify a time interval that runs from the first to the third day of the month.

9. Once you have defined the time interval, click **OK**.

Removing a Time Interval

1. To remove a Time Interval, select the interval by clicking the checkbox.
2. Click the **Remove Selected** link. The time interval will be removed.



Managing the Intercom

You can specify if the intercom is one-way (paging) or if conversation can be held between allowed extensions and groups.

Setting up Intercom Paging

1. Click **Extensions** in the sidebar menu. From the dropdown menu, select the Intercom extension. The Edit Intercom/Paging Extension page displays as shown on the following page.

Users Management > Management Tools for Special Feature > Extension Sandra Organization Intercom (0001) of User Special Feature >

Edit Intercom/Paging Extension 0001

Information: To add or remove extensions and groups, click the icon on the right side. All operations performed in the extension/group


Basic Settings

Type: 2 way intercom 1 way paging

Alert Info header:

Call Info header:



Timeout*:



Play sound on connection: 

Permission to call intercom for any extension in organization:



Allow intercom to call all its assigned extensions simultaneously:



Permission to Call Intercom For

Individual extensions:  

Groups:  

Allow Intercom to Call

Individual extensions:  

Groups:  

2. Select the Intercom type: **2 way intercom** or **1 way paging**.
 - **2 way intercom:** Users at called extensions may talk to the caller.
 - **One-way paging:** Users at called extensions may not talk back. An example of a one-way page is, "Someone in Dairy. Pick up Line 2."
 - Alert Info Header and Call Info header apply to the system and should not be changed.
3. **Timeout:** Enter the maximum length of time, in seconds, of the intercom/paging session. At the end of this interval, the call is disconnected.
4. **Play Sound on Connection:** Select the sound to be played each time a user is connected to the called extension. The sound file may be selected by clicking .
5. **Permission to call intercom for any extension in organization:** If this box is checked, the intercom may be called from any extension. If it is not checked, then only the extensions listed in the **Permission to Call Intercom** For boxes will be called.

6. Allow intercom to call all its assigned extensions simultaneously. When enabled, the intercom will call all extensions at the same time. If this is not enabled, then only the extensions and groups listed in the Allow Intercom to Call boxes may be called by the intercom.

Note that communication among extensions associated with the same user is not permitted.

7. In the **Permission to Call Intercom For** boxes, enter the Individual extensions or Groups that are allowed to call to page (if 1 way paging type has been selected) or talk to another extension via the intercom.

8. In the **Allow Intercom to Call** boxes, enter the individual extensions or Groups that may be called from another extension via the Intercom.

9. Click **OK** when finished

Generating and Understanding Reports

You can view statistics and reports real time information about the system behavior, accounts usage, call flows, and costs.

Click **Reports** in the sidebar menu. The Reports Management page is displayed. There are four tabs.

- Overview
- Call Reports
- Call Flows
- Call Options

Running the Overview Report

The Overview page displays general information about the system, including the number of accounts, the number of channels, the call costs, disk space usage, and the available sound files.

Report Management

Overview | Call Reports | Call Flows | Call Statistics

System Usage Overview for March, 2015

Calls cost for March, 2015	0 USD
Public phone numbers cost	0 USD/Month
Total length of incoming calls	00:00:00
Total length of outgoing calls	00:00:00
Maximum length of an incoming call	00:00:00
Maximum length of an outgoing call	00:00:00

Sound Files Overview

Total sounds	0
Shared sounds	0
Personal sounds	0

Music on Hold Overview

Total music on hold files	0
Personal music on hold files	0
Personal music on hold folders	0

Assets

Calling card codes	0
Authorized callback CallerIDs	0
SIP trunking channels	0
Extensions with SIP trunking	0

Disk Space Overview

Disk space for sounds	Used 0 KB out of Unlimited
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Accounts Overview

Account created	From interface
Total users	2
Enabled users	2
Suspended users	0
Total extensions	6 (0 Disabled, 0 Suspended)
Phone terminals	1 (0 Disabled, 0 Suspended)
Queues	1 (0 Disabled, 0 Suspended)
Queue login centers	0
IVRs	2 (0 Disabled, 0 Suspended)
Voicemail centers	0
Conferences	1 (0 Disabled, 0 Suspended)
Calling cards	0
Callback extensions	0
Intercom/paging extensions	1 (0 Disabled, 0 Suspended)

Charging Plans Overview

Organization level charging plans	1
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Running the Call Report

The Call Reports page lets you track of the calls made and received by all the extensions in the system.

Search Calls: You may search through all calls recorded in the system using filters such as the From number, To number, Account Name, Charging plan, CallID (phone extension), and Call Cost. You may limit the search to a particular application, or to call context, such as external calls or local calls.

Search Calls

From number: Starting with []

To number: Starting with []

Account name: []

Charging plan: []

CallID: []

Call duration: Bigger than [] seconds [ar] smaller than [] seconds

Call cost: Bigger than [] [ar] smaller than []

Profit: Bigger than [] [ar] smaller than []

Call ended with: []

Start search on: [] and end on []

Display: All Incoming calls Outgoing calls

Limit search by call context: All Local calls Extended local calls External calls

Limit search by application *
 Dial Queue Conference Voicemail Voicemail center
 IVR Park Unpark Calling card Intercom/Paging
 Callback Fax Supervising

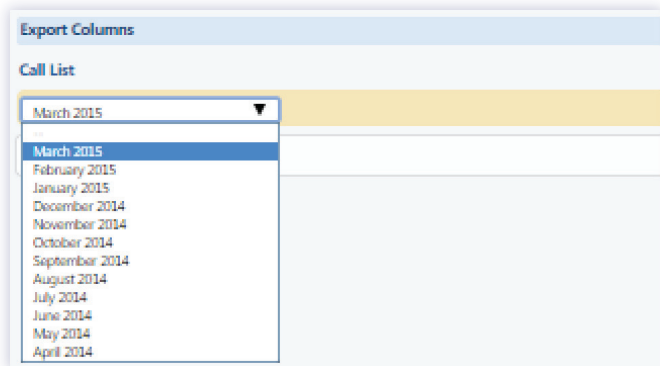
Export Columns: You may select the details that you want exported to an Excel or .CSV file. (a comma-delimited file which can be imported by a spreadsheet program). Click on the minimize/restore button to display or compress this section.

Export Columns

Call flow	<input type="checkbox"/>	Call cost	<input type="checkbox"/>
Call type	<input checked="" type="checkbox"/>	Call profit	<input type="checkbox"/>
Application	<input type="checkbox"/>	Money unit	<input checked="" type="checkbox"/>
To number	<input checked="" type="checkbox"/>	Call ID	<input type="checkbox"/>
From number	<input checked="" type="checkbox"/>	Transfer source	<input type="checkbox"/>
Call initiated	<input checked="" type="checkbox"/>	Transfer destination	<input checked="" type="checkbox"/>
Ringin started	<input type="checkbox"/>	Initially called extension	<input checked="" type="checkbox"/>
Call answered	<input checked="" type="checkbox"/>	Callback CallerID	<input type="checkbox"/>
Call duration	<input checked="" type="checkbox"/>	Calling card code	<input checked="" type="checkbox"/>
Call disposition	<input checked="" type="checkbox"/>	Flow reference extension	<input checked="" type="checkbox"/>
Charging plan	<input checked="" type="checkbox"/>	CallerID	<input checked="" type="checkbox"/>

A blue arrow points to the minimize button in the top right corner of the window.

Call List: All the calls registered in the system in the current month are displayed. In order to check calls from a previous month, select the appropriate month from the dropdown list. Use '-' to display all the calls in the system.

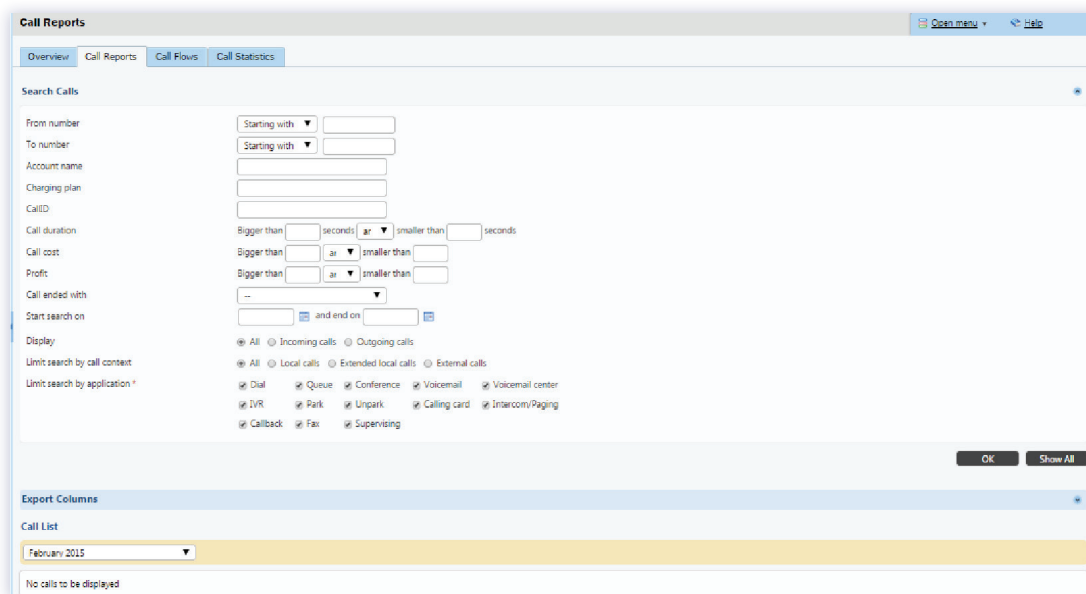


The following information is provided by the Call List:

TABLE COLUMN	DESCRIPTION
T	The call type.
A	The application used by the call.
From	<p>The CallerID, for example <8754>, or, if the call is initiated from inside the system, the extension number (e.g. 0007 or 0001*0007) of the person who made the call. Hold the mouse cursor over an extension number to display an info message that provides details about the extension that made the call.</p> <p>For outgoing calls, the number of the extension that placed the call (reference extension) is displayed using bold characters.</p>
To	<p>The CallerID, for example <8754>, or, if the called party is from inside the system, the extension number (e.g. 0007 or 0001*0007) of the person who answered the call. Hold the mouse cursor over an extension number to display an info message that provides details about the extension that received the call.</p> <p>For incoming calls, the number of the extension that received the call (reference extension) is displayed using bold characters.</p>
Transfer source	This column lists the number of the source extension if the call was transferred to another extension. If not, then '-' will be displayed.
Transfer destination	This column lists the number of the destination extension if the call was transferred to another extension. If not, then '-' will be displayed.
Call	This column displays the call flow.

TABLE COLUMN	DESCRIPTION
Schematic	<p>The name of the extension that placed the call followed by the icon. The icon followed by the name of the extension that received the call.</p> <p>Local calls of all the extensions in the system have one record for the incoming flow and another one for the outgoing flow.</p>
Ringng started	The date and time the called extension started ringing. The Initiated and Ringng started parameters show the actual time required for the called extension to start ringing from the moment the call was initiated by the caller.
Answered	The date and time the call was answered.
Initiated	The date and time the caller dialed the number, initiating the call.
Call duration	The total length of the call, displayed in the hh:mm:ss format.
CallID	The unique number thath the SIP Gateway/Server Asterisk generated to identify the call.
Organization	The name of the organization owning the extension.
SIP-CallID	The identification number of the SIP packets belonging to a particular call.
Called DID	The called Direct Inward Dialing (DID) number.
CallerID	The callerID of the person that placed the call.
Call cost	The cost of the call for the logged in user.

Note that some of the columns in the previous table might not be displayed by default. Customize the table layout by choosing the columns to be displayed. To do this, click the **Show columns** icon and select (or deselect) the desired columns.



Running the Call Flow Report

The Call flow tab displays all the active calls in the system.

The following information is displayed for each active call.




TABLE COLUMN	DETAILS
T	<p>The call type.</p> <ul style="list-style-type: none">  - External call  - Local call  - Extended local call
From	<p>The CallerID, for example <8754>, or, if the call is initiated from inside the system, the extension number (e.g. 0007 or 0001*0007) of the person who made the call.</p> <p>If the caller is from inside the system and the extension is owned by the logged in client, you can click the link to enter the extension's management page.</p>

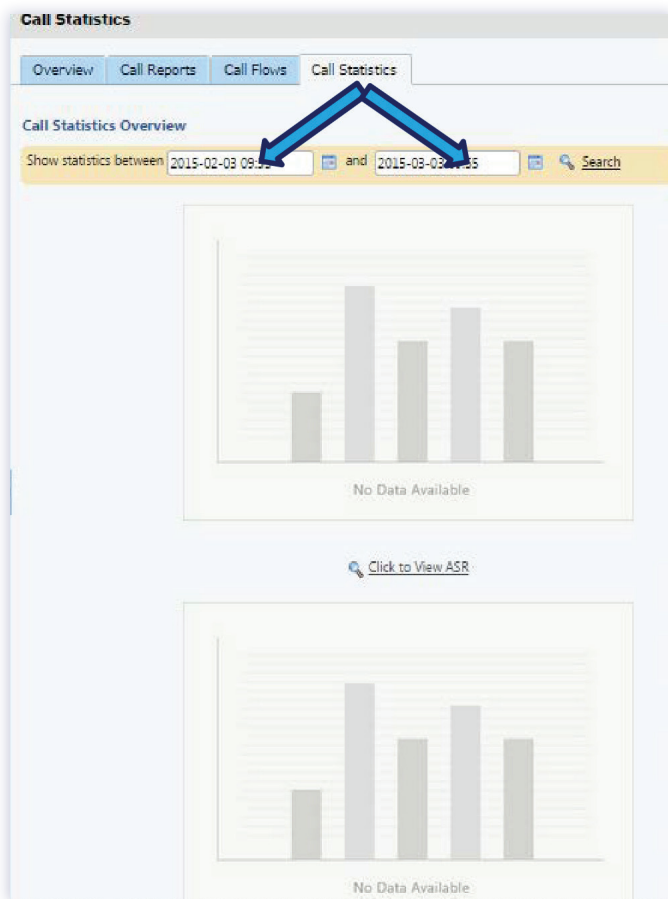
TABLE COLUMN	DETAILS
To	The CallerID, for example <8754>, or, if the called party is inside the system, the extension number (e.g. 0007 or 0001*0007) of the person who answered the call. For internal callees, if the extension is owned by the logged in client, you can click the link to enter the extension's management page.
Flow	<p>Inside system - The call is between two local extensions.</p> <p>From public network - The call is initiated from the external public network.</p> <p>To public network - The call is initiated from an extension inside the system and it is targeted to an user in the public network.</p>
Started ringing	The date and time the call started ringing.
Connected	The date and time the call was answered.
Channel	The channel used for calls from and to destinations in the public network. For the internal calls, the System internal message is displayed.

Running the Call Statistics Report

This section provides graphical and statistical representations for some of the most important events like the call's average successful rate, distribution by destination and extension type, the top hang-up causes and the top callers.

Click the **Call Statistics** tab to display the **Call Statistics Overview** page. This page provides an overview of all available graphs.

You can specify the time interval by selecting the start and end dates.



The following graphs can be displayed:

- **Average Success Rate:** Displays the proportion of the successful calls, including the answered, busy, not answered and failed ones from the total calls made through all the channels in the system.
- **Average Call Duration:** Displays the average length, in seconds, of all calls within the specified time interval.
- **Call Failures:** Displays the number of failed calls based on reason for failure. **Call Distribution Based on Destination:** Displays the number of calls targeted to a certain destination, internal calls, external calls, etc.
- **Call Distribution Based on Extension Type:** Displays the number of calls based on the extension type, phone terminal, queue, etc.
- **Top Users Using Telephony:** Displays the top ten users based on the total duration of their calls in seconds.
- **Top Hangup Causes:** Displays the top 10 hang-up causes based on their incidence.
- **Call Initiation Time:** Displays the top ten calls with the longest ringing duration and the average ringing time per channel.