



Containerized IP Office Using Embedded Call Reporter

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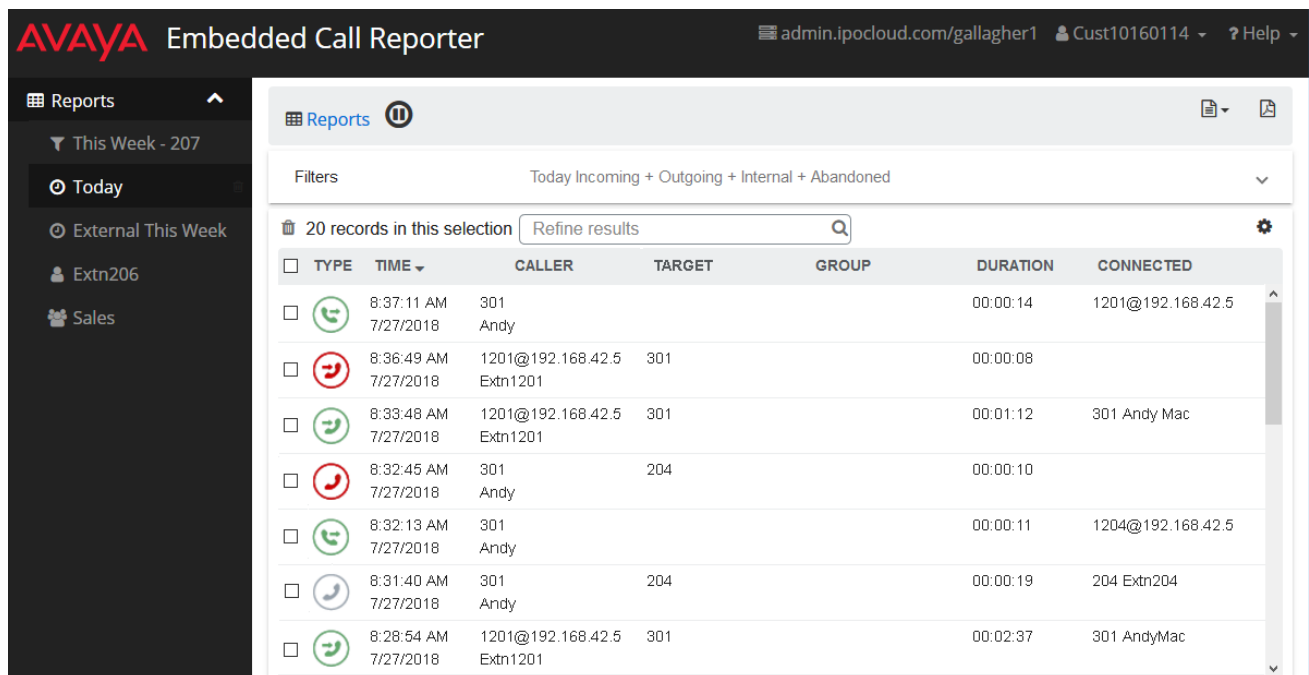
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Chapter 1: Using Embedded Call Reporter

Embedded Call Reporter is a call reporting application. It can be used by the customer administrator to display the system's call logs and apply various filters to display particular calls.

The system retains call logs for up to 56 days (the current week plus 7 previous weeks) or up to 10,000 calls maximum.



The screenshot shows the AVAYA Embedded Call Reporter web application. The header includes the AVAYA logo and the title 'Embedded Call Reporter'. The top right shows the user 'admin.ipocloud.com/gallagher1' and a user ID 'Cust10160114'. A left sidebar contains navigation links: 'Reports', 'This Week - 207', 'Today', 'External This Week', 'Extn206', and 'Sales'. The main area displays a 'Reports' section with a filter dropdown set to 'Today Incoming + Outgoing + Internal + Abandoned'. Below the filter, it says '20 records in this selection' with a search bar. A table of call records is shown with columns: TYPE, TIME, CALLER, TARGET, GROUP, DURATION, and CONNECTED. The table contains 8 rows of data, each with a checkbox, a call icon, and call details.

	TYPE	TIME	CALLER	TARGET	GROUP	DURATION	CONNECTED
<input type="checkbox"/>		8:37:11 AM 7/27/2018	301 Andy			00:00:14	1201@192.168.42.5
<input type="checkbox"/>		8:36:49 AM 7/27/2018	1201@192.168.42.5 Extn1201	301		00:00:08	
<input type="checkbox"/>		8:33:48 AM 7/27/2018	1201@192.168.42.5 Extn1201	301		00:01:12	301 Andy Mac
<input type="checkbox"/>		8:32:45 AM 7/27/2018	301 Andy	204		00:00:10	
<input type="checkbox"/>		8:32:13 AM 7/27/2018	301 Andy			00:00:11	1204@192.168.42.5
<input type="checkbox"/>		8:31:40 AM 7/27/2018	301 Andy	204		00:00:19	204 Extn204
<input type="checkbox"/>		8:28:54 AM 7/27/2018	1201@192.168.42.5 Extn1201	301		00:02:37	301 AndyMac

When you login, the application shows you the current week's incoming and outgoing external calls, including unanswered (abandoned) calls. You can then begin sorting and searching the calls list.

Related links

- [Logging In](#) on page 5
- [Changing the Columns Displayed](#) on page 6
- [Call Type Icons](#) on page 7
- [Viewing Call Details](#) on page 9
- [Sorting the Calls](#) on page 10
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[Saving the Calls List as a PDF](#) on page 13

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[Logging Out](#) on page 14

Logging In

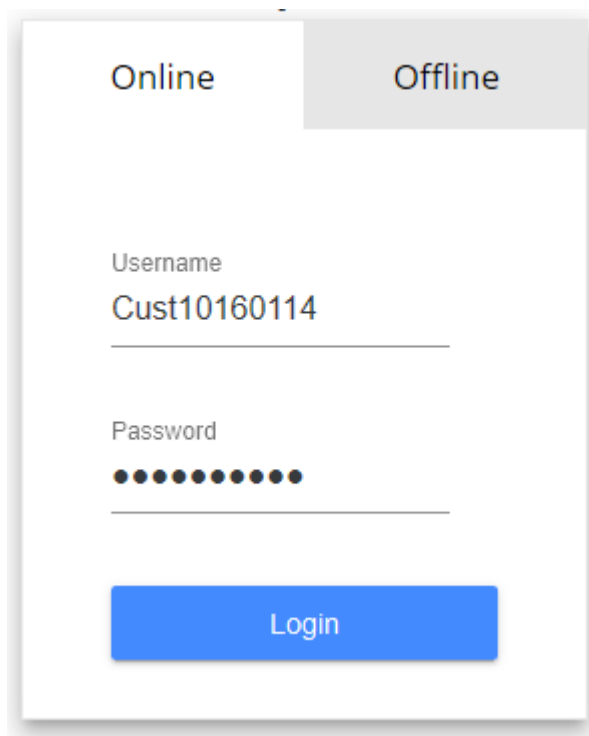
About this task

Embedded Call Reporter is supported through web browser access. You can login using the same account details as used for customer administration of the system.

Your reseller administrator can enable additional accounts. However, a maximum of 5 logged in users is supported.

Procedure

1. In your browser, if you have a saved bookmark, click on that bookmark. Otherwise:
 - a. Enter the address you have been given for customer administration of the system. The address is based on the <name> of your system. It will be something like, for example, `https://admin.example.com/<name>`
 - b. Use the **Select Language** drop-down to select the language that you require.
 - c. Click on the **Application** drop-down and select **Embedded Call Reporter**.
2. When the Embedded Call Reporter login form is displayed:

The image shows a login interface for the Embedded Call Reporter. At the top, there are two tabs: 'Online' and 'Offline'. The 'Online' tab is currently selected. Below the tabs, there is a 'Username' label followed by a text input field containing 'Cust10160114'. Below that is a 'Password' label followed by a password input field represented by a series of dots. At the bottom of the form is a blue 'Login' button.

- If you haven't already done so, bookmark the location.
 - To access your system's current call logs, select **Online**.
 - To use the reported menus to load a previously saved file of call detail, select **Offline**. See [Using Offline Mode](#) on page 22.
3. Enter your customer administrator user name and password.
 4. Click **Login**.
 - If this is the first time the user account has been used, you may be prompted to change the password, after which you will need to login again.
 - The system's current call logs are displayed with the default filters applied.
 - Note that if you are inactive for 15 minutes, you will be automatically logged out.

Related links

[Using Embedded Call Reporter](#) on page 4

Changing the Columns Displayed

About this task


You can select which columns are shown in the calls list. When you save a set of report filters, the current column selections are included, see [Saving a Report Filter Set](#) on page 20.

When you reload the filters set, the column selections are reapplied, see [Loading a Saved Report Filter Set](#) on page 21.

The column options are:

- **Type:** These icons indicate the type of call. Hovering the cursor over the icon displays additional information such as whether the call was internal. See [Call Type Icons](#) on page 7.
- **Time:** The start date and time of the call. The call log for a new call is only created when the call ends. That is, when all parties disconnect from the call, not just the original caller.
- **Caller:** The caller's number and, if known, name. User names use the names set in the system configuration, not the full names used for display on phones and in directories.
- **DID:** Direct Inward Dialing. For incoming external calls, the number dialed by the caller.
- **Group:** If the call is targeted to a hunt group, the name of the group.
- **Target:** The original target for internal and incoming external calls.
- **Duration:** The total duration of the call. This includes all stages such as ringing, connected and held. The individual times can be seen in the call details. See [Viewing Call Details](#) on page 9.
- **Connected:** The internal parties to which the call was connected.
- There may be several parties, for example if the call was transferred or in a conference.
- User names use the names set in the system configuration, not the full names used for display on phones and in directories.
 - For conference calls, the conference ID is displayed.
 - Calls to the voicemail service are prefixed with ? or #.
- **Account Code** The account code, if any, associated with the call.

Procedure

1. Click on the  settings gearwheel icon.
2. From the list of column options, click on the column name to add or remove that column from the displayed calls list.
 - Those that are currently included are indicated by a ✓ tick mark icon.
 - The minimum number of displayed columns is 3.

Related links

[Using Embedded Call Reporter](#) on page 4

[Changing the Report Filters](#) on page 15



Call Type Icons

When visible, the **Type** column uses icons to indicate the nature of each call shown in the calls list, see [Changing the Columns Displayed](#) on page 6.

The icons shown will also depend on the call filter options selected, see [Filtering by Call Type](#) on page 17.


Connected External Calls

Green icons are used for external calls that have been answered. The icons also show the direction of the call.

	Incoming External Call An incoming external call that was answered by a user or by voicemail. These calls are shown when the Incoming call filter is selected.
	Outgoing External Call An outgoing external call by a system user. These calls are shown when the Outgoing call filter is selected.

Connected Internal Calls

This icon is used for internal calls.

	Internal Call A call by a user on the system to another user or to voicemail. These calls are shown when the Internal call filter is selected
---	--



Abandoned Calls

Red icons indicate abandoned calls. For external calls, the direction of the call is shown. These calls are shown when the **Abandoned** call filter is selected.

	Incoming External Call An unanswered external
	Outgoing External Call An unanswered outgoing
	Internal Call An unanswered internal call.

Other Calls

These icons are shown for other types of call that may occur on the system.

	Conference Call A call using the conference facilities of the system. Note that this type of call may be accompanied by other call records showing other callers as they joined and left the conference. See Conference Call on page 36.
	Consultation Call An additional call with an existing call connected. For example, in order to transfer the existing call. These calls are shown in the calls list when the Consultation call filter is selected. See Transfer on page 34 and Transfer Consultation on page 35.

Related links

[Using Embedded Call Reporter](#) on page 4

Viewing Call Details


About this task


The call details show details of the original caller, where the call was originally targeted, and then various events in the call's history. For examples of different types of call histories, see [Notes and Examples](#) on page 26.


The call can spend time in the states listed below. The call's duration is the total of these times.


- **Dial Time:** The time during which the caller (if internal) received dial tone from the telephone system whilst it waiting for them to complete dialing the number they required. Note that there may be no dial time if the number was dialed en-bloc on the phone before starting the call.
- **Ring Time:** The time during which the caller's call was being presented to its target to be answered. The actual method of ring alerting may, depend on a number of phone and telephone system settings, be other than audible ringing.
- **Talk Time:** Time during which the caller was connected and could talk to their connected call.
- **Held Time:** Time during which the caller was put on hold by the party to which they had been connected. During this time they hear either hold music or hold tones.
- **Park Time:** Time during which the caller was parked by the party to which they had been connected. During this time they hear either hold music or hold tones.
- **Queue Time:** Time during which the call was queued waiting to be answered at a target destination that already had a call or calls connected.


Procedure


1. Place your cursor over the call in the calls list.
2. Click when the cursor changes to a  magnifying glass icon.
3. The calls history is displayed.


 Internal Call 7/13/2018 3:32:03 AM to 3:32:56 AM (00:00:53)


 Caller: 207 Gareth


 User Target: 205 Erica


 Ring Time: 00:00:02


 205 Erica Connected at: 3:32:04 AM


 Talk Time: 00:00:05


 Held Time: 00:00:44


 Call at: 3:32:12 AM


 Dial Time: 00:00:02


 User Target: 206 Fiona


 Ring Time: 00:00:02


 [View Report](#)

 Call at: 3:32:48 AM

 User Target: 206 Fiona

 Ring Time: 00:00:02

 [View Report](#)

 206 Fiona Connected at: 3:32:53 AM

- If the call included sub-calls, for example it was transferred between users, click **View Report** to display the additional call history for that part of the call.
 - If the call was part of another call, click **View Main Report** to display the full call history.
4. To return to the calls list, use your browser's back button controls.


Related links

[Using Embedded Call Reporter](#) on page 4

Sorting the Calls

About this task

By default, the calls list is sorted by date and time. However, you can sort it using any of the currently displayed column headers.

- Changes to the displayed calls list using this method are not saved as part of report filter sets.
- If using the default filters, the  icon can be used to undo the last change to the displayed calls list.

Procedure

1. Click on the header of the required sort column. The ▼ icon indicates the current column being used.
2. Clicking on the same column header again reverses the sort order. This is shown by a ▲ icon.

Related links

[Using Embedded Call Reporter](#) on page 4

Pausing Call Updates

About this task

You can pause the addition of new calls to the currently displayed calls list.

Procedure

1. Click on the ⏸ pause icon.
2. New calls are still added to the full set of logs when they end, but they are not displayed in the currently visible calls lists.

Related links

[Using Embedded Call Reporter](#) on page 4

Restarting Call Updates

About this task

You can pause the addition of new calls to the currently displayed calls list. See [Pausing Call Updates](#) on page 11.

Procedure

1. Click on the ▶ resume icon.
2. Records are added for any calls that occurred, and match the current filters, whilst the updates were paused.

The call log for a new call is only created when the call ends. That is, when all parties disconnect from the call, not just the original caller.

Related links


[Using Embedded Call Reporter](#) on page 4

Removing Calls from the Calls List


About this task

You can temporarily remove selected calls from the displayed calls list. This does not delete the calls from the stored call logs.

The removed calls are included again if another reports filter is selected or the same filter is selected again.

- Changes to the displayed calls list using this method are not saved as part of report filter sets.
- If using the default filters, the  icon can be used to undo the last change to the displayed calls list.

Procedure

1. Select the check box to the left of the call or calls that you want deleted from the displayed list.
2. Click on the  trash can icon to remove the selected calls.

Related links

[Using Embedded Call Reporter](#) on page 4

Refining the Call List

About this task



You can use the search box at the top of the calls list to search within the currently displayed calls and only display matching calls. The matching is done on all call details, not just the currently visible columns.

This is a progressive search. That is, each time you enter a new search term, it only searches with the remaining displayed calls list left after any previous search. For example:

- Entering "*David*" removes all calls that don't include the name *David* somewhere in their call details from the displayed calls list.
- Entering "*Sales*" now will remove all calls that don't include the name *Sales* in their calls details from the calls list that has already had calls without *David* removed.
- Changes to the displayed calls list using this method are not saved as part of report filter sets.

Procedure

1. Enter the filter term.
 - You can use partial terms. For example, entering "*Sal*" matches the user name "*Sally*" and the group name "*Sales*".
 - If shown, you can click on the icon to display previously used filter terms.

2. Click on the  icon to apply the filter to the existing displayed calls list. Note that the filter is applied to all call details, not just the columns currently visible.
3. To remove the refined search settings:
 - If using the default filters, the  icon can be used to undo the last change to the displayed calls list.
 - If using a saved filter set, reload the report filter set. If necessary, save the current filters and then reload that filter set.

Related links


[Using Embedded Call Reporter](#) on page 4

Saving the Calls List as a PDF

About this task

You can save the currently displayed calls as a PDF file.

Procedure

1. Filter and refine the call details to show the calls required.
2. If you only want to include specific calls, select the check box next to the calls you want included.
3. Click on the  PDF file icon.
4. The PDF file is generated and downloaded by your browser. Depending on your browser, it may also automatically display the PDF in a new browser tab or window.

Related links

[Using Embedded Call Reporter](#) on page 4

Saving the Calls List to a File


About this task

You can export the currently displayed calls list as a data file (XML, CSV or JSON). The file can then be archived or used for analysis in other applications.

JSON format files can be reloaded back into Embedded Call Reporter in offline mode. See [Loading a Saved JSON Calls File](#) on page 23.

For calls included in the export, all data, including columns not currently being displayed is included.

Procedure

1. Filter and refine the call details to show the calls required.
2. If you only want to include specific calls, select the check box next to the calls you want included.
3. Click on the  export file icon and select the file format required:
 - **Export as .csv:** Details of the currently displayed calls are downloaded by your browser as a *callreports.csv* file. See [CSV File Format](#) on page 23.
 - **Export as .json:** In order to save a file in JSON format, you will be prompted to set a password for the file. That password is required to reload the file. Once you have entered a password, details of the currently displayed calls are downloaded by your browser as a *callreports.json* file.
 - **Export as .xml:** Details of the currently displayed calls are downloaded by your browser as a *callreports.xml* file. See [XML File Format](#) on page 24.

Related links

[Using Embedded Call Reporter](#) on page 4

[Using Offline Mode](#) on page 22

Printing Reports

To print a copy of the call's list, save the list as a PDF file and print from that file. See [Saving the Calls List as a PDF](#) on page 13.

Related links


[Using Embedded Call Reporter](#) on page 4

Logging Out

About this task

Note that you are automatically logged out after 15 minutes of inactivity.

Procedure

1. Click on your customer name shown top-right.
2. Click on  **Log Out**.

Related links

[Using Embedded Call Reporter](#) on page 4

Chapter 2: Changing the Report Filters

The **Filters** section above the calls list shows a summary of the current filters being applied. For example; *"This Week Incoming + Abandoned"*.

You can display the details of the filters currently being applied and change them. You can also save and reload sets of filters.

The screenshot shows the AVAYA Embedded Call Reporter interface. The top header includes the AVAYA logo, the text "Embedded Call Reporter", and a user session bar with "admin.ipocloud.com/gallagher1", "Cust10160114", and a "Help" link. A left sidebar contains navigation links: "Reports", "This Week - 207", "Today", "External This Week", "Extn206", and "Sales". The main content area is titled "Reports" and features a "Filters" section. The filter summary is "Today Incoming + Outgoing + Internal + Abandoned". The filter options include: "Today" (selected), "This Week", "30 days", "56 days", "From - to", "Incoming" (checked), "Outgoing" (checked), "Internal" (checked), "Abandoned" (checked), and "Consultation" (unchecked). There are input fields for "Group", "Caller", "DID", "Duration", "User", and "Account Code", along with "CLEAR" and "GO" buttons. Below the filters is a scrollable list of call records. The first record is selected, showing 20 records in the selection. The table has columns: TYPE, TIME, CALLER, DID, GROUP, DURATION, and CONNECTED. The selected record shows a call at 10:40:37 AM on 7/23/2018 from caller 205 (Erica) with a duration of 00:00:23 and connected to 208.

TYPE	TIME	CALLER	DID	GROUP	DURATION	CONNECTED
<input checked="" type="checkbox"/>	10:40:37 AM 7/23/2018	205 Erica			00:00:23	208

Related links

- [Displaying the Current Filters](#) on page 16
- [Hiding the Current Filters](#) on page 16
- [Filtering by Date and Time](#) on page 16
- [Filtering by Call Type](#) on page 17
- [Filtering by Matching Specific Call Details](#) on page 17
- [Reapplying the Default Report Filters](#) on page 18
- [Undoing Changes to the Default Report Filters](#) on page 19
- [Changing the Columns Displayed](#) on page 6
- [Saving a Report Filter Set](#) on page 20
- [Loading a Saved Report Filter Set](#) on page 21

[Deleting a Report Filter Set](#) on page 21

Displaying the Current Filters

Procedure

1. When just the filter summary is displayed, click on the ▼ icon on the right.
2. The current filter controls are displayed.

Related links

[Changing the Report Filters](#) on page 15

Hiding the Current Filters

Procedure

1. Click on the ▲ icon on the right.
2. The filter controls are hidden. The summary of the current filter settings remains displayed at the top of the calls list.

Related links

[Changing the Report Filters](#) on page 15

Filtering by Date and Time

About this task

You can filter the displayed calls list based on the time and date of calls. All calls, where some part of the call is within the specified period, are included. That applies even if the call started or ended outside the specified period.

Procedure

1. If necessary, display the current filters. See [Displaying the Current Filters](#) on page 16.
2. Using the radio buttons on the left, select the time range for calls to include in the displayed calls list. Your selection is applied immediately.
 - **Today:** Only include calls from the current day.
 - **This Week:** Only include calls in the current week, starting from Monday.
 - **30 days:** Only include calls from the last 30 days, including the current day.
 - **56 days:** Include all calls in the system's call logs.

- **From - to:** Specify the date and time range for calls in the displayed calls list. You can set both to be the same to show calls in progress at that specific moment.

Related links

[Changing the Report Filters](#) on page 15






Filtering by Call Type

About this task

You can filter the displayed calls list to only show particular types of call. For example, only incoming external calls.

Procedure

1. If necessary, display the current filters. See [Displaying the Current Filters](#) on page 16.
2. Using the check boxes to select which types of calls should be included in the displayed calls list. Those currently selected are indicated by a ✓ icon. Your selection is applied immediately.

	Incoming: Connected incoming external calls.
	Outgoing: Connected external calls that were connected.
	Internal: Connected internal calls.
	Abandoned: Calls that were not answered or connected. This includes internal and external abandoned calls.
	Consultation: Calls made as part of the process of transferring a caller.

Related links

[Changing the Report Filters](#) on page 15

Filtering by Matching Specific Call Details

About this task

You can filter the displayed calls list to only include calls that match specified criteria. For example, calls to a specific user or group. Matching is still applied even if the column containing the data being matched is not visible.

Procedure

1. If necessary, display the current filters. See [Displaying the Current Filters](#) on page 16.
2. Use the fields on the left to set the specific call details that need to be matched. Either:
 - Enter the details directly into the fields. The match must be exact. Partial matches and wildcards are not supported.
 - Place the cursor over a name or number in the displayed calls list. When the cursor changes to a icon, click to have that name or number used as the corresponding filter value.
3. The available fields are:
 - **Group:** If set, only show calls to the matching group name or extension number.
 - **Caller:** Caller If set, only show calls from the matching name or number.
 - **DID:** If set, only show calls from the matching external telephone number.
 - **Duration:** If set, only show calls that match the duration selected. Unlike the other options, this field acts as a drop-down menu that lists possible values.
 - **User:** If set, only show calls to or from the matching user name or extension number.
 - **Account Code:** If set, only shown calls with the associated account code.
4. Click on **GO** to apply the specific filter settings to the calls list. To remove the specific call detail filters, click **CLEAR**.

Related links


[Changing the Report Filters](#) on page 15

Reapplying the Default Report Filters

About this task

If you have loaded a saved set of report filters, you can still return to using the default reports filter.

Procedure

1. Click on **Reports** or on the  reports icon.
2. The default reports filter settings are applied to the calls list.

Related links



[Changing the Report Filters](#) on page 15

Undoing Changes to the Default Report Filters

About this task

When using the default filters, you can change the filters, refine the report and remove calls in the same way as with any other set of reports filters. However, with the default filters set, you can also undo the applied changes.

Procedure

1. Click on the  icon. The last change to the default filters is removed and the calls list updated.
2. You can keep clicking the  icon until all changes are removed.

Related links

[Changing the Report Filters](#) on page 15

Changing the Columns Displayed

About this task

You can select which columns are shown in the calls list. When you save a set of report filters, the current column selections are included, see [Saving a Report Filter Set](#) on page 20.


When you reload the filters set, the column selections are reapplied, see [Loading a Saved Report Filter Set](#) on page 21.

The column options are:

- **Type:** These icons indicate the type of call. Hovering the cursor over the icon displays additional information such as whether the call was internal. See [Call Type Icons](#) on page 7.
- **Time:** The start date and time of the call. The call log for a new call is only created when the call ends. That is, when all parties disconnect from the call, not just the original caller.
- **Caller:** The caller's number and, if known, name. User names use the names set in the system configuration, not the full names used for display on phones and in directories.
- **DID:** Direct Inward Dialing. For incoming external calls, the number dialed by the caller.
- **Group:** If the call is targeted to a hunt group, the name of the group.
- **Target:** The original target for internal and incoming external calls.
- **Duration:** The total duration of the call. This includes all stages such as ringing, connected and held. The individual times can be seen in the call details. See [Viewing Call Details](#) on page 9.
- **Connected:** The internal parties to which the call was connected.
- There may be several parties, for example if the call was transferred or in a conference.

- User names use the names set in the system configuration, not the full names used for display on phones and in directories.
 - For conference calls, the conference ID is displayed.
 - Calls to the voicemail service are prefixed with ? or #.
- **Account Code** The account code, if any, associated with the call.

Procedure

1. Click on the  settings gearwheel icon.
2. From the list of column options, click on the column name to add or remove that column from the displayed calls list.
 - Those that are currently included are indicated by a ✓ tick mark icon.
 - The minimum number of displayed columns is 3.

Related links

[Using Embedded Call Reporter](#) on page 4







[Changing the Report Filters](#) on page 15

Saving a Report Filter Set

About this task

Once you have the report filters set as required, you can save them as a named set for future use. The saved filters set includes the current filter and column settings. It does not include any search refinements and removed call settings.

Procedure

1. Once the report filters are set as required, click on the  save icon.
2. Enter a name for the report filter set. If you enter the name of an existing report filter set, that existing filter set is overwritten.
3. You can select a **Type** for the report filter set. This sets the icon shown next to the report filter in the list but doesn't affect how the report filter set operates. The options are:
 -  **General**
 -  **Periodical**
 -  **User**
 -  **Group**
 -  **Caller**
4. Click on the ✓ tick mark icon.

Related links


[Changing the Report Filters](#) on page 15

Loading a Saved Report Filter Set

About this task

The  **Reports** section lists previously saved report filter sets.

Procedure


1. If necessary, click on the  icon to expand the list of saved report filter sets.
2. Click on the required report filter set.
3. The settings within that report filter set are applied to the system's call logs.

Related links

[Changing the Report Filters](#) on page 15

Deleting a Report Filter Set

Procedure

1. Hover your cursor over the report filter in the list of report filter sets. A  trash can icon is displayed.
2. Click on the icon.
3. Click **OK** to confirm the deletion.

Related links

[Changing the Report Filters](#) on page 15

Chapter 3: Using Offline Mode

Embedded Call Reporter can save the currently displayed calls to a file on your PC. The files can then be used with other 3rd party applications. In the case of the JSON format files, the files can also be reloaded into Embedded Call Reporter for viewing in its offline mode.

Related links

[Saving the Calls List to a File](#) on page 13

[Loading a Saved JSON Calls File](#) on page 23

[CSV File Format](#) on page 23

[XML File Format](#) on page 24

Saving the Calls List to a File


About this task

You can export the currently displayed calls list as a data file (XML, CSV or JSON). The file can then be archived or used for analysis in other applications.

JSON format files can be reloaded back into Embedded Call Reporter in offline mode. See [Loading a Saved JSON Calls File](#) on page 23.

For calls included in the export, all data, including columns not currently being displayed is included.

Procedure

1. Filter and refine the call details to show the calls required.
2. If you only want to include specific calls, select the check box next to the calls you want included.
3. Click on the  export file icon and select the file format required:
 - **Export as .csv:** Details of the currently displayed calls are downloaded by your browser as a *callreports.csv* file. See [CSV File Format](#) on page 23.
 - **Export as .json:** In order to save a file in JSON format, you will be prompted to set a password for the file. That password is required to reload the file. Once you have entered a password, details of the currently displayed calls are downloaded by your browser as a *callreports.json* file.
 - **Export as .xml:** Details of the currently displayed calls are downloaded by your browser as a *callreports.xml* file. See [XML File Format](#) on page 24.

Related links

[Using Embedded Call Reporter](#) on page 4

[Using Offline Mode](#) on page 22

Loading a Saved JSON Calls File

About this task

You can use the application's offline mode to load a previously saved JSON calls file. Once loaded, you can sort, filter and view the calls list in the same way as for the system's current call log.

Procedure

1. If you are already logged in, logout. See [Logging Out](#) on page 14.
2. In your browser, if you have a saved bookmark, click on that bookmark. Otherwise:
 - a. Enter the address you have been given for customer administration of the system. The address is based on the <name> of your system. It will be something like, for example, `https://admin.example.com/<name>`
 - b. Use the **Select Language** drop-down to select the language that you require.
 - c. Click on the **Application** drop-down and select **Embedded Call Reporter**.
3. Click on **Offline**.
4. Click on **Select Files** and select the previously saved JSON file containing the call data.
5. Click **Open**.
6. Enter the password that was used to save the file.
7. If the password is correct, the call data is loaded.

Related links

[Using Offline Mode](#) on page 22

CSV File Format

This output provides a simply single line summary of each call selected for export. For calls that had multiple phases, for example transfers, the destination identity information relates to the call's final phase.

The file begins with a header row containing the following headers:

```

      TYPE
START TIME
DURATION
SOURCE

```

```

SOURCE TYPE
SOURCE NUMBER
SOURCE NAME
DID
DIALLED NUMBER
DESTINATION
DESTINATION TYPE
DESTINATION IDENTITY
DESTINATION TARGET
DESTINATION NAME
DESTINATION START TIME
DESTINATION TALK TIME
DESTINATION HELD TIME
SCN SYSTEM
ORIGINAL TARGET
ACCOUNT CODE
QUEUE TIME
RING TIME

```

Related links

[Using Offline Mode](#) on page 22

XML File Format

The XML format shows calls, with each call enclosed in `<callreport>` tags. Following a series of tags relating to the call time and source, the `<phase>` tag contains `<subphase>` tags for the call history. For example, in the call below we have sub-phases for the call's initial ringing, its being connected to one party, and for it then being connected to a different party. The details of the consultation call made during the call's transfer would appear as a separate `<callreport>` if included in the exported file.

```

<?xml version='1.0'?>
<reports>
<callreport>
  <guid>N7IBgItrEeGwhgpYChAAcg==</guid>
  <utcStart>1532334841</utcStart>
  <utcOffset>80</utcOffset>
  <duration>261</duration>
  <classification>4</classification>
  <partya>
    <classification>1</classification>
    <deviceClass>10</deviceClass>
    <deviceType>182</deviceType>
    <callingParty>206</callingParty>
    <callingPartyName>FionaJ</callingPartyName>
  </partya>
  <phase>
    <type>1</type>
    <instance>1</instance>
    <ringTime>18</ringTime>
    <target>205</target>
    <subphase>
      <target>
        <ringTime>18</ringTime>
        <target>205</target>
        <agentName>EricaR</agentName>
        <result>0</result>
      </target>
    </subphase>
  </phase>
</callreport>

```



```

        </target>
      </subphase>
    <subphase>
      <partyB>
        <classification>2</classification>
        <startTime>18</startTime>
        <talkTime>106</talkTime>
        <heldTime>65</heldTime>
        <deviceClass>10</deviceClass>
        <deviceType>180</deviceType>
        <identity>205</identity>
        <agentName>EricaR</agentName>
      </partyB>
    </subphase>
    <subphase>
      <partyB>
        <classification>2</classification>
        <startTime>190</startTime>
        <talkTime>70</talkTime>
        <deviceClass>10</deviceClass>
        <deviceType>188</deviceType>
        <identity>208</identity>
        <agentName>HenryJ</agentName>
      </partyB>
    </subphase>
  </phase>
</callreport>
</reports>

```

Related links

[Using Offline Mode](#) on page 22

Appendix A: Notes and Examples

This section provides some samples of the call details shown in some simple call scenarios. It also provides notes on how and when the system creates the call logs that are displayed through the application.

Note that these are examples only, similar scenarios, for example starting a 3-party conference, can be achieved in many ways depending on the phones and applications being used.

Related links

[Call Reporting Notes](#) on page 26
[Call \(Answered\)](#) on page 27
[Call \(Unanswered/Abandoned\)](#) on page 28
[Call \(Auto Answered\)](#) on page 29
[Group Call \(Answered\)](#) on page 29
[Group Call \(Unanswered\)](#) on page 30
[Page Call](#) on page 31
[Page Call \(Unanswered\)](#) on page 32
[Voicemail \(Leaving a Message\)](#) on page 32
[Voicemail \(Collecting Messages\)](#) on page 33
[Transfer](#) on page 34
[Transfer Consultation](#) on page 35
[Conference Call](#) on page 36
[Parked Call](#) on page 38

Call Reporting Notes

Whilst using Embedded Call Reporter, it is useful to understand the way the system generates call logs

- **How long are call logs kept?**

- The system retains call logs for up to 56 days (the current week plus 7 previous weeks) or up to 10,000 calls maximum.

- **When is a call logged?**
 - The call log for a new call is only created when the call ends. That is, when all parties disconnect from the call, not just the original caller.
- **Why do the times differ from when calls were made?**
 - The time and dates used are those of the system. They may differ from those shown on your phone which may have been adjusted to match your location.
- **Why do the names not match those on the phones and in the system directory?**
 - User names use the names set in the system configuration, not the full names used for display on phones and in directories.
- **If the system configuration is changed, how does that affect Embedded Call Reporter?**
 - Changes to the system configuration, for example changing a user name, do not update any existing call logs relating to that user and their telephone extension.
- **The call was put on hold but that isn't shown in the call details?**
 - Calls are reported from the perspective of the original caller. This has the following effects:
 - Held time relates to the party called putting the caller on hold. The caller putting the call on hold is not treated separately from talk time.
 - Park time relates to the caller being parked.

Call Times

Related links

[Notes and Examples](#) on page 26


Call (Answered)

This example shows an internal call answered by the intended target.


Call List View


<input type="checkbox"/>	TYPE	TIME ▼	CALLER	GROUP	DURATION	CONNECTED
<input type="checkbox"/>		3:53:01 AM 7/23/2018	206 Fiona		00:00:20	205


Call Details View


The call details view shows more information. Access it by hovering over the call in the calls list and clicking when the cursor changes to a  magnifying glass icon. To return to the calls list, use the browser's back button.


The details show the ringing stage of the call followed by the connected stage during which the two parties talked.


 Internal Call 7/23/2018 3:53:01 AM to 3:53:21 AM (00:00:20)


 Caller: 206 Fiona

 User Target: 205 Erica

 Ring Time: 00:00:07

 205 Erica Connected at: 3:53:07 AM

 Talk Time: 00:00:14

 Completed at: 3:53:21 AM


Related links

[Notes and Examples](#) on page 26


Call (Unanswered/Abandoned)


This example shows an internal call that rang and was then ended by the caller before being answered.


Call List View


<input type="checkbox"/>	TYPE	TIME	CALLER	GROUP	DURATION	CONNECTED
<input type="checkbox"/>		3:52:44 AM 7/23/2018	206 Fiona		00:00:12	


Call Details View


The call details view shows more information. Access it by hovering over the call in the calls list and clicking when the cursor changes to a  magnifying glass icon. To return to the calls list, use the browser's back button.


 Internal Call 7/23/2018 3:52:44 AM to 3:52:55 AM (00:00:12)


 Caller: 206 Fiona

 User Target: 205 Erica

 Ring Time: 00:00:12

 205 Erica

 Ring Time: 00:00:12

 Target Outcome: Abandoned In Target


Related links

[Notes and Examples](#) on page 26


Call (Auto Answered)

This example shows an internal call that is automatically connected.


Call List View


<input type="checkbox"/>	TYPE	TIME ▾	CALLER	GROUP	DURATION	CONNECTED
<input type="checkbox"/>		12:39:07 PM 7/23/2018	205 Erica		00:00:55	206


Call Details View


The call details view shows more information. Access it by hovering over the call in the calls list and clicking when the cursor changes to a  magnifying glass icon. To return to the calls list, use the browser's back button.


The key difference from a normal call is the absence of any ring time.


 Internal Call 7/23/2018 12:39:07 PM to 12:40:02 PM (00:00:55)

 Caller: 205 Erica

 User Target: 206 Fiona at: 12:39:08 PM

 206 Fiona Connected at: 12:39:08 PM

 Talk Time: 00:00:54

 Completed at: 12:40:02 PM


Related links

[Notes and Examples](#) on page 26


Group Call (Answered)


This example shows a call to a group by an internal user. In this case, the call is answered by a member of the group.


Call List View


<input type="checkbox"/>	TYPE	TIME ▾	CALLER	GROUP	DURATION	CONNECTED
<input type="checkbox"/>		11:34:38 AM 7/13/2018	207 Gareth	TechPubs	00:00:56	208


Call Details View


The call details view shows more information. Access it by hovering over the call in the calls list and clicking when the cursor changes to a  magnifying glass icon. To return to the calls list, use the browser's back button.


 Internal Call 7/13/2018 11:34:38 AM to 11:35:33 AM (00:00:56)


 Caller: 207 Gareth

 Group Target: 102 TechPubs

 Ring Time: 00:00:36

 208 Henry Connected at: 11:35:13 AM

 Talk Time: 00:00:20

 Completed at: 11:35:33 AM


Related links

[Notes and Examples](#) on page 26


Group Call (Unanswered)


This example shows a call to a group by an internal user. In this case the call rings the group without being answered.


Call List View


<input type="checkbox"/>	TYPE	TIME ▾	CALLER	GROUP	DURATION	CONNECTED
<input type="checkbox"/>		11:36:39 AM 7/13/2018	207 Gareth	TechPubs	00:00:24	

Call Details View

The call details view shows more information. Access it by hovering over the call in the calls list and clicking when the cursor changes to a  magnifying glass icon. To return to the calls list, use the browser's back button.

 Internal Call 7/13/2018 11:36:39 AM to 11:37:02 AM (00:00:24)

 Caller: 207 Gareth

 Group Target: 102 TechPubs

 Ring Time: 00:00:24

Related links

[Notes and Examples](#) on page 26


Page Call


This example shows a page call to a group. There is no connected party since, though the page is automatically heard by all idle members of the hunt group, there is no two-way connection..

Call List View


<input type="checkbox"/>	TYPE	TIME ▼	CALLER	GROUP	DURATION	CONNECTED
<input type="checkbox"/>		11:51:23 AM 7/13/2018	206 Fiona	TechPubs	00:00:07	

Call Details View

The call details view shows more information. Access it by hovering over the call in the calls list and clicking when the cursor changes to a  magnifying glass icon. To return to the calls list, use the browser's back button.


 Internal Call 7/13/2018 11:51:23 AM to 11:51:30 AM (00:00:07)

 Caller: 206 Fiona

 Group Target: 102 TechPubs

 Group Page Connected at: 11:51:23 AM

 Talk Time: 00:00:07

 Completed at: 11:51:30 AM

Related links

[Notes and Examples](#) on page 26


Page Call (Unanswered)

This example shows a page call to a group. In this case, one of the people hearing the page call has answered it, turning the page into a normal call.


Call List View


<input type="checkbox"/>	TYPE	TIME ▾	CALLER	GROUP	DURATION	CONNECTED
<input type="checkbox"/>		11:53:47 AM 7/13/2018	206 Fiona	TechPubs	00:00:10	205


Call Details View


The call details view shows more information. Access it by hovering over the call in the calls list and clicking when the cursor changes to a  magnifying glass icon. To return to the calls list, use the browser's back button.


The call details show the two stages of the call, the initial page call followed by a connected normal call.


 Internal Call 7/13/2018 11:53:47 AM to 11:53:57 AM (00:00:10)


 Caller: 206 Fiona


 Group Target: 102 TechPubs

 Group Page Connected at: 11:53:47 AM

 Talk Time: 00:00:07

 205 Erica Connected at: 11:53:53 AM

 Talk Time: 00:00:03

 Completed at: 11:53:57 AM


Related links

[Notes and Examples](#) on page 26


Voicemail (Leaving a Message)

This example shows a caller being redirected to a voicemail mailbox to leave a message. The on the connected party is used by the voicemail system to indicate access to a voicemail mailbox to record messages.


Call List View


<input type="checkbox"/>	TYPE	TIME ▼	CALLER	GROUP	DURATION	CONNECTED
<input type="checkbox"/>		11:30:40 AM 7/13/2018	205 Erica		00:01:04	#Fiona


Call Details View


The call details view shows more information. Access it by hovering over the call in the calls list and clicking when the cursor changes to a  magnifying glass icon. To return to the calls list, use the browser's back button.


In this case, it shows the call ringing a user for 15 seconds, then being redirected to voicemail after that user's ring timer expired (no answer time). The caller was then connected to voicemail before ending the call.


 Internal Call 7/13/2018 11:30:40 AM to 11:31:43 AM (00:01:04)


 Caller: 205 Erica


 User Target: 206 Fiona


 Ring Time: 00:00:15


 206 Fiona

 Ring Time: 00:00:15

 Target Outcome: Ring Timer Expired

 Mailbox: #Fiona Connected at: 11:30:55 AM

 Talk Time: 00:00:49

 Completed at: 11:31:43 AM


Related links

[Notes and Examples](#) on page 26


Voicemail (Collecting Messages)


This example shows a user accessing their own voicemail mailbox. The ? on the connected party is used to indicate access to a voicemail mailbox to collect messages.


Call List View


<input type="checkbox"/>	TYPE	TIME ▼	CALLER	GROUP	DURATION	CONNECTED
<input type="checkbox"/>		11:39:29 AM 7/13/2018	206 Fiona		00:00:13	?Fiona


Call Details View


The call details view shows more information. Access it by hovering over the call in the calls list and clicking when the cursor changes to a  magnifying glass icon. To return to the calls list, use the browser's back button.


 Internal Call 7/13/2018 11:39:29 AM to 11:39:42 AM (00:00:13)

 Caller: 206 Fiona

 Target: Voicemail

 Mailbox: ?Fiona Connected at: 11:39:29 AM

 Talk Time: 00:00:13

 Completed at: 11:39:42 AM

Related links

[Notes and Examples](#) on page 26



Transfer

Transferred calls can appear differently for various reasons. These depend on:



- Who does the transfer, the original caller or the called party
- Whether the transfer is completed whilst the transfer destination is still ringing (an unsupervised transfer) or only after being answered (a supervised transfer).

In the examples below, 204 is the original caller who calls 206 and is then transferred to 205.

Scenario 1: Unsupervised Transfer of the Caller by the Called Party

<input type="checkbox"/>	TYPE	TIME ▼	CALLER	GROUP	DURATION	CONNECTED
<input type="checkbox"/>		7:55:01 AM 8/9/2018	206 Fiona		00:00:06	
<input type="checkbox"/>		7:54:27 AM 8/9/2018	204 Irving		00:00:44	206, 205

Scenario 2: Supervised Transfer of the Caller by the Called Party

<input type="checkbox"/>	TYPE	TIME ▼	CALLER	GROUP	DURATION	CONNECTED
<input type="checkbox"/>		8:01:47 AM 8/9/2018	206 Fiona		00:00:18	205
<input type="checkbox"/>		8:01:30 AM 8/9/2018	204 Irving		00:00:39	206, 205

Related links



[Notes and Examples](#) on page 26

Transfer Consultation


This example shows the same transfer, but with the additional **Consultation** option selected in the report filters option.

Call List View


The two calls shown in the calls list are part of the same call. The first (bottom) record is for the whole call, the other is transfer consultation call.


<input type="checkbox"/>	TYPE	TIME ▼	CALLER	GROUP	DURATION	CONNECTED
<input type="checkbox"/>		4:34:16 AM 7/23/2018	205 Erica		00:00:07	208
<input type="checkbox"/>		4:34:01 AM 7/23/2018	206 Fiona		00:00:26	205, 208


Call Details View


The call details view shows more information. Access it by hovering over the call in the calls list and clicking when the cursor changes to a  magnifying glass icon. To return to the calls list, use the browser's back button.


You can move from the consultation call details, to the full call of which it is a part, by clicking on **View Main Report**. In this example it shows a connected call with the intended transfer destination.


 Internal Call 7/23/2018 3:53:01 AM to 3:53:21 AM (00:00:20)


 Caller: 206 Fiona

 User Target: 205 Erica


 Ring Time: 00:00:07


 205 Erica Connected at: 3:53:07 AM


 Talk Time: 00:00:14


 Completed at: 3:53:21 AM


This example shows a similar transfer consultation call to the one above. In this case the caller has completed the transfer whilst it is still ringing. That is shown by the further details in the main report.


 Consultation Call 7/23/2018 5:03:21 AM to 5:03:24 AM (00:00:03) [View Main Report](#)


 Caller: 206 Fiona

 User Target: 208 Henry at: 5:03:23 AM

 Ring Time: 00:00:01

 208 Henry

 Ring Time: 00:00:01

 Target Outcome: Abandoned In Target

Related links




[Notes and Examples](#) on page 26

Conference Call


This example shows a simple call which is then turned into a conference call by inviting another party to join the call.

Call List View


The calls list shows multiple calls for a conference call. The linking factor is the common conference ID, in this example 100, shown as the caller or as one of the connected parties.

<input type="checkbox"/>	TYPE	TIME	CALLER	GROUP	DURATION	CONNECTED
<input type="checkbox"/>		10:17:27 AM 7/23/2018	100		00:01:05	205
<input type="checkbox"/>		10:17:24 AM 7/23/2018	206 Fiona		00:01:12	205, 100
<input type="checkbox"/>		10:17:07 AM 7/23/2018	208 Henry		00:01:26	206, 100

Call Details View

The call details view shows more information. Access it by hovering over the call in the calls list and clicking when the cursor changes to a  magnifying glass icon. To return to the calls list, use the browser's back button.

This first leg of the conference shows a normal call which is put on hold whilst another user is invited to join the call. This starts the conference.

 Internal Call 7/23/2018 10:17:07 AM to 10:18:32 AM (00:01:26)

 Caller: 208 Henry

 User Target: 206 Fiona


 Ring Time: 00:00:04

 206 Fiona Connected at: 10:17:11 AM

 Talk Time: 00:00:10

 Held Time: 00:00:05


 Call at: 10:17:24 AM

 Dial Time: 00:00:02


 User Target: 205 Erica

 Ring Time: 00:00:02


 [View Report](#)


 Conference 100 Joined at: 10:17:26 AM

 Talk Time: 00:01:06

 Completed at: 10:18:32 AM

This second leg shows the conference stage at which the third-party was invited to join the call.

 Internal Call 7/23/2018 10:17:24 AM to 10:18:35 AM (00:01:12)

 Caller: 206 Fiona

 User Target: 205 Erica at: 10:17:26 AM


 Ring Time: 00:00:02

 205 Erica Connected at: 10:17:28 AM


 Talk Time: 00:00:01

 Conference 100 Joined at: 10:17:29 AM


 Talk Time: 00:01:06

 Completed at: 10:18:35 AM

This third leg shows the conference from the perspective of the final party invited.

 Internal Call 7/23/2018 10:17:27 AM to 10:18:31 AM (00:01:05)


 Caller: 100

 Source: Conference

 Target: User

 205 Erica Connected at: 10:17:27 AM

 Talk Time: 00:01:05

 Completed at: 10:18:31 AM


Related links

[Notes and Examples](#) on page 26


Parked Call


This example shows a call being parked by one user and then unparked by another.


Call List View


<input type="checkbox"/>	TYPE	TIME ▼	CALLER	GROUP	DURATION	CONNECTED
<input type="checkbox"/>		12:21:20 PM 7/23/2018	208 Henry		00:00:36	205, 206

Call Details View

The call details view shows more information. Access it by hovering over the call in the calls list and clicking when the cursor changes to a  magnifying glass icon. To return to the calls list, use the browser's back button.


 Internal Call 7/23/2018 12:21:20 PM to 12:21:56 PM (00:00:36)


 Caller: 208 Henry

 User Target: 205 Erica

 Ring Time: 00:00:02

 205 Erica Connected at: 12:21:21 PM


 Talk Time: 00:00:03


 Held Time: 00:00:05

 Slot 111 Parked at: 12:21:29 PM

 Park Time: 00:00:14

 206 Fiona Connected at: 12:21:43 PM

 Talk Time: 00:00:13

 Completed at: 12:21:56 PM

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