

# User's Guide



v 0.1

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## Introduction

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Expert Vision CallXpert Lite® is a Windows application system designed for collecting, accounting, and billing of phone calls. It processes calls conducted through Cisco Call Manager, the office telephone exchange or other devices carrying out telephone calls or providing information about them. It is extremely useful for small enterprises and institutions where intensive phone communication is a significant part of the management process or of the services the company provides to its customers.

It does not matter how many or what kind of sources of information you have. Expert Vision CallXpert Lite® is able to collect information on calls from different sources and to consolidate them into one database. It allows processing of millions calls per month – a performance index that few systems on the market can boast about.

It does not matter if your business units are located in different cities or even in different countries. The collection of the calls information is made through phone's TCP/IP connection and it removes the boundaries of physical distance and state borders. Moreover, Expert Vision CallXpert® is a module-based system and it allows the system to flexibly adapt its configuration to local client's requirements.

The devices and the phone exchange centers that the system can collect phone calls from are: Cisco Call Manager version 3.0 as well as previous versions, Siemens, Ericsson, Alcatel, Nortel, Lucent, Panasonic and more.

# Propose and Functions of System

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## Automated traffic registration

- The system automatically collects CDR information about all the incoming and outgoing calls from different devices and stores it in a common database.

## Extension grouping for better analysis

- Each extension can pertain to an unlimited number of groups (cost centers).
- Each group can contain an unlimited number of extensions.

## Flexible tariffs

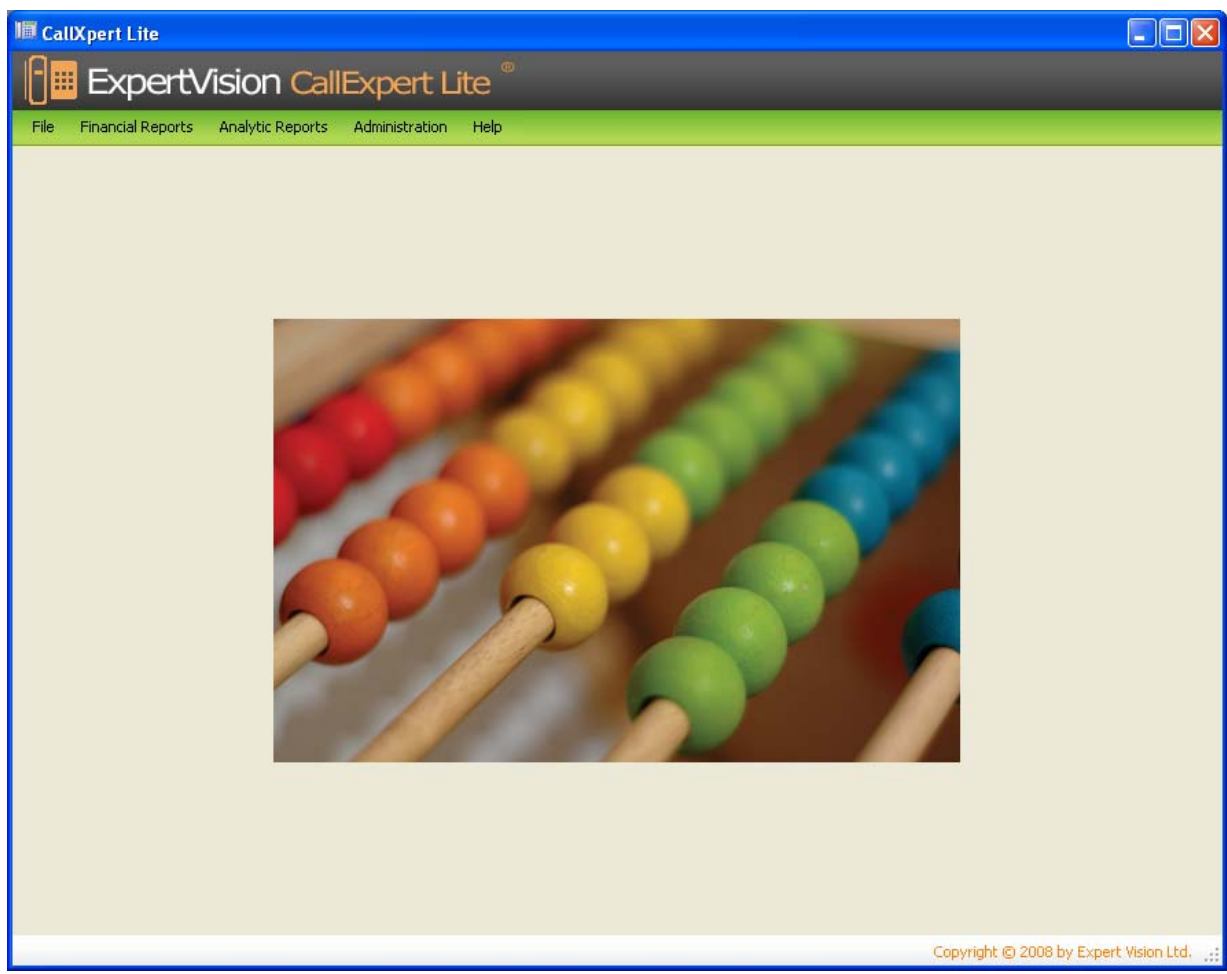
- The system allows defining an unlimited number of tariffs where the fee depends on:
  - o The device through which the call was made
  - o The outgoing line
  - o The destination
  - o The time of the call
  - o The day of the week
  - o The duration of the call
- The bill can be adjusted with an added value when the service is offered to customers.
- When defining a tariff, the user can use the following parameters:
  - o Initial amount
  - o One price for the first several seconds
  - o Other price for the rest of the call duration
- Each tariff has a validity period.

## Rich reporting module

- The system provides detailed reports and wide array of statistics about the calls made
- Data export in Excel or XML format

## Natural integration with other products and systems

- Integration with Expert Vision Business Directory
- Integration with Microsoft Active Directory

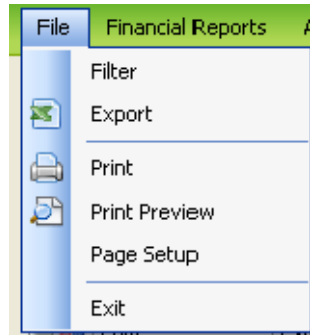


The Main menu of the system is divided into 4 modules:

- **File**
- **Financial Reports**
- **Analytic Reports**
- **Administration**

## File Module

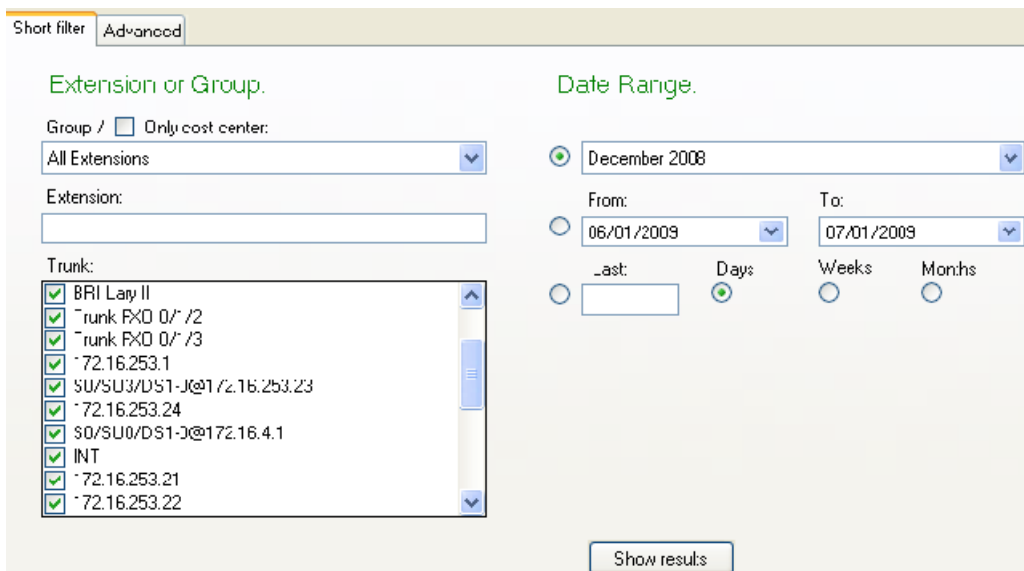
Click on **Main menu / File**. The submenu with basic operations is shown, as the following screen:




The submenu is active, depending on the module, which connects the operation.

## Filter


The filter is active only when the Report module is in use and can be applied on all reports. After the report was generated, click on **File / Filter** to show the Searching filter of reports, as in the following screen:




## Export

All Reports are exportable in XML format, to open them, use Microsoft Excel. First generate a report, than click on **File / Export** .

## Print

All active submenus of Administration and Reports modules can be printed. Select a list or a report then click **File / Print** .

## Print Preview

Before printing, you can see how the printed file will look like. Select the active report or a list from the submenu, then click on **File / Print preview** . The preview file is loaded.

## Page Setup

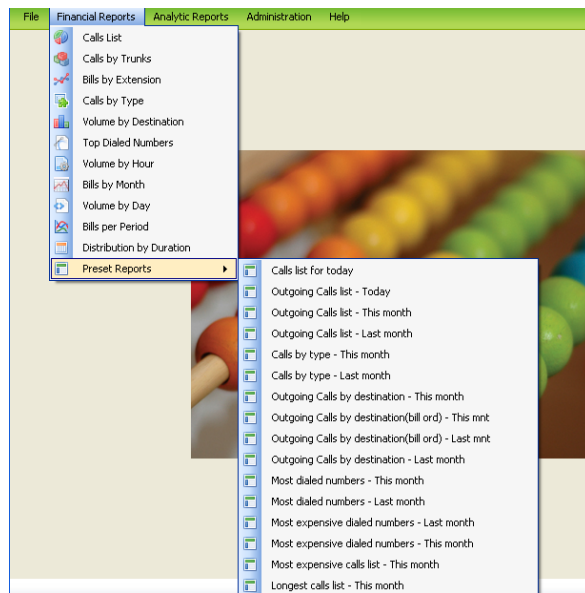
To change standard settings for the page preview and the choice of a printer go to **File / Page Setup**.

## Exit

To exit the system go to **File / Exit**.

## Financial Reports

This module shows information for the financial situation of existing calls. Go to **Financial Reports**, a list of basic and systemic reports is loaded, as in the following screen:



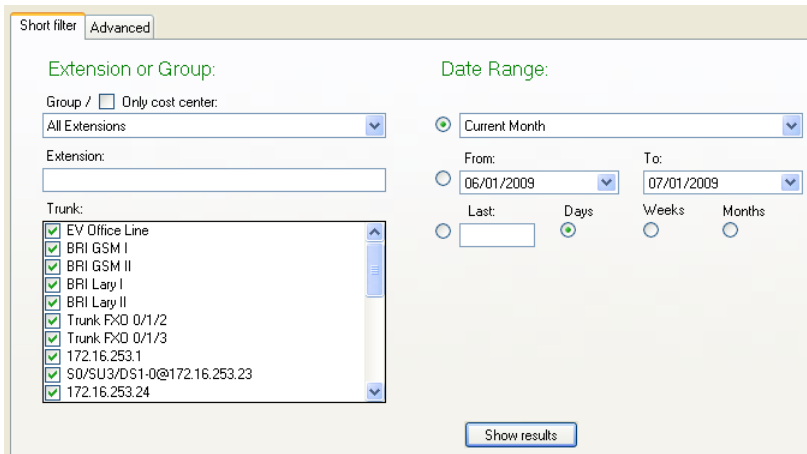
The Basis reports are set in the application.

The System reports are based on defined search filters on basis reports by advance defined criterion.

## Basis Reports Modul

The reports screen shows information about calls and statistics for them. Each report (financial or analytic) has a Search filter with Short and Advance filters. Both filters can be combined or be searched by separate criterion.





#### Short filter searching criteria:

- **Group** – select one from the drop-down list or select all
- **Extention** – fill one or many, separated by comma
- **Trunk** – check one, a few or all
- **Date Range** – There are three options to set the period by checking the button
  - **drop-down list with months** – current, last, all months by year
  - **a period as set dates** - number of days / weeks / months

#### Advanced filter search criteria:

- **Call Type** – check one or more
- **Direction** – incoming and outgoing calls

### Calls List

Short filter: Advanced

**Call Type:**

- Undefined
- Internal Call
- Local Call
- Long Distance National Call
- International Call
- Mobile Phone Call
- Internet
- Service Numbers
- Value Added Services

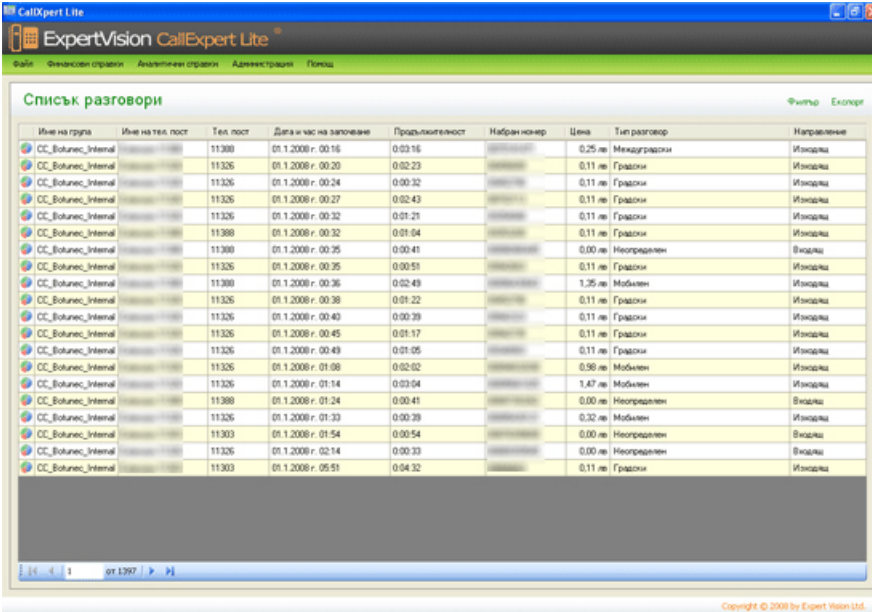
**Direction:**

- Incoming
- Outgoing

## Calls List

A basis comprehensive system report which is generated by several criteria to set out a list of calls. The Search filter contains Short and Advance filters. Both filters can be combined or be searched by separate criterion.

Select some criteria and click on *Show result* button. The following screen is loaded:



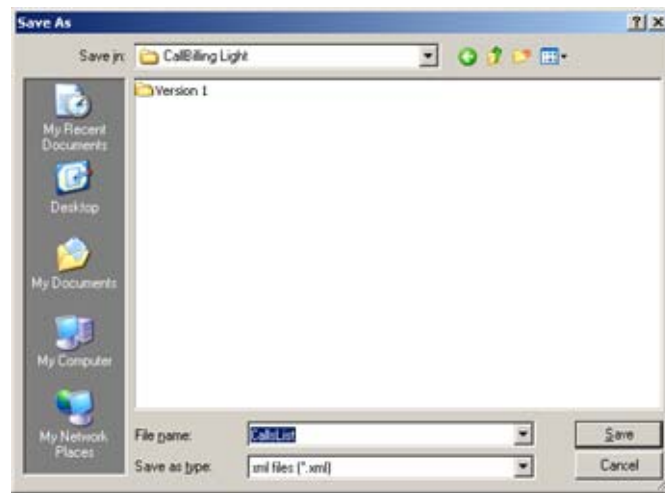
The screenshot shows the 'ExpertVision CallExpert Lite' application window. The main area displays a table titled 'Списък разговори' (Calls List). The table has the following columns: Имя на група (Group Name), Имя на тел. пост (Post Name), Тел. пост (Post), Дата и час на записване (Recording Date and Time), Продължителност (Duration), Набрания номер (Dialed Number), Цена (Price), Тип разговор (Call Type), and Направление (Direction). The table contains 20 rows of call records. At the bottom of the window, there is a pagination bar showing '1 от 1397' (1 of 1397) and a copyright notice 'Copyright © 2008 by Expert Vision Ltd.'.

Имя на група	Имя на тел. пост	Тел. пост	Дата и час на записване	Продължителност	Набрания номер	Цена	Тип разговор	Направление
CC_Bolunec_Internal		11380	01.1.2008 г. 00:16	0:03:16		0,25 лв	Междуградски	Изходящ
CC_Bolunec_Internal		11326	01.1.2008 г. 00:20	0:02:23		0,11 лв	Градски	Изходящ
CC_Bolunec_Internal		11326	01.1.2008 г. 00:24	0:00:32		0,11 лв	Градски	Изходящ
CC_Bolunec_Internal		11326	01.1.2008 г. 00:27	0:02:43		0,11 лв	Градски	Изходящ
CC_Bolunec_Internal		11326	01.1.2008 г. 00:32	0:01:21		0,11 лв	Градски	Изходящ
CC_Bolunec_Internal		11388	01.1.2008 г. 00:32	0:01:04		0,11 лв	Градски	Изходящ
CC_Bolunec_Internal		11380	01.1.2008 г. 00:35	0:00:41		0,00 лв	Неопределен	Входящ
CC_Bolunec_Internal		11326	01.1.2008 г. 00:35	0:00:51		0,11 лв	Градски	Изходящ
CC_Bolunec_Internal		11380	01.1.2008 г. 00:36	0:02:49		1,25 лв	Мобилен	Изходящ
CC_Bolunec_Internal		11326	01.1.2008 г. 00:38	0:01:22		0,11 лв	Градски	Изходящ
CC_Bolunec_Internal		11326	01.1.2008 г. 00:40	0:00:39		0,11 лв	Градски	Изходящ
CC_Bolunec_Internal		11326	01.1.2008 г. 00:45	0:01:17		0,11 лв	Градски	Изходящ
CC_Bolunec_Internal		11326	01.1.2008 г. 00:49	0:01:05		0,11 лв	Градски	Изходящ
CC_Bolunec_Internal		11326	01.1.2008 г. 01:08	0:02:02		0,98 лв	Мобилен	Изходящ
CC_Bolunec_Internal		11326	01.1.2008 г. 01:14	0:03:04		1,47 лв	Мобилен	Изходящ
CC_Bolunec_Internal		11380	01.1.2008 г. 01:24	0:00:41		0,00 лв	Неопределен	Входящ
CC_Bolunec_Internal		11326	01.1.2008 г. 01:33	0:00:39		0,32 лв	Мобилен	Изходящ
CC_Bolunec_Internal		11303	01.1.2008 г. 01:54	0:00:54		0,00 лв	Неопределен	Входящ
CC_Bolunec_Internal		11326	01.1.2008 г. 02:14	0:00:33		0,00 лв	Неопределен	Входящ
CC_Bolunec_Internal		11303	01.1.2008 г. 05:51	0:04:32		0,11 лв	Градски	Изходящ

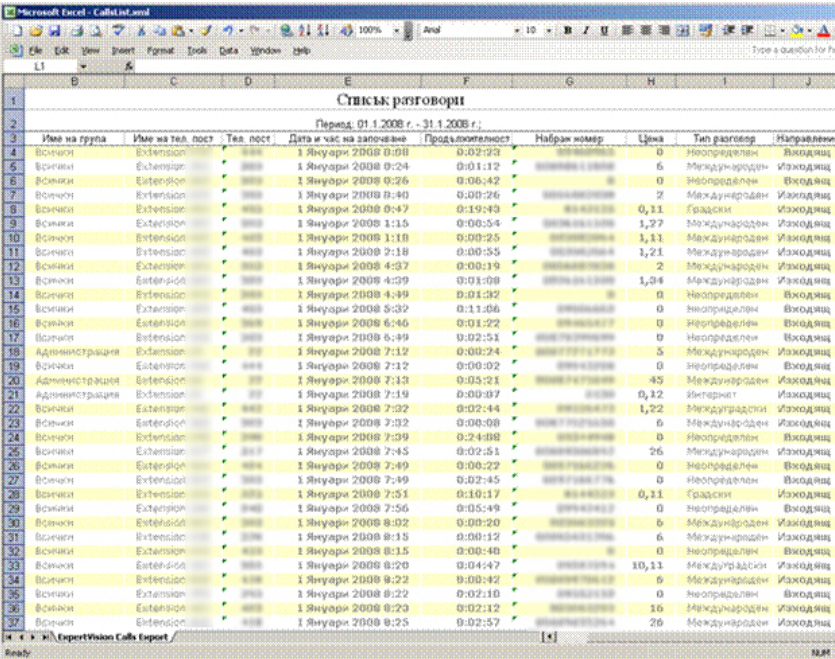
By clicking over the title of a column from the list of conducted calls you can re-organize the rows in ascending order based on the values of particular column, and by clicking again - in descending order.

To show again the Filter screen, click on navigation above for returning to the previous page to view or change your criteria.

The link Export allows viewing or recording of the report as a file (that can be opened in Microsoft Excel).



Report looks like:



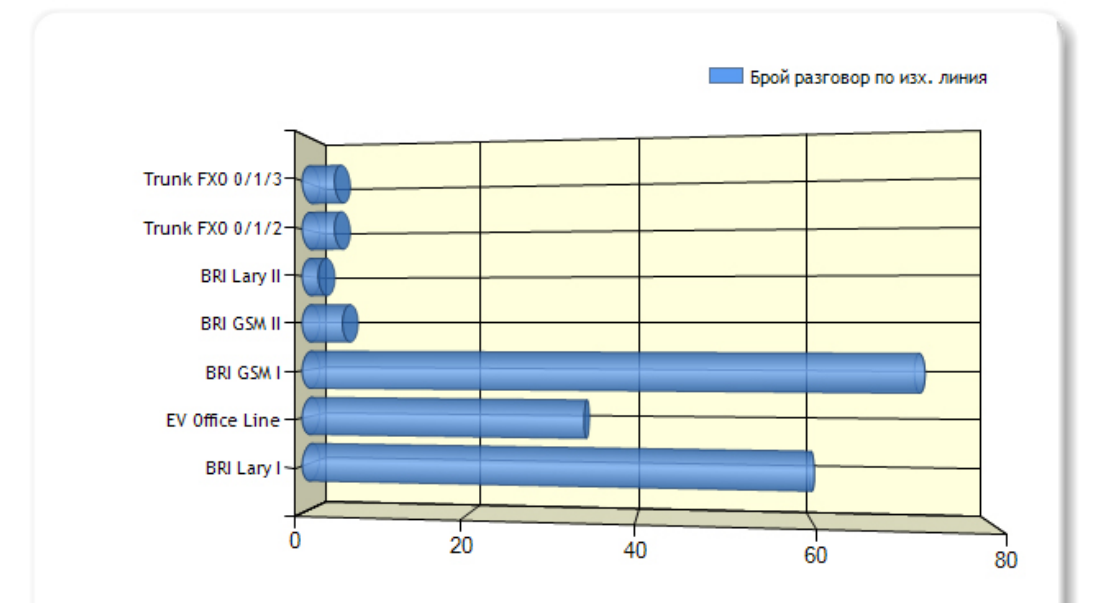
Списък разговори									
Период: 01.1.2008 г. - 31.1.2008 г.									
Име на група	Име на тел. пост.	Тел. пост.	Дата и час на започване	Продължителност	Нمبرан номер	Цена	Тип разговор	Направление	
Войчки	Extension	888	1 Януари 2008 0:08	0:02:22	8888888888	0	Неопределен	Изходящ	
Войчки	Extension	888	1 Януари 2008 0:24	0:01:12	8888888888	0	Международен	Изходящ	
Войчки	Extension	888	1 Януари 2008 0:26	0:06:42	8888888888	0	Неопределен	Входящ	
Войчки	Extension	888	1 Януари 2008 0:40	0:00:26	8888888888	2	Международен	Изходящ	
Войчки	Extension	888	1 Януари 2008 0:47	0:19:43	8888888888	0,11	Градски	Изходящ	
Войчки	Extension	888	1 Януари 2008 1:15	0:00:54	8888888888	1,27	Международен	Изходящ	
Войчки	Extension	888	1 Януари 2008 1:18	0:09:25	8888888888	1,13	Международен	Изходящ	
Войчки	Extension	888	1 Януари 2008 2:18	0:00:53	8888888888	1,21	Международен	Изходящ	
Войчки	Extension	888	1 Януари 2008 4:37	0:00:19	8888888888	2	Международен	Изходящ	
Войчки	Extension	888	1 Януари 2008 4:39	0:01:08	8888888888	1,94	Международен	Изходящ	
Войчки	Extension	888	1 Януари 2008 4:49	0:01:32	8888888888	0	Неопределен	Входящ	
Войчки	Extension	888	1 Януари 2008 5:32	0:11:06	8888888888	0	Неопределен	Входящ	
Войчки	Extension	888	1 Януари 2008 6:46	0:01:22	8888888888	0	Неопределен	Входящ	
Войчки	Extension	888	1 Януари 2008 6:49	0:02:51	8888888888	0	Неопределен	Входящ	
Администрация	Extension	888	1 Януари 2008 7:12	0:00:24	8888888888	3	Международен	Изходящ	
Войчки	Extension	888	1 Януари 2008 7:12	0:00:02	8888888888	0	Неопределен	Входящ	
Администрация	Extension	888	1 Януари 2008 7:13	0:05:21	8888888888	43	Международен	Изходящ	
Администрация	Extension	888	1 Януари 2008 7:19	0:00:07	8888888888	0,12	Интернет	Изходящ	
Войчки	Extension	888	1 Януари 2008 7:32	0:02:44	8888888888	1,22	Международен	Изходящ	
Войчки	Extension	888	1 Януари 2008 7:32	0:00:08	8888888888	0	Международен	Изходящ	
Войчки	Extension	888	1 Януари 2008 7:39	0:24:08	8888888888	0	Неопределен	Входящ	
Войчки	Extension	888	1 Януари 2008 7:45	0:02:51	8888888888	26	Международен	Изходящ	
Войчки	Extension	888	1 Януари 2008 7:49	0:00:22	8888888888	0	Неопределен	Входящ	
Войчки	Extension	888	1 Януари 2008 7:49	0:02:45	8888888888	0	Неопределен	Входящ	
Войчки	Extension	888	1 Януари 2008 7:53	0:18:17	8888888888	0,11	Градски	Изходящ	
Войчки	Extension	888	1 Януари 2008 7:56	0:05:49	8888888888	0	Неопределен	Входящ	
Войчки	Extension	888	1 Януари 2008 8:02	0:00:20	8888888888	0	Международен	Изходящ	
Войчки	Extension	888	1 Януари 2008 8:13	0:00:12	8888888888	6	Международен	Изходящ	
Войчки	Extension	888	1 Януари 2008 8:15	0:00:40	8888888888	0	Неопределен	Входящ	
Войчки	Extension	888	1 Януари 2008 8:20	0:04:47	8888888888	10,13	Международен	Изходящ	
Войчки	Extension	888	1 Януари 2008 8:22	0:00:42	8888888888	0	Международен	Изходящ	
Войчки	Extension	888	1 Януари 2008 8:22	0:02:10	8888888888	0	Неопределен	Входящ	
Войчки	Extension	888	1 Януари 2008 8:23	0:02:12	8888888888	10	Международен	Изходящ	
Войчки	Extension	888	1 Януари 2008 8:25	0:02:57	8888888888	26	Международен	Изходящ	

## Calls by Trunk

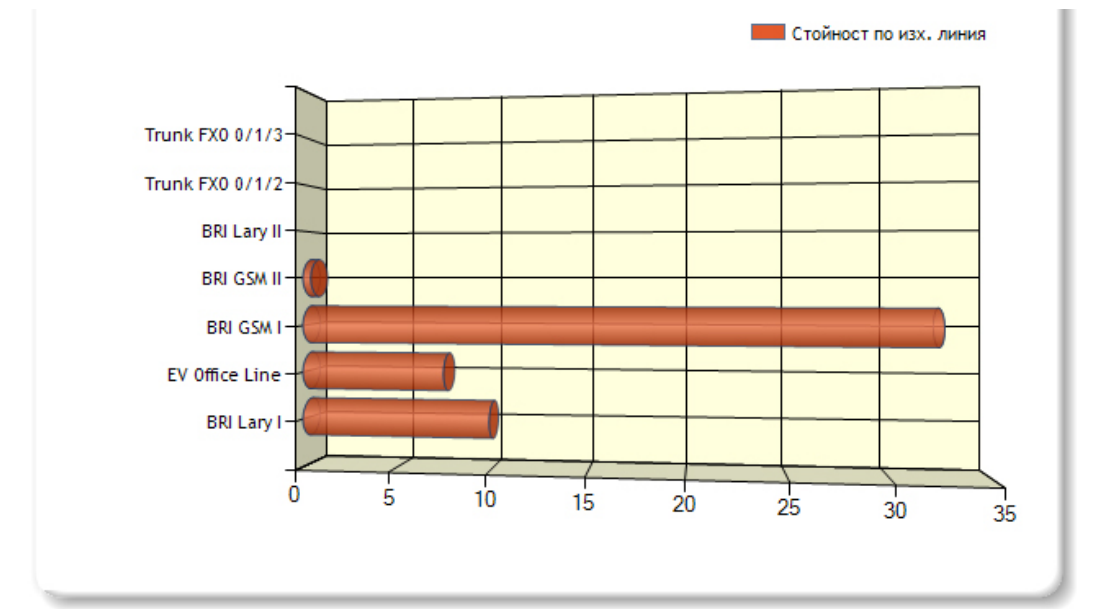
**Another** basic system report allowing to see all calls made through a definite trunk as well as the cost of the calls through each of them. The **Serach filter** contains Short and Advance filters.

For easier analysis of the data the report is visualized with two charts:

- The calls count by trunks



- Price by trunk



The report contains as columns: Name of Trunk, Total Duration, Total Calls, Total Cost, as a row - each trunk per line:

Изходяща линия	Обща продължителност	Общо разговори	Обща стойност
BRI Lany I	2:56:08	60	9,97 лв
EV Office Line	2:07:18	34	7,57 лв
BRI GSM I	1:17:07	72	32,48 лв
BRI GSM II	0:03:08	5	0,43 лв
BRI Lany II	0:02:43	2	0,00 лв
Trunk FXO 0/1/2	0:00:00	4	0,00 лв
Trunk FXO 0/1/3	0:00:00	4	0,00 лв

The Search filter contains Short and Advance filters.

Advanced filter search criteria:

- **Call Type** – check one or more
- **Direction** – incoming and outgoing calls
- **Вид направление** – входящи и/ или изходящи разговори

## Bills by Extension

The Basic system Report allows checking the calls by phone number, as well as their cost, duration and the number of calls made by a user:

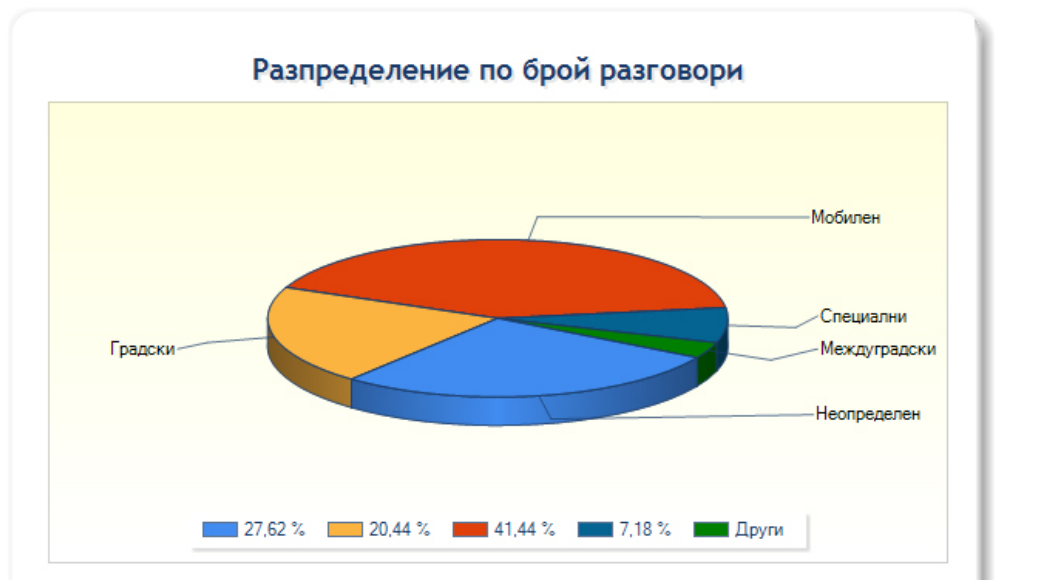
Разговори по телефонен пост						Филтър	Експорт
Тел. пост	Офис	Общо продължителност	Общо разговори	Общо стойност	Покажи графиката		
10	Demo site	0:32:35	8	0,61 лв			
11	Demo site	13:23:09	904	678,16 лв			
11251	Demo site	3:30:52	177	42,52 лв			
11261	Demo site	36:24:18	2099	4 713,70 лв			
11888	Demo site	0:00:17	1	0,22 лв			
12	Demo site	3:01:36	40	322,74 лв			
13	Demo site	2:25:11	35	0,87 лв			
14	Demo site	9:11:47	824	197,03 лв			

## Calls by Type

The basic system report allows checking all calls by type - Undefined, Internal Call, Local Call and ect.

For easier analysis of the data the report is visualized with two graphs:

- Distribution by calls count



- Distribution by price



Removal type record conversation with the total duration of the calls (hour: min: sec), The total number and total value of the talks.

Разговори по тип	Обща продължителност	Общо разговори	Обща стойност
Неопределен	3:32:23	50	0,00 лв
Вътрешен	0:00:00	0	0,00 лв
Градски	0:56:54	37	4,92 лв
Междуградски	0:00:48	1	0,17 лв
Международен	0:36:07	5	10,75 лв
Мобилен	1:10:31	75	33,78 лв
Интернет	0:00:00	0	0,00 лв
Услуги	0:09:41	13	0,83 лв
Сдобавена стойност	0:00:00	0	0,00 лв

## Volume by Destination

This is a statistical report that shows all calls grouped by destination.

The generated report is a combination of table and column schedule for distribution, facilitating the analysis of the data:

Направление	Обща продължителност	Общо разговори	Обща стойност	Граница
Argentina	0:00:12	1	1,45 лв	
Aruba	0:20:42	8	20,91 лв	
Australia - Fixed	0:08:16	3	3,49 лв	
Belgium - Fixed	3:12:24	99	81,74 лв	
Brazil	0:27:27	13	35,72 лв	
Brunei	0:00:30	1	1,45 лв	
Cambodia	0:00:08	1	3,00 лв	
Dile	6:38:59	207	941,06 лв	
Colombia	0:13:00	1	23,40 лв	
Eritrea	0:01:14	1	4,47 лв	
Face Islands	0:05:37	4	13,14 лв	
France - Fixed	0:16:14	18	7,68 лв	
Greece - Fixed	4:58:48	131	132,18 лв	
Greenland	0:06:12	3	12,41 лв	
Hungary - Fixed	16:57:02	360	404,11 лв	

The Report contain as columns: Name of Destination , Total Duration, Total Calls, Total Cost, as a row - each destination per line;

Graph of each line shows the allocation of the cost of calls;

## Top Dialed Numbers

This is a statistical report that shows the number of rating (in descending order or ascending order) with the number of filters for that period and other criteria.

The generated report is a combination of table and column diagram for distribution, facilitating the analysis of data.

**Класация на набрани номера** Филтър Експорт

Набран номер	Обща продължителност	Общо разговори	Общо стойност	Графика
0	40:16:00	1189	120,00 лв	
000000000	10:48:19	611	54,37 лв	
0000000000	3:29:20	266	0,00 лв	
00000000000	6:25:27	261	75,52 лв	
000000000000	2:17:13	246	0,00 лв	
0000000000000	4:51:05	217	123,17 лв	
00000000000000	4:23:04	184	250,16 лв	
000000000000000	4:11:15	158	54,97 лв	
0000000000000000	9:10:30	154	53,68 лв	
00000000000000000	9:22:55	151	61,80 лв	
000000000000000000	6:10:56	150	269,64 лв	
0000000000000000000	4:34:20	127	298,68 лв	
00000000000000000000	2:06:56	127	155,10 лв	
000000000000000000000	4:52:38	122	797,25 лв	

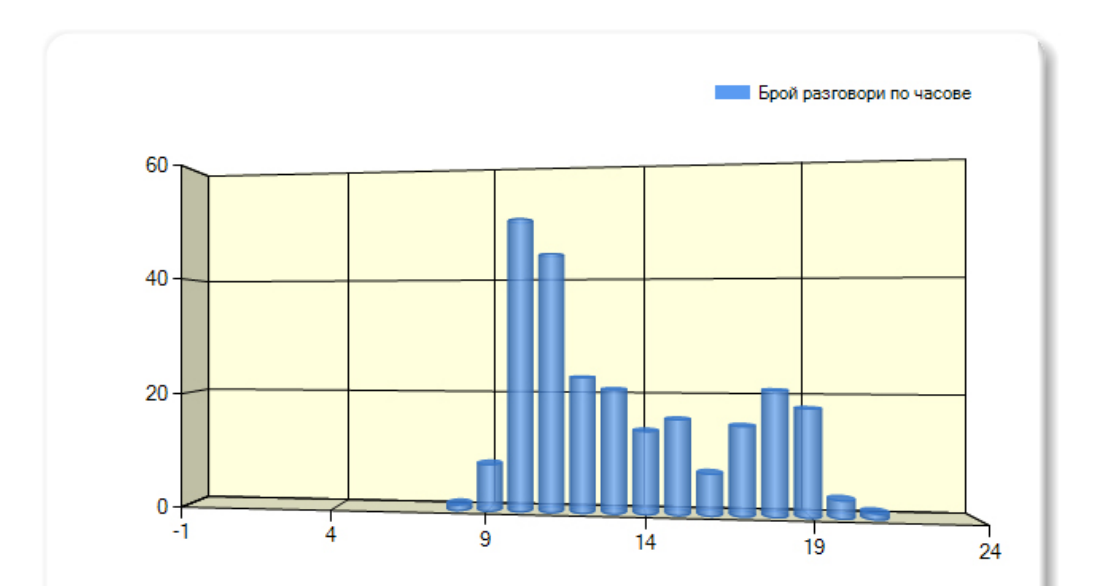
The report contains as columns: Dialed number, Total Duration for number (hour: min: sec), Total Calls with number, Total Cost with number;

## Volume by Hour

This is a statistical report that shows calls grouped by time zone.

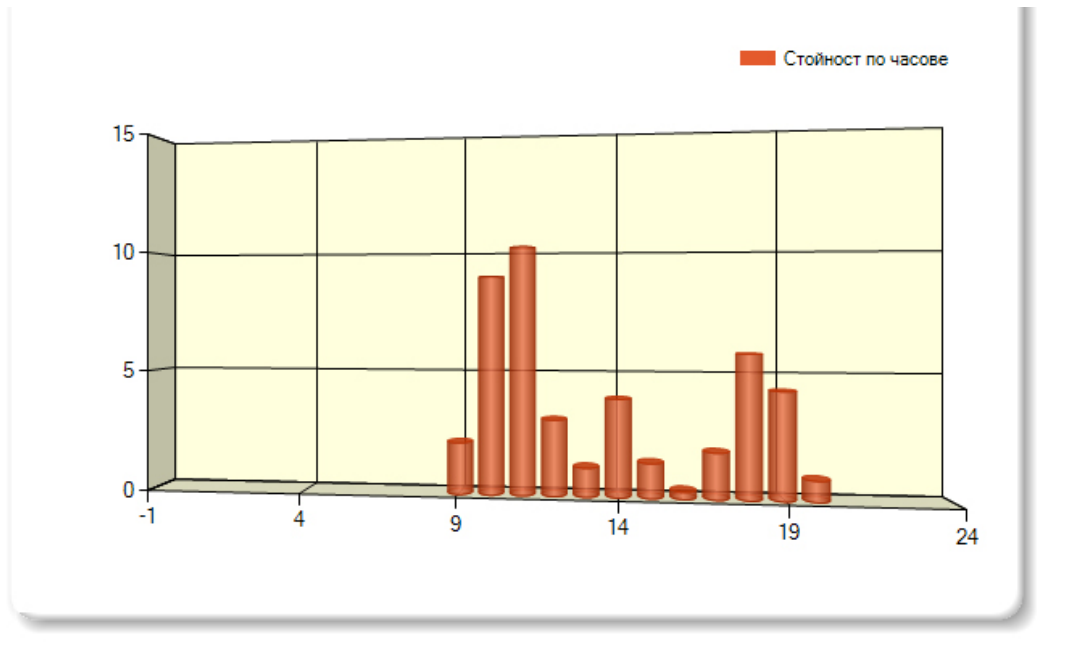
For easier analysis of the data the report is visualized with two charts:

- calls count by hours





- price by hours



The generated report contains hourly distribution of day, contains the following columns: Total Duration for number (hour: min: sec), Total Calls, Total Cost;









Час	Общ продължителност	Общо разговори	Обща стойност
00:00-01:00	0:00:00	0	0.00 лв
01:00-02:00	0:00:00	0	0.00 лв
02:00-03:00	0:00:00	0	0.00 лв
03:00-04:00	0:00:00	0	0.00 лв
04:00-05:00	0:00:00	0	0.00 лв
05:00-06:00	0:00:00	0	0.00 лв
06:00-07:00	0:00:00	0	0.00 лв
07:00-08:00	0:00:00	0	0.00 лв
08:00-09:00	0:00:20	1	0.00 лв
09:00-10:00	0:19:41	8	2.12 лв
10:00-11:00	0:53:28	50	8.95 лв
11:00-12:00	1:09:38	44	10.16 лв
12:00-13:00	0:27:32	23	3.11 лв
13:00-14:00	0:37:17	21	1.18 лв
14:00-15:00	0:45:02	14	3.98 лв
15:00-16:00	0:27:12	16	1.41 лв
16:00-17:00	0:29:42	7	0.30 лв
17:00-18:00	0:30:44	15	1.88 лв
18:00-19:00	0:27:41	21	5.82 лв
19:00-20:00	0:28:11	18	4.35 лв
20:00-21:00	0:08:28	3	0.84 лв
21:00-22:00	0:01:32	1	0.00 лв
22:00-23:00	0:00:00	0	0.00 лв
23:00-24:00	0:00:00	0	0.00 лв

## Bills by Month

This is a statistical report that shows calls grouped by month.

The generated report contains the following columns: Group Name, Total Duration, Total Calls and Total Cost;

**Сметки по месеци** Филтър Експорт

Група	Обща продължителност	Общо разговори	Стойност	Графика
	25:25:46	686	2 814,02 лв	
G2	3:44:24	181	43,13 лв	
GroupLim2	39:34:15	788	4 065,49 лв	
Администрация	100:45:59	2562	8 720,20 лв	
Всички	561:10:54	15548	69 712,79 лв	
Гр1	3:44:24	181	43,13 лв	
Офиси	88:05:24	3528	7 625,68 лв	
Счетоводство	27:15:34	1066	4 380,66 лв	









## Volume by Day

This is a statistical report that shows calls grouped by data period.

The report contain daily table, which include allocation of time on dates by phone numbers. For every phone number information about: Group Name, Total Duration, Total Calls and Total Cost.

**Обем разговори по дати** Филтър Експорт

Ден: 13 Януари 2008

Име на група	Обща продължителност	Общо разговори	Обща стойност	Графика
	0:24:29	14	70,14 лв	
GroupLim2	0:56:11	25	66,44 лв	
GroupLimitation	0:35:39	33	101,32 лв	
NovaGR	0:11:08	7	6,22 лв	
Администрация	2:25:14	65	256,30 лв	
Всички	24:25:37	743	3 666,74 лв	
Офиси	1:08:55	47	326,39 лв	
Счетоводство	0:39:36	29	50,37 лв	

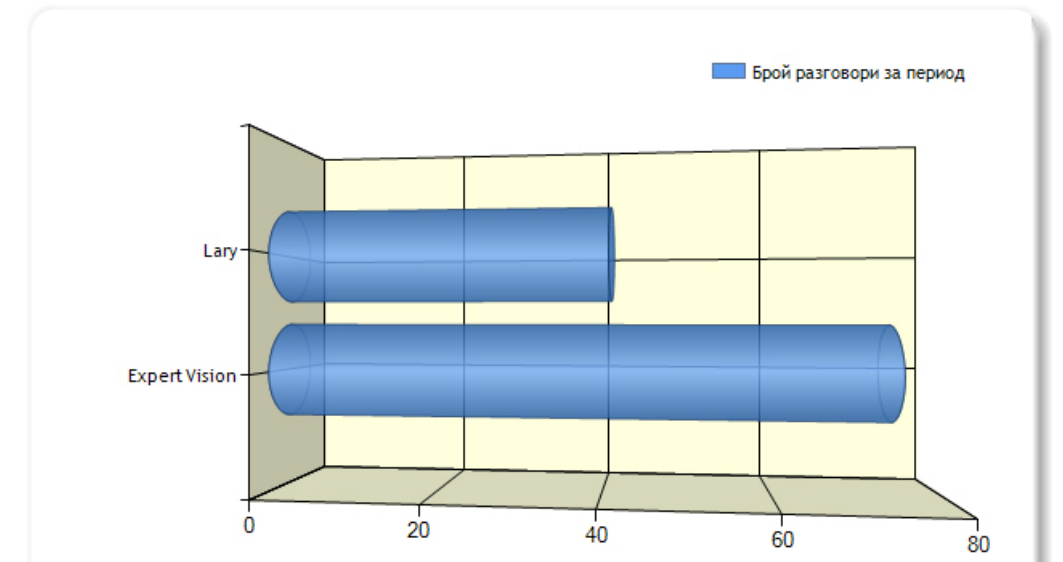
In the exported record leave days for the entire period defined in the filter.

	A	B	C	D	E
187	Общо:472,20 лв.				
188					
189	<b>Ден:12 Януари 2008</b>				
190	Demo site		3:33:17	91	420,5
191	Demo site	G2	0:17:13	9	2,6
192	Demo site	GroupLim2	4:29:47	93	339,64
193	Demo site	GroupLimitation	4:44:05	117	343,01
194	Demo site	MART	0:26:50	11	2,6
195	Demo site	NovaGR	1:12:15	27	30,6
196	Demo site	NuOffice	0:17:13	9	2,6
197	Demo site	Office Sofia	5:21:44	129	368,22
198	Demo site	Oranje	1:31:58	108	79,63
199	Demo site	Администрация	9:41:02	238	824,07
200	Demo site	Всички	76:07:36	1871	7215,24
201	Demo site	Гр1	0:17:13	9	2,6
202	Demo site	Офиси	4:11:35	171	643,45
203	Demo site	Счетоводство	4:27:18	203	341,23
204	Общо:10 615,99 лв.				
205					
206	<b>Ден:13 Януари 2008</b>				
207	Demo site		0:24:29	14	70,14
208	Demo site	GroupLim2	0:56:11	25	66,44
209	Demo site	GroupLimitation	0:35:39	33	101,32
210	Demo site	NovaGR	0:11:08	7	6,22
211	Demo site	Office Sofia	0:45:39	35	101,32
212	Demo site	Oranje	0:08:49	10	15,23
213	Demo site	Администрация	2:25:14	65	255,3
214	Demo site	Всички	24:25:37	743	3666,74
215	Demo site	Офиси	1:08:55	47	328,39
216	Demo site	Счетоводство	0:39:36	29	50,37
217	Общо:4 661,47 лв.				
218					
219	<b>Ден:14 Януари 2008</b>				
220	Demo site	Администрация	0:01:53	1	0,14
221	Demo site	Всички	0:09:53	5	0,47
222	Общо:0,61 лв.				
223					
224	<b>Ден:15 Януари 2008</b>				
225	Demo site		0:24:45	10	1,08
226	Demo site	G2	0:00:34	2	0,24
227	Demo site	GroupLim2	0:21:48	7	1,14
228	Demo site	GroupLimitation	0:21:48	7	1,14
229	Demo site	MART	0:00:34	2	0,24

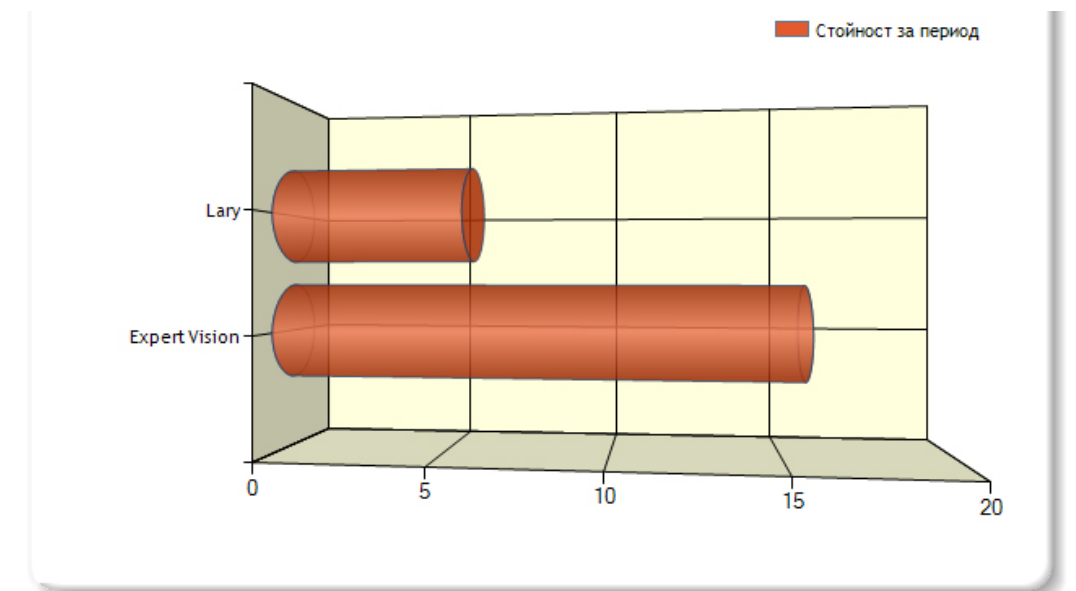
## Bills per Period

The basic system report allows seeing all monthly charges for random period. The generated report does not include incoming calls, so far as it implies that they are not valued.

- Calls count by period



- Calls count by cost



The generated report is a combination of table and column diagram for distribution, facilitating the analysis of data.

The report contains the following columns: Group, Total Duration for number (HH:MM:SS), Total Calls, Total Cost;

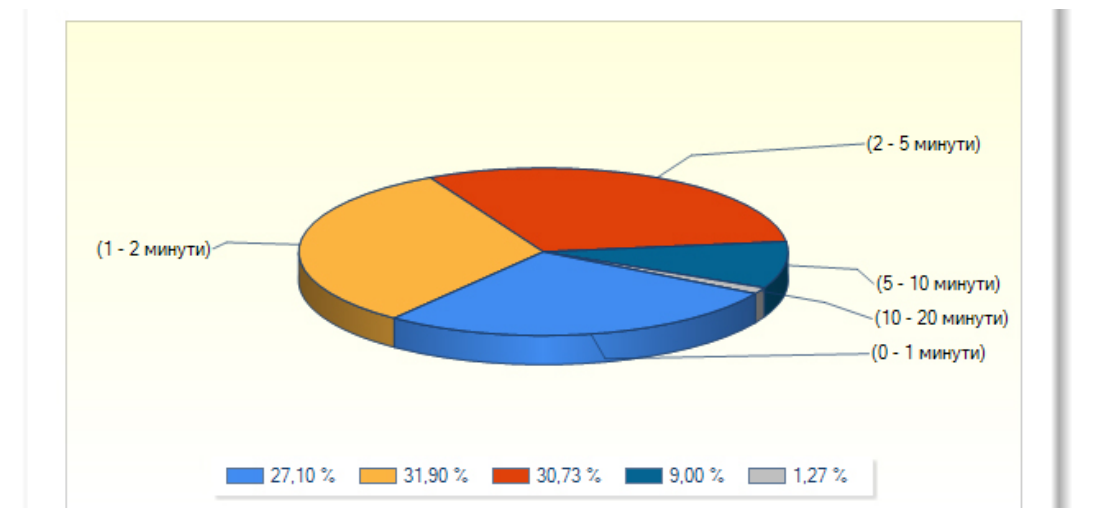
Група	Обща продължителност	Общо разговори	Общо стойност
Expert Vision	1:17:49	74	15,73 лв
Lay	0:09:47	41	5,75 лв

## Distribution by Duration

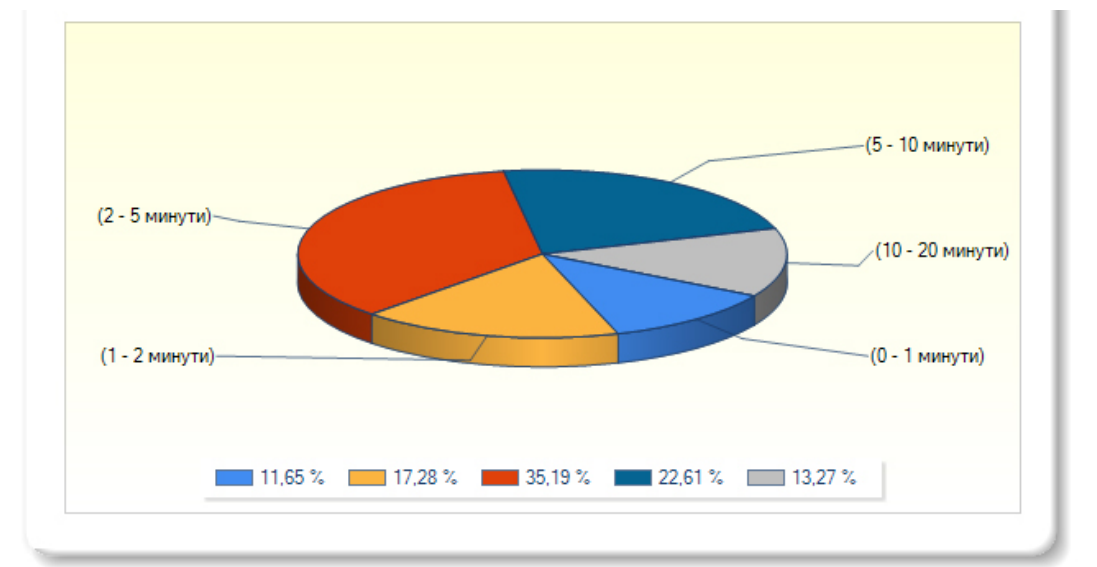
The basic system report allows seeing all calls distribution by duration.

For easier analysis of the data the report is visualized with a chart:

- Cost by duration



- Distribution by duration



The report contains the following columns: Range (min), Total Duration, Call Count;

Обхват (мин.)	Обща продължителност	Брой разговори
0 - 1	0:47:22	133
1 - 2	1:10:14	49
2 - 5	2:23:03	43
5 - 10	1:31:53	13
10 - 20	0:53:56	4
> 20		

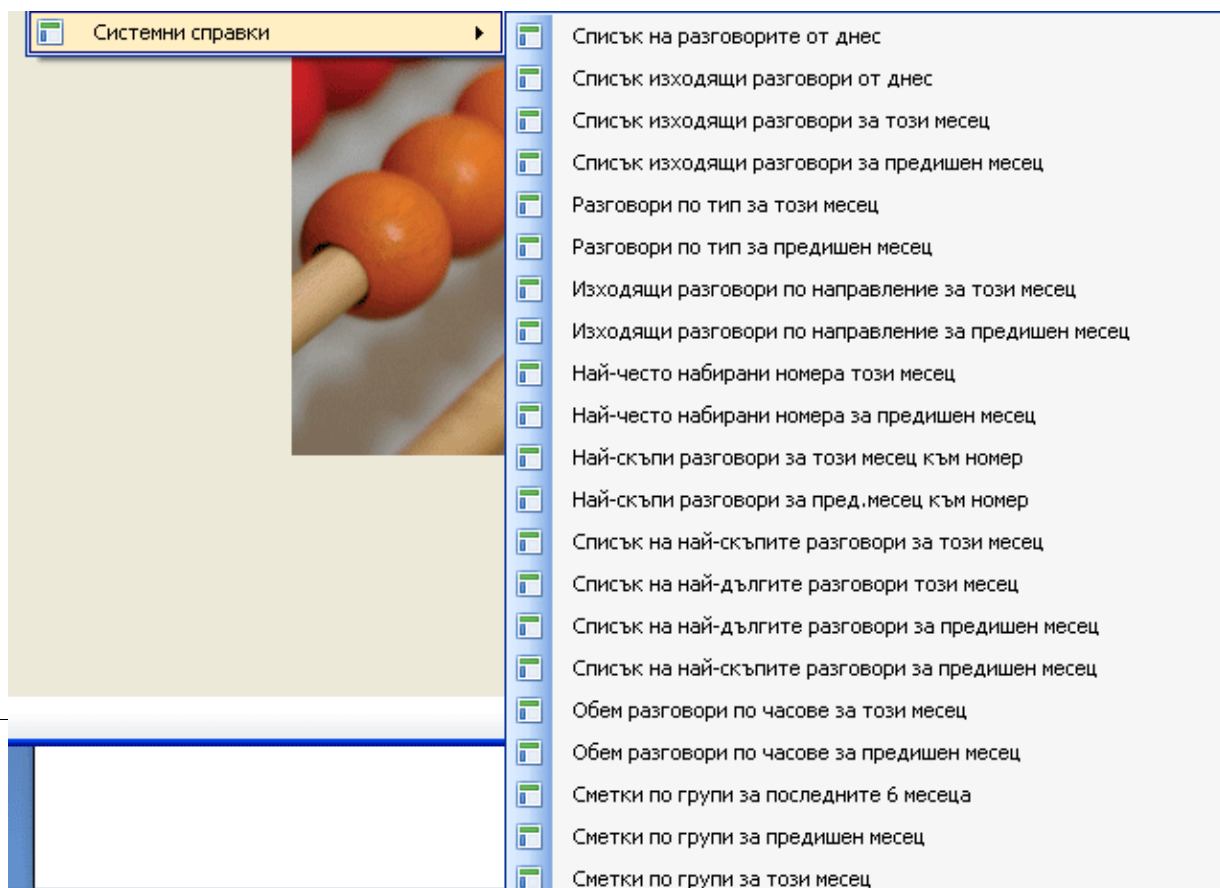
## Preset Reports

*Preset Reports* are shown at the last submenu of section reports of *Main menu*.

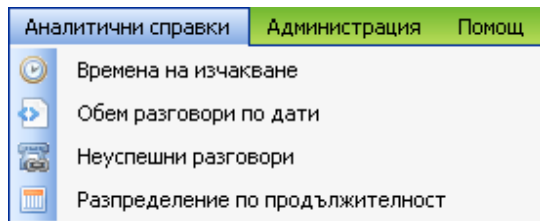
List of the reports:

- ✓ Calls list for today
- ✓ Outgoing Calls list - Today
- ✓ Outgoing Calls list - This month
- ✓ Outgoing Calls list - Last month

- ✓ Calls by type - This month
- ✓ Calls by type - Last month
- ✓ Outgoing Calls by destination - This month
- ✓ Outgoing Calls by destination - This month
- ✓ Outgoing Calls by destination (ordered by bills)- Last month
- ✓ Outgoing Calls by destination - Last month
- ✓ Most dialed numbers - This month
- ✓ Most expensive dialed numbers - Last month
- ✓ Most expensive dialed numbers - This month
- ✓ Most expensive calls list - This month
- ✓ Longest calls list - This month
- ✓ Longest calls list - Last month
- ✓ Most expensive calls list - Last month
- ✓ Volume by hour - Last month
- ✓ Volume by hour - This month
- ✓ Volume by hour - Last month
- ✓ Bills by groups for last 6 months
- ✓ Bills by groups - Last month
- ✓ Bills by groups - This month

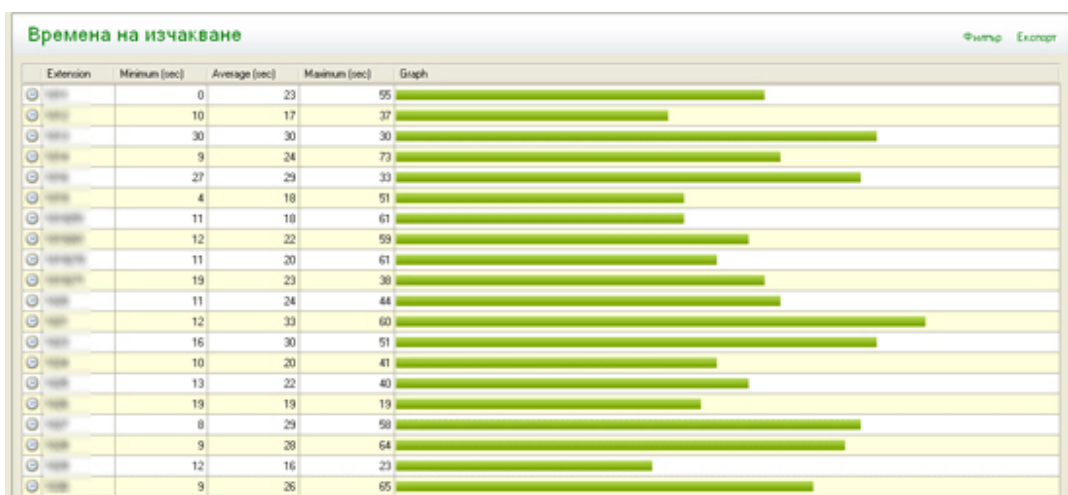


## Analytical reports



### Waiting Time

The report gives information about the passed time before the call is answered.

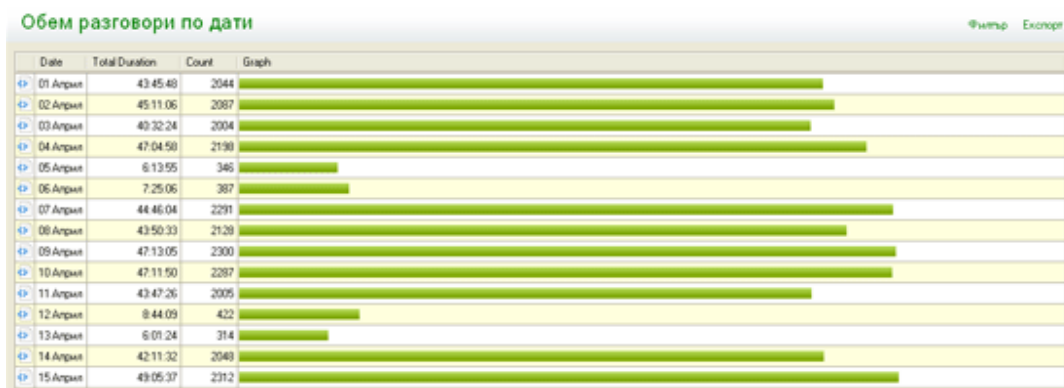


### Volume by Day

This report shows calls grouped by data period.

The report contain daily table, which includes allocation of time on dates by phone numbers.





## Unsuccessful Calls

The report shows full information about the conversations that were not conducted.

### Неуспешни разговори

Филтър Експорт

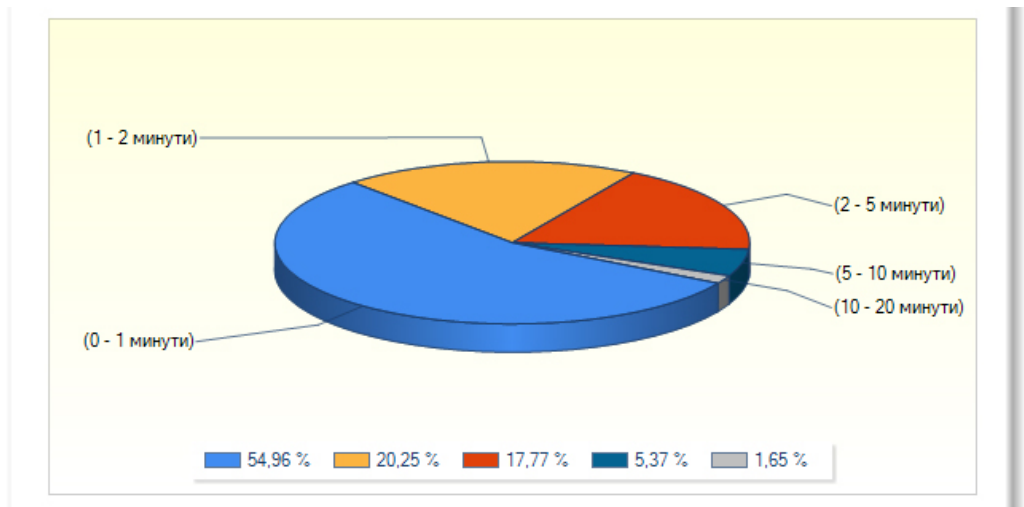
Group Name	Extension Name	Extension	Start Date/Time	Wait Time (sec)	Dialed Number	Call Type	Direction
FAV InterTrust	FAV InterTrust	1188	02.4.2008 г. 14:00	3	000000000	Неопределен	Входящ
Daniela Veselinova	Daniela Veselinova	1188	02.4.2008 г. 16:10	11	000000000	Неопределен	Входящ
Nikola Ignatov	Nikola Ignatov	1188	03.4.2008 г. 11:54	41	000000000	Неопределен	Входящ
Maria Stoycheva	Maria Stoycheva	1188	03.4.2008 г. 12:34	79	000000000	Неопределен	Входящ
Gergana ZAHARIEVA	Gergana ZAHARIEVA	1188	03.4.2008 г. 13:35	55	000000000	Мобилен	Изходящ
GEORGIEVA	GEORGIEVA	1188	03.4.2008 г. 13:35	10	000000000	Неопределен	Входящ
Dara Stoyanova	Dara Stoyanova	1188	03.4.2008 г. 13:50	8	000000000	Неопределен	Входящ
Dispecheni_2_IT	Dispecheni_2_IT	1188	04.4.2008 г. 08:25	29	000000000	Междуразговори	Изходящ
Ivan Radkazarov	Ivan Radkazarov	1188	04.4.2008 г. 10:10	31	000000000	Неопределен	Входящ
Radul Vitanov	Radul Vitanov	1188	04.4.2008 г. 10:22	38	000000000	Мобилен	Изходящ
George Angelov	George Angelov	1188	04.4.2008 г. 12:24	18	000000000	Градоки	Изходящ
Dispecheni	Dispecheni	1188	04.4.2008 г. 13:34	11	000000000	Неопределен	Входящ
Sofia Mihova	Sofia Mihova	1188	04.4.2008 г. 16:50	19	000000000	Неопределен	Входящ
Hristina Giurova	Hristina Giurova	1188	04.4.2008 г. 17:30	30	000000000	Градоки	Изходящ
FAV InterTrust	FAV InterTrust	1188	04.4.2008 г. 17:30	3	000000000	Неопределен	Входящ
Dispecheni	Dispecheni	1188	05.4.2008 г. 15:33	4	000000000	Мобилен	Изходящ
Evelina Mileva	Evelina Mileva	1188	07.4.2008 г. 16:39	4	000000000	Неопределен	Входящ
Bojdar Slavchev	Bojdar Slavchev	1188	07.4.2008 г. 16:41	4	000000000	Междуразговори	Изходящ
Dispecheni_2_IT	Dispecheni_2_IT	1188	08.4.2008 г. 05:37	21	000000000	Градоки	Изходящ
Dispecheni_2_IT	Dispecheni_2_IT	1188	08.4.2008 г. 07:20	3	000000000	Неопределен	Входящ

## Distribution by Duration

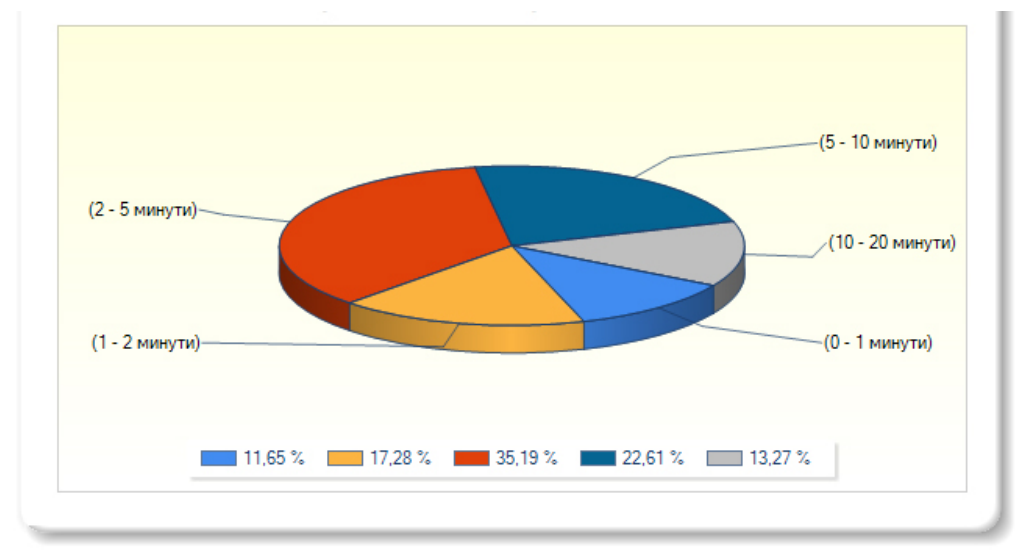
The Basic system report allows seeing all calls distribution by duration.

For easier analysis of the data the report is visualized with a chart:

- Cost by duration



- Distribution by Duration



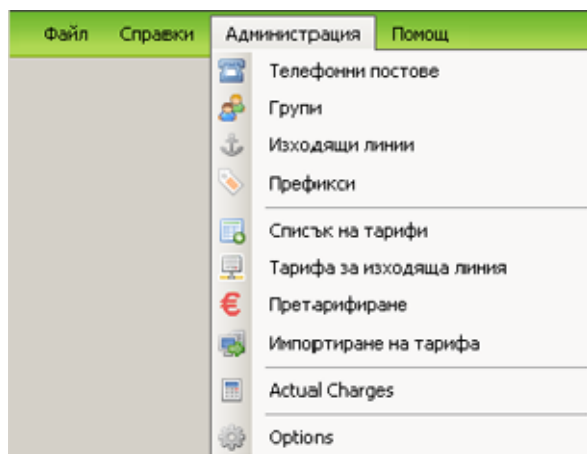
The Report contains the following columns: Range (min), Total Duration, Call Count, as a row –period per line;

Обхват (мин.)	Обща продължителност	Брой разговори
0 - 1	0:47:22	133
1 - 2	1:10:14	49
2 - 5	2:23:03	43
5 - 10	1:31:53	13
10 - 20	0:53:56	4
> 20	0	0

## Modul Administration

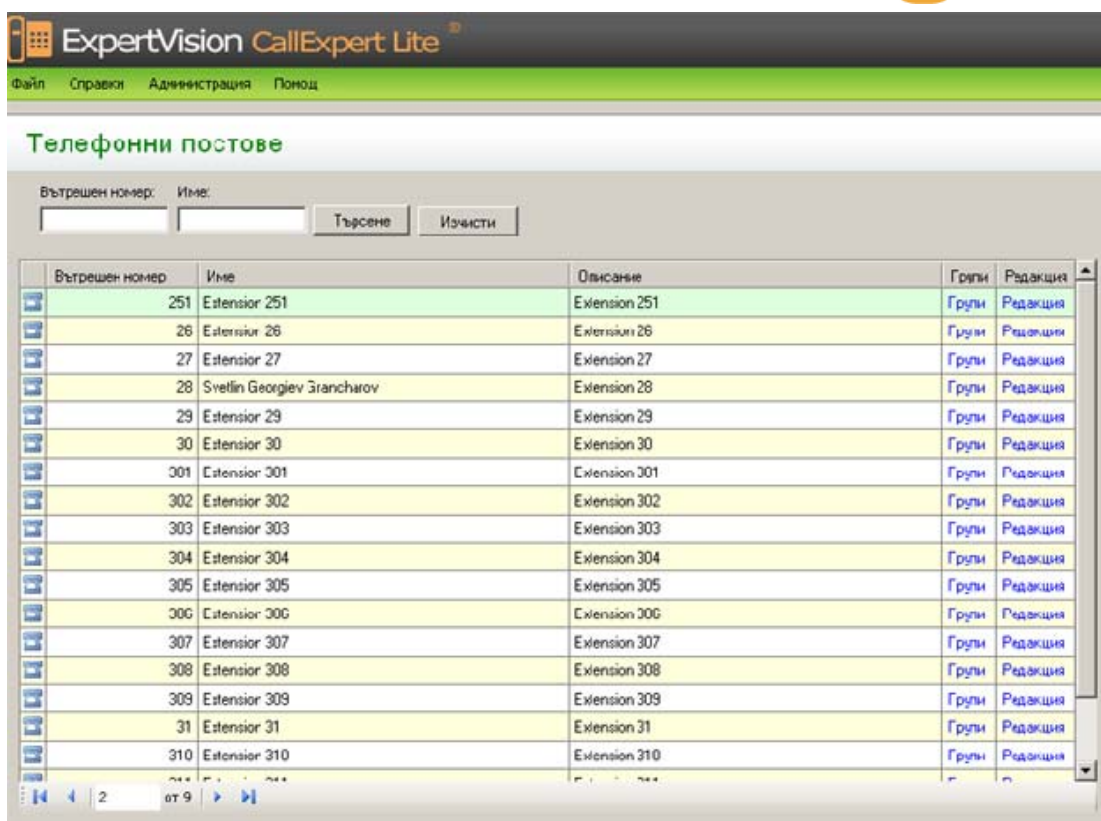
In this modul the basic data for check up is entered in. The modul Administration contains the following submenus:

- Extensions
- Groups
- Trunks
- Prefixes
- Tariffs Lists
- Tariff per Trunk
- Rebill
- Import Tariff
- Actual Charges
- Options



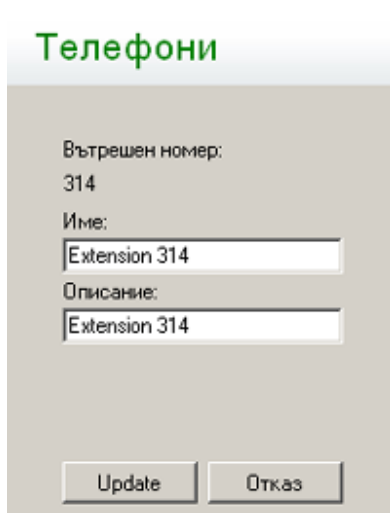
### Extensions

To see all current extensions on database or to edit go to Administration / Extensions.



### Edit extension

To edit an existing extension, click on Edit to correct Name and Description.






**Телефони**

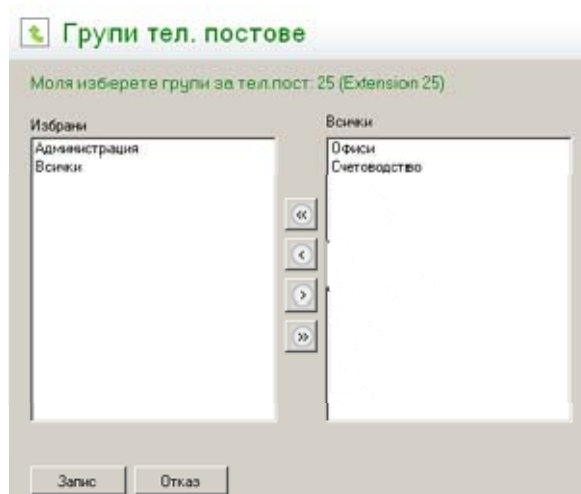
Вътрешен номер:  
314

Име:

Описание:

To Add / Remove the extension by group click on *Group*.

The new screen shows the groups that currently belong to a telephone post and all groups that it can be added to. From the Available column, click on a group to add . You can add all groups at once by pressing the button . To remove a group go to Selected column, select the group you want and press . Click Save to save the information, or Cancel to return to the list of telephone posts.



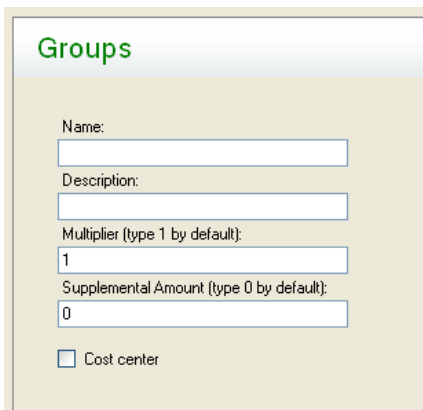
## Groups

Actions with groups:

- **Add**
- **Adding a phone post to a group**
- **Editing information for a group**
- **Deleting group**

### *Add Group*

To add a group click on link *Add new Group*. The new screen is shown:

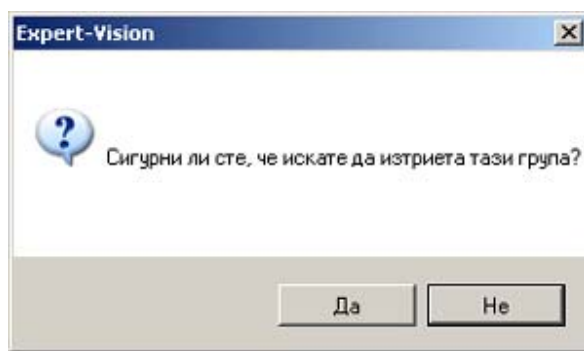


- **Name** - required field, enter a unique name, the system does not allow 2 groups with the same name.
- **Description** - not required field,
- **Multiplier** – enter only numeric values, If the value in the box is changed, the amount of the calls of the group is multiplied by the Multiplier, you have entered.
- **Supplemental Amount** - enter only numeric values, The default is 0. If the value in the box is changed, the amount of the calls of the group will be multiplied by the Multiplier, you have entered.
- **Cost center** - not required field

To **Add / Remove** extension by a group see on page 33

Press **Edit** over the group you wish to edit, the same window that you have completed before when adding a new group is loaded. You can change all the information in it, even the name. After the changes, press **Save**.

Press **Delete**, the pop-up menu shows an option for deleting.



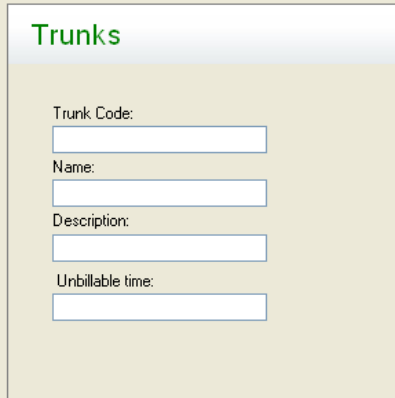
## Trunks

Go to **Administration / Trunks**

With Trunks we can do the following actions:

- add new
- edit trunk

To **add** a Trunk click on *Add Trunk*. The new screen is shown:



The screenshot shows a web form titled "Trunks" with a light green header. Below the header, there are four input fields, each with a label to its left: "Trunk Code:", "Name:", "Description:", and "Unbillable time:". Each label is followed by a white rectangular input box with a thin blue border.

- **Trunk Code** – the code of the trunk, enter only numeric values
- **Name** – the name of the trunk, enter only letters and numeric values
- **Description** – description of the trunk, enter only letters and numeric values
- **Unbillable time** - unbillable time in second

To **Edit** a prefix click on link **Edit** in the table of *Trunks*.

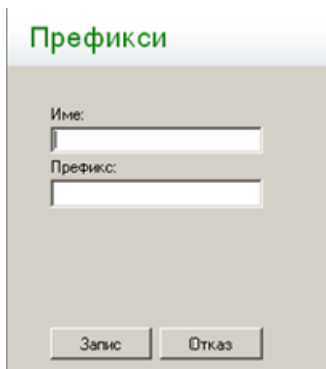
## Prefixes

Go to **Administration / Prefixes**

With **Prefixes** we can do the following actions:

- add
- edit
- delete

To **Add** a prefix click on *Add prefix*. The new screen is shown:



- **Name** – enter a unique name, allow letters and numeric values
- **Prefix** – required field, allow letters, numeric values and special symbols (+, \*, #)

To **Edit** prefix click on link Edit in the table Prefixes. The same window that you have completed before when adding a new prefix is loaded. You can change all the information in it. After the changes, press Update.

To **Delete** prefix click on link Delete in the table Prefixes, the pop-up menu shows an option for deleting.

## Tariff Lists

There are two types of tariffs in this Application – basic ones and defined by the user ones. Each tariff has an expiry date and the system automatically loads the new tariffs on the occurrence of that date. If the tariffs are created in the late time, the system may rebill the calls.

Списък на тарифи							Добавя тарифа	
Име	Описание	Активна от	Направления	Копиране на тарифа	Група на таксуване			
Default 0	Default tariff when no one is active	01.1.2000 г.	☺☺☺	📄	☑			
BTC-Sofia(01.05.2005)	BTC-Sofia(01.05.2005)	01.5.2005 г.	☺☺☺	📄	☑			
BTC-Sofia(01.02.2007)[-20]	BTC-Sofia(01.02.2007)	01.2.2007 г.	☺☺☺	📄	☑			
BTC-Kardjali(01.02.2007)	BTC-Kardjali (0361) from 01.02.2007	01.2.2007 г.	☺☺☺	📄	☑			
BTC-Goce Delchev(01.02.2007)	BTC-Goce Delchev (0751) from 01.02.2007	01.2.2007 г.	☺☺☺	📄	☑			
BTC-Plovdiv(01.02.2007)	BTC-Plovdiv (032) from 01.02.2007	01.2.2007 г.	☺☺☺	📄	☑			
BTC-Sofia(01.02.2007)[10]	BTC-Sofia(01.02.2007)	01.2.2007 г.	☺☺☺	📄	☑		Редактирай	Изтрий
BTC-Sofia(01.02.2007)[13]	BTC-Sofia(01.02.2007)	01.2.2007 г.	☺☺☺	📄	☑		Редактирай	Изтрий
BTC-Sofia(01.02.2007)[14]	BTC-Sofia(01.02.2007)	01.2.2007 г.	☺☺☺	📄	☑		Редактирай	Изтрий
BTC-Sofia(01.02.2007)[15]	BTC-Sofia(01.02.2007)	01.2.2007 г.	☺☺☺	📄	☑		Редактирай	Изтрий




Go to **Administration / Tariff List**

With Tariffs we can do the following actions:

- add tariff
- edit tariff
- copy tariff
- delete tariff
- add destinations
- add to billing group


To **Add** a tariff click on *Add prefix*. The new screen is shown:




Fill in the mandatory fields **Name** and **Activate date** and click *Insert*.

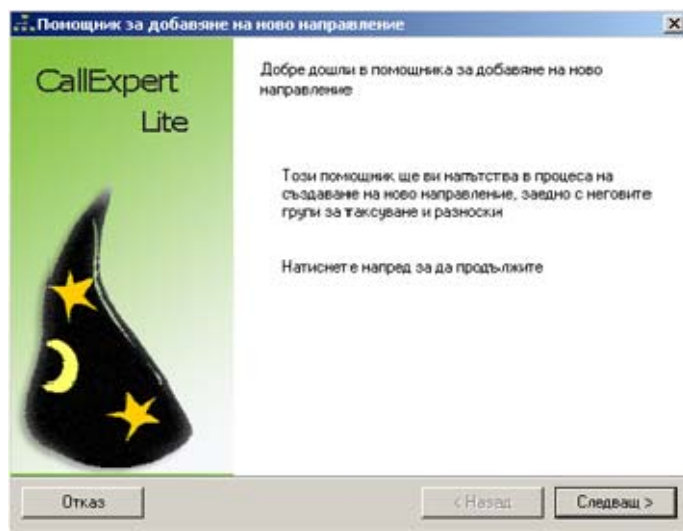
For **editing** and **deleting** tariffs, go to List of tariffs

### *Copy a tariff*

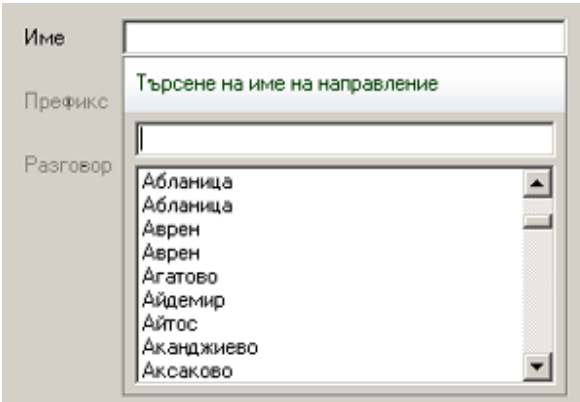
From list of tariff click on this icon  , fill in the new screen *Name* and *Description*. The new tariff inherits all main destinations from the original one.

## Destination

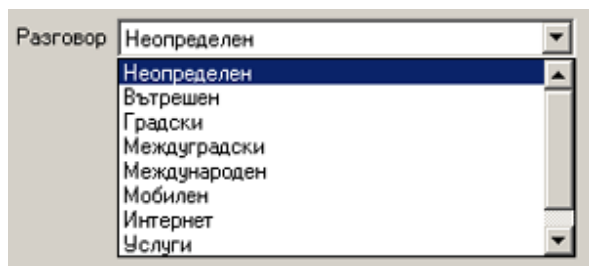
Choose a Tariff and click on the  icon. The new window is loading with a list of belonging destination. To **add** a Destination click on *Add destination* in the upper right corner of the window. A *Wizard* is loading in the new window, which guides you.



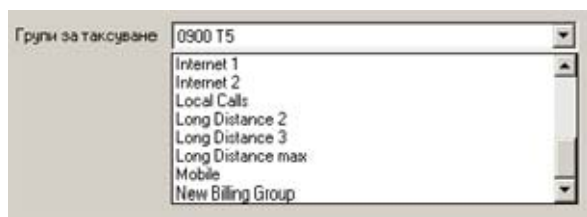
Press *Next* to load the form for creating a destination. Click on text field *Name*, the drop-down menu with list of all destination in Data base is display.



Fill the unique prefix. Choose from the available type of calls for your new destination.

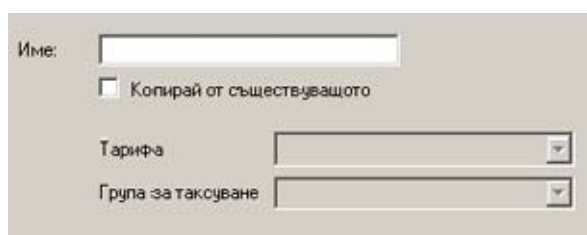


You can choose from existing billing groups or you can create a new one and click on *Next*. If you choose an existing billing group select one from the drop-down list.



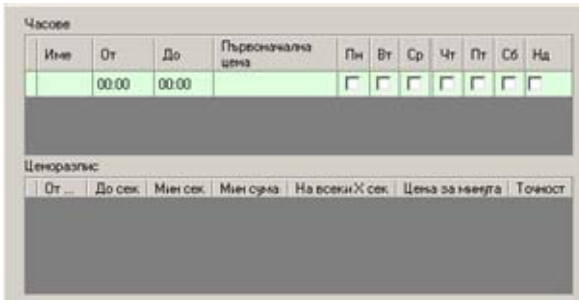
If you choose a new one, fill the name in the box and then there are two possibilities:

to define new billing group or to copy an existing one





*Copy an existing one:* Fill the name in and check *Copy existing*. *Tariff* and *Billing group* drop-down lists are activated. Choose a tariff and a group.

To define your tariff enter a *Name* and do not check *Copy existing*. On the next step you will see the following screen:



The screenshot shows two tables in a software interface. The top table, titled 'Часове' (Hours), has columns: 'Име' (Name), 'От' (From), 'До' (To), 'Первоначална цена' (Initial price), and seven checkboxes for days of the week (Пн, Вт, Ср, Чт, Пт, Сб, На). The bottom table, titled 'Ценообразис' (Price), has columns: 'От ...' (From), 'До сек.' (To sec.), 'Мин сек.' (Min sec.), 'Мин сума' (Min sum), 'На всеки X сек.' (Every X sec.), 'Цена за мивета' (Price for meter), and 'Точност' (Precision).

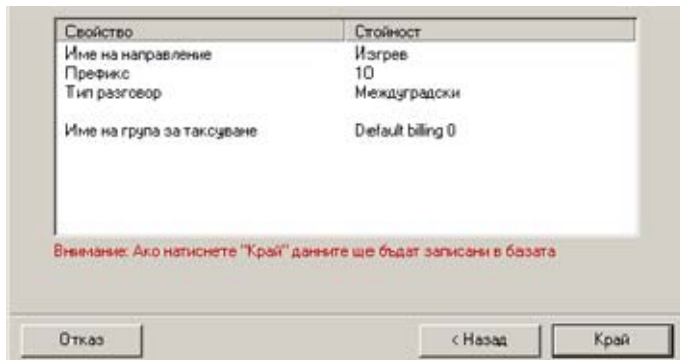
In the *Hours table* write a Name, hours, an initial price, check days and click on the icon .

In the *Price table* write time reading and price, then click on the icon .

All fields are mandatory to fill in.

For **editing** click on this icon , for **deleting** click on this icon .

After all data is filled in, you can see it on the next screen and if you wish to change some of the information, click on the *Back* button



The screenshot shows a table with two columns: 'Свойство' (Property) and 'Стойност' (Value). The data is as follows:

Свойство	Стойност
Име на направление	Изгрев
Префикс	10
Тип разговор	Междуградски
Име на група за таксуване	Default billing 0

Below the table, there is a warning message in red: 'Внимание: Ако натиснете "Край" данните ще бъдат записани в базата' (Warning: If you press "End", the data will be saved in the database). At the bottom, there are three buttons: 'Отказ' (Cancel), '< Назад' (Back), and 'Край' (End).


Each Destination can be **edited** and **deleted**.

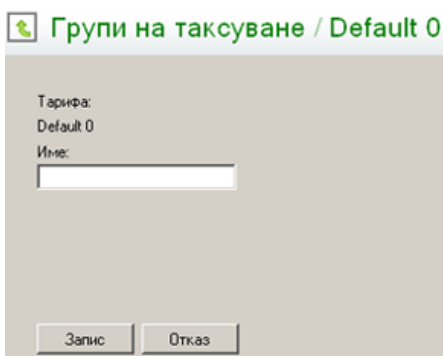
### *Billing groups*

With *Billing groups* we can do the following actions:

- add
- edit

- delete
- charging hours


Select a *Tariff* from the list and press the icon . The new screen is loaded, fill the form and click *Insert*.

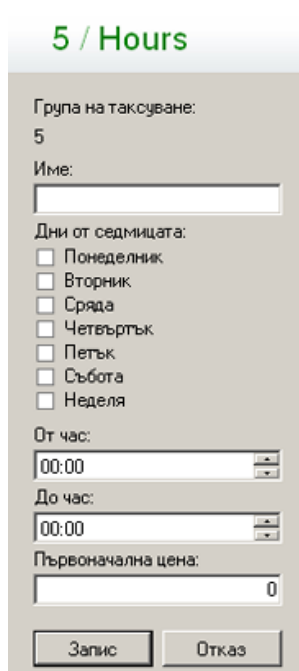


To **Edit** a Billing group click on link *Edit*.

To **Delete** a Billing group click on link *Delete*.

### Charging hours

Click on the icon , in the upper right corner of the window, click *Add hours* to the group. The new screen is shown:



Fill the fields for *Name*, *days of the week*, *hours* and an *initial price*. After completing all fields click *Save*.

### Charging

After adding an hour, add the tariff at which the call will be charge. To fill in the hours, press the icon



from the column *Charges* then in the new window select *Add tariff*:

5 / Часове		Добавяне на час						
Име	От	До	Първоначална цена	Дни от седмицата	Таксуване			
2	08:00	20:00	0,11 лв	вт		Редакция	Изтриване	
1	10:00	22:00	0,50 лв	ср		Редакция	Изтриване	

### 1 / Такси

От секунда:

До секунда:

Мин секунди:

Мин сума:

Цена за минута

Точност:

Fill in the boxes and save the information by clicking on **Add**.

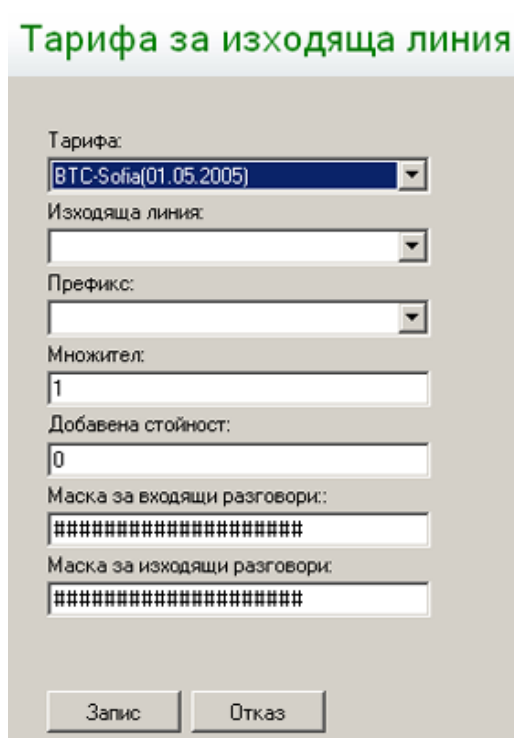
To **Edit** a tariff click on link Edit in the table Charges.

To **Delete** a tariff click on link Delete in the table Charges.

## Tariff per Site and Trunk

Go to **Administration / Tariff** for an office with a trunk.

Click on *Add Tariff* on the right side. The new screen is shown:



Choose from the drop-down lists: Tariff, Trunk, Prefix

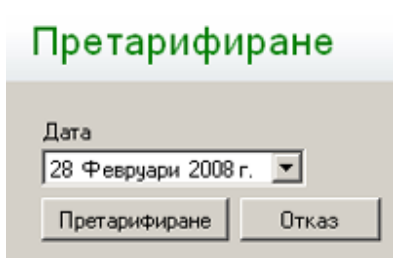
If you do not have special requirements for the *Multiplier* and *Added*, leave the fields as they are filled by default.

If you want the cost of all calls to an office other than the default, change the value of the Multiplier. Then the value of the talks will be multiplied by the number you entered. If you change the Added value, then the new value will be added to each call.

## Rebill

Go to **Administration / Pre-tariffs**

The new screen is shown:















Select the Office to re-calculate the new tariff, set the starting date and click Rebill. Sometimes pre-calculating takes several hours, depending on the amount of calls that needs to be rebilled.

## Import tariff

Go to <http://expert-vision.net/Tariffs/>.

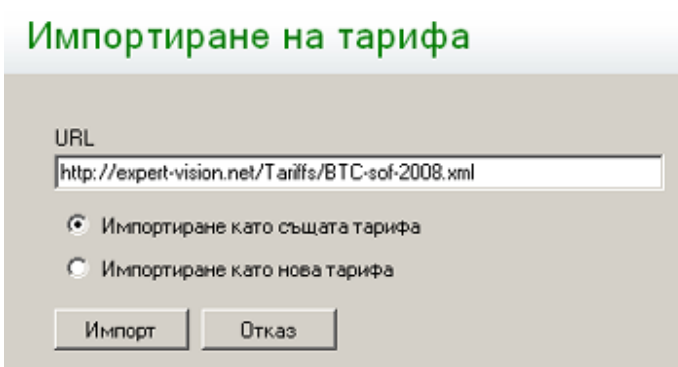
### Index of /Tariffs

<u>Name</u>	<u>Last modified</u>	<u>Size</u>	<u>Description</u>
 <a href="#">Parent Directory</a>	14-Apr-2008 02:54	-	
 <a href="#">BTC-BlagoevGrad-2008</a>	12-Apr-2008 01:32	2.0M	
 <a href="#">BTC-Blagoev</a>	008 02:29	2.0M	
 <a href="#">BTC-Botevgr</a>	008 01:29	2.0M	
 <a href="#">BTC-Botevgr</a>	008 02:29	2.0M	
 <a href="#">BTC-Burgas-</a>	008 01:32	2.0M	
 <a href="#">BTC-Burgas-</a>	008 02:30	2.0M	
 <a href="#">BTC-GoceDe</a>	008 01:30	2.0M	
 <a href="#">BTC-GoceDe</a>	008 02:30	2.0M	
 <a href="#">BTC-Kardjal</a>	008 01:33	2.0M	
 <a href="#">BTC-Kardjali.xml</a>	22-Feb-2008 02:31	2.0M	
 <a href="#">BTC-Madan-2008.xml</a>	12-Apr-2008 01:34	2.0M	

Point with the mouse cursor the tariff you want to copy and press the right mouse button. Choose *Copy Link Location* from the menu and enter it in the form that it is shown in the picture bottom.



Go to **Administration / Import Tariffs**, the following screen is shown:



You have two options to choose from: import as the same or import as new.

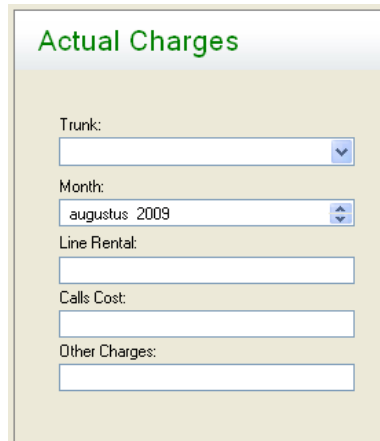
Import as the same tariff – paste the URL in the URL field, select the first option and then click *Import*. If you already have a tariff with the same name a message will appear that tells you that option can not be added again.



Import a new tariff - paste the URL, select the second option and then click *Import*.

## Actual Charges

Select a Trunk from the menu, enter the month you want to cost allocation. In the fields type the costs and click *Insert*.



**Actual Charges**

Trunk:

Month:

Line Rental:

Calls Cost:

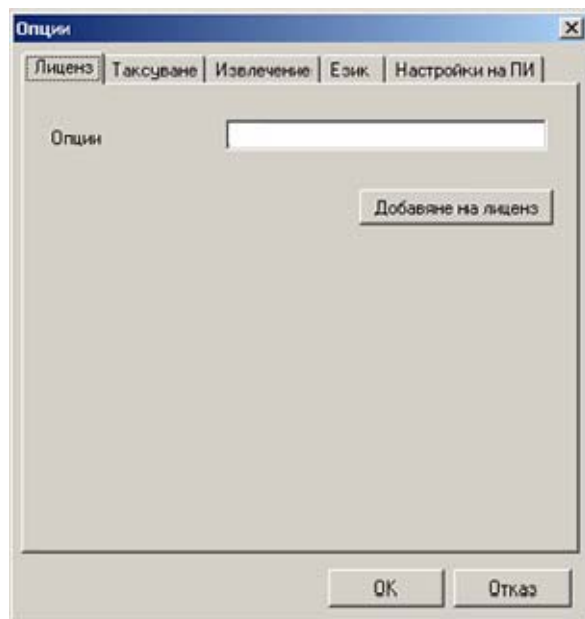
Other Charges:

You can edit the fields of expenses from the list of allocation of costs by clicking **Edit** and changing the form data.

To **Delete** click on link *Delete* form table of *Actual Charges*.

## Options

### License



Опции

Лиценз | Таксуване | Извлечение | Език | Настройки на ПИ

Опции

Добавяне на лиценз

ОК Отказ

Enter the name of the office and click *Add license*. The new form is loading:



Добавяне на лиценз

Ключ

```

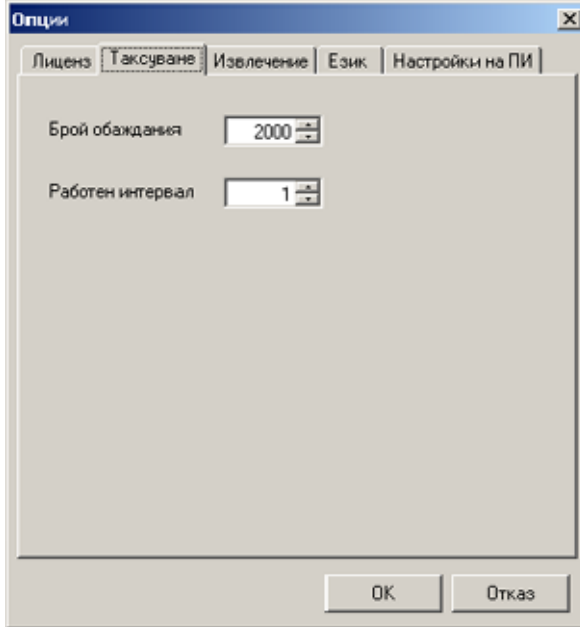
AAEAAAD/////AQAAAAAAAAAMAgAAADxEQUwstfZlc
nNpb249MS40LjQzMj4wLCBDcmVxOjUJIPw5ldkRyYVw
slFB1YmpyY0tleRva2VuPW51bGwFAQAAACRFeHBlcn
RWvaXNpb24uQ2FibEJpbGxpbmV52aKJvbm1lbnQ
CAAAAC01hY2hpbnY0YVY1ICFNpdGYDb2RlAQECAAA
ABgMAAAAPZKYZTlxZmMwODQzMWwJIBgQAAAAITGI0
ZVNpdGUL
    
```

Код

Добавяне на лиценз    Отказ

Enter the license you received from us in the box and click *Add License*. After correctly filling the data in, the license for the office is shown in the License column.

### Billing



Опции

Лиценз    Таксуване    Извлечение    Език    Настройки на ПИ

Брой обаждания    2000

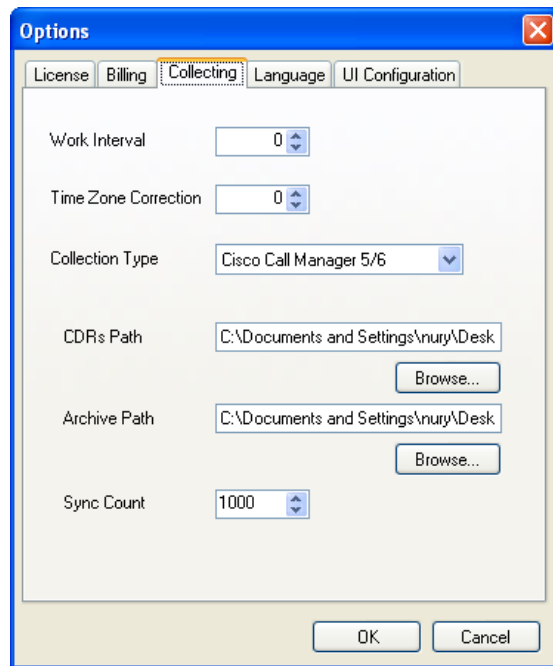
Работен интервал    1

OK    Отказ

In the field *Calls Chunk* write the number of calls to be charges for each cycle (each 1 min)

In the *Work interval* field write time during which the *Call Manager* derived data, default is 1 minutes.

## Collecting



From **Work interval** - the time during which the *Call Manager* derived data from, the default settings is 1 minute

From **Time Zone Correction** – to change the current time from -12 to +12 hours, depending on the time zone

From **Collection Type** – choose from the drop-down list the Call Manager version

**CDRs Path** – choose data base path

In **Archive Path** – choose a folder which the files will be save in for future rebill

**Sync Count** – *number of records synchronisde with the CDR database of the Call Manager.*

## Language

The Application supports two languages. To switch to between them, select from the drop-down list the language and press *OK*. Exit the application - *File/Exit* and start again

### UI Configuration

To change the lines that shows on pages for each Report and a list of submenus Administration and Reports. By default is 20 lines per page. To change counts after the introduction of a new number, click *OK*, exit the application *File / Exit* and start it again.

