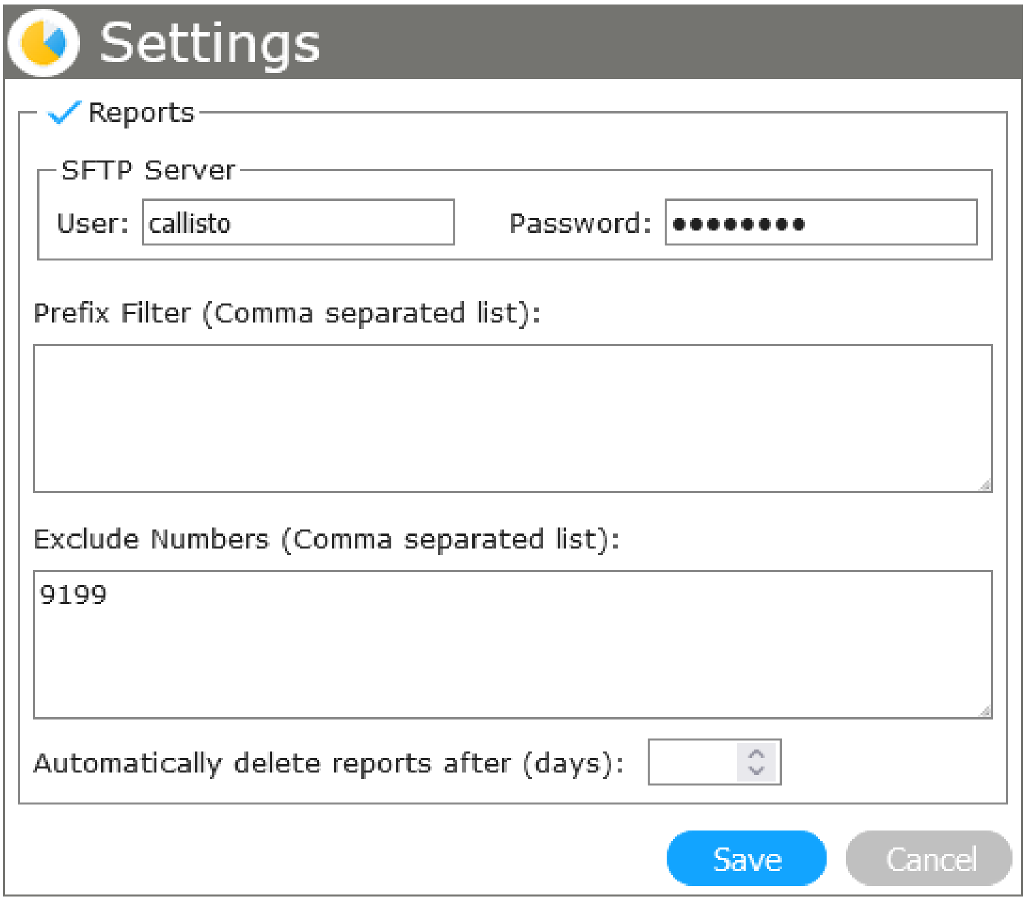
Reporting

This chapter will provide a detailed overview of the reporting capabilities the Callisto Platform provides.

By selecting the relevant checkbox in the Privileges section of the user administration (User > Userlist, then click user to edit) the rights for access to the reporting feature can be assigned to any individual user. (see chapter 0, User Administration).



Click Settings and enter a username and password. The same credentials will be used in the Cisco Unified Communications Manager for SFTP CDR transfer.

Enter a value if you want to automatically delete reports after a specific amount of days.

With the Prefix Filter, you can enter values which will be stripped from the numbers (e.g. prefixes used by Mobile Connect).

If you want specific numbers to be excluded from the reports, you can enter them in the Exclude Number text field. Numbers are separated by commas (,).

Filter Analyses

Create a New Filter for analyzing the data. After entering a Filter Name and a Description, the filter can be edited. You can enter a different filter name and description for each system language.

In the drop-down menu Field, the following entries can be selected:

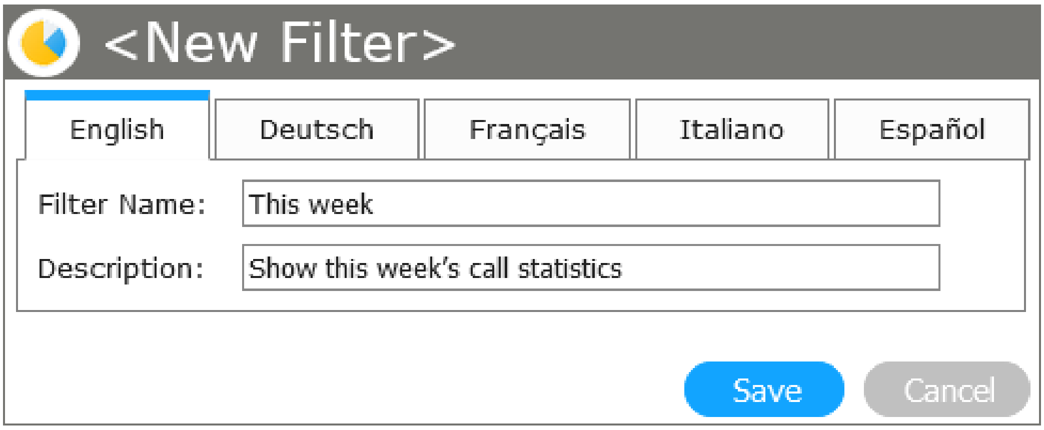
- Date/Time, Caller
- Called
- Duration
- Account Code
- SQL

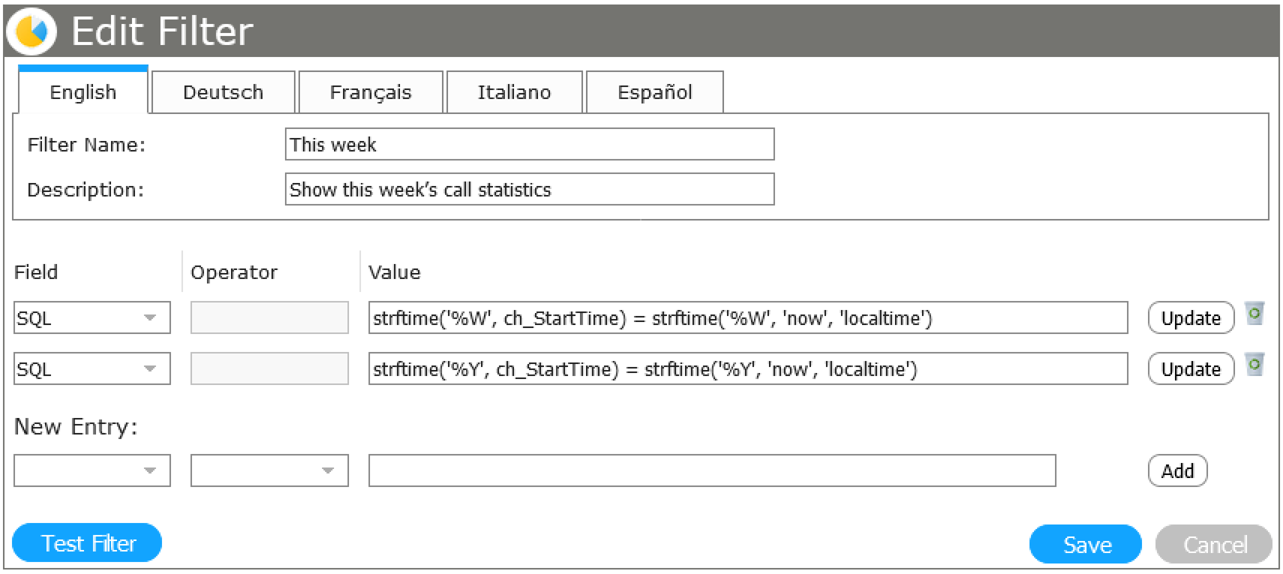
The following operators can be selected:

- equal to
- greater than
- smaller than
- different from
- SQL

A value must be added for the filter criteria to be valid.

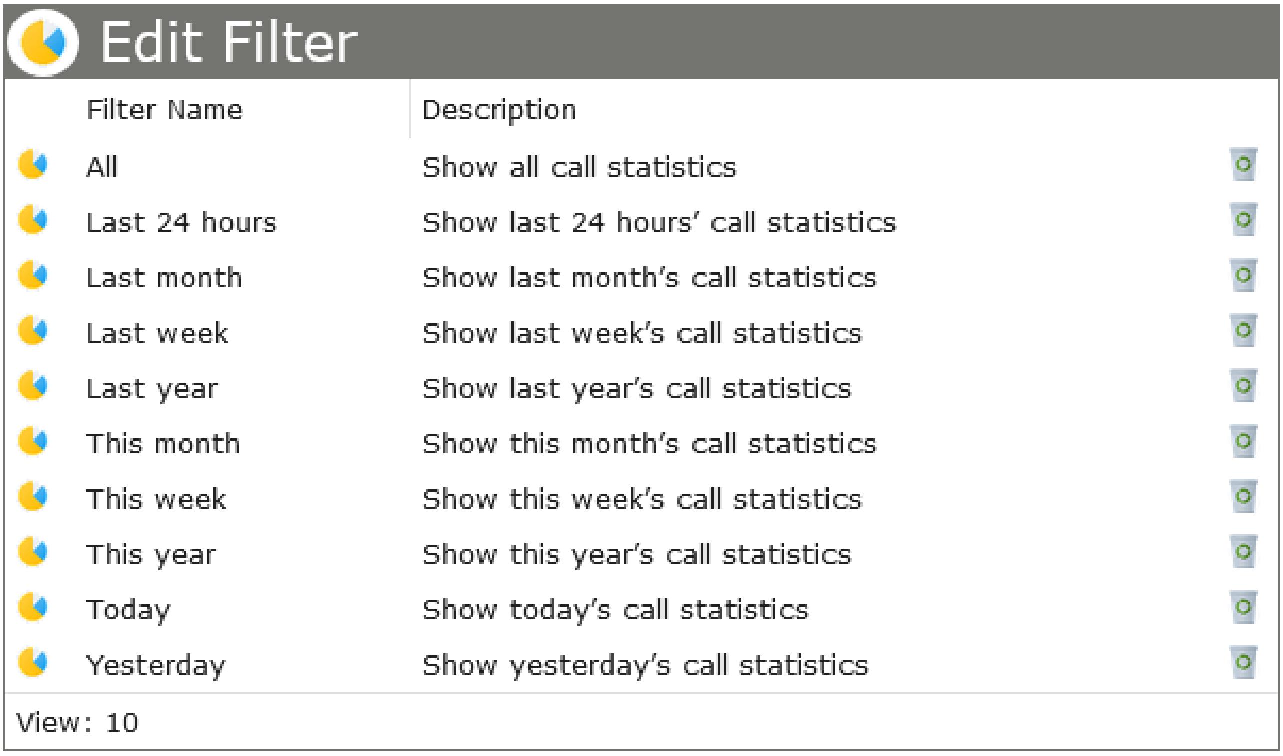
By clicking Add, the parameter will be added to the list. Only data entries that match *all* filter criteria will be included in the output (*AND relation*). Parameters can be deleted by clicking the *recycle* icon.





The settings can be tested by clicking the Test Filter button.

Clicking the button Save stores the new filter and makes it available to all authorized users.



Edit Filter

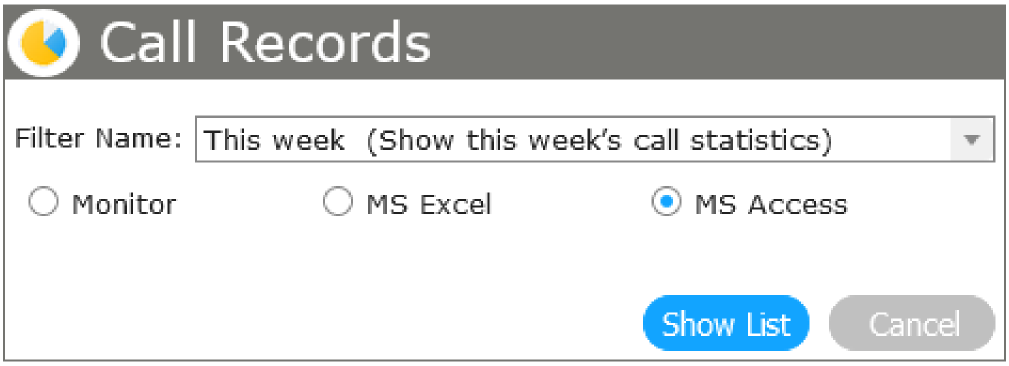
Filter Name	Description
All	Show all call statistics
Last 24 hours	Show last 24 hours' call statistics
Last month	Show last month's call statistics
Last week	Show last week's call statistics
Last year	Show last year's call statistics
This month	Show this month's call statistics
This week	Show this week's call statistics
This year	Show this year's call statistics
Today	Show today's call statistics
Yesterday	Show yesterday's call statistics

View: 10

Choosing Reports > Edit Filter lists all filters. Each can be changed by clicking on it, or deleted by clicking the *recycle* icon.

Call Reports

Clicking on Reports > Call Records shows the call detail records. Filters and output/export options (display records on screen, export as Microsoft Excel file, export as Microsoft Access file) can be selected here.

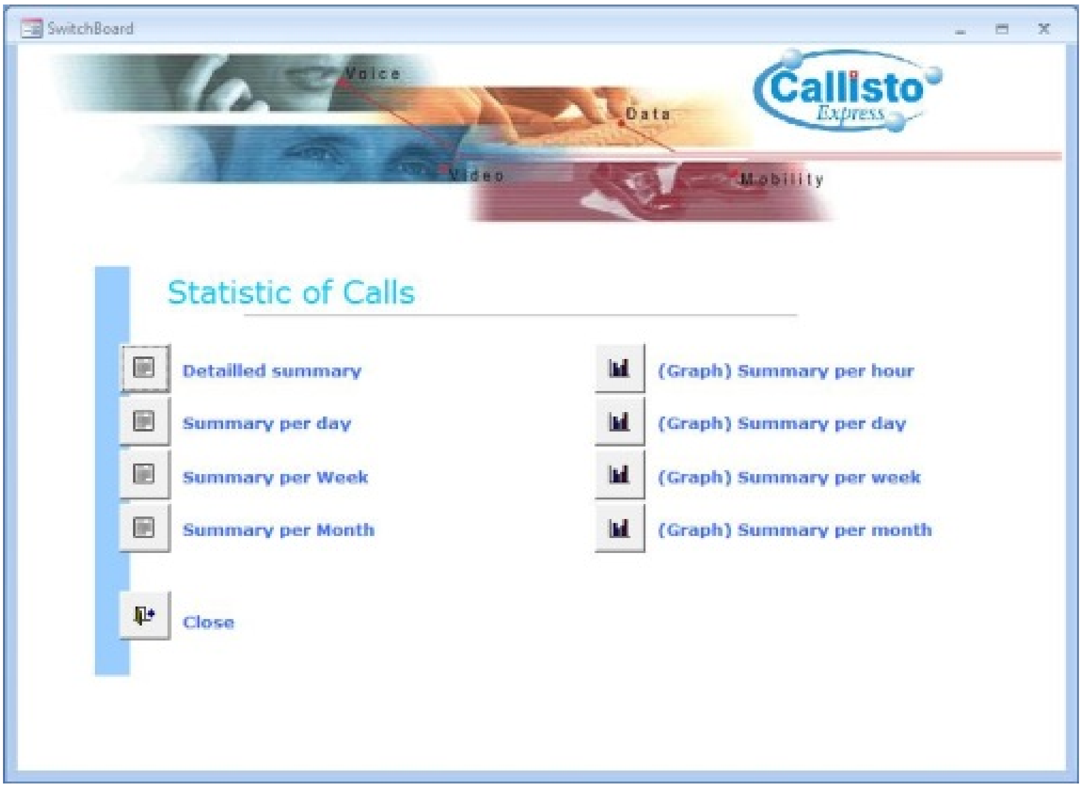


The following data will be listed:

- Date/Time
- Caller
- Called
- Duration
- Account code.

The account code is used on the Cisco IP Phone. More information can be found in the respective Cisco phone manual.

Exporting to Microsoft Access provides extensive call statistics, visualized as schedules and diagrams.



Delete Call Records deletes the call detail records that fit the selected filter.