

SUTUS

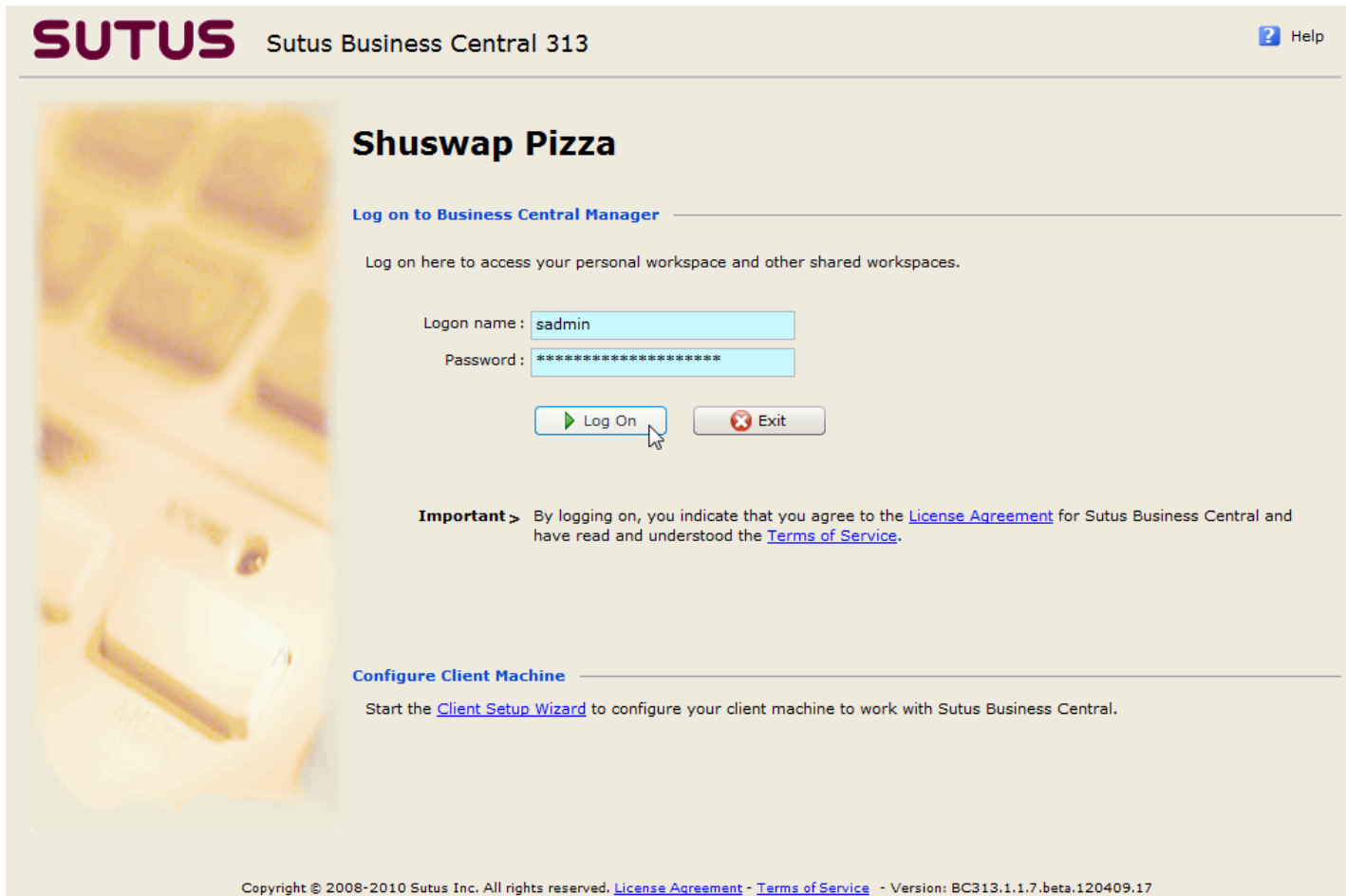


BC313

How To:

Generate a Call Report (owners and admins)

Log on to Business Central Manager as an administrator.



SUTUS Sutus Business Central 313 Help

Shuswap Pizza

[Log on to Business Central Manager](#)

Log on here to access your personal workspace and other shared workspaces.

Ligon name:

Password:

Important > By logging on, you indicate that you agree to the [License Agreement](#) for Sutus Business Central and have read and understood the [Terms of Service](#).

[Configure Client Machine](#)

Start the [Client Setup Wizard](#) to configure your client machine to work with Sutus Business Central.

Copyright © 2008-2010 Sutus Inc. All rights reserved. [License Agreement](#) - [Terms of Service](#) - Version: BC313.1.1.7.beta.120409.17

Business Central Manager opens.

The screenshot displays the SUTUS Business Central Manager interface. The top navigation bar includes a 'Refresh' button, status indicators for 'Voice: 0', 'Email: 10', and 'Shared: 0 + 992', and a dropdown menu for 'Administration' showing 'OK :0'. On the right, there are 'Lock' and 'Exit' buttons, and the 'SUTUS' logo.

The left sidebar is titled 'Administration' and contains a list of menu items: 'Status & Alerts' (highlighted), 'System Updates', 'Manage Workspaces', 'Schedule Names', 'Manage Phones', 'Call Routing', 'Phone Lines & VoIP', 'Phone System', 'Call Reporting', 'Interoffice Dialing', 'Email Service', 'Date & Time', 'Internet Settings', 'Internet Firewall', 'Local Network Settings', 'Public Network Settings', 'Wireless Settings', 'Domain & Host Names', 'Remote Office Access', and 'Backup & Restore'. At the bottom of the sidebar are 'My Workspaces' and 'Administration' buttons.

The main content area is titled 'Status & Alerts' and features a 'Status Summary' section. It shows 'Internet service: Ok' with a green checkmark, 'Model: BC313', and 'Software version: BC313.1.2.3.130201.15'. There are buttons for 'Go to Details ->', 'Advanced Support...', 'Restart System...', and 'Shut Down System...'. Below this is a 'System Status Messages' section with buttons for 'Mark All as Read', 'View Message Details...', and 'Notification Emails...'. A table displays a single message:

Date/Time	Type	System Status Message
17 Feb 1:07 AM	INFO	Business Central backup created successfully

At the bottom of the main area, there are checkboxes for 'Show resolved notifications' and 'Show ignored notifications'.

On the Call Reports tab, select the report to generate and click the **Generate Report** button.

The screenshot displays the SUTUS web interface for Call Reporting. The left sidebar shows the 'Administration' menu with 'Call Reporting' selected. The main content area is titled 'Call Reporting' and contains a list of report types. The 'One Day Summary Report' is highlighted in blue. To the right of the list, the 'Report Details' section shows the report name as 'One Day Summary Report', workspace as 'Reception', page format as 'Landscape', and report template as 'oneday-summary-template.html'. Below this, the 'Generate Report Instance' section contains a 'Generate Report...' button, which is highlighted with a blue border and a mouse cursor. An orange arrow points from the 'One Day Summary Report' in the list to the 'Generate Report...' button. Another orange arrow points from the bottom of the page to the 'Generate Report...' button.

Refresh Voice: 0 Email: 10 Shared: 0 + 992 Administration OK :0 Lock Exit SUTUS

Administration

- Status & Alerts
- System Updates
- Manage Workspaces
- Schedule Names
- Manage Phones
- Call Routing
- Phone Lines & VoIP
- Phone System
- Call Reporting
- Interoffice Dialing
- Email Service
- Date & Time
- Internet Settings
- Internet Firewall
- Local Network Settings
- Public Network Settings
- Wireless Settings
- Domain & Host Na
- Remote Office Access
- Backup & Restore

My Workspaces Administration

Call Reporting

Call Reports

Call detail records contain data for incoming and outgoing calls in your system. Raw call detail records can be viewed and exported or sent automatically via email. Data in call detail records can also be used to produce detailed call reports.

Call reports can show simple variables such as counts and averages, and more complex data in tables and graphs. Report variables create data sets for use in the reports. Report schedules can be defined for automatic delivery of reports.

Call Reports Report Schedules Report Variables Preview Variables Call Detail Records

Call Reports

Report types describe the type of call reports you can generate. To build a new call report type, first create the report variables specifying the data that you want to show in your report and then create a report template which describes the formatting and presentation of the variables. [Learn More...](#)

You can generate instances of existing report types for any date range. Report instances are produced in PDF format.

Reports
Abandoned Calls Report
Call Summary Report
Concurrent Call Report
Customer Callback Report
Forwarded Call Report
Hourly Breakdown Report
One Day Summary Report

Report Details

Report name: One Day Summary Report

Workspace: Reception

Page format: Landscape

Report template: oneday-summary-template.html

Description: One Day Summary Report

Generate Report Instance

To generate a PDF instance of this report click on the button below.

Generate Report...

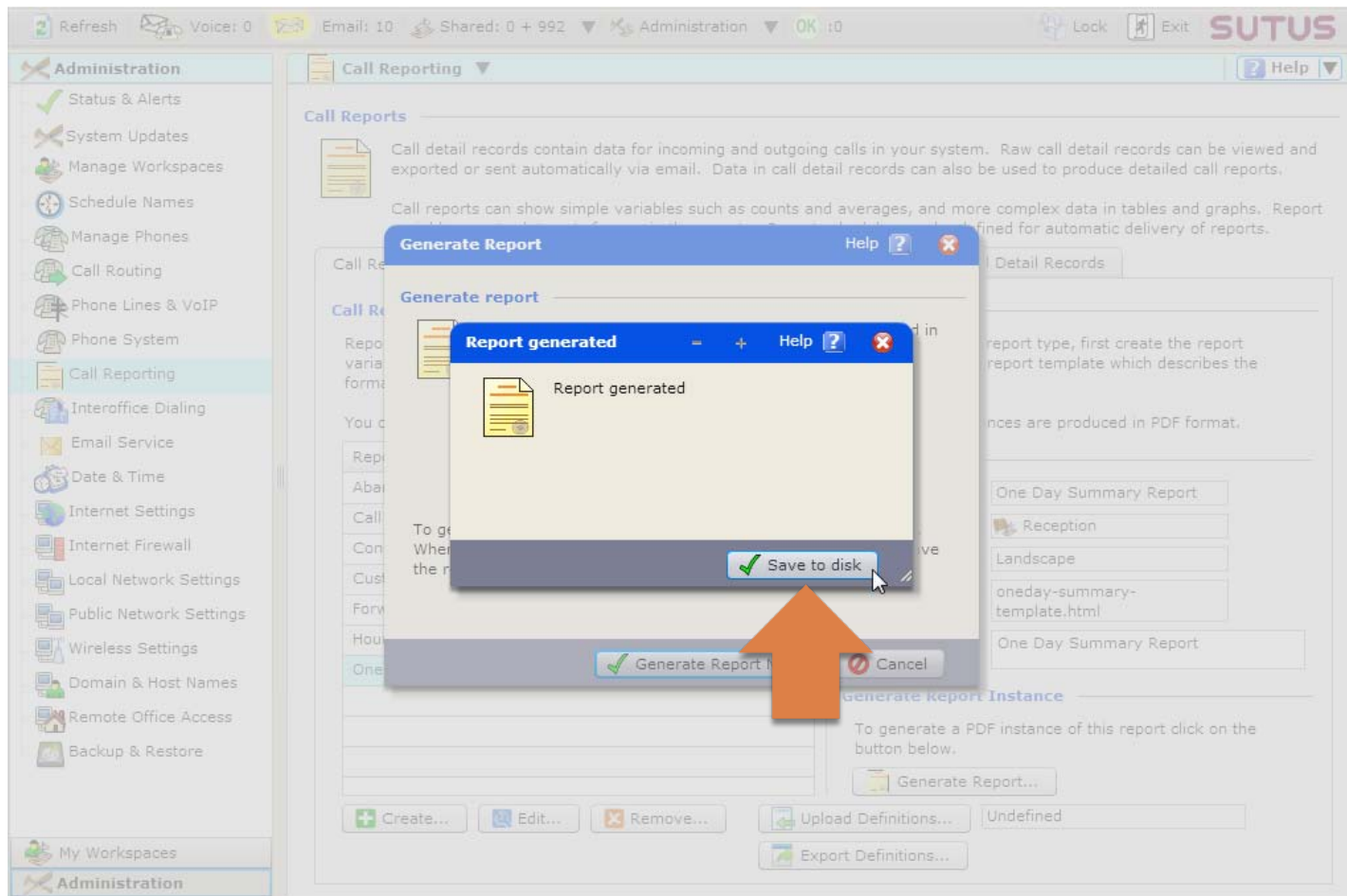
Upload Definitions Undefined

Export Definitions

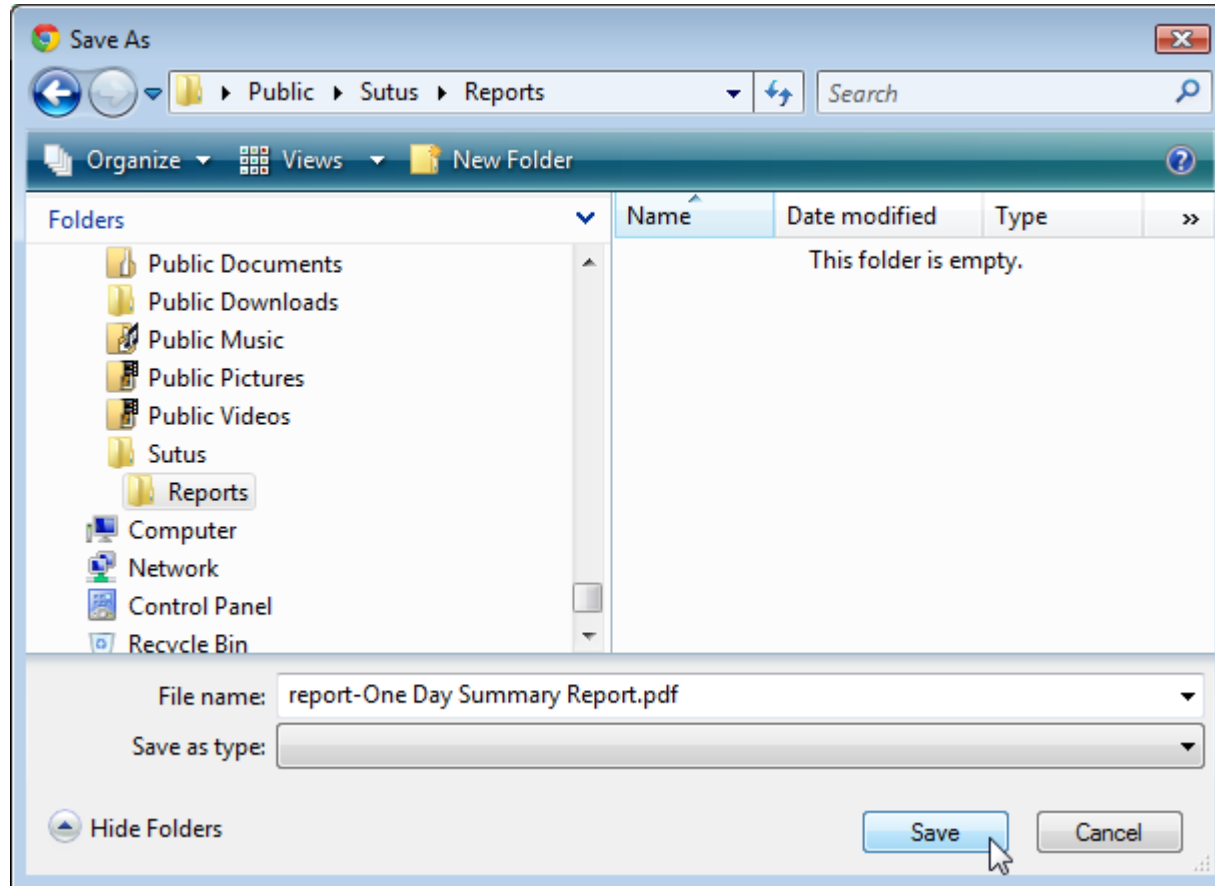
Select the Start and End date, the start of the business day, and then click the **Generate Report Now** button.

The screenshot displays the SUTUS software interface. On the left is a navigation menu under 'Administration' with options like 'Status & Alerts', 'System Updates', 'Manage Workspaces', 'Schedule Names', 'Manage Phones', 'Call Routing', 'Phone Lines & VoIP', 'Phone System', 'Call Reporting', 'Interoffice Dialing', 'Email Service', 'Date & Time', 'Internet Settings', 'Internet Firewall', 'Local Network Settings', 'Public Network Settings', 'Wireless Settings', 'Domain & Host Names', 'Remote Office Access', and 'Backup & Restore'. The main window is titled 'Call Reporting' and contains a 'Generate Report' dialog box. The dialog box has a blue header and contains the following text: 'Select the start and end dates for the data to be included in the report.' Below this are three input fields: 'Start date: 01/01/2013', 'End date: 01/31/2013', and 'Start of Day: 5:00 AM'. A note below the fields states: 'To generate a PDF instance of this report click on the button below. When the report is generated a pop up dialog will prompt you to save the report.' At the bottom of the dialog are two buttons: 'Generate Report Now' (with a green checkmark icon) and 'Cancel' (with a red 'X' icon). Two orange arrows point to these buttons. The background interface shows a list of report types on the right, including 'One Day Summary Report', 'Reception', 'Landscape', and 'oneday-summary-template.html'. At the bottom of the main window are buttons for 'Create...', 'Edit...', 'Remove...', 'Upload Definitions...', and 'Export Definitions...'.

When the report finishes generating, click **Save to disk**.



Save the file.

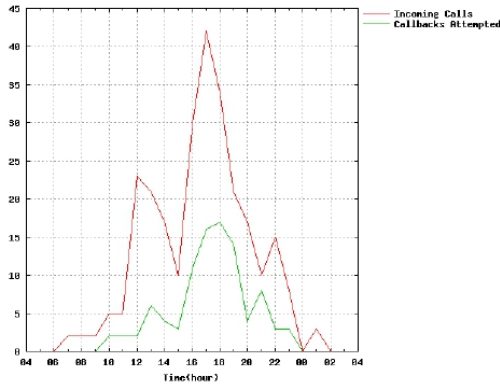


You have saved the report.

The screenshot displays the SUTUS web interface for Call Reporting. The top navigation bar includes 'Refresh', 'Voice: 0', 'Email: 10', 'Shared: 0 + 992', 'Administration', 'OK :0', 'Lock', 'Exit', and the 'SUTUS' logo. The left sidebar lists various administration tasks, with 'Call Reporting' selected. The main content area is titled 'Call Reporting' and contains a 'Call Reports' section. A modal dialog box with a yellow warning icon and the text 'Save complete' is overlaid on the interface. Below the dialog, the 'Call Reports' section shows a list of report types, including 'One Day Summary Report', which is currently selected. The interface also features buttons for 'Create...', 'Edit...', 'Remove...', 'Upload Definitions...', and 'Export Definitions...'. The 'Generate Report Instance' section includes a 'Generate Report...' button and a description of the report type.

Open the saved report from the location where you saved it.

Shuswap Pizza Daily Summary Report 2012-01-01 - 2012-01-01



Concurrent PSTN Calls				
1	2	3	4	5
4:00:57	2:13:49	1:02:22	0:19:41	0:05:27

Concurrent VoIP Calls	
1	2
0:19:15	0:00:20

Time	Ans	Fwd	QH	0-12	13-24	25-36	37-60	>1m
05:00	0	0	0	0%	0%	0%	0%	0%
06:00	0	0	0	0%	0%	0%	0%	0%
07:00	0	0	0	0%	0%	0%	0%	0%
08:00	0	0	0	0%	0%	0%	0%	0%
09:00	2	0	0	100%	0%	0%	0%	0%
10:00	4	0	0	100%	0%	0%	0%	0%
11:00	5	0	0	80%	20%	0%	0%	0%
12:00	17	2	0	47%	35%	12%	6%	0%
13:00	17	2	0	71%	24%	0%	0%	6%
14:00	12	0	1	92%	8%	0%	0%	0%
15:00	10	0	0	80%	20%	0%	0%	0%
16:00	27	1	0	70%	30%	0%	0%	0%
17:00	37	1	3	73%	27%	0%	0%	0%
18:00	32	2	0	78%	19%	3%	0%	0%
19:00	20	0	0	80%	20%	0%	0%	0%
20:00	16	0	0	56%	38%	6%	0%	0%
21:00	10	0	0	80%	20%	0%	0%	0%
22:00	12	1	1	75%	17%	0%	8%	0%
23:00	8	0	0	88%	12%	0%	0%	0%
00:00	0	0	0	0%	0%	0%	0%	0%
01:00	0	0	0	0%	0%	0%	0%	0%
02:00	0	0	0	0%	0%	0%	0%	0%
03:00	0	0	0	0%	0%	0%	0%	0%
04:00	0	0	0	0%	0%	0%	0%	0%

In - PSTN	In - VoIP	Ans	Fwd	AA Hngup	Q Hngup	Fax	Spanish Callers	Avg AA h:m:s	% bypass AA	Avg Q Time	Park Hold Count	Avg Park Hold	Total Park Hold	0-12	13-24	25-36	37-60	>1m
267	0	229	9	24	5	0	1	00:00:21	2%	00:00:09	15	00:01:10	00:17:30	74%	23%	2%	1%	0%

Talk to a SUTUS Expert

For assistance with this feature, please contact SUTUS Support:

- support@sutus.com
- 1-866-291-0594

To learn more about the SUTUS solution, please contact a pizza specialist at SUTUS:

- pizza@sutus.com
- 1-866-987-8866 ext 5555

More how-to tutorials:

- <http://help.sutus.com>