

SUTUS

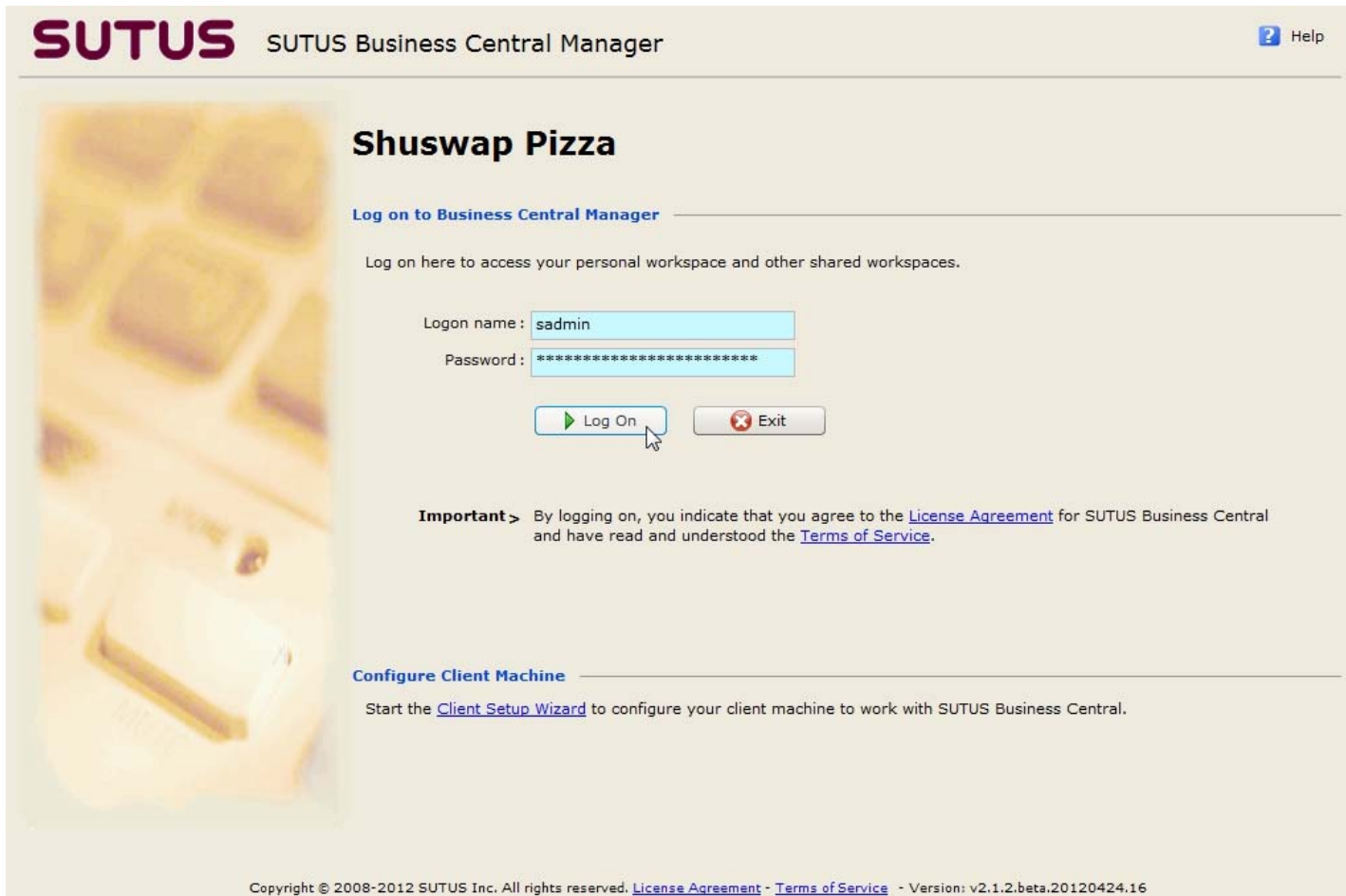


BC5800

How To:

Generate a Call Report (administrators)

Log on to Business Central Manager as an administrator.



SUTUS SUTUS Business Central Manager ? Help

Shuswap Pizza

[Log on to Business Central Manager](#)

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

Logon 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.

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Select the report to generate and click the **Generate Report** button.

The screenshot displays the SUTUS web interface for Call Reporting. The top navigation bar includes 'Refresh', 'Voice: 0', 'Email: 9', 'Shared: 3 + 1309', 'Administration', 'OK :0', 'Lock', 'Exit', and the 'SUTUS' logo. The left sidebar shows the 'Administration' menu with 'Call Reporting' selected. The main content area is titled 'Call Reporting' and contains a 'Call Reports' section. This section includes a description of call detail records, a 'Have active license' status set to 'On', and tabs for 'Call Reports', 'Report Schedules', 'Report Variables', and 'Call Detail Records'. The 'Call Reports' tab is active, showing a list of report types. The 'One Day Summary Report' is highlighted in blue. To the right of the list is the 'Report Details' section, which includes fields for 'Report Definition', 'Description', and 'Report Data'. Below this is the 'Generate Report Instance' section, which contains a 'Generate Report...' button. Two orange arrows point to the 'One Day Summary Report' and the 'Generate Report...' button. At the bottom of the interface, there are buttons for 'Create...', 'Edit...', 'Remove...', 'Upload Definition', and 'Export Definition'.

Administration

- Status & Alerts
- System Updates
- Manage Workspaces
- Manage Phones
- Call Routing
- Phone Lines & VoIP
- Phone System
- Audio Clips
- Call Reporting**
- Interoffice Dialing
- Email Service
- Date & Time
- Internet Settings
- Internet Firewall
- Local Network Settings
- Wireless Settings
- Domain & Host Names
- Remote Office Accounts
- Backup & Restore
- Licensing

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.

Have active license: On

Call Reports Report Schedules Report 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
Callback Report
Concurrent Call Report
Forwarded Call Report
Hourly Breakdown Report
One Day Summary Report

Report Details

Report Definition: One Day Summary Report

Description: One Day Summary Report

Report Data: oneday-summary-template.html

Generate Report Instance

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

Generate Report...

Upload Definition Undefined

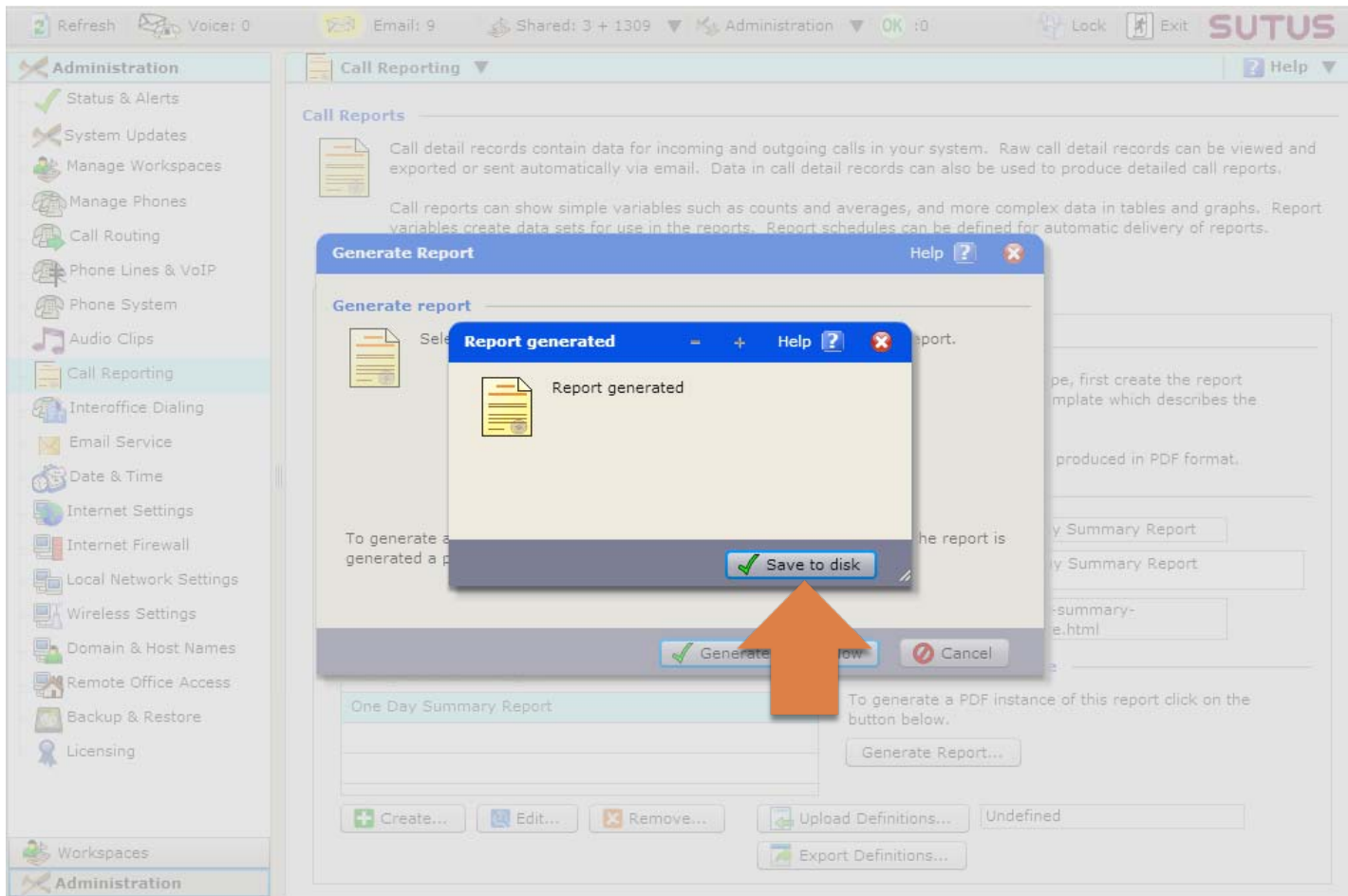
Export Definition

Create... Edit... Remove... Upload Definition Export Definition

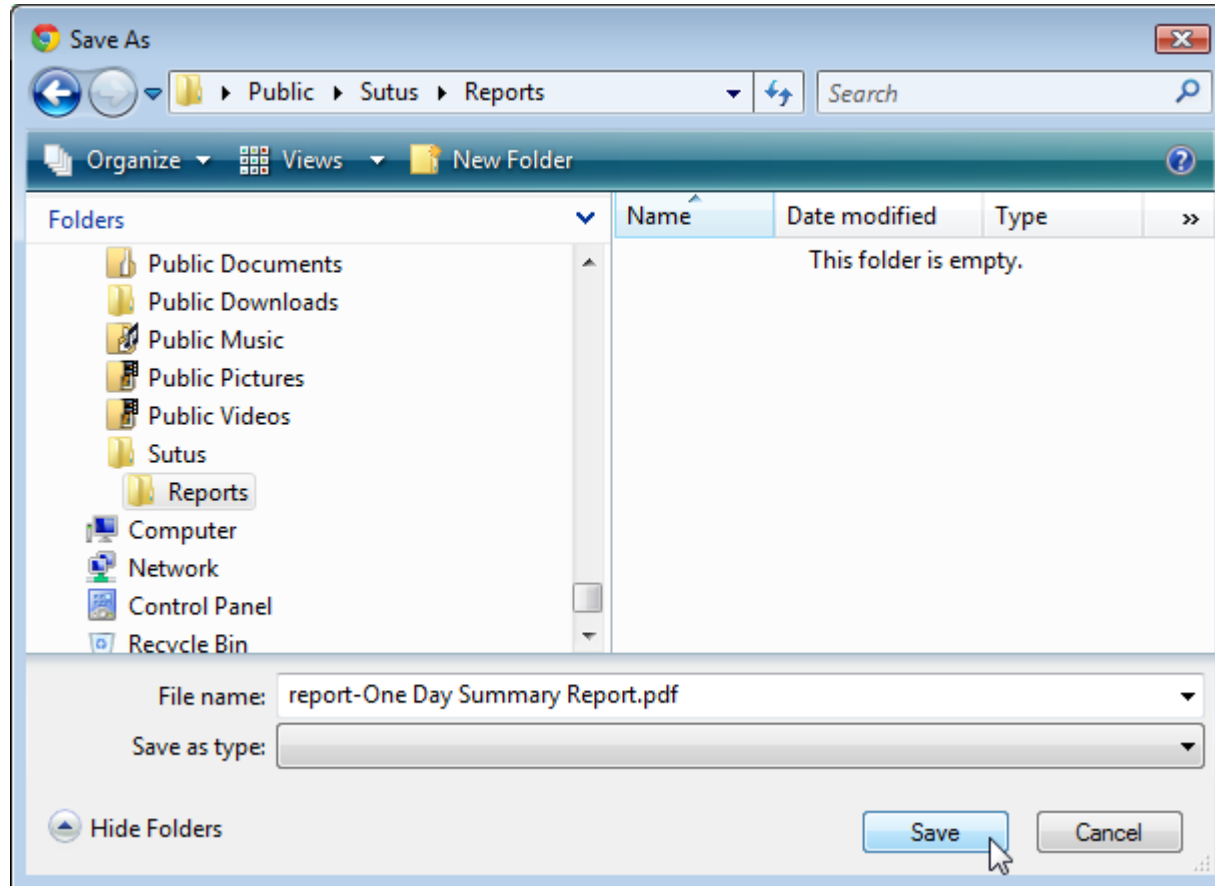
Select the Start and End date, the start of the business day, and then click the **Generate Report Now** button.

The screenshot displays the SUTUS web interface. On the left is a navigation menu under 'Administration' with options like 'Status & Alerts', 'System Updates', 'Manage Workspaces', 'Manage Phones', 'Call Routing', 'Phone Lines & VoIP', 'Phone System', 'Audio Clips', 'Call Reporting', 'Interoffice Dialing', 'Email Service', 'Date & Time', 'Internet Settings', 'Internet Firewall', 'Local Network Settings', 'Wireless Settings', 'Domain & Host Names', 'Remote Office Access', 'Backup & Restore', and 'Licensing'. The main content area is titled 'Call Reporting' and contains a 'Call Reports' section with explanatory text. A 'Generate Report' dialog box is open in the foreground, featuring a blue header and a white body. The dialog prompts the user to 'Select the start and end dates for the data to be included in the report.' It includes input fields for 'Start date' (01/01/2013), 'End date' (01/31/2013), and 'Start of Day' (5:00 AM). Below these fields, instructions state: '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). An orange arrow points from the 'Generate Report Now' button in the dialog to the 'Generate Report...' button in the background interface. Another orange arrow points from the 'Generate Report Now' button in the dialog to the 'Generate Report Now' button in the dialog itself. The background interface also shows a list of report templates, including 'One Day Summary Report', and buttons for 'Create...', 'Edit...', 'Remove...', 'Upload Definitions...', and 'Export Definitions...'.

Once the report is created, click **Save to disk**.



Save the file.



You have saved the report.

The screenshot displays the SUTUS administration web interface. The top navigation bar includes 'Refresh', 'Voice: 0', 'Email: 9', 'Shared: 3 + 1309', '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 text explaining call detail records and report generation. A 'Save complete' dialog box is overlaid on the interface, indicating that a report has been successfully saved. The dialog box has a yellow warning icon and a 'Close' button. In the background, the 'Call Reporting' section shows a list of report types, including 'One Day Summary Report', and a 'Generate Report Instance' button.

Administration

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Administration

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Have active license: On

Call Reports | Report Schedules | Report Variables | Call Detail Records

Save complete

Report type, first create the report report template which describes the

nces are produced in PDF format.

One Day Summary Report

One Day Summary Report

Report Data: oneday-summary-template.html

Generate Report Instance

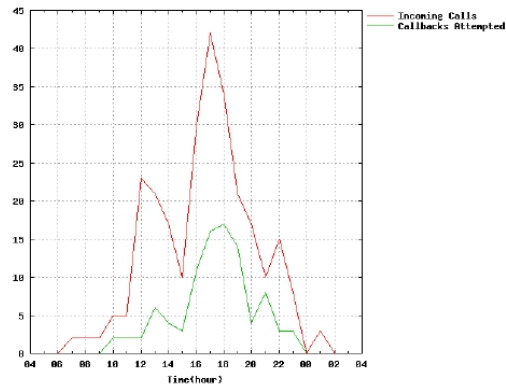
To generate a PDF instance of this report click on the button below.

Generate Report...

Create... Edit... Remove... Upload Definitions... Undefined Export Definitions...

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>