

SUTUS



BC313 1.1.7
BC5860 2.1.2

About:

SUTUS Call Reporting Capabilities

About Call Reporting

- The SUTUS Call Reporting solution is very flexible.
- You can report on almost any type of call data.
- SUTUS provides a set of standard reports.
- You can also create your own custom reports or request that SUTUS create them for you.

Call Reporting Work Flow

1. Every call made on the system is logged in a Call Detail Record (CDR) file.



| A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T |
|----------------|------------------|------------------|-----------------|------------------|---------------|----------------|----------------|----------------|----------------|------|---------------|----------------------------|------------------|---------------------|-------------|-------------|--------------|-------------|-------------|
| Company Name | Start Time | End Time | Type of Call | Caller Extension | Caller Number | Source Gateway | Source Gateway | Source Gateway | Source Gateway | VoIP | Source Device | Caller Phone Number | Called Extension | Called Phone Number | Destination | Destination | Destination | Destination | Destination |
| Shutswag Pizza | 2012-01-01 00:06 | 2012-01-01 00:07 | Inbound - PSTN | | 408622644 | 00:50:C2 | 1 | 1 (1) | 312-555-5440 | | | | AutoAttendant | | | | | | |
| Shutswag Pizza | 2012-01-01 00:07 | 2012-01-01 00:10 | Inbound - PSTN | | 8606046020 | 00:50:C2 | 3 | 3 (3) | 312-555-5440 | | | | AutoAttendant | | | | | | |
| Shutswag Pizza | 2012-01-01 00:12 | 2012-01-01 00:18 | Inbound - PSTN | | 8606046020 | 00:50:C2 | 1 | 1 (1) | 312-555-5440 | | | | AutoAttendant | | | | | | |
| Shutswag Pizza | 2012-01-01 00:18 | 2012-01-01 00:21 | Inbound - PSTN | | 8606428884 | 00:50:C2 | 2 | 2 (2) | 312-555-5440 | | | | AutoAttendant | | | | | | |
| Shutswag Pizza | 2012-01-01 00:18 | 2012-01-01 00:21 | Inbound - PSTN | | 8606428884 | 00:50:C2 | 1 | 1 (1) | 312-555-5440 | | | | AutoAttendant | | | | | | |
| Shutswag Pizza | 2012-01-01 00:20 | 2012-01-01 00:23 | Inbound - PSTN | | 8606046020 | 00:50:C2 | 2 | 2 (2) | 312-555-5440 | | | | AutoAttendant | | | | | | |
| Shutswag Pizza | 2012-01-01 00:23 | 2012-01-01 00:27 | Inbound - PSTN | | 8602882642 | 00:50:C2 | 1 | 1 (1) | 312-555-5440 | | | | AutoAttendant | | | | | | |
| Shutswag Pizza | 2012-01-01 00:25 | 2012-01-01 00:30 | Inbound - PSTN | | Private | 00:50:C2 | 3 | 3 (3) | 312-555-5440 | | | | AutoAttendant | | | | | | |
| Shutswag Pizza | 2012-01-01 00:39 | 2012-01-01 00:39 | Outbound - PSTN | | | | | | | | | Local/555717657@callbacks | 555717657 | 00:50:C2:6 | 2 | 5 (5) | 555-966-3348 | | |
| Shutswag Pizza | 2012-01-01 00:41 | 2012-01-01 00:46 | Outbound - PSTN | | | | | | | | | Local/5559011200@callbacks | 5559011200 | 00:50:C2:6 | 2 | 5 (5) | 555-966-3348 | | |
| Shutswag Pizza | 2012-01-01 00:45 | 2012-01-01 00:46 | Outbound - PSTN | | | | | | | | | Local/5552771542@callbacks | 5552771542 | 00:50:C2:6 | 2 | 5 (5) | 555-966-3348 | | |
| Shutswag Pizza | 2012-01-01 00:54 | 2012-01-01 00:54 | Outbound - PSTN | | | | | | | | | Local/5557216663@callbacks | 5557216663 | 00:50:C2:6 | 2 | 5 (5) | 555-966-3348 | | |
| Shutswag Pizza | 2012-01-01 00:50 | 2012-01-01 00:55 | Inbound - PSTN | | 8608802628 | 00:50:C2 | 1 | 1 (1) | 312-555-5440 | | | | AutoAttendant | | | | | | |
| Shutswag Pizza | 2012-01-01 00:56 | 2012-01-01 00:57 | Outbound - PSTN | | | | | | | | | Local/5553457689@callbacks | 5553457689 | 00:50:C2:6 | 2 | 5 (5) | 555-966-3348 | | |
| Shutswag Pizza | 2012-01-01 01:00 | 2012-01-01 01:01 | Inbound - PSTN | | 8634448884 | 00:50:C2 | 1 | 1 (1) | 312-555-5440 | | | | AutoAttendant | | | | | | |
| Shutswag Pizza | 2012-01-01 01:02 | 2012-01-01 01:04 | Inbound - PSTN | | 8606242882 | 00:50:C2 | 3 | 3 (3) | 312-555-5440 | | | | AutoAttendant | | | | | | |
| Shutswag Pizza | 2012-01-01 01:01 | 2012-01-01 01:04 | Inbound - PSTN | | 9408408406 | 00:50:C2 | 1 | 1 (1) | 312-555-5440 | | | | AutoAttendant | | | | | | Bullseye |
| Shutswag Pizza | 2012-01-01 01:00 | 2012-01-01 01:05 | Inbound - PSTN | | 4555226848 | 00:50:C2 | 2 | 2 (2) | 312-555-5440 | | | | AutoAttendant | | | | | | |
| Shutswag Pizza | 2012-01-01 01:07 | 2012-01-01 01:08 | Inbound - PSTN | | 8606428884 | 00:50:C2 | 1 | 1 (1) | 312-555-5440 | | | | AutoAttendant | | | | | | |
| Shutswag Pizza | 2012-01-01 01:03 | 2012-01-01 01:08 | Inbound - PSTN | | 6624448884 | 00:50:C2 | 1 | 4 (4) | 312-555-5440 | | | | AutoAttendant | | | | | | |
| Shutswag Pizza | 2012-01-01 01:08 | 2012-01-01 01:10 | Inbound - PSTN | | 8624448884 | 00:50:C2 | 1 | 1 (1) | 312-555-5440 | | | | AutoAttendant | | | | | | |
| Shutswag Pizza | 2012-01-01 01:10 | 2012-01-01 01:14 | Inbound - PSTN | | 4204466680 | 00:50:C2 | 2 | 2 (2) | 312-555-5440 | | | | AutoAttendant | | | | | | |
| Shutswag Pizza | 2012-01-01 01:17 | 2012-01-01 01:20 | Inbound - PSTN | | 9408408406 | 00:50:C2 | 1 | 1 (1) | 312-555-5440 | | | | AutoAttendant | | | | | | |
| Shutswag Pizza | 2012-01-01 01:19 | 2012-01-01 01:20 | Outbound - VoIP | 2000 | | | | | | | | Rcp6 | 15556131761 | | | | | | Bullseye |
| Shutswag Pizza | 2012-01-01 01:21 | 2012-01-01 01:21 | Inbound - PSTN | | 8606242882 | 00:50:C2 | 1 | 1 (1) | 312-555-5440 | | | | AutoAttendant | | | | | | |
| Shutswag Pizza | 2012-01-01 01:21 | 2012-01-01 01:25 | Inbound - PSTN | | 655666040 | 00:50:C2 | 2 | 2 (2) | 312-555-5440 | | | | AutoAttendant | | | | | | |
| Shutswag Pizza | 2012-01-01 01:24 | 2012-01-01 01:25 | Inbound - PSTN | | 8604428062 | 00:50:C2 | 1 | 1 (1) | 312-555-5440 | | | | AutoAttendant | | | | | | |
| Shutswag Pizza | 2012-01-01 01:27 | 2012-01-01 01:27 | Inbound - PSTN | | 8604428062 | 00:50:C2 | 1 | 1 (1) | 312-555-5440 | | | | AutoAttendant | | | | | | |
| Shutswag Pizza | 2012-01-01 01:28 | 2012-01-01 01:29 | Inbound - PSTN | | 8604428062 | 00:50:C2 | 1 | 1 (1) | 312-555-5440 | | | | AutoAttendant | | | | | | |
| Shutswag Pizza | 2012-01-01 01:37 | 2012-01-01 01:38 | Outbound - PSTN | | | | | | | | | Local/5555565049@callbacks | 5555565049 | 00:50:C2:6 | 2 | 5 (5) | 555-966-3348 | | |
| Shutswag Pizza | 2012-01-01 01:36 | 2012-01-01 01:39 | Inbound - PSTN | | 5556404444 | 00:50:C2 | 1 | 1 (1) | 312-555-5440 | | | | AutoAttendant | | | | | | |
| Shutswag Pizza | 2012-01-01 01:38 | 2012-01-01 01:42 | Inbound - PSTN | | 6624460620 | 00:50:C2 | 2 | 2 (2) | 312-555-5440 | | | | AutoAttendant | | | | | | |
| Shutswag Pizza | 2012-01-01 01:43 | 2012-01-01 01:43 | Outbound - VoIP | 2000 | | | | | | | | Rcp8 | 15553118061 | | | | | | Bullseye |
| Shutswag Pizza | 2012-01-01 01:57 | 2012-01-01 02:00 | Inbound - PSTN | | 8606860880 | 00:50:C2 | 1 | 1 (1) | 312-555-5440 | | | | AutoAttendant | | | | | | |
| Shutswag Pizza | 2012-01-01 02:55 | 2012-01-01 02:55 | Inbound - PSTN | | 8604642204 | 00:50:C2 | 1 | 1 (1) | 312-555-5440 | | | | AutoAttendant | | | | | | |
| Shutswag Pizza | 2012-01-01 02:57 | 2012-01-01 02:59 | Outbound - PSTN | | | | | | | | | | 15552780908 | 00:50:C2:6 | 3 | 3 (3) | 555-966-3346 | | |

Call Reporting Work Flow


2. Report variables filter and operate on data in the CDR file.

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T |
|----|---------------|------------------|------------------|-----------------|------------------|---------------------|--------------------------|----------------|----------------|--------------------|-------------|----------------------------|---------------------|--------------|------------------|---------------|-------------|-------------|--------------------|-------------|
| | Company Name | Start Time | End Time | Type of Call | Caller Extension | Caller Phone Number | Source Gateway | Source Gateway | Source Gateway | Source Description | Source VqIP | Source Devices | Caller Phone Number | Caller Label | Called Extension | Called Number | Destination | Destination | Destination | Destination |
| 1 | Shutwap Pizza | 2012-01-01 00:06 | 2012-01-01 00:07 | Inbound - PSTN | | 4086220464 | 00:50:C2: | 1 | 1 | (1) - 312-555-5440 | | | | | AutoAttendant | | | | | |
| 2 | Shutwap Pizza | 2012-01-01 00:07 | 2012-01-01 00:10 | Inbound - PSTN | | 8606088684 | 00:50:C2: | 3 | 6 | - 312-555-3349 | | | | | AutoAttendant | | | | | |
| 3 | Shutwap Pizza | 2012-01-01 00:12 | 2012-01-01 00:18 | Inbound - PSTN | | 8606046020 | 00:50:C2: | 1 | 1 | (1) - 312-555-5440 | | | | | 2000 | | | | | |
| 4 | Shutwap Pizza | 2012-01-01 00:18 | 2012-01-01 00:18 | Inbound - PSTN | | 8606428884 | 00:50:C2: | 2 | 2 | (2) - 312-555-3345 | | | | | AutoAttendant | | | | | |
| 5 | Shutwap Pizza | 2012-01-01 00:18 | 2012-01-01 00:21 | Inbound - PSTN | | 8606428884 | 00:50:C2: | 1 | 1 | (1) - 312-555-5440 | | | | | AutoAttendant | | | | | |
| 6 | Shutwap Pizza | 2012-01-01 00:20 | 2012-01-01 00:23 | Inbound - PSTN | | 8606046020 | 00:50:C2: | 2 | 2 | (2) - 312-555-3345 | | | | | AutoAttendant | | | | | |
| 7 | Shutwap Pizza | 2012-01-01 00:23 | 2012-01-01 00:27 | Inbound - PSTN | | 8602882642 | 00:50:C2: | 1 | 1 | (1) - 312-555-5440 | | | | | AutoAttendant | | | | | |
| 8 | Shutwap Pizza | 2012-01-01 00:25 | 2012-01-01 00:30 | Inbound - PSTN | | Private | 00:50:C2: | 3 | 3 | (3) - 312-555-3346 | | | | | AutoAttendant | | | | | |
| 9 | Shutwap Pizza | 2012-01-01 00:39 | 2012-01-01 00:39 | Outbound - PSTN | | | | | | | | Local/3557176557@callbacks | | | 5557176557 | 00:50:C2:6 | 2 | 5 | (5) - 555-966-3348 | |
| 10 | Shutwap Pizza | 2012-01-01 00:41 | 2012-01-01 00:41 | Outbound - PSTN | | | | | | | | Local/559011200@callbacks | | | 5559011200 | 00:50:C2:6 | 2 | 5 | (5) - 555-966-3348 | |
| 11 | Shutwap Pizza | 2012-01-01 00:45 | 2012-01-01 00:46 | Outbound - PSTN | | | | | | | | Local/5552771542@callbacks | | | 5552771542 | 00:50:C2:6 | 2 | 5 | (5) - 555-966-3348 | |
| 12 | Shutwap Pizza | 2012-01-01 00:54 | 2012-01-01 00:54 | Outbound - PSTN | | | | | | | | Local/5557216663@callbacks | | | 5557216663 | 00:50:C2:6 | 2 | 5 | (5) - 555-966-3348 | |
| 13 | Shutwap Pizza | 2012-01-01 00:56 | 2012-01-01 00:57 | Outbound - PSTN | | 8608802628 | 00:50:C2: | 1 | 1 | (1) - 312-555-5440 | | | | | AutoAttendant | | | | | |
| 14 | Shutwap Pizza | 2012-01-01 01:00 | 2012-01-01 01:01 | Inbound - PSTN | | 6624448884 | 00:50:C2: | 1 | 1 | (1) - 312-555-5440 | | | | | AutoAttendant | | | | | |
| 15 | Shutwap Pizza | 2012-01-01 01:02 | 2012-01-01 01:04 | Inbound - PSTN | | 8606428882 | 00:50:C2: | 3 | 3 | (3) - 312-555-3346 | | | | | AutoAttendant | | | | | |
| 16 | Shutwap Pizza | 2012-01-01 01:01 | 2012-01-01 01:04 | Inbound - PSTN | | 6408408406 | 00:50:C2: | 1 | 1 | (1) - 312-555-5440 | | | | | AutoAttendant | | | | | |
| 17 | Shutwap Pizza | 2012-01-01 01:01 | 2012-01-01 01:05 | Inbound - PSTN | | 4555226848 | 00:50:C2: | 2 | 2 | (2) - 312-555-3345 | | | | | AutoAttendant | | | | | |
| 18 | Shutwap Pizza | 2012-01-01 01:07 | 2012-01-01 01:08 | Inbound - PSTN | | 8606428884 | 00:50:C2: | 1 | 1 | (1) - 312-555-5440 | | | | | AutoAttendant | | | | | |
| 19 | Shutwap Pizza | 2012-01-01 01:09 | 2012-01-01 01:08 | Inbound - PSTN | | 6624448884 | 00:50:C2: | 1 | 4 | (4) - 312-555-3347 | | | | | AutoAttendant | | | | | |
| 20 | Shutwap Pizza | 2012-01-01 01:08 | 2012-01-01 01:10 | Inbound - PSTN | | 6624448884 | 00:50:C2: | 1 | 1 | (1) - 312-555-5440 | | | | | AutoAttendant | | | | | |
| 21 | Shutwap Pizza | 2012-01-01 01:10 | 2012-01-01 01:14 | Inbound - PSTN | | 4204468680 | 00:50:C2: | 2 | 2 | (2) - 312-555-3345 | | | | | AutoAttendant | | | | | |
| 22 | Shutwap Pizza | 2012-01-01 01:17 | 2012-01-01 01:20 | Inbound - PSTN | | 6408408406 | 00:50:C2: | 1 | 1 | (1) - 312-555-5440 | | | | | AutoAttendant | | | | | |
| 23 | Shutwap Pizza | 2012-01-01 01:19 | 2012-01-01 01:20 | Outbound - VoIP | 2000 | | | | | | | | Rcp6 | | 15556131871 | | | | | Bullseye |
| 24 | Shutwap Pizza | 2012-01-01 01:21 | 2012-01-01 01:21 | Inbound - PSTN | | 8606428882 | 00:50:C2: | 1 | 1 | (1) - 312-555-5440 | | | | | AutoAttendant | | | | | |
| 25 | Shutwap Pizza | 2012-01-01 01:21 | 2012-01-01 01:25 | Inbound - PSTN | | 6555666640 | 00:50:C2: | 2 | 2 | (2) - 312-555-3345 | | | | | AutoAttendant | | | | | |
| 26 | Shutwap Pizza | 2012-01-01 01:24 | 2012-01-01 01:25 | Inbound - PSTN | | 8604428062 | 00:50:C2: | 1 | 1 | (1) - 312-555-5440 | | | | | AutoAttendant | | | | | |
| 27 | Shutwap Pizza | 2012-01-01 01:27 | 2012-01-01 01:27 | Inbound - PSTN | | 8604428062 | 00:50:C2: | 1 | 1 | (1) - 312-555-5440 | | | | | AutoAttendant | | | | | |
| 28 | Shutwap Pizza | 2012-01-01 01:28 | 2012-01-01 01:29 | Inbound - PSTN | | 8604428062 | 00:50:C2: | 1 | 1 | (1) - 312-555-5440 | | | | | AutoAttendant | | | | | |
| 29 | Shutwap Pizza | 2012-01-01 01:37 | 2012-01-01 01:38 | Outbound - PSTN | | | | | | | | Local/555565049@callbacks | | | 555565049 | 00:50:C2:6 | 2 | 5 | (5) - 555-966-3348 | |
| 30 | Shutwap Pizza | 2012-01-01 01:36 | 2012-01-01 01:39 | Inbound - PSTN | | 5556404444 | 00:50:C2: | 1 | 1 | (1) - 312-555-5440 | | | | | AutoAttendant | | | | | |
| 31 | Shutwap Pizza | 2012-01-01 01:38 | 2012-01-01 01:42 | Inbound - PSTN | | 6624460620 | 00:50:C2: | 2 | 2 | (2) - 312-555-3345 | | | | | AutoAttendant | | | | | |
| 32 | Shutwap Pizza | 2012-01-01 01:43 | 2012-01-01 01:43 | Outbound - VoIP | 2000 | | | | | | | | Rcp8 | | 15553318061 | | | | | Bullseye |
| 33 | Shutwap Pizza | 2012-01-01 01:57 | 2012-01-01 02:00 | Inbound - PSTN | | 8606860680 | 00:50:C2: | 1 | 1 | (1) - 312-555-5440 | | | | | AutoAttendant | | | | | |
| 34 | Shutwap Pizza | 2012-01-01 02:55 | 2012-01-01 02:55 | Inbound - PSTN | | 860442204 | 00:50:C2: | 1 | 1 | (1) - 312-555-5440 | | | | | AutoAttendant | | | | | |
| 35 | Shutwap Pizza | 2012-01-01 02:57 | 2012-01-01 02:59 | Outbound - PSTN | | Fax machine | 00:50:C2: Fax/Phone Port | | | | | | | | 15552780908 | 00:50:C2:6 | 3 | 3 | (3) - 555-966-3348 | |

Call Reporting Work Flow

3. Report templates use the report variables to format the data into PDF reports.

| A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U |
|----|---------------|------------------|---------------------|-----------------|------------------|---------------------|--------|--------|---------------|---------------|--------|--------|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|
| 1 | Company Name | Start Time | End Time | Type of Call | Caller Extension | Caller Phone Number | Source | Source | Source | Source | Source | Source | Source | Source | Source | Source | Source | Source | Source | Source |
| 2 | Shuswap Pizza | 2012-01-01 00:06 | 2012-01-01 00:07 | Inbound - PSTN | 4086220464 | 00:50:C2: | 1 | 1 | (1) | -312-555-5440 | | | AutoAttendant | | | | | | | |
| 3 | Shuswap Pizza | 2012-01-01 00:07 | 2012-01-01 00:10 | Inbound - PSTN | 8606688084 | 00:50:C2: | 3 | (6) | -312-555-3349 | | | | AutoAttendant | | | | | | | |
| 4 | Shuswap Pizza | 2012-01-01 00:12 | 2012-01-01 00:18 | Inbound - PSTN | 8606046020 | 00:50:C2: | 1 | 1 | (1) | -312-555-5440 | | | AutoAttendant | | | | | | | |
| 5 | Shuswap Pizza | 2012-01-01 00:18 | 2012-01-01 00:18 | Inbound - PSTN | 8606428884 | 00:50:C2: | 2 | 2 | (2) | -312-555-3345 | | | AutoAttendant | | | | | | | |
| 6 | Shuswap Pizza | 2012-01-01 00:18 | 2012-01-01 00:21 | Inbound - PSTN | 8606428884 | 00:50:C2: | 1 | 1 | (1) | -312-555-5440 | | | AutoAttendant | | | | | | | |
| 7 | Shuswap Pizza | 2012-01-01 00:20 | 2012-01-01 00:23 | Inbound - PSTN | 8606046020 | 00:50:C2: | 2 | 2 | (2) | -312-555-3345 | | | AutoAttendant | | | | | | | |
| 8 | Shuswap Pizza | 2012-01-01 00:23 | 2012-01-01 00:27 | Inbound - PSTN | 8602862642 | 00:50:C2: | 1 | 1 | (1) | -312-555-5440 | | | AutoAttendant | | | | | | | |
| 9 | Shuswap Pizza | 2012-01-01 00:25 | 2012-01-01 00:30 | Inbound - PSTN | Private | 00:50:C2: | 3 | 3 | (3) | -312-555-3346 | | | AutoAttendant | | | | | | | |
| 10 | Shuswap Pizza | 2012-01-01 00:39 | 2012-01-01 00:39 | Outbound - PSTN | | | | | | | | | Local/5557176557@callbacks | 555: | | | | | | |
| 11 | Shuswap Pizza | 2012-01-01 00:41 | 2012-01-01 00:41 | Outbound - PSTN | | | | | | | | | Local/5559011200@callbacks | 555: | | | | | | |
| 12 | Shuswap Pizza | 2012-01-01 00:45 | 2012-01-01 00:46 | Outbound - PSTN | | | | | | | | | Local/5552771542@callbacks | 555: | | | | | | |
| 13 | Shuswap Pizza | 2012-01-01 00:54 | 2012-01-01 00:54 | Outbound - PSTN | | | | | | | | | Local/5557216663@callbacks | 555: | | | | | | |
| 14 | Shuswap Pizza | 2012-01-01 00:50 | 2012-01-01 00:55 | Inbound - PSTN | 8608802628 | 00:50:C2: | 1 | 1 | (1) | -312-555-5440 | | | AutoAttendant | | | | | | | |
| 15 | Shuswap Pizza | 2012-01-01 00:56 | 2012-01-01 01:00:57 | Outbound - PSTN | | | | | | | | | Local/5553457689@callbacks | 555: | | | | | | |
| 16 | Shuswap Pizza | 2012-01-01 01:00 | 2012-01-01 01:01 | Inbound - PSTN | 6624448884 | 00:50:C2: | 1 | 1 | (1) | -312-555-5440 | | | AutoAttendant | | | | | | | |
| 17 | Shuswap Pizza | 2012-01-01 01:02 | 2012-01-01 01:04 | Inbound - PSTN | 8606242882 | 00:50:C2: | 3 | 3 | (3) | -312-555-3346 | | | AutoAttendant | | | | | | | |
| 18 | Shuswap Pizza | 2012-01-01 01:01 | 2012-01-01 01:04 | Inbound - PSTN | 6408408406 | 00:50:C2: | 1 | 1 | (1) | -312-555-5440 | | | AutoAttendant | | | | | | | |
| 19 | Shuswap Pizza | 2012-01-01 01:00 | 2012-01-01 01:05 | Inbound - PSTN | 4555226848 | 00:50:C2: | 2 | 2 | (2) | -312-555-3345 | | | AutoAttendant | | | | | | | |
| 20 | Shuswap Pizza | 2012-01-01 01:07 | 2012-01-01 01:08 | Inbound - PSTN | 8606428884 | 00:50:C2: | 1 | 1 | (1) | -312-555-5440 | | | AutoAttendant | | | | | | | |
| 21 | Shuswap Pizza | 2012-01-01 01:03 | 2012-01-01 01:08 | Inbound - PSTN | 6624448884 | 00:50:C2: | 1 | 4 | (4) | -312-555-3347 | | | AutoAttendant | | | | | | | |
| 22 | Shuswap Pizza | 2012-01-01 01:08 | 2012-01-01 01:10 | Inbound - PSTN | 6624448884 | 00:50:C2: | 1 | 1 | (1) | -312-555-5440 | | | AutoAttendant | | | | | | | |
| 23 | Shuswap Pizza | 2012-01-01 01:10 | 2012-01-01 01:14 | Inbound - PSTN | 4204466880 | 00:50:C2: | 2 | 2 | (2) | -312-555-3345 | | | AutoAttendant | | | | | | | |
| 24 | Shuswap Pizza | 2012-01-01 01:17 | 2012-01-01 01:20 | Inbound - PSTN | 6408408406 | 00:50:C2: | 1 | 1 | (1) | -312-555-5440 | | | AutoAttendant | | | | | | | |
| 25 | Shuswap Pizza | 2012-01-01 01:19 | 2012-01-01 01:20 | Outbound - VoIP | 2000 | | | | | | | | Rcp6 | 1555: | | | | | | |
| 26 | Shuswap Pizza | 2012-01-01 01:21 | 2012-01-01 01:21 | Inbound - PSTN | 8606242882 | 00:50:C2: | 1 | 1 | (1) | -312-555-5440 | | | AutoAttendant | | | | | | | |
| 27 | Shuswap Pizza | 2012-01-01 01:21 | 2012-01-01 01:25 | Inbound - PSTN | 6555666040 | 00:50:C2: | 2 | 2 | (2) | -312-555-3345 | | | AutoAttendant | | | | | | | |
| 28 | Shuswap Pizza | 2012-01-01 01:24 | 2012-01-01 01:25 | Inbound - PSTN | 8604428062 | 00:50:C2: | 1 | 1 | (1) | -312-555-5440 | | | AutoAttendant | | | | | | | |
| 29 | Shuswap Pizza | 2012-01-01 01:27 | 2012-01-01 01:27 | Inbound - PSTN | 8604428062 | 00:50:C2: | 1 | 1 | (1) | -312-555-5440 | | | AutoAttendant | | | | | | | |
| 30 | Shuswap Pizza | 2012-01-01 01:28 | 2012-01-01 01:29 | Inbound - PSTN | 8604428062 | 00:50:C2: | 1 | 1 | (1) | -312-555-5440 | | | AutoAttendant | | | | | | | |
| 31 | Shuswap Pizza | 2012-01-01 01:37 | 2012-01-01 01:38 | Outbound - PSTN | | | | | | | | | Local/5555565049@callbacks | 555: | | | | | | |
| 32 | Shuswap Pizza | 2012-01-01 01:36 | 2012-01-01 01:39 | Inbound - PSTN | 5556404444 | 00:50:C2: | 1 | 1 | (1) | -312-555-5440 | | | AutoAttendant | | | | | | | |
| 33 | Shuswap Pizza | 2012-01-01 01:38 | 2012-01-01 01:42 | Inbound - PSTN | 6624448884 | 00:50:C2: | 2 | 2 | (2) | -312-555-3345 | | | AutoAttendant | | | | | | | |
| 34 | Shuswap Pizza | 2012-01-01 01:43 | 2012-01-01 01:43 | Outbound - VoIP | 2000 | | | | | | | | Rcp6 | 1555: | | | | | | |
| 35 | Shuswap Pizza | 2012-01-01 01:57 | 2012-01-01 02:00 | Inbound - PSTN | 8606680880 | 00:50:C2: | 1 | 1 | (1) | -312-555-5440 | | | AutoAttendant | | | | | | | |
| 36 | Shuswap Pizza | 2012-01-01 02:55 | 2012-01-01 02:55 | Inbound - PSTN | 8604642204 | 00:50:C2: | 1 | 1 | (1) | -312-555-5440 | | | AutoAttendant | | | | | | | |
| 37 | Shuswap Pizza | 2012-01-01 02:57 | 2012-01-01 02:59 | Outbound - PSTN | | | | | | | | | Fax machine (00:50:C2: Fax/Phone Port | 1555: | | | | | | |



Shuswap Pizza Daily Summary Report

2012-01-01 - 2012-01-01

| 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% |

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

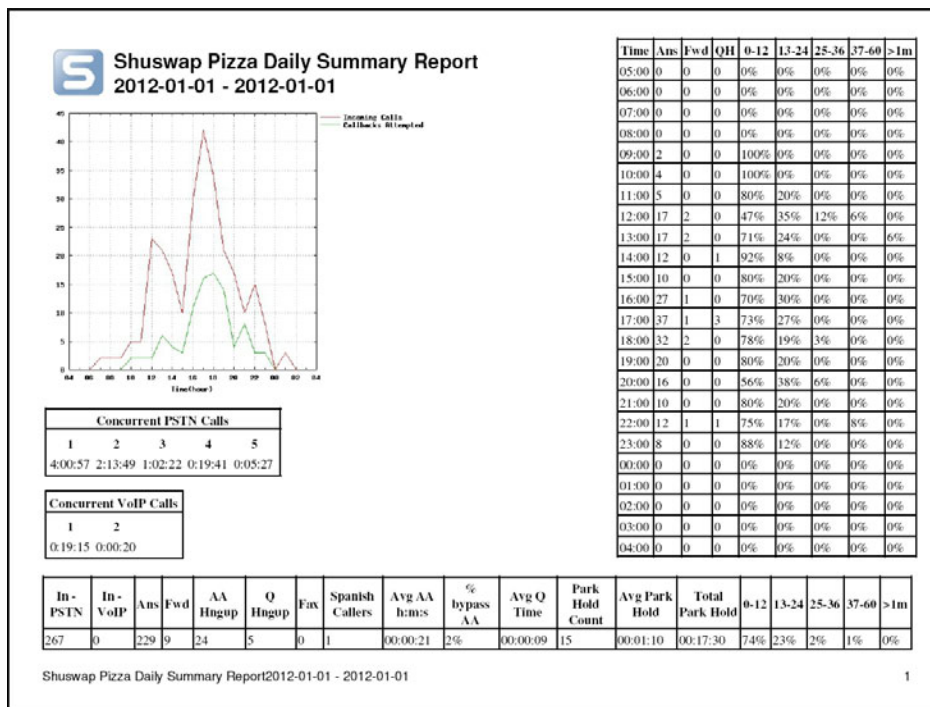
| 1 | 2 |
|---------|---------|
| 0:19:15 | 0:00:20 |

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

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

Call Reporting Work Flow

4. Report schedules email PDF reports at specified times.



Standard SUTUS Call Reports

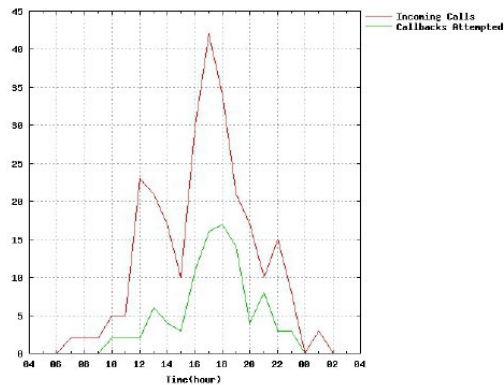
- **Abandoned Calls Report**
 - ▣ Shows details about calls that hung up while in the queue.
- **Call Summary Report**
 - ▣ Shows a summary of all incoming and outgoing calls for monitoring trends.
- **Concurrent Calls Report**
 - ▣ Shows how many phone lines the store requires to support its incoming call volume

Standard SUTUS Call Reports

- **One Day Summary Report**
 - ▣ Shows a complete overview of all incoming call activity for a single day. This report combines the Abandoned Calls, Call Summary, and Concurrent Call Reports into a single report.
- **Customer Callback Report**
 - ▣ Shows information about callbacks attempted and answered.
- **Forwarded Call Report**
 - ▣ Shows information about calls forwarded from the queue to a call center and special callers not forwarded.

Sample One Day Summary Report

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