

# SUTUS



BC313 & BC5860

How To:

Read the Concurrent Call Report

# About the Concurrent Calls Report

- The Concurrent Calls report shows the number of simultaneous phone calls on your system.
- This report helps you determine whether you have enough phone lines to support your incoming call volume.
- You use this report to view the number of simultaneous calls for a single day or multiple days.
- The report is designed to display in landscape (horizontal) mode only.

# Sample Concurrent Calls Report – Page 1

## Shuswap Pizza Concurrent Call Report 2012-01-01 - 2012-01-01

Total system concurrent call breakdown per day:

Date	In-PSTN	In-VoIP	Out-PSTN	Out-VoIP	Concurrent Calls				
					1	2	3	4	5
2012-01-01	267	0	120	31	03:57:51	02:17:50	01:04:05	00:21:21	00:06:05

<b>Date</b>	Business date of calls (for example, 9:00 am to 3:00 am on January 1)
<b>In-PSTN</b>	Total number of incoming calls received on PSTN phone lines.
<b>In-VoIP</b>	Total number of incoming calls received on VoIP phone lines.
<b>Out-PSTN</b>	Total number of outgoing calls made on PSTN phone lines.
<b>Out-VoIP</b>	Total number of outgoing calls made on VoIP phone lines.
<b>Concurrent Calls (1)</b>	Total time your phone system had only one active call.
<b>Concurrent Calls (2)</b>	Total time your phone system had two active calls at the same time.
<b>Concurrent Calls (3+)</b>	Total time your phone system had three (or more, as indicated by the column heading) active calls at the same time.

# Sample Concurrent Calls Report – Page 2

PSTN concurrent call breakdown per day:

Date	In	Out	Concurrent PSTN Calls				
2012-01-01	267	120	1	2	3	4	5
			04:00:57	02:13:49	01:02:22	00:19:41	00:05:27

VoIP concurrent call breakdown per day:

Date	In	Out	Concurrent VoIP Calls	
2012-01-01	0	31	1	2
			00:19:15	00:00:20

# Talk to a SUTUS Expert

For assistance with this feature, please contact SUTUS Support:

- [support@sutus.com](mailto:support@sutus.com)
- 1-866-291-0594

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

- [pizza@sutus.com](mailto:pizza@sutus.com)
- 1-866-987-8866 ext 5555

More how-to tutorials:

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