

innovaphone Reporting:

Analysing calls clearly and easily

innovaphone Reporting can provide an overview of the communication taking place in a company quickly and easily. The relevant information on call and response behaviour is delivered and presented clearly. There are various possibilities of grouping the information and specific filters can be set to allow customized reports to be generated. The data is updated in real time and can be saved, exported or printed at any time.

Reporting runs on the innovaphone Linux Application Platform, which is performed either on one of the innovaphone 11 series gateways (IP13011, IP811, IP0011) or the innovaphone ten series IP6010 gateway or on a VMware-based server. innovaphone Reporting works on the basis of a database, in which the innovaphone PBX Call Detail Records (CDR) are processed.

Key features of innovaphone Reporting: Call queries for individual PBX subscribers or groups

The innovaphone Reporting application offers direct call queries under the item "Reports". Once the object name (for example, the person) and the desired evaluation day or period has been entered, all calls that have passed through the PBX during the

time in question will be listed. Depending on the configuration, external telephone numbers are resolved using a query via a central LDAP phone directory that can also be encrypted. Queries without a specific object name lead to all PBX calls being listed in innovaphone Reporting. The results list can of course be grouped by date, or by object as necessary.

The screenshot shows the 'Filter Parameters' dialog box in the innovaphone Reporting application. The dialog has a title bar with 'Filter Parameters' and a 'Show Filter' button. It contains several sections for configuring filters:

- Base Filter:** A dropdown menu with 'Testfilter' selected.
- Description:** A text input field.
- Anonym:** A checkbox.
- Local:** A section with 'Object' and 'Objekt1' and 'Objekt2' fields.
- Remote:** A section with 'Number' and a text input field.
- PBX:** A section with 'System Name' and a text input field.
- Call State:** A section with checkboxes for 'No Response', 'Connected', 'Busy', 'No Channel', 'Incoming', 'Outgoing', 'Transfer', and 'Call Forward'.
- Call Duration (in seconds):** A dropdown menu with 'Greater/Equal' selected and a text input field with 'e.g. 12345'.
- Alert Duration (in seconds):** A dropdown menu with 'Greater/Equal' selected and a text input field with 'e.g. 12345'.
- Report times:** A section with 'Weekday(s)' and 'Monday-Sunday' and 'From' and 'To' fields.
- Logo:** A checkbox.
- Footer:** A checkbox.

At the bottom of the dialog are 'Cancel' and 'Ok' buttons.

The screenshot shows the 'Calls' table in the innovaphone Reporting application. The table has a title bar with 'Calls' and a 'Summary (incoming / outgoing)' section. The table contains the following columns: Time, Object, Call Duration (Total), Alert Duration, Left, and Right. The table lists calls for various objects and durations.

Time	Object	Call Duration (Total)	Alert Duration	Left	Right
10/24/2013 09:30:36	Slave	0:03	0:00	chaos (101) Slave	demeter (102) Demeter D.
10/24/2013 09:30:36	Slave	0:03	0:00	demeter (102) Slave	chaos (101) Chaos C.
10/24/2013 09:30:37	Chaos	0:02	0:00	chaos (101) Chaos	demeter (102) Demeter D.
10/24/2013 09:30:37	Demeter	0:02	0:00	demeter (102) Demeter	chaos (101) Chaos C.
10/24/2013 09:30:40	Slave	0:01	0:00	chaos (101) Slave	400
10/24/2013 09:30:40	Slave	0:01	0:00	demeter (102) Slave	chaos (101) Chaos C.
10/24/2013 09:30:41	Chaos	0:01	0:00	chaos (101) Chaos	400
10/24/2013 09:30:41	Demeter	0:01	0:00	dummy0 (400) Dummy0 D.	demeter (102) Demeter D.
10/24/2013 09:30:41	Dummy0	0:01	0:00	demeter (102) Demeter	chaos (101) Chaos C.
10/24/2013 09:30:41	Dummy0	0:01	0:00	dummy0 (400) Dummy0	chaos (101) Chaos C.
10/24/2013 09:30:42	Chaos	0:03	0:00	demeter (102) Demeter D.	styx (103) Styx S.
10/24/2013 09:30:42	Chaos	0:03	0:00	chaos (101) Chaos	styx (103) Styx S.
10/24/2013 09:30:42	Chaos	0:03	0:00	styx (103) Styx S.	demeter (102) Demeter D.

Generating individual filters, especially for frequent queries

The innovaphone Reporting application allows individual filters to be generated. The "Config" item allows queries to be defined with multiple objects or numbers, it also allows the selection of a group defined in the PBX. It is also possible to evaluate just calls with a specific call status (no answer, connected, busy, no connection) and a certain call direction (inbound, outbound, switched or forwarded calls).

Once a filter has been saved, it can be accessed in a pull down menu under "Reports". Furthermore, reports can be generated either for the entire PBX system or just for certain system parts/ locations.

Multi-client capability

The innovaphone Reporting application makes it possible

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to define dedicated user access and filters in innovaphone Reporting. Thus, multiple clients can use the same reporting application independently and only see information that is relevant to themselves. A hosting scenario would be an example of a typical application.



Summary (incoming / outgoing)

Total number of calls 30 / 19
Total duration of calls 0:00:58 / 0:00:43
Total alert duration of calls 0:00:04 / 0:00:04

Time	Object	Call Duration (Total)	Alert Duration	Left	Right
10/24/2013 09:30:36	Slave	0:03	0:00	chaos (101) Slave	demeter (102) Demeter D.
10/24/2013 09:30:36	Slave	0:03	0:00	demeter (102) Slave	chaos (101) Chaos C.
10/24/2013 09:30:37	Chaos	0:02	0:00	chaos (101) Chaos	demeter (102) Demeter D.
10/24/2013 09:30:37	Demeter	0:02	0:00	demeter (102) Demeter	chaos (101) Chaos C.
10/24/2013 09:30:40	Slave	0:01	0:00	chaos (101) Slave	400 demeter (102) Demeter D.
10/24/2013 09:30:40	Slave	0:01	0:00	demeter (102) Slave	chaos (101) Chaos C.
10/24/2013 09:30:41	Chaos	0:01	0:00	chaos (101) Chaos	400 demeter (102) Demeter D.
10/24/2013 09:30:41	Demeter	0:01	0:00	dummy0 (400) Dummy0 D. demeter (102) Demeter	chaos (101) Chaos C.
10/24/2013 09:30:41	Dummy0	0:01	0:00	dummy0 (400) Dummy0 demeter (102) Demeter D.	chaos (101) Chaos C.
10/24/2013 09:30:42	Chaos	0:03	0:00	chaos (101) Chaos demeter (102) Demeter D.	styx (103) Styx S.
10/24/2013 09:30:42	Slave	0:02	0:00	styx (103) Slave	chaos (101) Chaos C. 102
10/24/2013 09:30:42	Slave	0:02	0:00	chaos (101) Slave	styx (103) Styx S.
10/24/2013 09:30:42	Styx	0:03	0:00	styx (103) Styx	chaos (101) Chaos C. 102
10/24/2013 09:30:43	Demeter	0:02	0:00	chaos (101) demeter (102) Demeter	styx (103) Styx S.
10/24/2013 09:30:45	Chaos	0:03	0:00	chaos (101) Chaos styx (103) Styx S.	demeter (102) Demeter D.
10/24/2013 09:30:45	Demeter	0:03	0:00	demeter (102) Demeter	chaos (101) Chaos C. 103 Styx S.
10/24/2013 09:30:45	Slave	0:02	0:00	chaos (101) Slave	styx (103) Styx S.
10/24/2013 09:30:45	Slave	0:02	0:00	styx (103) Slave	chaos (101) Chaos C. demeter (102) Demeter D.
10/24/2013 09:30:45	Slave	0:02	0:00	demeter (102) Slave	chaos (101) Chaos C. 103 Styx S.
10/24/2013 09:30:46	Slave	0:02	0:00	chaos (101) Slave	demeter (102) Demeter D.
10/24/2013 09:30:47	Styx	0:02	0:00	styx (103) Styx	chaos (101) Chaos C. demeter (102) Demeter D.
10/24/2013 09:30:50	Chaos	0:02	0:00	chaos (101) Chaos	demeter (102) Demeter D. 103
10/24/2013 09:30:50	Demeter	0:02	0:00	demeter (102) Demeter styx (103) Styx S.	chaos (101) Chaos C.

The Reporting license version must be greater than or the same as the PBX software version being used.)

Current languages supported

The innovaphone Reporting-solution currently supports the following languages: German, English, French, Italian, Polish, Russian and Czech.

(Other languages on request)

Storing the evaluations

Once generated, the evaluations can be saved at any time. The user can choose between a PDF, XML, and a CSV file or can directly print the results.

Security

In addition to encrypted report queries, there is also the possibility to render entries anonymous. To do this, the last three digits of the connections dialled are blanked out for privacy reasons. Concerning internal calls, the corresponding names are removed.

Licensing

One Port license and one Reporting license per user is required to use innovaphone Reporting. The license is debited as soon as the function is configured for a user on the PBX - independent of the usage (no Floating!)

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At a glance

A teal speech bubble icon with the word "Reporting" in white text.

innovaphone Reporting

Reporting :

- Simple and convenient tool for evaluating calls within the innovaphone PBX
- Generating individual filters
- Reports are updated in real time
- Direct call queries possible
- Reports can be saved (PDF, XML, or CSV file), exported or printed at any time
- Reports can be rendered anonymous
- Multi-client capability: multiple clients can use the same Reporting application independently

Requirement:

- Reporting runs on the innovaphone Linux application platform that is operated either on one of the innovaphone 11 series gateways (IP13011, IP811, IP0011) or the innovaphone ten series IP6010 gateway or on a VMware-based server

Licensing:

- One Port license as well as one Reporting license per user

innovaphone AG

Böblinger Str. 76 | 71065 Sindelfingen | Germany
T +49 7031 73009-0 | F +49 7031 73009-9
info@innovaphone.com | www.innovaphone.com

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