Lucent Technologies
Bell Labs Innovations

GuestWorks™ *server*
INTUITY™ Lodging
Call Accounting User's Guide

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uct Documentation Development groups, Denver, CO.

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User's Guide

About This Guide

This guide contains the following information about the Intuity™ Lodging Call Accounting product used with the GuestWorks™ *server*:

- How to access the system

- Clerk operations

- Managing the database

- Maintaining the accounting system

- Accessing and printing reports

- Sample reports

- Backing up and restoring the system

- Troubleshooting problems

This guide is organized in sections and is designed to walk you through the Model TCS-700 System. The sections that follow outline the Main Menu subsystems: CLERK, MANAGER, MAINTENANCE, REPORTS and UTILITIES. The HELP, ERRORS and EXIT functions are covered in this section. Service and Support is covered in the last section. Refer to the Table of Contents for a complete listing of information.

Conventions

The following conventions are used in this document:

- Commands are highlighted throughout the text, appearing in bold face letters.

- The **<Enter>** key used in this guide is also known as the "carriage return" key or the "Return" key.

- In many cases in the data entry layer, you will not see an EXIT option. Since many of these menus require numerical entries, and the usual EXIT command is accessed by entering the number **8**, another EXIT option is required. Use **<CTRL-E>** to exit a function when the regular EXIT function is not displayed.

- You may enter your commands from the Main Menu in succession without waiting for each successive screen to appear. In other words, if you know the key sequence well enough, you can "type ahead."

Related Documents

The following documents are available for the GuestWorks *server*:

- 555-025-600 — *GBCS Products Security Handbook*

- 555-200-925 — *Property Management System Interface Specifications*

- 555-231-204 — *GuestWor*ks™ s*erver Feature Descriptions*

- 555-231-735 — *GuestWorks™ server Console Operations*

- 555-231-777 — *GuestWorks™ server 8403 Voice Terminal Quick Reference*

- 555-231-780 — *GuestWorks™ server 8410 Voice Terminal Quick Reference*

- 555-231-783 — *GuestWorks™ server 8434 Voice Terminal Quick Reference*

Introduction

Your Intuity Lodging Call Accounting Model TCS-700 system is designed in a modular fashion, making it very easy to use. The modular architecture uses a hierarchical, layered approach to moving through the system (Figure 1). The first layer is the Main Menu, which offers you a choice of subsystems. Each of the Main Menu subsystems has its own menu of choices that moves you into the data entry layer. Moving from one layer to another involves entering a single menu selection or command.


```
┌──────────────┐      ┌──────────────┐      ┌──────────────┐
│  Main Menu   │◄───► │  Subsystem   │◄───► │  Data Entry  │
│              │      │    Menu      │      │    Layer     │
└──────────────┘      └──────────────┘      └──────────────┘
```
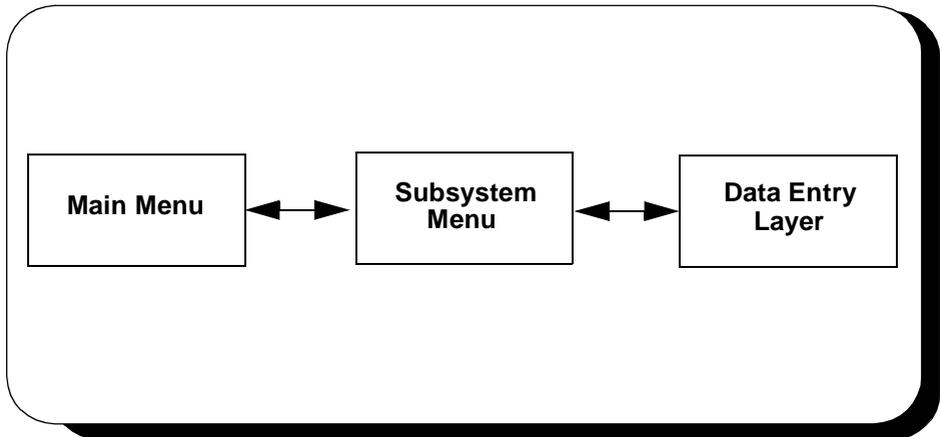
Figure 1.   The TCS-700 Modular Architecture

The data entry layer is the only layer where the actual entry of information relative to your system is made. Data entry is made easy by a series of prompts for each screen of information.

System Access/System Login

Your call accounting system requires the use of a password to access the system. If you require a higher level of security (including password protection) at any of your remote terminals, or for any of the modules in your system, call the GuestWorks *server* support line. We will be happy to discuss your needs and to implement a custom security program for you.

To access the TCS-700, do the following:

1. At the `Console login:` prompt, enter your login.

2. At the `Password` prompt, enter your password.

   Several messages display on the screen, ending with `TERM=[4425]?`.

3. Enter the terminal type. Use the value **at386**.

   The Intuity UNIX[*] system prompt displays on the screen.

4. Enter the command **Vex**.

   The Intuity Administration menu displays on the screen.

5. Select the `Call Accounting V5.0` option.

   A copyright displays for a few seconds, followed by the call accounting system banner page which includes the Main Menu.

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[*] UNIX is a registered trademark in the United States and other countries, licensed exclusively through X/Open Corporation.

The Main Menu

Once you access the system, the Main Menu appears. The menu selections, called subsystems, are displayed along the bottom of the screen (Figure 2).
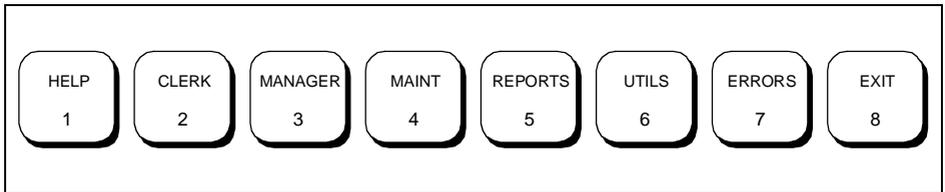
Figure 2. **Main Menu Selections**

- The CLERK, MANAGER and REPORTS subsystems give you the basic system functions.

- The MAINTENANCE, UTILITES and ERRORS subsystems are system tools that perform diagnostics and make changes to your system.

- The HELP command displays screen information about the functions of the system.

- The EXIT command is used to exit the Main Menu.

Your call accounting system was designed, using "soft keys," for ease of use. Soft keys, displayed at the bottom of each screen, offer you a choice of menu selections. To access one of the menu items, enter the number of your selection (without pressing **<Enter>**). A subsystem appears that requires a second selection.

⇒ **NOTE**:
Do not confuse the menu key selections with the PC function keys.

If, for example, you select CLERK by entering **2** from the Main Menu, the following CLERK subsystem menu appears (Figure 3).
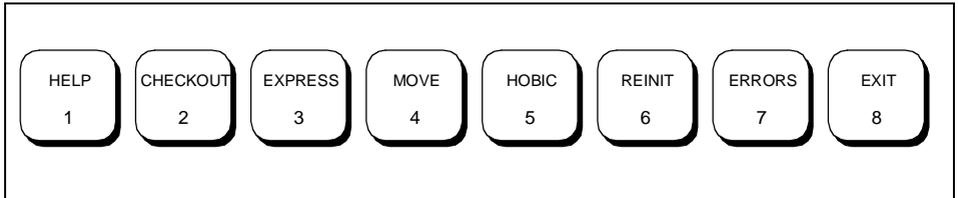
Figure 3.   Clerk Subsystem Menu Choices

The HELP Function

The HELP function appears on most of the screens in the system. It works at the Main Menu and the subsystem levels. To get HELP, enter **1** for instructions on how to use the HELP function, and follow with the number of the command you want help with. For example, if you are in the CLERK subsystem and you want more information about CHECKOUT, enter **1** for HELP, followed by **2** for CHECKOUT. Both selections flash on your screen and text appears with instructions for use.

The ERRORS Function

There are two types of error messages: user interface errors, which occur when you make an incorrect entry, and system errors, which occur when the system is incapable of executing a command on a system file. User interface errors appear on the screen at the time that you make an incorrect entry.

For example, at the data entry level, if your entry calls for a number (between 1 and 8) and you enter a letter, an error message appears on the screen that says "Entry must be a value between 1 and 8." This error message disappears when you have satisfied the entry criteria by making a correct entry.

System errors are not defined on the screen. At the Main Menu level, a banner appears in the middle of the screen. Below the banner, on the left, you will see either the Word "CLEAR" or the word "ERROR." If there is a system error, you will see the word "ERROR."

➡️ **NOTE**:
To clear a system error, enter **7** and the errors are cleared from the system. The word "CLEAR" appears on the screen and the error message is automatically directed to the printer. The word "ERROR" does not appear on the Main Menu screen until another error has occurred. The message that appears on the printer defines the error.

The printing of errors does NOT correct them. You need to decide how to handle them. If you are familiar with the error, you can correct it yourself. If you are unfamiliar with the error, call the support line for further assistance.

The EXIT Function

The EXIT function appears on screens at the Main Menu and subsystem Menu levels. Select the EXIT function by entering **8**. You are returned to the next higher level. For example, if you are in the CLERK subsystem menu, entering an EXIT command returns you to the Main Menu. Selecting an EXIT command from the Main Menu returns you to the main Intuity menu.

In many cases in the data entry layer, you will not see an EXIT option. Since many of these menus require numerical entries, and the usual EXIT command is accessed by entering the number **8**, another EXIT option is required. Use **<CTRL-E>** to exit a function when the regular EXIT function is not displayed.

The CLERK Subsystem

The CLERK subsystem is used to manage guest telephone charges. Select the CLERK subsystem by entering **2** from the Main Menu (Figure 2). The CLERK subsystem (Figure 4) appears.

HELP	CHECKOUT	EXPRESS	MOVE	HOBIC	REINIT	ERRORS	EXIT
1	2	3	4	5	6	7	8
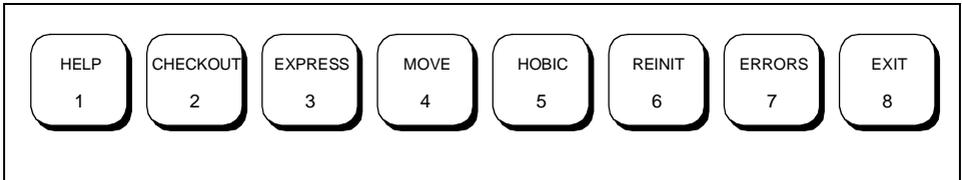
Figure 4.   CLERK Subsystem Menu

A description of each of the selections in the CLERK subsystem follows:

To get HELP, enter **1** for instructions on how to use the HELP function, or follow the entry of **1** for HELP, with the number of the selection you want help with. For example, if you are in the CLERK subsystem and you want more information about MOVE, enter **1** for HELP, followed by **4** for MOVE. Both selections then flash on your screen, and text appears with instructions for use.

In the CLERK subsystem, you can check out a guest. Select CHECKOUT by entering **2**. The CHECKOUT function highlights on the screen and you are prompted through the required entries. Once you select the CHECKOUT function, you have moved to the data entry layer. Since all of the data entry layers require numeric entries, you cannot exit from this layer by using the command **8**; you must use **<CTRL-E>**.

EXPRESS

3
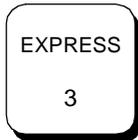
To check out a guest without a screen display of charges, select EXPRESS by entering **3**. Enter the Extension Number that you want to check out, followed by **<Enter>**. A copy of charges are directed to the printer automatically, and you return to the CLERK subsystem menu. Once charges have been printed using EXPRESS, they may NOT be printed or viewed again.

MOVE

4
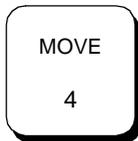
To MOVE charges associated with one extension number to another extension number, select **4** from the CLERK subsystem menu. Use this function if you are transferring a guest from one room to another room, or if you are moving an employee to another location and assigning a different phone number.

HOBIC

5

The HOBIC function can be used to manually enter data on specific calls. In the Lodging industry, some properties do not have an automatic interface to the HOBIC system (a system developed by the Bell System to provide properties with time and charges on long distance calls made by their guests). The properties rely on a voice quote of call costs.

- Enter the Extension Number that you want the charges billed to, followed by **<Enter>**. Press **<Enter>** after each entry.

- Enter the Duration of the Call in minutes.

- Enter the Type of Call with Interstate calls as Type A, Long Distance In State calls as Type B, Local calls as Type L, and Foreign calls as Type F.

- Enter the Call Charge in dollars and cents. Use a decimal point and enter all digits, including trailing zeros.

- Enter the date that the call was made (by month, day and year), the number that was called (without any hyphens), and the time the call was made (in military time with hours and minutes). The system displays your entry. Press **<Enter>** to confirm. Press **<CTRL-E>** to exit to the CLERK subsystem menu.

REINIT

6

The REINIT function is used with multi-terminal installations to reinitialize or update the database at a remote terminal. This function should be used after changes have been made to the database and should be done for each terminal in the system. For example, in a hotel, there may be multiple check-out terminals in the property. If the property has recently made changes in pricing (for example, by increasing/decreasing the amount of markup on some types of calls) and those changes have been entered into the system, then the remote terminals must be reinitialized to be current. It is suggested that the System Administrator or the person responsible for making the changes to the database be responsible for reinitializing each of the terminals in the system.

To reinitialize a terminal, select **6**. When the Soft Key stops flashing, the process is complete for that terminal.

ERRORS

7

There are two types of error messages:

- **User Interface Errors** - These occur when you make an incorrect entry. They appear on the screen at the time that you make the incorrect entry. For example, at the data entry level, if your entry calls for a number (between 1 and 8) and you enter a letter, an error message appears on the screen that says "Entry must be a value between 1 and 8." This error message disappears when you have satisfied the criteria by making a correct entry.

- **System Errors** - These occur when the system is unable to execute a command. Different types of system errors may occur, that is, "Unknown Extension," "Unknown Line Number," or "Unknown Trunk." Unknown extension and line errors can occur when extensions have been created in the server, but need to be added to the TCS-700 database. If trunks have been added to the server, but not added to the database, unknown trunk errors can occur. A "No Room to Store Calls" error happens when an extension reaches capacity and calls need to be deleted. The word "ERROR" appears on the Main Menu screen. To clear a system error, enter **7** and the errors are cleared from the system. The word "CLEAR" appears on the Main Menu screen and the error messages are automatically directed to the printer. The word "ERROR" does not reappear on the Main Menu screen until another system error has occurred. The message that appears on the printer defines the error. These problems should be corrected, and a call should be placed to the GuestWorks *server* support line if you need assistance.

```
EXIT

  8
```

The EXIT function appears on screens at the Main Menu and the subsystem Menu levels. In many cases in the data entry layer, you will not see an EXIT option. Since many of these menus require numerical entries, and the usual EXIT command is accessed by entering the number **8**, another EXIT option is required. Use **<CTRL-E>** to exit a function when the regular EXIT function is not displayed. When exiting from the CLERK subsystem, you are returned to the Main Menu.

The MANAGER Subsystem

The MANAGER subsystem is designed to help you make modifications to your database. The information in the MANAGER is critical to the operation of your system. It contains information about your system configuration as well as your pricing tables (which prices calls and generates call detail information reports). It is strongly suggested that you discuss any changes to the MANAGER with our Service Organization before you begin. To access the MANAGER subsystem, you must be at the Main Menu (Figure 2). Select the MANAGER subsystem by entering **3**. The MANAGER subsystem appears as shown in Figure 5.

HELP	VIEW	INSERT	DELETE	MODIFY	PRINT	ERRORS	EXIT
1	2	3	4	5	6	7	8
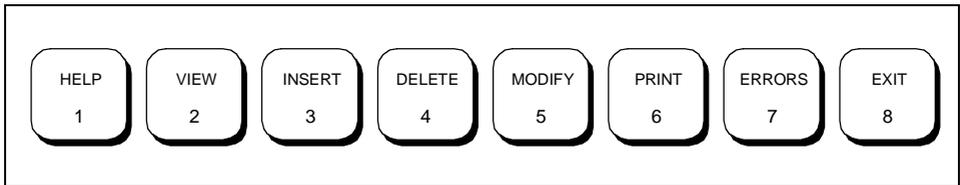
Figure 5.   MANAGER Subsystem Menu

The MANAGER Update Functions

In the MANAGER subsystem, there are five functions (in addition to HELP, ERRORS and EXIT) that you may select to update the database.

- **VIEW** to display information on your screen. Using VIEW before making any changes allows you to verify the parameters in each of the database tables.

- **INSERT** to add new information to your database. Use INSERT to add a new entry to a table.

- **DELETE** to remove information from your database. Use DELETE to remove an entry from a table.

- **MODIFY** to change any existing information in your database. For example, use MODIFY to change a department number associated with an extension.

- **PRINT** to generate a printed copy of the information in the database tables. For example, use PRINT to generate a list of the extensions and departments each extension is associated with.

Selecting VIEW, INSERT, DELETE, MODIFY or PRINT results in a Table Option Menu. This menu lists all of the tables of information in your database. The Table Option Menu appears in Figure 6.

1. Country Code Table	7. Trunk Table	13. Department Table
2. Long Distance Table	8. Access Code Table	14. Division Table
3. Local Table	9. Account Code Table	15. Oper. Assistance
4. Rate Table	10. Extension Table	16. Holiday Table
5. Calculation Table	11. Line Table	
6. Break Table	12. Line Type Table	

Enter Table Number:

Figure 6.   Table Option Menu

In normal operations, you will work with four of the sixteen tables: Division, Department, Extension, and Line tables.

⚠️ **WARNING:**
Working on any other tables may compromise your database, or in extreme cases, result in the loss of ALL data. Call the GuestWorks server support line before making changes to any tables other than the Division, Department, Extension or Line Tables.

Using the VIEW, INSERT, DELETE or MODIFY functions requires detailed information for all of the four tables (Division, Department, Extension and Line tables). The tables are developed using a hierarchy starting at the top with the Division table (See Figure 7). Each table carries information from the next higher table. For example, the Extension table has information from the Department table so that calls may be charged to a specific Department.

DIVISION TABLE — The Division table defines the name of each division (that calls and costs are allocated to) in your system.

DEPARTMENT TABLE — The Department table defines all of the departments associated with each specific division.

EXTENSION TABLE — The Extension table defines all of the extensions associated with each specific department.

LINE TABLE — The Line table defines the server location where call records are identified for each of the extensions in your system; that is, guest or administration.

Figure 7.   Hierarchy of Division, Department, Extension, and Line Tables

As calls are processed and rated by your system, they are identified from the server by the Line Number which is associated with a particular Extension, Department, and Division. That information, combined with the pricing information contained in the other tables in the database, is what ultimately allows you to generate reports.

Figure 8 illustrates the common informational elements within the tables. Entries are listed on the left side, while table names are shown across the top of the table.

Entries	Division	Department	Extension	Line
Division Name	*			
Division Number	*	*		
Department Name		*		
Department Number		*	*	
Extension Name			*	
Extension Number			*	*
Line Number				*
Line Type				*

Figure 8. **Common Informational Elements Within Tables**

A description of each of the MANAGER subsystem menu selections follows:

HELP

1

To get HELP, enter **1** for instructions on how to use the HELP function, or follow the entry of **1** for HELP, with the number of the selection you want help with. For example, if you are in the MANAGER subsystem and you want more information about INSERT, enter **1** for HELP, followed by **3** for INSERT. Both selections flash on your screen, and text appears with instructions for use.

VIEW

2
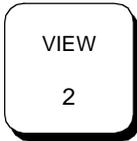
Use VIEW to display information contained in any of the database tables on your screen. For example, to verify the Department Number associated with an extension, select VIEW from the MANAGER subsystem by entering **2**. Select the Extension table from the Table Option Menu by entering **10 <Enter>**.

The command line at the base of the VIEW screen displays commands used to move within the table.

- (SPACE) scrolls through table entries, one screen after another. Press **<Enter>** to stop scrolling.

- (ENTER) pages through the table entries, one screen at a time. This is also referred to as **<Enter>**.

- (BACK SPACE) moves to the previous screen.

- <J> jumps to a particular entry (if you are in the Extension table). A Jump prompts you to enter the **Extension Number** that you want to display.

- (ESC) quits the table.

INSERT

3

Use INSERT to add new information to your database, such as a new extension number. This selection is only used when the information being entered is new. Select INSERT by entering **3** from the MANAGER subsystem menu. The Table Option Menu appears.

Inserting Divisions

1. Beginning with the top of the hierarchy, the Division table, select **14** followed by **<Enter>**. Use this function ONLY when you are entering a totally new division for your system.

2. Enter the **Division Name** for your new division. Follow each entry with a **<Enter>**.

3. Enter the **Numbe**r of the new division.

4. Use **<CTRL-E>** to exit when you are finished.

5. You will see a screen prompt that asks "Save Changes (Y) ?" Enter **Y <Enter>** to save the information you entered, or enter **N <Enter>** if you do NOT want to save the changes (if you have made an error).

If you add a new division, it is necessary to identify all the departments and extensions associated with it. In some cases, that may mean inserting new information or changing existing information. If the new division has a new department number and new extension numbers associated with that department, use the INSERT function (new extensions also require a Line table entry). If the department and extensions exist, currently associated with another division, use the MODIFY function to change the division number in the department, thereby reassigning the associated extensions to the new division.

> ⚠ **WARNING:**
> *Change ALL the associated tables. If you are unsure about what to do, we strongly suggest that you call the GuestWorks server support line for assistance.*

Inserting Departments

1. For a new department, select INSERT by entering **3** from the MANAGER subsystem menu, followed by **13 <Enter>** from the Table Options Menu.

2. Enter the **Department Name** for your new department. Follow each entry with **<Enter>**.

3. Enter the **Department Number**.

4. Enter the **Division Number**. Remember, if the division is new, it must be entered in the Division table first before entering a department or extension. Use **<CTRL-E>** to exit the table.

5. Enter **Y <Enter>** to the "Save Changes (Y) ?" prompt to save the changes, or **N <Enter>** to discard changes.

Inserting Extensions

1. For a new extension number, select INSERT by entering **3** from the MANAGER subsystem menu, followed by **10 <Enter>** from the Table Options Menu.

2. Enter the **Extension Name** for the new extension. Follow each entry with **<Enter>**.

3. Enter the **Extension Number**.

4. Enter the **Department Number**.

5. Press **<Enter>** to the next five lines. These items relate to fixed cost elements and are usually updated from a Facilities Management System (FMS). You can add the next Extension. If you are done adding Extensions, press **<CTRL-E>**, and the system asks you if you want to save your data. Enter **Y** for Yes, or **N** for No.

6. Enter **Y** to "RUN" if you are entering sequential extension numbers with the same name and department number. A "YES" generates a prompt that asks you for the end number in the run. Enter the **number <Enter>**, and the system automatically updates your entries. This command can be used only when all of the information associated with the extensions is the same. Press **<CTRL-E>** to exit the table.

7. Enter **Y <Enter>** to the "Save Changes (Y) ?" prompt to save the changes, or **N <Enter>** to discard the changes.

For all new extension insertions, you must also insert information in the Line table.

Inserting Lines

Extension entries MUST be made first, and then the line table entries are made.

1. For a new line number, select INSERT by entering **3** from the MANAGER subsystem menu, followed by **11 <Enter>** from the Table Options Menu for the Line table. Line numbers identify the location at the server where the call records (associated with a specific extension) are processed. In many cases, the Line Number is the same as the extension number. To confirm whether the numbers match, select the VIEW or PRINT function for the Line table. If they do NOT match, call the GuestWorks *server* support line for more information. If they DO match, then proceed with your data entry.

2. Enter the **Line Number** associated with the new extension. Follow each entry with **<Enter>**.

3. Enter the **Line Type** for the new extension. Line Types are used to define different pricing levels. Generally, Type 1 Line Types are for extensions where calls are marked up, such as those extensions used for resale. Type 2 Line Types are usually used for administrative extensions, those whose calls are priced at cost or without any markup. If you are unsure of the correct line type, you have the option to VIEW a similar extension to confirm the line type associated with it. If you are still unsure, or you want to establish an additional pricing level (your system allows multiple pricing levels), call the GuestWorks *server* support line for information.

4. Enter the **Extension Number** associated with the line number.

5. Enter **Y** to "RUN" if you are entering sequential line numbers (with the same line types). A "YES" generates a prompt that asks you for the end number in the run. Enter the **number <Enter>** and the system automatically updates your entries. This command can be used only when all of the information associated with the extensions is the same. Press **<CTRL-E>** to exit the table.

6. Enter **Y <Enter>** to the "Save Changes (Y) ?" prompt to save the changes, or **N <Enter>** to discard the changes.

```
┌──────────┐
│  DELETE  │
│          │
│    4     │
└──────────┘
```

Use DELETE to remove information from your database. This selection is used ONLY when the information is being removed completely.

1. Select DELETE by entering **4** from the MANAGER subsystem menu.

2. Enter the **Table Numbe**r that you want to delete information from in the Table Options Menu.

3. Use the following screen commands to find and preview the entry you want to delete. The command line at the base of the DELETE screen displays the commands used to move within the table.

    - (SPACE) scrolls through table entries, one screen after another. Press **<Enter>** to stop scrolling.

    - (ENTER) pages through the table entries, one screen at a time.

    - (BACK SPACE) moves to the previous screen.

    - <J> jumps to a particular entry (if you are in the Extension Table, a Jump prompts you to enter the **Extension Number** that you want to display.

    - <D> deletes a record.

    - (ESC) quits the table.

4. Enter **D** for Delete. The system asks you which record to delete. Enter the record you want deleted.

5. Press **<CTRL-E>** to exit the table.

6. Enter **Y <Enter>** to the "Save Changes (Y) ?" prompt to save the changes, or **N <Enter>** to discard the changes.

As you DELETE, remember that the hierarchy must be observed to keep your database from being compromised. If you DELETE a division from the Division table, also DELETE associated entries in the Department, Extension and Line tables. Use MODIFY for Department and Extension tables, if the departments and extensions are to be reassigned to another division.

MODIFY

5

Use MODIFY to change information in your database. This selection is used only when information already exists within the database. Use MODIFY to change an existing extension number from one existing department number to another existing department number.

1. Select MODIFY by entering **5** from the MANAGER subsystem menu.

2. Enter the **Table Number** that you want to modify from the Table Options Menu.

3. Use the following screen commands to find and preview the entry you want to delete. The command line at the base of the DELETE screen displays the commands used to move within the table.

    ■   (SPACE) scrolls through table entries, one screen after another. Press **<Enter>** to stop scrolling.

    ■   (ENTER) pages through the table entries, one screen at a time.

    ■   (BACK SPACE) moves to the previous screen.

    ■   <J> jumps to a particular entry (if you are in the Extension table, a Jump prompts you to enter the **Extension Number** that you want to display.

    ■   <D> deletes a record.

    ■   (ESC) quits the table.

4. Enter **M** for Modify, then enter the number of the record you want to modify at the system prompt, and press **<Enter>**.

5. The system displays the record you have selected. To change a field, enter the new data and press **<Enter>**. To skip a field, press **<Enter>**.

6. When you are done changing the data, press **<CTRL-E>** to exit the **modify data** mode.

7. Press **<CTRL-E>** or **<ESC>** to exit the table.

8. Enter **Y <Enter>** to the "Save Changes (Y) ?" prompt to save the changes, or **N <Enter>** to discard the changes.

➡ **NOTE**:
The same principles apply to the use of the hierarchical database. For example, changing an extension number requires a change in the Line table, and changing a Division number requires a change in the Department table.

PRINT

6

Use the PRINT function to generate a hard copy of your tables. For example, you may want to compare your list of extension numbers with line numbers. A printed copy makes that comparison easy.

1. Enter **6** from the MANAGER subsystem to select the PRINT function.

2. Select a **Table Number** from the Table Options Menu. The system displays "Print All?." Enter **Y <Enter>** to print the whole table, or **N <Enter>** to not print the whole table.

3. Your printed copy is directed to the printer, and you are returned to the MANAGER subsystem menu.

ERRORS

7

There are two types of error messages: user interface errors, which occur when you make an incorrect entry, and system errors, which occur when the system is unable to execute a command. User interface errors appear on the screen at the time you make an incorrect entry.

For example, at the data entry level, if your entry calls for a numerical value (between 1 and 8) and you enter a letter, an error message appears on the screen that says "Entry must be a value between 1 and 8." This error message disappears when you have satisfied the criteria by making a correct entry.

System errors are not defined on the screen. At the Main Menu level, a banner appears in the middle of the screen. Below the banner, on the right, you either see the word "CLEAR" or "ERROR." If there is a system error, you see the word "ERROR."

NOTE:

To clear a system error, enter **7** and the errors are cleared from the system. The word "CLEAR" appears on the screen, and the error message automatically directs to the printer. The word "ERROR" does not appear on the Main Menu screen until another error has occurred. The message that appears on the printer defines the error.

The printing of errors does NOT correct them. You need to decide how to handle them. If you are familiar with the error, you can correct it yourself. If you are unfamiliar with the error, you should call the support line for further assistance.

EXIT

8

The EXIT function appears on screens at the Main Menu and the subsystem menu levels. Select the EXIT function by entering **8**. You will return to the next higher level. From the MANAGER subsystem, EXITing returns you to the Main Menu. Selecting EXIT from the Main Menu returns you to a login prompt (login:).

In many cases, in the data entry layer, you will not see an EXIT option displayed on the screen. Since many of the menus require numerical entries, and the usual EXIT command is accessed by entering the number **8**, another EXIT option is required. Pressing **<CTRL-E>** is another option to returning to the next higher level.

The MAINTENANCE Subsystem

The MAINT or Maintenance subsystem is designed to help the user perform administrative or maintenance functions on the system. These functions allow access to the system for file maintenance, to modify and delete call records, and to check the number of calls in the system. To access the Maintenance subsystem, you must be in the Main Menu (Figure 2). Select the MAINT sub-system by entering **4**. The MAINT subsystem appears as shown in Figure 9.

HELP	DELETE	MODIFY	COUNT	UNLOCK	REINIT	ERRORS	EXIT
1	2	3	4	5	6	7	8
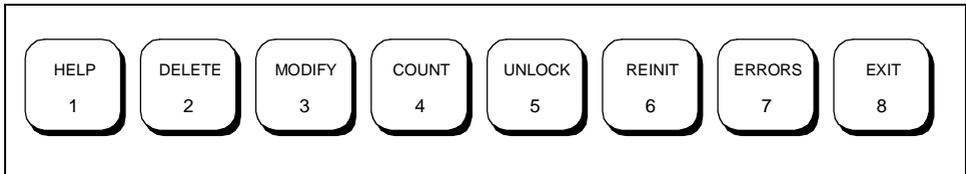
Figure 9.   MAINT Subsystem Menu

$\Rightarrow$ **NOTE**:
You may enter your commands (from the Main Menu) in succession with-out waiting for each successive screen to appear.

A description of each of the selections in the MAINTENANCE subsystem follows.

⚠ CAUTION:
Please use EXTREME CAUTION in working with the MAINT subsystem functions. For example, deleting calls by Line Type could eliminate entire portions of your database.

HELP

1

To get HELP, enter **1** for instructions on how to use the HELP function, or follow the entry of **1** for HELP with the number of the selection you want help with. For example, if you are in the MAINT subsystem and you want more information about DELETE, enter **1** for HELP, followed by **2** for DELETE. Both selections then flash on your screen, and text appears with instructions for use.

DELETE

2

This function is used to delete processed calls from the files for specific Line Types, Divisions, Departments and Extensions for specified periods of time. The DELETE function allows you to clear out all old phone calls and data.

1. Select DELETE by entering **2** from the MAINT subsystem menu.

2. There are six call categories that can be deleted. Enter the number **1** to delete calls by Line Type, **2** by Division, **3** by Department, **4** by Extension, **5** for All Posted Calls, and 6 to delete calls by Call Type. Follow each entry by **<Enter>**. Selecting the Extension command also offers a selective option which lets you scroll through extension detail to delete specific calls. Enter **S** following the extension selection to delete individual calls. Once you have selected the category of calls to be deleted, specify a time period. All calls in the category selected that come before this date and time period are deleted.

3. Enter a **Date <Enter>** with the month, day, and year entered in sequence, without spaces. Since all entries must be two digits, the first day of the second month of 1992 would be entered as 010292.

4. Enter the **Time <Enter>** using the 24-hour clock. For example, 2:08 p.m. would be entered as 1408.

Once you have selected a category of processed calls for deletion, a second screen prompt appears for entry of specific Line Types, Divisions, Departments, Extensions, or Call Types.

⟹ **NOTE**:
The **All Posted Calls** option has no time frame. It defaults to today and works backwards.

5.   Enter the **number <Enter>** for a specific Line Type, Division, Department, Extension, or Call Type. A safety feature built into this process permits the deletion of ALL calls within a specific time and date range for ALL extensions. This function is accessed by choosing the Division option.

When your entries are completed, the system asks "Are you sure? Y/N" to verify your entry.

⚠ **CAUTION:**
Remember, once these records have been deleted, you will lose all the data that they contain.

6.   The system asks, "Are you sure?". Enter **Y** to delete, or **N** to cancel.

7.   When you have finished your entries, you are returned to the previous screen with the six categories. Press **<CTRL-E>** to return to the MAINT subsystem menu.

MODIFY

3
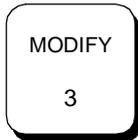
This function is used to modify fields of stored processed calls. It might be used, for example, to reprice a group of calls for a specified period of time.

1. Select MODIFY by entering **3** from the MAINT subsystem menu. Access to calls is by Extension. Specific fields within the call record may be altered.

2. Enter the **Extension Number** that you want to modify, and press **<Enter>**.

3. Enter the **After Date** and press **<Enter>**; then enter the **After Time** followed by **<Enter>**. All calls that were collected on or after the date and time entered are displayed.

4. Modify the data you need. The following are the allowable changeable fields: Digits Dialed, Duration, Account Code, and Cost. Press **<CTRL-E>** to exit to the Modify Processed Calls Menu. Press **<CTRL-E>** again to exit to the MAINT subsystem menu.

COUNT

4

This function is used to provide a count of the number of live calls and the number of posted calls in the system. Calls may be counted for the system as a whole, or individually by Line Type, Division, Department, or Extension.

1. Select COUNT by entering **4** from the MAINT subsystem menu.

2. Select the category of calls you want to count by entering **1** for Line Type, **2** for Division, **3** for Department, or **4** for Extension and then pressing **<Enter>**. Press **<CTRL-E>** at any time in this screen to return to the Maint subsystem menu.

3. The system prompts you for the particular Line Type, Division, Department, or Extension number. Enter the number you want and press **<Enter>**. The system returns to this prompt, so if you want to enter more numbers, you can keep entering them and pressing **<Enter>** after each member until you are done. When you are finished entering numbers, press **<Enter>** again. The system returns to the COUNT PROCESSED CALLS screen displayed in Step 2. The number of total calls and line calls displays, and you can select another category of call to count or to return to the MAINT subsystem menu. Pressing **<CTRL-E>** at any time in this step returns you to the COUNT PROCESSED CALLS screen without displaying the number of calls.

⇒ **NOTE**:
Pressing the **<DEL>** key at this screen does not return you to the COUNT PROCESSED CALLS screen; it returns you to the screen before the Main Menu.

The total number of calls in your database is different from the number of line calls. In a resale application such as lodging where calls are posted to a guest portfolio usually once a night, live calls are calls that have not been posted. Live calls are typically added to the folio at the time of check-out.

When you have completed the function, you are returned to the MAINT subsystem menu.

UNLOCK

5

The UNLOCK function is reserved for use by AT&T Service Technicians.

CAUTION:
Unauthorized use of the UNLOCK function may alter or destroy critical data in your system.

REINIT

6

The REINIT function is used with multi-terminal installations to reinitialize or update the database at a remote terminal. This function should be used after changes have been made to the database and should be done for each terminal in the system. For example, in a hotel, there may be multiple check-out terminals in the property. If the property has recently made changes in pricing (for example, by increasing/decreasing the amount of markup on some types of calls) and those changes have been entered into the system, then the remote terminals must be reinitialized to be current. It is suggested that the System Administrator or the person responsible for making the changes to the database be responsible for reinitializing each of the terminals in the system.

To reinitialize a terminal, select **6**. When the Soft Key stops flashing, the process is complete for that terminal.

ERRORS

7

There are two types of error messages: user interface errors, which occur when you make an incorrect entry, and system errors, which occur when the system is unable to execute a command. User interface errors appear on the screen at the time that you make an incorrect entry.

For example, at the data entry level, if your entry calls for a number (between 1 and 8) and you enter a letter, an error message appears on the screen that says

"Entry must be a value between 1 and 8." This error message disappears when you have satisfied the criteria by making a correct entry.

System errors are not defined on the screen. At the Main Menu level, a banner appears in the middle of the screen. Below the banner, on the right, you either see the word "CLEAR" or "ERROR." If there is a system error, you see the word "ERROR."

⇒ **NOTE**:

To clear a system error, enter **7** and the errors are cleared from the system. The word "CLEAR" appears on the screen, and the error message is automatically directed to the printer. The word "ERROR" does not appear on the Main Menu screen until another error has occurred. The message that appears on the printer defines what the error is.

The printing of errors does NOT correct them. You need to decide how to handle them. If you are familiar with the error, you can correct it yourself. If you are unfamiliar with the error, you should call the support line for further assistance.

EXIT
8

The EXIT function appears on the screens at the Main Menu and the subsystem menu levels. Select the EXIT function by entering **8**. You will return to the next higher level. From the MAINT subsystem, EXITing returns you to the Main Menu. Selecting EXIT from the Main Menu returns you to a login prompt (login:)

In many cases, in the data entry layer, you will not see an EXIT option displayed on the screen. Since many of the menus require numerical entries, and the usual EXIT command is accessed by entering the number **8**, another EXIT option is required. Pressing **<CTRL-E>** is another option to return to the next higher level.

The REPORTS Subsystem

The REPORTS subsystem gives you the ability to configure and print a wide range of reports. To access the REPORTS subsystem, you must be at the Main Menu (Figure 2 on Page 5). Select the REPORTS subsystem by entering **5**. This subsystem has more menu selections than can be displayed on one screen. There are two different screens, and they are displayed below in Figure 10 and Figure 11.

HELP	DETAIL	TRUNKS	AUDIT	STATS	COST	NEXT	EXIT
1	2	3	4	5	6	7	8
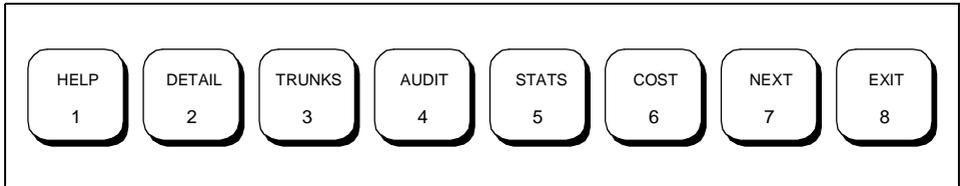
Figure 10.   REPORTS Subsystem Menu, Screen #1

HELP	WATCHDOG	AREACODE	ACCOUNT	CHRONO	PENLTY	PREV	EXIT
1	2	3	4	5	6	7	8
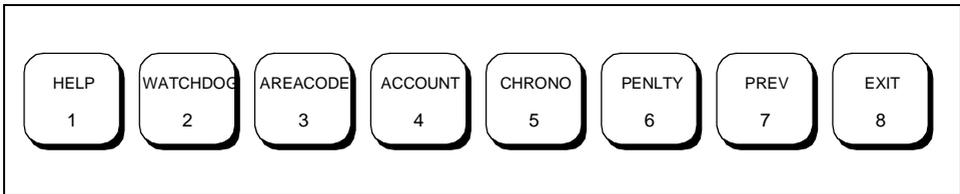
Figure 11.   REPORTS Subsystem Menu, Screen #2

If, after selecting REPORTS from the Main Menu, you want to run the WATCHDOG report, move from Screen #l (which always appears first when you select REPORTS) to Screen #2. To move to Screen #2, enter **7** for the NEXT screen. For the WATCHDOG report, enter **2**. If you want to return to the previous screen (Screen #1), enter **7** for PREV (for previous).

Report Descriptions

In this subsystem, there are ten categories of reports, HELP and EXIT commands, and screen movement commands (NEXT and PREV). A description of the report categories follows:

- **DETAIL** reports (call detail) provide detail and totals for all local and long distance calls for a given time period. Information categories include date and time of call, number called, location of the call, duration of the call, cost of the call, and the trunk number processing the call.

- **TRUNKS** traffic reports provide information in detail or in summary for traffic by specific trunk numbers and trunk groups.

- **AUDIT** reports provide total call volume and cost information for given periods of time. Summary reports can be generated at specific intervals and/or can be reviewed at any time during the specified interval. Audit reports cover data collected since the last clearing to the time of report activation. The reports should be run once a night and cleared each time.

- **STATS** (or call statistics) reports provide detail on the most expensive calls, the longest duration calls, and the most frequently called numbers.

- **COST** reports provide detail on calls generated to specified numbers by type of call. A **Compact Ver. No** report closely resembles the information on the **AUDIT** report.

- **WATCHDOG** reports provide detail on calls to 48 predefined numbers. This report also provides detail (for each call) on the originating extension, duration of the call, and cost of the call. It also provides a summary.

- **AREA CODE** reports provide detail on calls by area code with summary totals. This report can be run for all area codes or for specific area codes, for specified periods of time, and for specific trunk groups.

- **ACCOUNT** reports provide detail on calls, costs and extension designation for all calls billed to account codes. Summaries are provided by account code.

- ■ **CHRONO** reports provides a "phone bill" type of report, with all the calls for a given date and time range printed in chronological order.

- ■ **PENALTY** reports provide detail on calls, costs, and extension designation for all calls that were made in a manner other than by way of the preferred trunk.

In addition to the reports, you may also select HELP by entering **1** followed by the number that you may want help with. For example, if you want HELP on the AUDIT report, enter **1** for HELP followed by **4** for AUDIT. Both Soft Keys flash on your screen, and the AUDIT HELP screen is displayed.

To EXIT from the REPORTS subsystem menu, select **8**. You will return to the Main Menu.

Once you have selected a specific report from the REPORTS subsystem, an Options Menu appears (Figure 12).
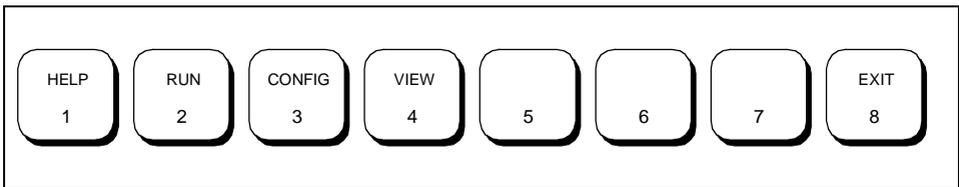
Figure 12.   REPORTS Subsystem Options Menu

The Options Menu lets you select:

- ■ **HELP** for more information about the Options Menu. Select **1** followed by another number, for example **2**, if you want help with how to run the report.

- ■ **RUN** to print the report. If no parameters have been set using CONFIG, the report can be run using the default or system-defined parameters displayed in the HELP information for RUN.

■ **CONFIG** to configure parameters for running the report. Selection of this option brings up a subsequent menu of choices. The menu will differ for each report type.

■ **VIEW** to see an on-screen display of the last report that was RUN and saved to disk.

⟹ **NOTE**:
The report must have been previously RUN with a **Y** to save to disk.

■ **EXIT** to exit from the Options Menu and return to the Main Menu.

For example, if you want to run the DETAIL report for the first time, begin from the Main Menu by entering **5**, selecting DETAIL (from Screen #1) by entering **2**, and finally, selecting CONFIG by entering **3**. (It is necessary to configure a report at least the first time it is run.)

DETAIL Report

Main Menu   REPORTS Menu   Options Menu
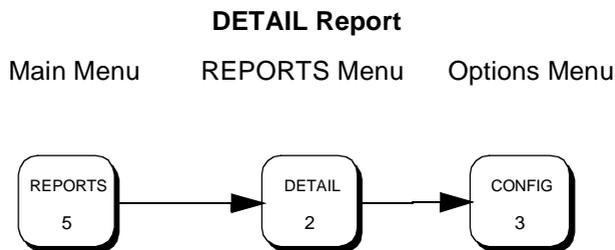
Figure 13. Steps to Take for Configuring a DETAIL Report

If you want to change a configuration for the DETAIL report, after the Main Menu displays, enter your three selections (523), in succession without waiting for the screens to change. The system automatically displays the Options Menu (Figure 12).

When you select CONFIG, you get an options menu for each of the parameters that are relevant to the report. Each report section, which follows, outlines all of the options for each report in the system.

The DETAIL Report

The DETAIL report provides detailed information about all local and long distance calls for a given time period. Information categories include date and time of call, number called, location of the call, duration of the call, cost of the call, and the trunk number processing the call. To access the DETAIL report, select REPORTS from the Main Menu by entering **5**. When the REPORTS subsystem menu appears, select DETAIL (from Screen #I) by entering **2** (Figure 14).

DETAIL Report

Main Menu   REPORTS Menu
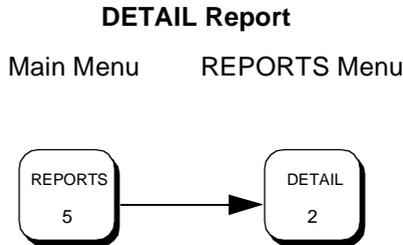
Figure 14.   Steps to Access the DETAIL Report

Once you select DETAIL from the REPORTS subsystem menu, the Options Menu appears. See Figure 12 on Page 38, along with the explanation of each menu item.

The first time you run the DETAIL report, select **3** from the Options Menu to CONFIG (configure) the report parameters. (You may also want to use CONFIG

on other occasions to change specific parameters.) Selecting CONFIG generates a Parameters Menu for data entry.

DETAIL Report

Main Menu   REPORTS Menu   Options Menu
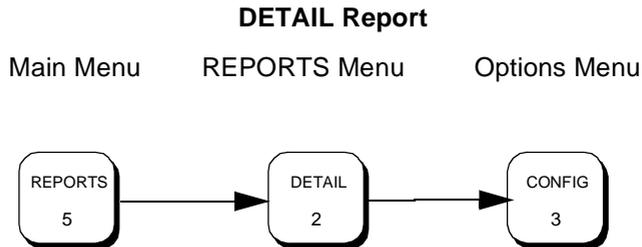
Figure 15.   Steps to Run the DETAIL Report

The Parameters Menu appears in Figure 16.
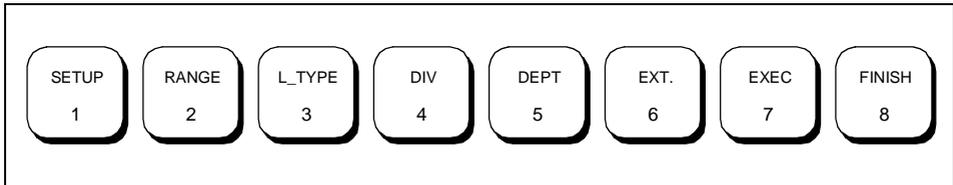
Figure 16.   DETAIL Report Parameters Menu

Begin your SETUP parameters by entering **1**. Screen prompts display default values. Remember, if you want more help, you may exit from the Parameters Menu by selecting **8** or by pressing **<CTRL-E>**. The system will display a Confirm Save prompt even if you have not set any parameters. Enter **Y** or **N** at this prompt. Then enter **1** for HELP and **3** for CONFIG. The HELP screen describes the parameters and the default values assigned to each parameter. To accept a default value, press **<Enter>**.

If you review and accept the default parameters, it is not necessary to make entries for each of the parameters. If, for example, you choose to request a report for only one division, you need only select the DIVISION parameter.

A description of the parameter setting procedure follows:

```
┌──────────┐
│  SETUP   │        Parameter Settings
│          │
│    1     │
└──────────┘
```

1. Enter **Y <Enter>** to **Post** the calls for this report, or enter **N <Enter>** to **Not Post** the calls. Post Calls **Y**es makes these calls not reflect their detail information on other reports. To see calls that have already been posted, you need to enter Post Calls **N**o and Live Calls **N**o.

2. Enter **Y <Enter>** to print a Compact Version of the report. The Compact format divides calls for each extension into two categories: Local and Long Distance. Enter **N <Enter>** for the standard format which breaks calls into nine categories.

3. Enter **Y <Enter>** to show only live calls on the report. An **N <Enter>** response generates a report with data on calls previously posted or checked out, plus live calls.

4. Enter **Y <Enter>** to save the report file to disk, or **N <Enter>** to print the file and not save the file on disk.

    ⇒ **NOTE**:
    Enter **Y** here to save to disk if you wish to view the report.

5. Enter **Y <Enter>** to send the report to the printer, or **N <Enter>** to gener-ate the report.

6. Enter **Y <Enter>** to the next seven (7) Peg Count entries if you want the report to show quantities of calls (or Peg Counts) for each of the categories. (This occurs ONLY if you have entered **Y** to Compact Ver.) Peg Counts do not show detail on the calls. Enter **N <Enter>** if you do not want Peg Counts.

7. Enter the **CODE FOR THE PRINTER** if you want the report directed to a printer other than the default printer, or **<Enter>** for the default value. The code for your primary printer and any secondary printers are defined by your Service Technician at the time of installation. When your entries are complete, you are returned to the Parameters Menu.

8. Enter **Y <Enter>** to have page breaks inserted into your report, or **N <Enter>** to print the report continuously.

9. Press **<Enter>** when finished entering field data.

To continue setting parameters, enter **2** for RANGE.

```
  ┌──────────┐
  │  RANGE   │     Parameter Settings
  │          │
  │    2     │
  └──────────┘
```

Range permits you to change the date and time range for the DETAIL report using one of three choices:

⇒ **NOTE**:
If you chose Post Calls **Y**es in the Setup option, there is no Range setting available. The Post Calls **Y**es flag defaults to all calls up to this point.

1. Enter **A** if you want the report to reflect all calls stored in the system.

2. Enter **I** if you want the report to reflect calls running back a specified number of days. Enter the number of days you want to specify at the INTERVAL prompt. For example, to include calls from the past week, enter **7** at the INTERVAL prompt.

3. Enter **C** to change the date and time already established for the report. Enter the period of time (starting date and time, and ending date and time) that you want the report to run for. All calls that fall between these dates and times are included. Entering **<Enter>** with the date and time fields blank generates a report that includes ALL calls in the system. When your entries are complete, you are returned to the Parameters Menu.

The four remaining parameters are the L_TYPE (or Line Type), DIV (or Division), DEPT (or Department), and EXT (or Extension) parameters. The four are treated as a group. These functions allow you to specify selected or all Line Types, Divisions, Departments or Extensions to run the report on. If you select more than one parameter, then the data specified in the last selection is used for the report.

```
L_TYPE

3
```

Enter **3** for Line Type selection. The Line Type value is a numerical entry. In most facilities with resale applications, there are two different Line Types (those that are Administrative and DO NOT have markups applied, and those that are for guests and DO have markups applied). Information about your specific installation is available by referring to the MANAGER subsystem. Pressing **<Enter>** includes all line types.

```
┌─────────┐
│  DIV    │
│         │
│  4      │
└─────────┘
```

Enter **4** for DIV (division) selection. Enter the Division Number that you want, or press **<Enter>** for all divisions.

```
┌─────────┐
│  DEPT   │
│         │
│  5      │
└─────────┘
```

Enter **5** for DEPT selection. Enter the Department Number that you want, or press **<Enter>** for all departments.

```
┌─────────┐
│  EXT    │
│         │
│  6      │
└─────────┘
```

Enter **6** for EXT selection. Enter the **Extension Number** that you want, or press **<Enter>** for all extensions.

If you want to choose **All** for any of the above options, press **<Enter>** when it asks you for the entry. An entry of **<Enter>** defaults to All of the selected items.

Once you have entered all the parameters, you may select either **EXEC** or **FINISH**. Select **EXEC** to run the DETAIL report with the parameters you have entered. **Selecting EXEC does NOT save your parameters.** To save your

parameters, which overwrites the default values, select **FINISH** and enter **Y** to the SAVE prompt. You are returned to the Options Menu.

To run the DETAIL report with your recently saved parameters, select **2** to RUN the report. If you have saved the report to disk, you can return to the VIEW function to examine it on screen. RUN and VIEW are part of the Options Menu. Once you have finished the report, you are returned to the Main Menu.

The TRUNKS Report

The TRUNKS report provides detailed and summary information for Trunks and Trunk Groups. Information includes the total number of calls, duration and average duration, cost and average cost per day (or a shorter selected period of time). To access the TRUNKS report, select REPORTS from the Main Menu by entering **5**. When the REPORTS subsystem menu appears, select TRUNKS (from Screen #I) by entering **3** (Figure 17).

TRUNKS Report

Main Menu   REPORTS Menu
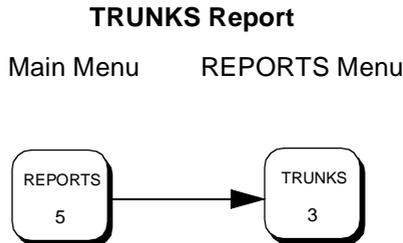
Figure 17.   Steps to Access the TRUNKS Report

Once you select TRUNKS from the REPORTS subsystem menu, the Options Menu appears. See Figure 12 on Page 38, along with the explanation of each menu item.

The first time that you want to run the TRUNKS report, select **3** from the Options Menu to CONFIG (or configure) the report parameters. (You may also want to

use CONFIG on other occasions to change specific parameters.) Selecting
CONFIG generates a Parameters Menu for data entry.

TRUNKS Report

Main Menu   REPORTS Menu   Options Menu
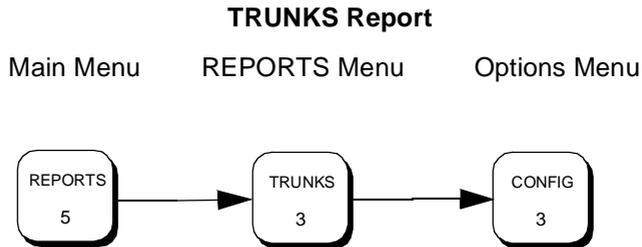
Figure 18.   Steps to Run the TRUNKS Report

The Parameters Menu appears as in Figure 19.
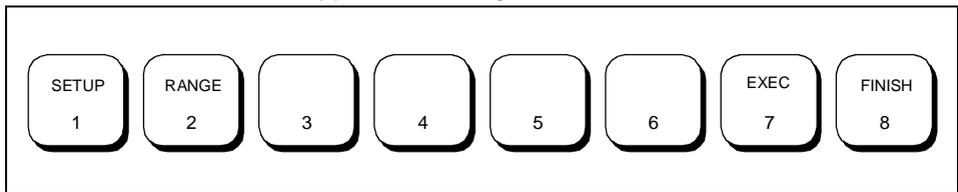
Figure 19.   TRUNKS Report Parameters Menu

Begin your SETUP parameters by entering **1**. Screen prompts display default
values. Remember, if you want more help, you may exit from the Parameters
Menu by selecting **8** or by pressing **<CTRL-E>**. The system will display a
Confirm Save prompt even if you have not set any parameters. Enter **Y** or **N** at
this prompt. Then enter **1** for HELP and **3** for CONFIG. The HELP screen
describes the parameters and the default values assigned to each parameter.
To accept a default value, press **<Enter>**.

If you review and accept the default parameters, it is not necessary to make
entries for each of the parameters. If, for example, you choose to request a
report for only one division, you need only select the DIVISION parameter.

There are four different TRUNKS reports that you can select. They are as follows:

- Summary by Trunk Group

- Summary by Trunk Number

- Detail by Trunk Group

- Detail by Trunk Number

A description of the parameter setting procedure follows:

```
SETUP
  1
```
Parameter Settings

1. Enter the report that you want to run, followed by **<Enter>**.

2. Enter **Y <Enter>** to report **ONLY** WATS usage, or **N <Enter>** to report usage on all BUT WATS Trunks.

3. Enter the code for the printer where your output will be directed, or **<Enter>** for the default value. The code for your primary printer and any secondary printers are defined by your Service Technician at the time of installation.

4. Enter **Y <Enter>** to send the report to the printer, or **N <Enter>** to generate the report and make it available to VIEW.

> **NOTE**:
> Enter **Y** here to save to disk if you wish to VIEW the report.

5. Enter **Y <Enter>** to save the report file on disk, or **N <Enter>** if you do NOT want to save the file on disk. When your entries are complete, you are returned to the Parameters Menu.

⟹ **NOTE**:
Enter **Y** here to save to disk if you wish to VIEW the report. To continue setting parameters, enter **2** for RANGE.

RANGE

2

Parameter Settings

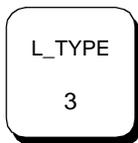Range permits you to change the date and time range for the TRUNK report using one of three choices:

1. Enter **A** if you want the report to reflect all calls stored in the system.

2. Enter **I** if you want the report to reflect calls running back a specified number of days. Enter the number of days you want to specify at the INTERVAL prompt. For example, to include calls from the past week, enter **7** at the INTERVAL prompt.

3. Enter **C** to change the date and time already established for the report. Enter the period of time (starting date and time, and ending date and time) that you want the report to run for. All calls that fall between these dates and times are included. Pressing **<Enter>** with the date and time fields blank generates a report that includes all calls in the system. When your entries are complete, you are returned to the Parameters Menu.

Once you have entered all the parameters, you may select either **EXEC** or **FINISH**. Select **EXEC** to run the TRUNK report with the parameters you have entered. **Selecting EXEC does NOT save your parameters.** To save your parameters (which overwrites the default values), select **FINISH** and enter **Y** at the SAVE prompt. You are returned to the Options Menu.

To run the TRUNKS report with your recently saved parameters, select **2** to RUN the report. If you have saved the report to disk, you can return to the VIEW function to examine it on screen. RUN and VIEW are part of the Options Menu. Once you have finished the report, you are returned to the Main Menu.

The AUDIT Report

The AUDIT report is a summary report of calls, by type of call. It may be run at specified intervals on a per-occasion basis or on an accumulative basis. To access the AUDIT report, select REPORTS from the Main Menu by entering **5**. When the REPORTS subsystem menu appears, select AUDIT (from Screen #1) by entering **4** (Figure 20).

AUDIT Report

Main Menu   REPORTS Menu
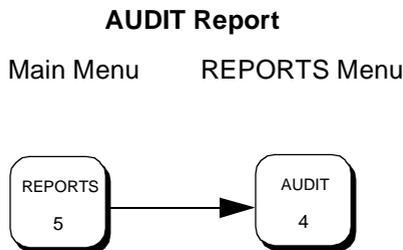
Figure 20.   Steps to Access the AUDIT Report

Once you select AUDIT, three choices appear on your screen:

- ■ Enter **1** to run the current summary report. Follow your entry with **C** to clear the data from the summary report files. Once you have cleared the report, the data is added to the accumulative summary report. If the **C** is not used, the data continues to accumulate in the summary report until it is cleared and the report may be run multiple times.

- ■ Enter **2** to run the accumulative summary report. Follow your entry with **C** to clear the data from the accumulative report files. Once you have cleared the report from the files, the data is gone.

- ■ Enter **3** to reprint the summary report. You must run the summary report to be able to reprint it. You will see the Audit report that was run.

Selecting the appropriate intervals to run the summary and accumulative reports depends on the needs of your business. For example, in a hotel, summary reports are typically run on a daily basis and the accumulative summary report is usually run weekly. Some properties, with large call volumes, run the accumulative summary daily. In a commercial business, summary reports are usually run monthly or weekly with accumulative summary reports run monthly.

The STATS Report

The STATS (call statistics) report provides detailed information about the most expensive calls, the longest duration calls, and the most frequently called numbers. To access the STATS report, select REPORTS from the Main Menu by entering **5**. When the REPORTS subsystem menu appears, select STATS (from Screen #I) by entering **5** (Figure 21).

### STATS Report

Main Menu   REPORTS Menu
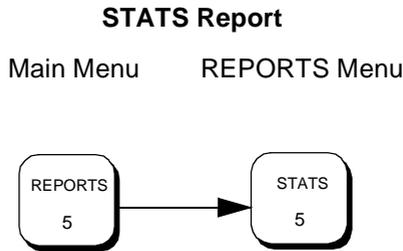
Figure 21.   Steps to Access the STATS Report

Once you select STATS from the REPORTS subsystem menu, the Options Menu appears. See Figure 12 on Page 38, along with the explanation of each menu item.

The first time you run a STATS report, select **3** from the Options Menu to CONFIG (or configure) the report parameters. (You may also want to use

CONFIG on other occasions to change specific parameters.) Selecting CONFIG generates a Parameters Menu for data entry.

STATS Report

Main Menu   REPORTS Menu   Options Menu

Figure 22.   Steps to Run the STATS Report

The Parameters Menu appears in Figure 23.
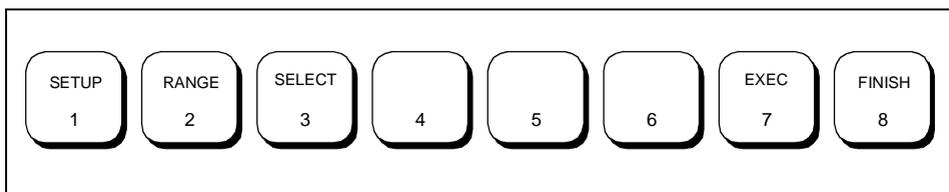
Figure 23.   STATS Report Parameters Menu

Begin your SETUP parameters by entering **1**. Screen prompts display default values. Remember, if you want more help, you may exit from the Parameters Menu by selecting **8** or by pressing **<CTRL-E>**. The system will display a Confirm Save prompt even if you have not set any parameters. Enter **Y** or **N** at this prompt. Then enter **1** for HELP and **3** for CONFIG. The HELP screen describes the parameters and the default values assigned to each parameter. To accept a default value, press **<Enter>**.

If you review and accept the default parameters, it is not necessary to make entries for each of the parameters. If, for example, a range of ALL CALLS is already set, you need only select the type of statistics report.

There are three different STATS reports that you can select. They are as follows:

- ■ Most Expensive Calls

- ■ Longest Duration Calls

- ■ Most Frequently Called Numbers

A description of the parameter setting procedure follows:

```
┌─────────┐
│ SETUP   │     Parameter Settings
│         │
│   1     │
└─────────┘
```

1. Enter **Y <Enter>** to send report to a printer. An **N <Enter>** generates the report but does not direct it to the printer.

2. Enter **Y <Enter>** to save the report file on disk, or **N <Enter>** if you do NOT want to save the file on disk.

    ⟹ **NOTE**:
    Enter **Y** here to save to disk if you wish to VIEW the report.

3. Enter the code for the printer where your output will be directed, or **<Enter>** for the default value. The code for your primary printer and any secondary printers is defined by your Service Technician at the time of installation. When your entries are complete, you are returned to the Parameters Menu.

To continue setting parameters, enter **2** for Range.

```
┌──────────┐
│  RANGE   │        Parameter Settings
│          │
│    2     │
└──────────┘
```

Range permits you to change the date and time range for the STATS report using one of three choices:

1. Enter **A** if you want the report to reflect all calls stored in the system.

2. Enter **I** if you want the report to reflect calls running back a specified number of days. Enter the number of days you want to specify at the INTERVAL prompt. For example, to include calls from the past week, enter **7** at the INTERVAL prompt.

3. Enter **C** to change the date and time already established for the report. Enter the period of time (starting date and time, and ending date and time) that you want the report to run for. All calls that fall between these dates and times are included. Pressing **<Enter>** with the date and time fields blank generates a report that includes all calls in the system. When your entries are complete, you are returned to the Parameters Menu.

```
┌──────────┐
│ SELECT   │        Parameter Settings
│          │
│   3      │
└──────────┘
```

Select permits you to choose which STATS report you wish to run by offering the following three choices:

1. Enter **1** if you want the report to show the **Most Expensive Calls**.

   a. Next enter the Line Type to run the report on. If you leave Line Type blank by pressing **<Enter>**, the report is run on ALL Line Types.

   b. The system asks if you want to specify a minimum cost as a lower limit for the Most Expensive Calls report. If you leave Specify Cost blank by pressing **<Enter>**, the system asks you for the Dollar Amount of calls to which you would like the report limited. If you leave the Dollar Amount blank by pressing **<Enter>**, the system automatically uses the 50 most-expensive calls for the report.

2. Enter **2** if you want the report to show the **Longest Duration Calls**.

   a. Next enter the Line Type to run the report on. If you leave Line Type blank by pressing **<Enter>**, the report is run on ALL Line Types.

   b. The system asks if you want to specify a minimum duration as a lower limit for the Longest Duration Calls report. If you leave Specify Time blank by pressing **<Enter>**, the system asks you for the Time in Minutes you would like the report limited to. If you leave the Number of Calls blank by pressing **<Enter>**, the system automatically uses the 50 longest calls for the report.

3. Enter **3** if you want the report to show the **Most Frequently Called Numbers**.

    a. Next enter the Line Type to run the report on. If you leave Line Type blank by pressing **<Enter>**, the report is run on ALL Line Types.

    b. The system asks you for the number of calls you would like the report limited to. If you leave the Number of Calls blank by pressing **<Enter>**, the system automatically uses a default of 50 calls for the report.

Once you have entered all the parameters, you may select either **EXEC** or **FINISH**. Select **EXEC** to run the STATS report you chose with the parameters you have entered. **Selecting EXEC does NOT save your parameters**. To save your parameters (which overwrites the default values), select **FINISH** and enter **Y** at the SAVE prompt. You are returned to the Options Menu.

To run the STATS report with your recently saved parameters, select **2** to RUN the report. If you have saved the report to disk, you can return to the VIEW function to examine it on screen. RUN and VIEW are part of the Options Menu. Once you have finished the report, you are returned to the Main Menu.

The COST Summary Report

The COST summary report provides details and summaries of the number of calls, duration and average duration of calls, cost per call and average cost per call broken down by Division, Department and Extension. To access the COST summary report, select REPORTS from the Main Menu by entering **5**. When the REPORTS subsystem menu appears, select COST (from Screen #1) by entering **6** (Figure 24).

COST Report

Main Menu   REPORTS Menu
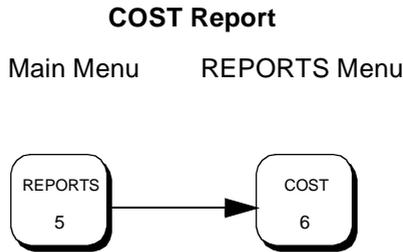
Figure 24.   Steps to Access the COST Report

Once you select COST from the REPORTS subsystem menu, the Options Menu appears. See Figure 12 on Page 38, along with the explanation of each menu item.

The first time that you run a COST summary report, select **3** from the Options Menu to CONFIG (or configure) the report parameters. (You may also want to

use CONFIG on other occasions to change specific parameters.) Selecting CONFIG generates a Parameters Menu for data entry.

COST Report

Main Menu   REPORTS Menu   Options Menu
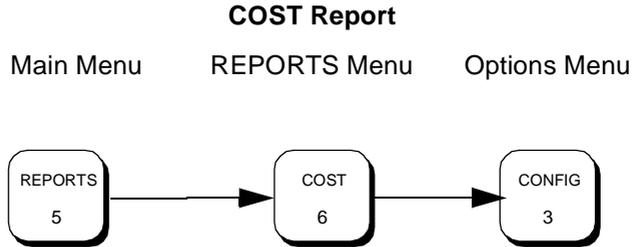
Figure 25.   Steps to Run the COST Report

The Parameters Menu appears as in Figure 26.
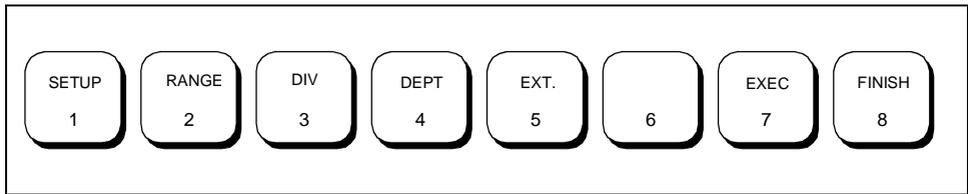
Figure 26.   COST Report Parameters Menu

Begin your SETUP parameters by entering **1**. Screen prompts display default values. Remember, if you want more help, you may exit from the Parameters Menu by selecting **8** or by pressing **<CTRL-E>**. The system will display a Confirm Save prompt even if you have not set any parameters. Enter **Y** or **N** at this prompt. Then enter **1** for HELP and **3** for CONFIG. The HELP screen describes the parameters and the default values assigned to each parameter. To accept a default value, press **<Enter>**.

If you review and accept the default parameters, it is not necessary to make entries for each of the parameters. If, for example, you choose to request a report for only one division, you need only select the DIVISION parameter.

```
┌─────────┐
│ SETUP   │      Parameter Settings
│         │
│   1     │
└─────────┘
```

1.   Enter **Y <Enter>** to print a Compact Version of the report. The Compact Format prints all call types on one line, by extension, department or division. The standard format breaks calls into eight call types. Enter **N <Enter>** for the standard format.

2.   Enter **Y <Enter>** to send the report to a printer. An **N <Enter>** generates the report, but does not direct it to the printer.

3.   Enter **Y <Enter>** to save the report file on disk, or **N <Enter>** if you do not want to save the file on disk.

> **NOTE**:
> Enter **Y** here to save to disk if you wish to VIEW the report.

4.   Enter the **code for the printer** where your output will be directed, or **<Enter>** for the default value. The code for your primary printer and any secondary printers are defined by your Service Technician at the time of installation. When your entries are complete, you are returned to the Parameters Menu.

To continue setting parameters, enter **2** for RANGE.

```
 RANGE
   2
```

Parameter Settings

Range permits you to change the date and time range for the COST summary report using one of three choices:

1. Enter **A** if you want the report to reflect all calls stored in the system.

2. Enter **I** if you want the report to reflect calls running back a specified number of days. Enter the number of days you want to specify at the INTERVAL prompt. For example, to include calls from the past week, enter **7** at the INTERVAL prompt.

3. Enter **C** to change the date and time already established for the report. Enter the period of time (starting date and time, and ending date and time) that you want the report to run for. All calls that fall between these dates and times are included. Pressing **<Enter>** generates a report that includes all calls in the system. When your entries are complete, you are returned to the Parameters Menu.

The three remaining parameters are DIVISION, DEPT (or Department) and EXT (or Extension) parameters. The three are treated as a group. These functions allow you to specify, selected or all, Divisions, Departments, or Extensions to run the report on. If you select more than one of the three parameters, then the data specified in the last selection is used for the report.

DIV

3

Enter **3** for DIV (division) selection. Enter the Division number that you want, or press **<Enter>** for all Divisions.

DEPT

4

Enter **4** for DEPT selection. Enter the Department number that you want, or press **<Enter>** for all Departments.

EXT.

5

Enter **5** for EXT selection. Enter the Extension number that you want, or press **<Enter>** for all Extensions.

Once you have entered all the parameters, you may select either **EXEC** or **FINISH**. Select **EXEC** to run the COST summary report with the parameters you have entered. **Selecting EXEC does NOT save your parameters**. To save your parameters (which overwrites the default values), select **FINISH** and enter **Y** to the save prompt. You are returned to the Main Menu.

To run the COST summary report with your recently saved parameters, select **2** to RUN the report, or **4** to VIEW the report, after it has been generated. RUN and VIEW are part of the Options Menu. Once you have run the report, you are returned to the Main Menu.

The WATCHDOG Report

The WATCHDOG report provides detailed information about 48 identified tele-phone numbers. Call Detail includes the originating extension number, the call duration, the cost of the call and a summary for each of the identified numbers. To access the WATCHDOG report, select REPORTS from the Main Menu by entering **5**. When the REPORT subsystem menu appears, select NEXT (from Screen #l) by entering **7** to get to Screen #2. Then select WATCHDOG by entering **2** (Figure 27).

WATCHDOG Report

Main Menu   REPORTS Menu

Figure 27.   Steps to Access the WATCHDOG Report

Once you select WATCHDOG from the REPORTS subsystem menu, an Options Menu appears. See Figure 12 on Page 38, along with the explanation of each menu item.

The first time that you want to run the WATCHDOG report, select **3** from the Options Menu to CONFIG or configure the report parameters. (You may also want to use CONFIG on other occasions to change specific parameters.) Selecting CONFIG generates a Parameters Menu for data entry.

WATCHDOG Report

Main Menu   REPORTS Menu   Options Menu
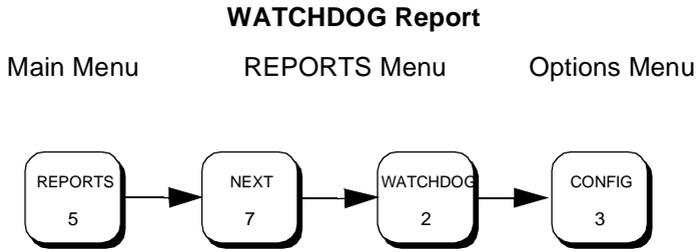
Figure 28.   Steps to Run the WATCHDOG Report

The Parameters menu appears as in Figure 29.
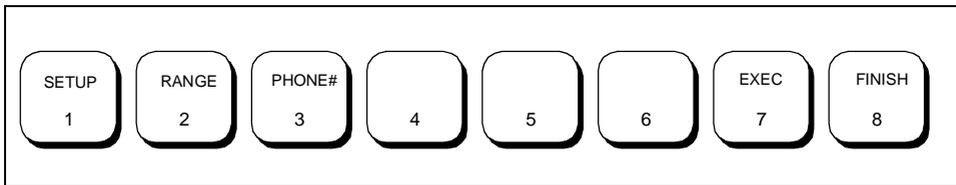
Figure 29.   WATCHDOG Report Parameters Menu

Begin your SETUP parameters by entering **1**. Screen prompts display default values. Remember, if you want more help, you may exit from the Parameters Menu by selecting **8** or by pressing **<CTRL-E>**. The system will display a Confirm Save prompt even if you have not set any parameters. Enter **Y** or **N** at this prompt. Then enter **1** for HELP and **3** for CONFIG. The HELP screen describes the parameters and the default values assigned to each parameter. To accept a default value, press **<Enter>**.

If you review and accept the default parameters, it is not necessary to make entries for each of the parameters.

A description of the parameter setting procedure follows:

> SETUP
>
> 1

Parameter Settings

1. Enter the **code for the printer** where your output will be directed, or **<Enter>** for the default value. The code for your primary printer and any secondary printers is defined by your Service Technician at the time of installation.

2. Enter **Y <Enter>** to send the report to the printer, or **N <Enter>** to gener- ate the report and make it available to VIEW.

3. Enter **Y <Enter>** to save the report file on disk, or **N <Enter>** if you do NOT want to save the file on disk.

    ➡️ **NOTE**:
    Enter **Y** here to save to disk if you wish to VIEW the report.

4. Enter **Y <Enter>** to print a Compact Version of the report. The Compact Format prints all call types on one line, by extension, department or divi- sion. The standard format breaks calls into eight call types. Enter **N <Enter>** for the standard format. When your entries are complete, you are returned to the Parameters Menu.

To continue setting parameters, enter **2** for RANGE.

```
RANGE

2
```

Parameter Settings

Range permits you to change the date and time range for the WATCHDOG
report using one of three choices:

1.   Enter **A** if you want the report to reflect all calls stored in the system.

2.   Enter **I** if you want the report to reflect calls running back a specified
      number of days. Enter the number of days you want to specify at the
      INTERVAL prompt. For example, to include calls from the past week,
      enter **7** at the INTERVAL prompt.

3.   Enter **C** to change the date and time already established for the report.
      Enter the period of time (starting date and time, and ending date and
      time) that you want the report to run for. All calls that fall between these
      dates and times are included. Pressing **<Enter>** generates a report that
      includes all calls in the system. When your entries are complete, you are
      returned to the Parameters Menu.

To set the last parameter for this Options Menu, enter **3** for PHONE#.

PHONE#

3

Parameter Settings

This option permits the user to identify a maximum of 48 different phone numbers to watch. Prompts on the bottom of the screen identify the commands that you may select. You may Insert, Delete or Modify phone numbers.

1.   Enter your command selection, **D, M** or **I**.

2.   Enter the **phone numbers** until your entries are completed.

> **NOTE**:
> Phone numbers should be entered in exactly as they appear on the detail report. That is, a direct dial call is entered as 16176651997 **<Enter>**. An operator assisted call is entered as 06176651997 **<Enter>**.

3.   Press **<Enter>** to quit. You are returned to the Parameters Menu.

> **NOTE**:
> The WATCHDOG report also allows you to search for a partial number. Using the previous example, if you only knew part of the number or wanted to see all calls to a certain area, you could enter the number as follows:

For a **Compact Ver. Y**, the number would look like **617665<Enter>**. This gives you all calls starting with 617-665.

For a **Compact Ver. N**, the number would look like
617665XXXX<Enter>. This reports on the same thing.

Once you have entered all the parameters, you may select either **EXEC** or
FINISH. Select **EXEC** to run the WATCHDOG report with the parameters you
have entered. **Selecting EXEC does NOT save your parameters**. To save
your parameters (which overwrites the default values), select **FINISH** and enter
Y to the SAVE prompt. You are returned to the Options Menu.

To run the WATCHDOG report with your recently saved parameters, select **2** to
RUN the report, or **4** to VIEW the report after it has been generated. RUN and
VIEW are part of the Options Menu. Once you have finished the report, you are
returned to the Main Menu.

The AREA CODE Report

The AREA CODE report provides summary information about the number,
duration, trunk and cost of calls made to specific area codes. To access the
AREA CODE report, select REPORTS from the Main Menu by entering **5**.
When the REPORT subsystem menu appears, select NEXT (from Screen # I)
by entering **7** to get to Screen #2. Then select AREA CODE report by entering **3**
(Figure 30).)

AREA CODE Report

Main Menu   REPORTS Menu
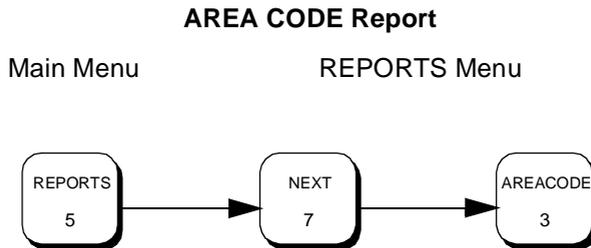
Figure 30.   Steps to Access the AREA CODE Report

Once you select AREA CODE from the REPORTS subsystem menu, an Options Menu appears. See Figure 12 on Page 38, along with the explanation of each menu item.

The first time that you want to run the AREA CODE report, select **3** from the Options Menu to CONFIG or configure the report parameters. (You may also want to use CONFIG on other occasions to change specific parameters.) Selecting CONFIG generates a Parameters Menu for data entry.

AREA CODE Report

Main Menu	REPORTS Menu	Options Menu

| REPORTS 5 | → | NEXT 7 | → | AREACODE 3 | → | CONFIG 3 |
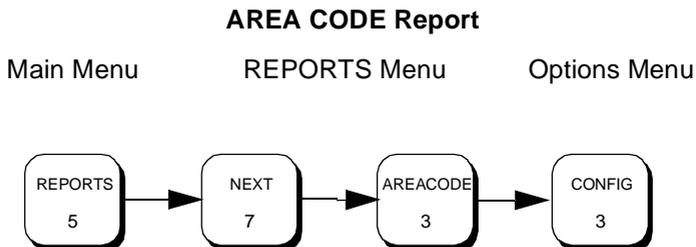
Figure 31.   Steps to run the AREA CODE Report

The Parameters Menu appears as in Figure 32.

| SETUP 1 | RANGE 2 | TRNKGP 3 | AREACODE 4 | 5 | 6 | EXEC 7 | FINISH 8 |
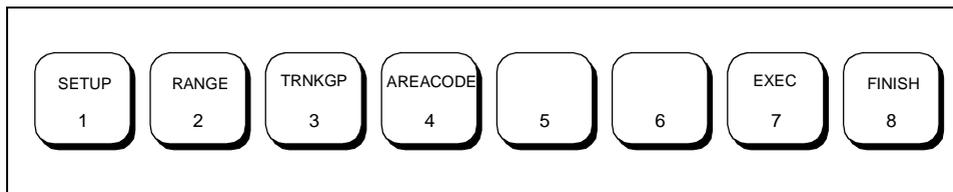
Figure 32.   AREA CODE Parameters Menu

Begin your SETUP parameters by entering **1**. Screen prompts display default values. Remember, if you want more help, you may exit from the Parameters Menu by selecting **8** or by pressing **<CTRL-E>**. The system will display a Confirm Save prompt even if you have not set any parameters. Enter **Y** or **N** at this prompt. Then enter **1** for HELP and **3** for CONFIG. The HELP screen

describes the parameters and the default values assigned to each parameter. To accept a default value, press **<Enter>**.

If you review and accept the default parameters, it is not necessary to make entries for each of the parameters.

A description of the parameter setting procedure follows:

```
┌─────────┐
│ SETUP   │        Parameter Settings
│         │
│   1     │
└─────────┘
```

1. Enter **Y <Enter>** to send the report to the printer, or **N <Enter>** to generate the report and make it available to VIEW.

2. Enter **Y <Enter>** to save the report file on disk, or **N <Enter>** if you do NOT want to save the file on disk.

    ⇒ **NOTE:**
    Enter **Y** here to save to disk if you wish to VIEW the report at a later time.

3. Enter the **code for the printer** where your output will be directed, or **<Enter>** for the default value. The code for your primary printer and any secondary printers is defined by your Service Technician at the time of installation.

4. Enter **1** to have the report sorted by area code, or a **2** to have it sorted by trunk number. When your entries are complete, you are returned to the Parameters Menu.

To continue setting parameters, enter **2** for RANGE.

RANGE

2

Parameter Settings

Range permits you to change the date and time range for the AREA CODE report using one of three choices:

1.   Enter **A** if you want the report to reflect all calls stored in the system.

2.   Enter **I** if you want the report to reflect calls running back a specified number of days. Enter the number of days you want to specify at the INTERVAL prompt. For example, to include calls from the past week, enter **7** at the INTERVAL prompt.

3.   Enter **C** to change the date and time already established for the report. Enter the period of time (starting date and time, and ending date and time) that you want the report to run for. All calls that fall between these dates and times are included. Pressing **<Enter>** generates a report that includes all calls in the system. When your entries are complete, you are returned to the Parameters Menu.

To set the trunk group parameter, enter **3** for TRNKGP.

TRNKGP

3

With this option, the user identifies the trunk groups upon which to run the report. Enter the first trunk group you want and press **<Enter>**. If the trunk group number you enter is invalid, an error appears. You can continue to enter more trunk group numbers. To end, press **<Enter>** and you are returned to the Parameters Menu.

To set the area code parameter, enter **4** for AREACODE.

AREACODE

4

This option permits the user to identify the desired area codes to be in the report. If none are entered, the report is run on ALL area codes. Pressing **<Enter>** ends entry to this option. Once you have run the report, you are returned to the Main Menu.

Once you have entered all the parameters, you may select either **EXEC** or **FINISH**. Select **EXEC** to run the AREA CODE report with the parameters you have entered. **Selecting EXEC does NOT save your parameters.** To save your parameters (which overwrites the default values), select **FINISH** and enter **Y** to the SAVE prompt. You are returned to the Options Menu.

To run the AREA CODE report with your recently saved parameters, select **2** to RUN the report, or **4** to VIEW the report after it has been generated. RUN and VIEW are part of the Options Menu. Once you have finished the report, you are returned to the Options Menu.

The ACCOUNT Report

The ACCOUNT report provides summary information about the number, duration and cost of calls made/or applied to specific account codes. To access the ACCOUNT report, select REPORTS from the Main Menu by entering **5**. When the REPORT subsystem menu appears, select NEXT (from Screen # I) by entering **7** to get to Screen #2. Then select the ACCOUNT report by entering **4** (Figure 33).

ACCOUNT Report

Main Menu   REPORTS Menu

Figure 33.   Steps to Access the ACCOUNT Report

Once you select ACCOUNT from the REPORTS subsystem menu, an Options Menu appears. See Figure 12 on Page 38, along with the explanation of each menu item.

The first time that you want to run the ACCOUNT report, select **3** from the Options Menu to CONFIG or configure the report parameters. (You may also want to use CONFIG on other occasions to change specific parameters.) Selecting CONFIG generates a Parameters Menu for data entry.

ACCOUNT Report

Main Menu   REPORTS Menu   Options Menu

```
┌──────────┐      ┌──────────┐      ┌──────────┐      ┌──────────┐
│ REPORTS  │ ───▶ │  NEXT    │ ───▶ │ ACCOUNT  │ ───▶ │  CONFIG  │
│    5     │      │    7     │      │    4     │      │    3     │
└──────────┘      └──────────┘      └──────────┘      └──────────┘
```
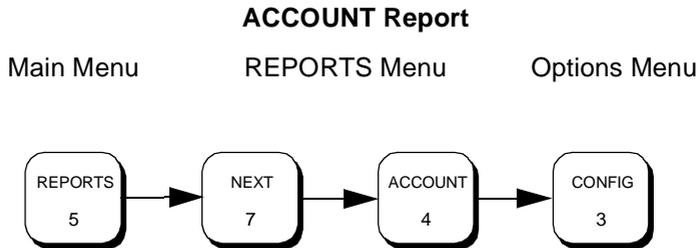
Figure 34.   Steps to Run the ACCOUNT Report

The Parameters menu appears as in Figure 35.

```
┌──────────────────────────────────────────────────────────────────────────────────┐
│  ╭───────╮ ╭───────╮ ╭────────╮ ╭───────╮ ╭───────╮ ╭───────╮ ╭───────╮ ╭────────╮ │
│  │ SETUP │ │ RANGE │ │ACCOUNT │ │  DIV  │ │ DEPT  │ │ EXT.  │ │ EXEC  │ │ FINISH │ │
│  │   1   │ │   2   │ │   3    │ │   4   │ │   5   │ │   6   │ │   7   │ │   8    │ │
│  ╰───────╯ ╰───────╯ ╰────────╯ ╰───────╯ ╰───────╯ ╰───────╯ ╰───────╯ ╰────────╯ │
└──────────────────────────────────────────────────────────────────────────────────┘
```

Figure 35.   ACCOUNT Report Parameters Menu

Begin your SETUP parameters by entering **1**. Screen prompts display default
values. Remember, if you want more help, you may exit from the Parameters
Menu by selecting **8** or by pressing **<CTRL-E>**. The system will display a
Confirm Save prompt even if you have not set any parameters. Enter **Y** or **N** at
this prompt. Then enter **1** for HELP and **3** for CONFIG. The HELP screen
describes the parameters and the default values assigned to each parameter.
To accept a default value, press **<Enter>**.

If you review and accept the default parameters, it is not necessary to make
entries for each of the parameters.

A description of the parameter setting procedure follows:

```
┌─────────┐
│ SETUP   │     Parameter Settings
│         │
│   1     │
└─────────┘
```

1. Enter **Y <Enter>** to flag calls as posted after reporting on them. An **N <Enter>** leaves the calls unposted after running the report.

2. Enter **Y <Enter>** to print a Compact Version of the report. The Compact format divides calls for each extension into two categories: Local and Long Distance. Enter **N <Enter>** for the standard format which breaks calls into eight call type categories.

3. Enter **Y <Enter>** to show only live calls on the report. An **N <Enter>** generates a report with data on calls previously posted plus live calls.

4. Enter **Y <Enter>** to save the report to disk or **N <Enter>** if you do NOT want to save the file on disk.

    ⇒ **NOTE:**
    Enter **Y** here to save to disk if you wish to VEW the report.

5. Enter **Y <Enter>** to send the report to the printer, or **N <Enter>** to not send it to the printer.

6. Enter **Y <Enter>** to the next seven Peg Count entries if you want the report to show quantities of calls (or Peg Counts) for each of the categories (this occurs ONLY if you have entered **Y** to **Compact Ver**). Peg Counts do not show detail on the calls. Enter **N <Enter>** if you do not want Peg Counts.

7. Enter **Y <Enter>** to report on calls WITH auth codes, or **N <Enter>** to omit calls with auth codes from the report.

8. Enter **Y <Enter>** to report on calls WITHOUT auth codes, or **N <Enter>** to omit calls WITHOUT auth codes from the report.

9. Enter **Y <Enter>** for a report title indicating that the report is run on calls WITHOUT auth codes, an **N <Enter>** for a report title indicating that the report is run on calls WITH auth codes, or **NONE <Enter>** for no title at all.

10. Enter **Y <Enter>** to have page breaks inserted into the report, or **N <Enter>** to print the report continuously.

11. Enter the **code for the printer** where your output will be directed or **<Enter>** for the default value. The code for your primary printer and any secondary printers is defined by your Service Technician at the time of installation. When your entries are complete, you are returned to the Parameters Menu.

To continue setting parameters, enter **2** for RANGE.

```
┌─────────┐
│ RANGE   │     Parameter Settings
│         │
│   2     │
└─────────┘
```

Range permits you to change the date and time range for the ACCOUNT report using one of three choices:

1. Enter **A** if you want the report to reflect all calls stored in the system.

2. Enter **I** if you want the report to reflect calls running back a specified number of days. Enter the number of days you want to specify at the INTERVAL prompt. For example, to include calls from the past week, enter **7** at the INTERVAL prompt.

3. Enter **C** to change the date and time already established for the report. Enter the period of time (starting date and time, and ending date and time) that you want the report to run for. All calls that fall between these

dates and times are included. Pressing **<Enter>** generates a report that includes all calls in the system. When your entries are complete, you are returned to the Parameters Menu.

To set the ACCOUNT parameter, enter **3** for ACCOUNT. Enter the account number that you want, or press **<Enter>** for all account numbers.

ACCOUNT

3

With this option, the user identifies the line types upon which to run the report. Enter the first line type you want, and press **<Enter>**. If the line type you enter is invalid, an error appears. You can continue to enter more line types. To end, press **<Enter>** and you are returned to the Options Menu.

The three remaining parameters are DIV, DEPT (or Department) and EXT (or Extension) parameters. The three are treated as a group. These functions allow you to specify, selected or all, Divisions, Departments, or Extensions to run the report on. If you select more than one of the three parameters, then the data specified in the last selection is used for the report.

DIV

4

Enter **4** for DIV (division) selection. Enter the Division number that you want, or press **<Enter>** for all Divisions.

```
DEPT
  5
```

Enter **5** for DEPT selection. Enter the Department number that you want, or press **<Enter>** for all Departments.

```
EXT.
  6
```

Enter **6** for EXT selection. Enter the EXTENSION number that you want, or press **<Enter>** for all Extensions.

Once you have entered all the parameters, you may select either **EXEC** or **FINISH**. Select **EXEC** to run the ACCOUNT report with the parameters you have entered. **Selecting EXEC does NOT save your parameters.** To save your parameters (which overwrites the default values), select **FINISH** and enter **Y** to the SAVE prompt. You are returned to the Options Menu.

To run the ACCOUNT report with your recently saved parameters, select **2** to RUN the report, or **4** to VIEW the report after it has been generated. RUN and VIEW are part of the Options Menu. Once you have run the report, you are returned to the Main Menu.

The CHRONO Report

The CHRONO report provides a chronological listing of the calls summary information about the number, duration and cost of calls made/or applied to specific account codes. To access the CHRONO report, select REPORTS from the Main Menu by entering **5**. When the REPORTS subsystem menu appears, select NEXT (from Screen #1) by entering **7** to get to Screen #2. Then select CHRONO report by entering **5** (Figure 36).

CHRONO Report

Main Menu   REPORTS Menu
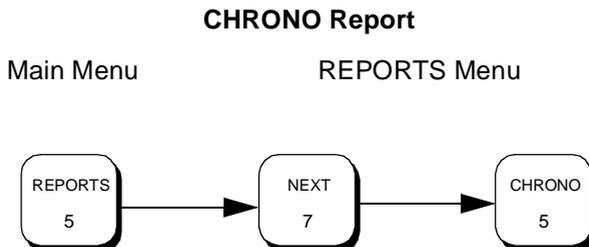
Figure 36.   Steps to Access the CHRONO Report

Once you select CHRONO from the REPORTS subsystem menu, the Options Menu appears. See Figure 12 on Page 38, along with the explanation of each menu item.

The first time you want to run the CHRONO report, select **3** from the Options Menu to CONFIG or configure the report parameters. (You may also want to

use CONFIG on other occasions to change specific parameters.) Selecting
CONFIG generates a Parameters Menu for data entry.

CHRONO Report

Main Menu   REPORTS Menu   Options Menu

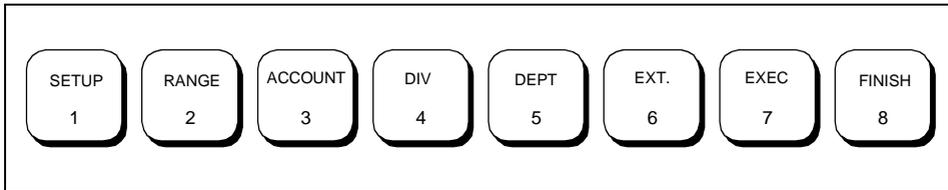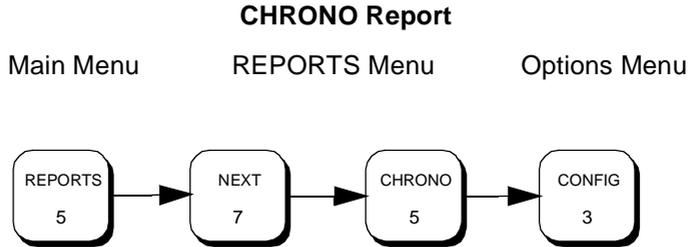**Figure 37.   Steps to Run the CHRONO Report**

The Parameters Menu appears as in Figure 38.
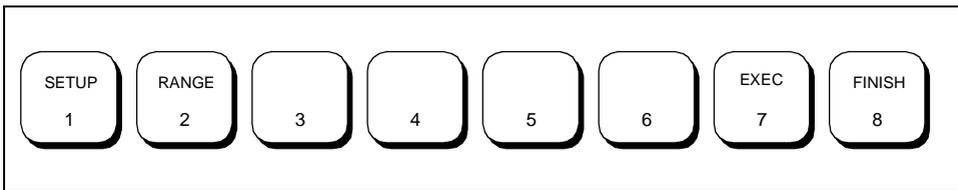
Figure 38.   CHRONO Report Parameters Menu

Begin your SETUP parameters by entering **1**. Screen prompts display default
values. Remember, if you want more help, you may exit from the Parameters
Menu by selecting **8** or by pressing **<CTRL-E>**. The system will display a
Confirm Save prompt even if you have not set any parameters. Enter **Y** or **N** at
this prompt. Then enter **1** for HELP and **3** for CONFIG. The HELP screen
describes the parameters and the default values assigned to each parameter.
To accept a default value, press **<Enter>**.

If you review and accept the default parameters, it is not necessary to make
entries for each of the parameters.

A description of the parameter setting procedure follows:

SETUP

1

Parameter Settings

1. Enter **Y <Enter>** to send the report to the printer, or enter **N <Enter>** to generate the report and make it available to VIEW.

2. Enter **Y <Enter>** to save the report file on disk, or enter **N <Enter>** if you do NOT want to save the file on disk.

> **NOTE:**
> Enter **Y** here to save to disk if you wish to VIEW the report at a later time.

3. Enter the **code for the printer** where your output will be directed, or **<Enter>** for the default value. The code for your primary printer and any secondary printers is defined by your Service Technician at the time of installation.

4. Enter **Y <Enter>** to have page breaks inserted into the report, or enter **N <Enter>** to print the report continuously.

```
┌──────────┐
│  RANGE   │        Parameter Settings
│          │
│    2     │
└──────────┘
```

Range permits you to change the date and time range for the CHRONO report using one of two choices:

1. Enter **I** if you want the report to reflect calls running back a specified number of days. Enter the number of days you want to specify at the INTERVAL prompt. For example, to include calls from the past week, enter **7** at the INTERVAL prompt.

2. Enter **C** to change the date already established for the report. Enter the period of time (starting date and ending date) that you want the report to run for. All calls that fall between these dates are included. Pressing **<Enter>** generates a report that includes all calls in the system. When your entries are complete, you are returned to the Parameters Menu.

Once you have entered all the parameters, you may select either **EXEC** or **FINISH**. Select **EXEC** to run the CHRONO report with the parameters you have entered. **Selecting EXEC does NOT save your parameters.** To save your parameters (which overwrites the default values), select **FINISH** and enter **Y** to the SAVE prompt. You are returned to the Options Menu.

To run the CHRONO report with your recently saved parameters, select **2** to RUN the report, or **4** to VIEW the report after it has been generated. RUN and VIEW are part of the Options Menu. Once you have finished the report, you are returned to the Main Menu.

The PENALTY Report

The PENALTY report provides a listing of the calls connected in some fashion other than in the preferred routing. To access the PENALTY report, select REPORTS from the Main Menu by entering **5**. When the REPORTS subsystem menu appears, select NEXT (from Screen #I) by entering **7** to get to Screen #2. Then select the PENALTY report by entering **6** (Figure 39).

PENALTY Report

Main Menu   REPORTS Menu
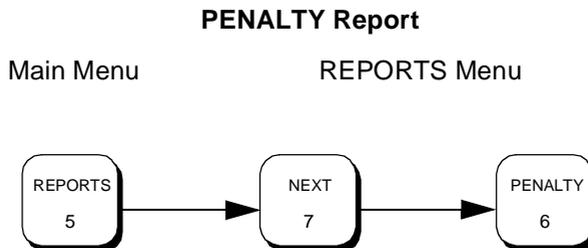
Figure 39.   Steps to Access the PENALTY Report

Once you select PENALTY from the REPORTS subsystem menu, the Options Menu appears. See Figure 12 on Page 38, along with the explanation of each menu item.

The first time you want to run the PENALTY report, select **3** from the Options Menu to CONFIG or configure the report parameters. (You may also want to

use CONFIG on other occasions to change specific parameters.) Selecting CONFIG generates a Parameters Menu for data entry.

PENALTY Report

Main Menu   REPORTS Menu   Options Menu
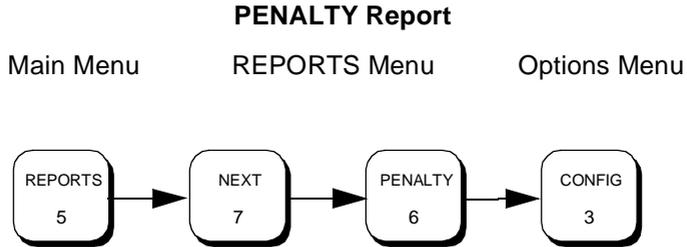
Figure 40.   Steps to Run the PENALTY Report

The Parameters Menu appears as in Figure 41.
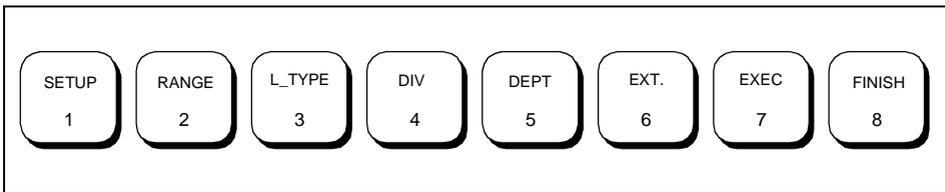
Figure 41.   PENALTY Report Parameters Menu

Begin your SETUP parameters by entering **1**. Screen prompts display default values. Remember, if you want more help, you may exit from the Parameters Menu by selecting **8** or by pressing **<CTRL-E>**. The system will display a Confirm Save prompt even if you have not set any parameters. Enter **Y** or **N** at this prompt. Then enter **1** for HELP and **3** for CONFIG. The HELP screen describes the parameters and the default values assigned to each parameter. To accept a default value, press **<Enter>**.

If you review and accept the default parameters, it is not necessary to make entries for each of the parameters.

A description of the parameter setting procedure follows:

```
┌─────────┐
│ SETUP   │      Parameter Settings
│   1     │
└─────────┘
```

1. Enter **Y <Enter>** to send the report to the printer, or enter **N <Enter>** to not send it to the printer.

2. Enter **Y <Enter>** to save the report to disk or enter **N <Enter>** if you do NOT want to save the file on disk.

    ⇒ **NOTE**:
    Enter **Y** here to save to disk if you wish to VEW the report.

3. Enter **Y <Enter>** to have page breaks inserted into the report, or enter **N <Enter>** to print the report continuously.

4. Enter the **code for the printer** where your output will be directed or **<Enter>** for the default value. The code for your primary printer and any secondary printers is defined by your Service Technician at the time of installation.

5. Enter **Y <Enter>** to print a Compact Version of the report. The Compact format divides calls for each extension into two categories: Local, and Long Distance. Enter **N <Enter>** for the standard format which breaks calls into eight call type categories.

6. When your entries are complete, you are returned to the Parameters Menu.

To continue setting parameters, enter **2** for RANGE.

```
 RANGE
   2
```

Parameter Settings

Range permits you to change the date and time range for the PENALTY report using one of three choices:

1. Enter **A** if you want the report to reflect all calls stored in the system.

2. Enter **I** if you want the report to reflect calls running back a specified number of days. Enter the number of days you want to specify at the INTERVAL prompt. For example, to include calls from the past week, enter **7** at the INTERVAL prompt.

3. Enter **C** to change the date and time already established for the report. Enter the period of time (starting date and time, and ending date and time) that you want the report to run for. All calls that fall between these dates and times are included. Pressing **<Enter>** generates a report that includes all calls in the system. When your entries are complete, you are returned to the Parameters Menu.

The four remaining parameters are the L_TYPE (or Line Type), DIV (or Division), DEPT (or Department), and EXT (or Extension) parameters. The four are treated as a group. These functions allow you to specify selected or all Line Types, Divisions, Departments or Extensions to run the report on. If you select more than one parameter, then the data specified in the last selection is used for the report.

L_TYPE

3

Enter **3** for Line Type selection. The Line Type value is a numerical entry. In most facilities with resale applications, there are two different Line Types (those that are Administrative and DO NOT have markups applied, and those that are for guests and DO have markups applied). Information about your specific installation is available by referring to the MANAGER subsystem. Pressing **<Enter>** includes all line types.

DIV

4

Enter **4** for DIV (division) selection. Enter the Division Number that you want, or press **<Enter>** for all divisions.

```
  DEPT

   5
```

Enter **5** for DEPT selection. Enter the Department Number that you want, or press **<Enter>** for all departments.

```
  EXT.

   6
```

Enter **6** for EXT selection. Enter the **Extension Number** that you want, or press **<Enter>** for all extensions.

If you want to choose **All** for any of the above options, press **<Enter>** when it asks you for the entry. An entry of **<Enter>** defaults to All of the selected items.

Once you have entered all the parameters, you may select either **EXEC** or **FINISH**. Select **EXEC** to run the PENALTY report with the parameters you have entered. **Selecting EXEC does NOT save your parameters.** To save your parameters (which overwrites the default values), select **FINISH** and enter **Y** to the save prompt. You are returned to the Options Menu.

To run the PENALTY report with your recently saved parameters, select **2** to RUN the report, or **4** to VIEW the report after it has been generated. RUN and VIEW are part of the Options Menu. Once you have finished the report, you are returned to the Main Menu.

Sample Reports

The Intuity Lodging Call Accounting provides a wide variety of different analytical and summary reports for monitoring telephone call activity. Call records collected are priced in a real time environment so that reports can be generated immediately.

The following reports are representative of those provided by the system. Report content is dependent upon the server and its Call Detail Recording (CDR) output.

The **Call Detail by Extension Report** is broken into separate call categories. This makes it easier for a department manager to spot a problem. This is a **Compact Version "Y" Report**.

```
#############################################################################
                          YOUR COMPANY NAME
                          CALL DETAIL REPORT
                              ALL CALLS
                          Wed Feb 2 10:13:43 1994
#############################################################################

                   DIVISION 60 CONFERENCE PHONES
                   DEPARTMENT 500   ATTORNEYS
                   EXTENSION 201  J. Brackman
```

LOCAL CALLS :

DATE	TIME	NUMBER CALLED	LOCATION		DUR	COST	TRK #
02/02/94	09:53	225-8600	Metuchen	NJ	00:05	0.07	63
02/02/94	09:58	225-7699	Metuchen	NJ	00:03	0.07	63
02/02/94	10:53	225-8600	Metuchen	NJ	00:09	0.14	63

```
                     NUMBER OF CALLS :    3      TOTALS: 00:17   0.28
                                               AVERAGE: 00:05   0.09
```

LONG DISTANCE CALLS :

DATE	TIME	NUMBER CALLED	LOCATION	DUR	COST	TRK #
02/02/94	09:53	312 657-8553	Illinois	00:07	3.74	63
02/02/94	09:59	0617 847-6338	Massachusetts	00:08	0.75	63
02/02/94	11:53	0301 835-7228	Maryland	00:04	0.75	63

```
                     NUMBER OF CALLS :    3      TOTALS: 00:19   5.24
                                               AVERAGE: 00:06   1.75


                NUMBER OF LOCAL CALLS :    3      TOTALS: 00:17   0.28
        NUMBER OF LONG DISTANCE CALLS :    3      TOTALS: 00:19   5.24

                                                        =====   =====

                   GRAND TOTAL CALLS :    6      TOTALS: 00:36   5.52
                                               AVERAGE : 00:06   0.92
```

This is a **Compact Version "N" Detail Report** with all peg counts set to "No."

```
#############################################################################
                         YOUR COMPANY NAME
                         CALL DETAIL REPORT
                            ALL CALLS
                       Wed Feb 2 10:13:43 1994
#############################################################################
            DIVISION 60 CONFERENCE PHONES    DEPARTMENT 500  ATTORNEYS
                       EXTENSION 201  J. Brackman
```

LOCAL CALLS :

DATE	TIME	NUMBER CALLED	LOCATION		DUR	COST	TRK #
02/02/94	09:53	225-8600	Metuchen	NJ	00:05	0.07	63
		NUMBER OF CALLS :	3	TOTALS:	00:17	0.28	
				AVERAGE:	00:05	0.09	

LONG DISTANCE WITHIN AREA CODE:

DATE	TIME	NUMBER CALLED	LOCATION	DUR	COST	TRK #
02/02/94	09:53	998-8553	Billerica, MA	00:07	3.74	63
		NUMBER OF CALLS :	3 TOTALS:	00:17	0.28	
			AVERAGE:	00:05	0.09	

LONG DISTANCE WITHIN STATE :

DATE	TIME	NUMBER CALLED	LOCATION	DUR	COST	TRK #
02/02/94	09:53	312 657-8553	Illinois	00:07	3.74	63
		NUMBER OF CALLS :	3 TOTALS:	00:19	5.24	
			AVERAGE:	00:06	1.75	

LONG DISTANCE CALLS TO OTHER STATES:
              NUMBER OF CALLS :   3   TOTALS: 00:19   5.24

800/900 CALLS:
              NUMBER OF CALLS :   3   TOTALS: 00:19   5.24

INFORMATION CALLS:
              NUMBER OF CALLS :   3   TOTALS: 00:19   5.24

INTERNATIONAL LONG DISTANCE CALLS:
              NUMBER OF CALLS :   3   TOTALS: 00:19   5.24

OPERATOR ASSISTED CALLS:
              NUMBER OF CALLS :   3   TOTALS: 00:19   5.24

 EXTENSION SUMMARY:

SUMMARY OF COSTS		USAGE AND COST STATISTICS	
STATION EQUIPMENT COST:	0.00	TOTAL DURATION :	00:00
OTHER CHARGES & CREDITS:	0.00	AVERAGE DURATION:	00:00
OVERHEAD:	0.00	TOTAL CALLS :	00
TOTAL USAGE:	0.00	AVERAGE COST :	0.00
OTHER:	0.00		

The **Peg Count for Call Detail** report can be run if detail is not desired. This is a **Compact Version "N" Report**.

```
############################################################################
                            YOUR COMPANY NAME
                            CALL DETAIL REPORT
                               ALL CALLS
                          Wed Feb 2 14:45:09 1994
############################################################################

                       DIVISION 60 CONFERENCE PHONES
                       DEPARTMENT 500   ATTORNEYS
                       EXTENSION 201   J. Brackman

LOCAL CALLS :

                 NUMBER OF CALLS:      3      TOTALS :   00:17       0.28
                                              AVERAGE :  00:05       0.09

LONG DISTANCE CALLS :

                 NUMBER OF CALLS:      1      TOTALS :   00:07       3.74
                                              AVERAGE :  00:07       3.74

OPERATOR ASSISTED CALLS :

                 NUMBER OF CALLS:      2      TOTALS :   00:12       1.50
                                              AVERAGE :  00:06       0.75

EXTENSION SUMMARY :
SUMMARY OF COSTS                              USAGE AND COST STATISTICS
-----------------------------------------    ----------------------------------
STATION EQUIPMENT COST :        0.00         TOTAL DURATION :     00:36
OTHER CHARGES & CREDITS :       0.00         AVERAGE DURATION :   00:06
OVERHEAD :                      0.00         TOTAL CALLS :            6
TOTAL USAGE :                   0.00         AVERAGE COST :        0.92
OTHER :                         0.00         TOTAL COST :          5.52
```

The **Trunk Number Summary Report** summarizes daily activity for a specific trunk group or number. This report is used to identify problem trunking or over-trunking. This report prints one trunk summary per page.

```
###############################################################################
                        YOUR COMPANY NAME
                   TRUNK NUMBER SUMMARY REPORT
                           ALL CALLS
                Report Date : Wed Feb 2 15:12:13 1994
###############################################################################

TRUNK NAME : 2 Way COT                        TRUNK GROUP : 20


-------------------------------------------------------------------------------
DATE      TRUNK   CALLS   DURATION   AVG DUR     COST     AVG COST
-------------------------------------------------------------------------------
02/02/94    1      18       1:58       0:07      33.58      1.86
02/02/94    3      24       3:04       0:08      54.22      2.25
02/02/94    3      10       1:00       0.06      22.00      2.20
                  ===      ======     ======    ======     ======
TOTALS:            52       6:02       0:14     107.80      4.49
```

The **Trunk Group Call Distribution** report shows an hourly breakdown of call activity for a specific trunk group or number. A range of 1 to 24 hours can be reported. This report is used to identify heavy calling periods.

```
###########################################################################
                         YOUR COMPANY NAME
                   TRUNK GROUP CALL DISTRIBUTION
                            ALL CALLS
                   Report Date : Wed Feb 2 11:11:21 1994
###########################################################################
```

TRUNK NAME: T1-LD #1   TRUNK GROUP: 1

HOUR	CALLS	DURATION	AVG DUR	COST	AVG COST
12 AM	0	0:00	0:00	0.00	0.00
01 AM	0	0:00	0:00	0.00	0.00
02 AM	0	0:00	0:00	0.00	0.00
03 AM	0	0:00	0:00	0.00	0.00
04 AM	0	0:00	0:00	0.00	0.00
05 AM	0	0:00	0:00	0.00	0.00
06 AM	1	0:03	0:03	0.25	0.25
07 AM	1	0:02	0:02	0.26	0.26
08 AM	1	0:35	0:35	7.58	7.58
09 AM	1	0:16	0:16	3.30	3.30
10 AM	7	2:18	0:20	4.04	0.57
11 AM	1	0:16	0:16	0.00	0.00
12 PM	6	0:13	0:03	0.00	0.00
01 PM	1	0:02	0:02	0.08	0.08
02 PM	1	0:35	0:35	0.40	0.40
03 PM	1	0:16	0:16	3.56	3.56
04 PM	1	0:03	0:03	0.25	0.25
05 PM	1	0:02	0:02	0.26	0.26
06 PM	1	0:35	0:35	7.51	7.51
07 PM	1	0:16	0:16	3.27	3.27
08 PM	1	0:35	0:35	0.00	0.00
09 PM	1	0:16	0:16	0.00	0.00
10 PM	4	1:45	0:27	7.91	1.97
11 PM	8	0:56	0:07	7.46	0.93
=======	=======	=======	=======	=======	=======
	40	9:04	0:14	46.53	1.16

The **Audit Page** of the **Summary Report** shows the number of calls by call type, cost, tax allocated to cost, markup, additional markup, and tax allocated to markup. The last three columns are a requirement in some states or countries.

Wed Feb 2 11:30:13 1994

YOUR COMPANY NAME
SUMMARY REPORT FROM : 02/01/94 TO : 02/02/94
AUDIT PAGE
GUEST

DIRECT DIAL

Type	Number	DD Cost	DD Taxes	Markup	EXTRA Markup	MARKUP Tax
FOREIGN	0	0.00	0.00	0.00	0.00	0.00
INCOMING	0	0.00	0.00	0.00	0.00	0.00
LOCAL	72	14.76	2.71	11.00	35.15	0.42
LCLD	19	4.38	0.40	10.00	5.96	0.00
800-900	30	93.45	0.00	22.75	38.94	0.00
INFO	53	21.75	0.00	0.00	5.00	0.00
950	9	0.00	0.00	0.00	1.50	0.00
INTRA	1	0.55	0.04	1.00	0.80	0.00
LD	48	40.56	0.13	60.02	50.39	0.00
FOREIGN	19	124.36	7.82	39.00	47.16	0.00
Totals :	251	299.81	11.10	143.77	184.90	0.42

OPERATOR ASSIST

Type	Number	DD Cost	DD Taxes	Markup	EXTRA Markup	MARKUP Tax
LOCAL	27	1.80	0.65	8.00	0.00	0.10
LCLD	66	14.00	0.00	13.50	0.00	0.00
800-900	0	0.00	0.00	0.00	0.00	0.00
INFO	0	0.00	0.00	0.00	0.00	0.00
950	0	0.00	0.00	0.00	0.00	0.00
INTRA	0	0.00	0.00	0.00	0.00	0.00
LD	64	55.00	4.06	16.25	0.58	0.00
FOREIGN	35	33.03	9.01	4.00	10.00	6.36
Totals :	192	103.83	13.72	41.75	10.58	6.46

The **Cost/Profit Page** of the **Summary Report** shows revenue and profit generation since the last report was run and cleared.

Wed Feb 2 11:30:13 1994

YOUR COMPANY NAME
SUMMARY REPORT FROM : 02/01/94 TO : 02/02/94
COST / PROFIT PAGE
GUEST

DIRECT DIAL

Type	Number	Revenue	Cost	Profit
INCOMING	0	0.00	0.00	0.00
LOCAL	72	64.04	17.47	46.57
LCLD	19	20.74	4.78	15.96
800-900	30	155.14	93.45	61.69
INFO	53	26.75	21.75	5.00
950	9	1.50	0.00	1.50
INTRA	1	2.39	0.59	1.80
LD	48	151.10	40.69	110.41
FOREIGN	19	218.34	132.18	86.16
Totals :	251	640.00	310.91	329.09

OPERATOR ASSIST

Type	Number	Revenue	Cost	Profit
INCOMING	0	0.00	0.00	0.00
LOCAL	27	10.55	2.45	8.10
LCLD	66	27.50	14.00	13.50
800-900	0	0.00	0.00	0.00
INFO	0	0.00	0.00	0.00
950	0	0.00	0.00	0.00
INTRA	0	0.00	0.00	0.00
LD	64	75.89	59.06	16.83
FOREIGN	35	62.40	42.04	20.36
Totals :	192	176.34	117.55	58.79

The **Call Statistics Reports** shown on this page and the next two pages show between 5 and 50 of the most expensive calls, the calls of longest duration, and the most-frequently called numbers. This report assists the user in spotting abuse or misuse of the telecommunications system.

```
###############################################################################
                          YOUR COMPANY NAME
                        CALL STATISTICS REPORT
                    The 15 Most Expensive Calls Report
                              ALL CALLS
                        Wed Feb 2 11:32:18 1994
###############################################################################
```

EXTENSION	DATE	NUMBER DIALED	DURATION	COST
205	02/03/94	61784535894	00:09	17.33
228	02/03/94	305 948-7638	00:25	7.02
205	02/03/94	44876564982	00:05	6.51
205	02/02/94	801 872-5387	00:13	5.59
213	02/03/94	209 387-3553	00:12	5.30
213	02/02/94	818 725-3996	00:09	4.43
213	02/02/94	818 377-9000	00:09	4.43
226	02/03/94	212 576-8823	00:22	4.40
205	02/02/94	801 436-8000	00:08	4.14
201	02/02/94	312 657-8553	00:07	3.74
202	02/02/94	602 778-5733	00:06	3.57
200	02/23/94	601 987-6090	00:06	3.49
213	02/02/94	702 876-1260	00:04	2.99
226	02/03/94	808 365-4378	00:08	2.90
205	02/02/94	303 926-5872	00:03	2.65

```
                                         -----------    -------
                        Grand Totals  :      2:26        78.49
```

```
#############################################################################
                          YOUR COMPANY NAME
                        CALL STATISTICS REPORT
                       The 15 Longest Calls Report
                             ALL CALLS
                        Wed Feb 2 11:34:51 1994
#############################################################################
```

EXTENSION	DATE	NUMBER DIALED	DURATION	COST
228	02/03/94	305 948-7638	00:25	7.02
226	02/03/94	212 576-8823	00:22	4.40
205	02/02/94	801 872-5387	00:13	5.59
203	02/02/94	0412 872-5398	00:13	0.00
226	02/03/94	235-8793	00:12	1.40
213	02/03/94	209 387-3553	00:12	5.30
205	02/03/94	61784535894	00:09	17.33
213	02/02/94	818 725-3996	00:09	4.43
213	02/02/94	818 377-9000	00:09	4.43
227	02/03/94	212 637-4698	00:09	1.86
229	02/03/94	225-8722	00:09	0.14
226	02/03/94	246-8343	00:09	0.14
213	02/02/94	225-8600	00:09	0.14
201	02/02/94	225-8600	00:09	0.14
205	02/02/94	801 436-8000	00:08	4.14

Grand Totals : 2:57 56.46

```
########################################################################
                        YOUR COMPANY NAME
                      CALL STATISTICS REPORT
            The 15 Most Frequently Called Numbers Report
                           ALL CALLS
                      Wed Feb 2 11:35:33 1994
########################################################################
```

NUMBER DIALED	TIMES CALLED	DURATION	COST
225-8600	3	0:23	0.35
305 948-7638	1	0:25	7.02
212 576-8823	1	0:22	4.40
801 872-5387	1	0:13	5.59
412 872-5398	1	0:13	0.00
235-8793	1	0:12	1.40
209 387-3553	1	0:12	5.30
61784535894	1	0:09	17.33
818 725-3996	1	0:09	4.43
818 377-9000	1	0:09	4.43
212 637-4698	1	0:09	1.86
246-8343	1	0:09	0.14
225-8722	1	0:09	0.14
801 436-8000	1	0:08	4.14
808 365-4378	1	0:08	2.90
Grand Totals :	17	3:10	59.43

The **Cost Summary Report** can be run by extension, department, or division. The **Compact Version "Y"** sample shown here only has totals. This report summarizes each extension under each department, and give department and division totals, respectively, throughout the report.

```
###########################################################################
                          YOUR COMPANY NAME
                         COST SUMMARY REPORT
                       The Extension Cost Report
                              ALL CALLS
                         Wed Feb 2 11:42:14 1994
###########################################################################
                     DIVISION 60 CONFERENCE PHONES
                       DEPARTMENT 500  ATTORNEYS

EXTENSION        # CALLS      DURATION     Avg. DUR       COST      Avg. COST
----------------  ------------  -------------------  ----------------  -------------  ----------------
      201            6           0:36         0:06        4.02          0.67
      202            8           0:10         0.01       10.50          1.31
                  ========    ===========  ==========   ========    =========
GRAND TOTAL :       14           0:46         0:07       14.52          1.98
```

The **Cost Summary Report** can be run by extension, department, or division. The **Compact Version "N"** sample shown here gives a breakdown by the type of call. This report gives grand totals at the end of the report.

```
###################################################################################
                          YOUR COMPANY NAME
                         COST SUMMARY REPORT
                        The Extension Cost Report
                              ALL CALLS
                        Wed Feb 2  11:41:33  1994
###################################################################################
                      DIVISION 60 CONFERENCE PHONES
                      DEPARTMENT 500   ATTORNEYS
                      EXTENSION 201   J. Brackman
```

DIRECT DIAL CALLS :

CALL TYPE	# CALLS	DURATION	Avg. DUR	COST	Avg COST
LOCAL CALLS	3	0:17	0:05	0.28	0.09
800/900 CALLS	0	0:00	0:00	0.00	0.00
950 CALLS	0	0:00	0:00	0.00	0.00
INFORMATION CALLS	0	0:00	0:00	0.00	0.00
LD W/I AREA CODE	0	0:00	0:00	0.00	0.00
LD W/I STATE	0	0:00	0:00	0.00	0.00
LONG DISTANCE CALLS	1	0:07	0:07	3.74	3.74
FOREIGN CALLS	0	0:00	0:00	0.00	0.00
INCOMING	0	0:00	0:00	0.00	0.00
SUB-TOTAL :	4	0:24	0:12	4.02	0.96

OPERATOR ASSISTED CALLS :

CALL TYPE	# CALLS	DURATION	Avg. DUR	COST	Avg COST
LOCAL CALLS	0	0:00	0:00	0.00	0.00
800/900 CALLS	0	0:00	0:00	0.00	0.00
950 CALLS	0	0:00	0:00	0.00	0.00
INFORMATION CALLS	0	0:00	0:00	0.00	0.00
LD W/I AREA CODE	0	0:00	0:00	0.00	0.00
LD W/I STATE	0	0:00	0:00	0.00	0.00
LONG DISTANCE CALLS	2	0:12	0:06	0.00	0.00
FOREIGN CALLS	0	0:00	0:00	0.00	0.00
SUB-TOTAL :	2	0:12	0:06	0.00	0.00
GRAND TOTAL :	6	0:36	0:06	4.02	0.67

The **Watchdog Report** shown on this and the next page is designed to monitor specific telephone numbers. It is used to track calling activity to a preferred customer or a competitor, or to track phone abuse. This is a **Compact Version "Y" Report**.

```
###########################################################################
                          YOUR COMPANY NAME
                          WATCHDOG REPORT
                             ALL CALLS
                  Report Date : Wed Feb 2 12:03:13 1994
###########################################################################
```

NUMBER DIALED	LOCATION NAME	TOTAL CALLS	TOTAL DUR.	TOTAL COST	EXTENSION	
601 987-6090	Mississippi	1	0:06	3.49	200	M. McKenzie
312 657-8553	Illinois	1	0:07	3.74	201	J. Brackman
602 778-5733	Arizona	1	0:06	3.57	202	M.Kuzak
801 872-5387	Utah	1	0:13	5.59	205	T. Sobowski
801 436-8000	Utah	1	0:08	4.14	205	T. Sobowski
209 387-3553	California	1	0:12	5.30	213	S. Connor
818 725-3996	California	1	0:09	4.43	213	S. Connor
818 377-9000	California	1	0:09	4.43	213	S. Connor
702 876-1260	Nevada	1	0:04	2.99	213	S. Connor
212 576-8823	New York	1	0:22	4.40	226	Confer. Rm
808 365-4378	Hawaii	1	0:08	2.90	226	Confer. Rm
305 948-7638	Florida	1	0:25	7.02	228	Secretary 1

```
##############################################################################
                        YOUR COMPANY NAME
                        WATCHDOG REPORT
                          ALL CALLS
                Report Date : Wed Feb 2 12:03:13 1994
##############################################################################
```

                                   SUMMARY

NUMBER DIALED	LOCATION NAME	TOTAL CALLS	TOTAL DUR.	TOTAL COST	AVG DUR.	AVG COST
601 987-6090	Mississippi	1	0:06	3.49	0:06	3.49
312 657-8553	Illinois	1	0:07	3.74	0:07	3.74
602 778-5733	Arizona	1	0:06	3.57	0:06	3.57
801 872-5387	Utah	1	0:13	5.59	0:13	5.59
801 436-8000	Utah	1	0:08	4.14	0:08	4.14
209 387-3553	California	1	0:12	5.30	0:12	5.30
818 725-3996	California	1	0:09	4.43	0:09	4.43
818 377-9000	California	1	0:09	4.43	0:09	4.43
702 876-1260	Nevada	1	0:04	2.99	0:04	2.99
212 576-8823	New York	1	0:22	4.40	0:22	4.40
808 365-4378	Hawaii	1	0:08	2.90	0:08	2.90
305 948-7638	Florida	1	0:25	7.02	0:25	7.02
		12	2:09	52.00	0:11	4.33

The **Compact Version "N" Report** shown on this and the next page is an example of the **Watchdog Report**.

```
###############################################################################
                          YOUR COMPANY NAME
                          WATCHDOG REPORT
                        05/06/94  TO  05/08/94
                Report Date  :  Thu May 12  14:00:00  1994              .
###############################################################################
```

EXTENSION : 2309 Lobby Phone - 800H

NUMBER DIALED	LOCATION NAME	TOTAL CALLS	TOTAL DUR.	TOTAL COST	AVG DUR.	AVG COST
665-1997	Melrose, MA	1	0:30	0.20	0:05	0.18
		======	====	====	====	=====
		1	0:30	0.20	0:05	0.18

EXTENSION : 3400 Guest Room

NUMBER DIALED	LOCATION NAME	TOTAL CALLS	TOTAL DUR.	TOTAL COST	AVG DUR.	AVG COST
800 777-9000	Service	2	0:05	1.00	0:02	0.05
		======	====	====	====	=====
		1	0:05	1.00	0:02	0.05

EXTENSION : 7400 Housekeeping

NUMBER DIALED	LOCATION NAME	TOTAL CALLS	TOTAL DUR.	TOTAL COST	AVG DUR.	AVG COST
603 445-8870	New Hampshire	1	0:30	4.20	0:30	4.20
		======	====	====	====	=====
		1	0:30	4.20	0:30	4.20

```
##########################################################################
                        YOUR COMPANY NAME
                        WATCHDOG REPORT
                     05/06/94  TO  05/08/94
              Report Date  :  Thu May 12  14:00:00  1994
##########################################################################


-----------------------------------------------------------------------------------------------------------------
                              SUMMARY
-----------------------------------------------------------------------------------------------------------------


-----------------------------------------------------------------------------------------------------------------
                                      TOTAL  TOTAL TOTAL AVG    AVG
NUMBER DIALED  LOCATION NAME          CALLS  DUR.  COST  DUR.   COST
-----------------------------------------------------------------------------------------------------------------
    665-1997       Melrose, MA            1    0:30  0.20  0:05   0.18
800 777-9000      Service                2    0:05  1.00  0:02   0.05
603 445-8870      New Hampshire           1    0:30  4.20  0:30   4.20
                                       ======  ==== ====  ====   ====
                                        4    1:05  5.40  0:37   4:43
```

The **Area Code Cost Analysis by Trunks Report**, **Sorted by Area Code** shows which area codes are being handled by which trunks. This helps the telecommunications manager identify the need for additional bulk services, or adjust underutilized services. A second version of this report is available and is sorted by trunk group.

```
##############################################################################
                         YOUR COMPANY NAME
               AREA CODE COST ANALYSIS BY TRUNKS REPORT
                        SORTED BY AREA CODE
                            ALL CALLS
                  Report Date : Wed Feb 2 14:18:21 1994
##############################################################################


                       TRUNK GROUP : 24 INHSEPG
```

AREA CODE : 209

TRUNK NUMBER	TRUNK NAME	TOTAL CALLS	TOTAL DURATION	AVERAGE DURATION	TOTAL COST	AVERAGE COST	PENALTY COST
3	INHSEPG	1	0:12	0:12	5.30	5.30	0.00
SUB-TOTAL :		1	0:12	0:12	5.30	5.30	0.00

AREA CODE : 212

TRUNK NUMBER	TRUNK NAME	TOTAL CALLS	TOTAL DURATION	AVERAGE DURATION	TOTAL COST	AVERAGE COST	PENALTY COST
3	INHSEPG	2	0:31	0:15	6.26	3.13	0.00
SUB-TOTAL :		2	0:31	0:15	6.26	3.13	0.00

AREA CODE : 301

TRUNK NUMBER	TRUNK NAME	TOTAL CALLS	TOTAL DURATION	AVERAGE DURATION	TOTAL COST	AVERAGE COST	PENALTY COST
3	INHSEPG	1	0:04	0:04	0.00	0.00	0.00
SUB-TOTAL :		1	0:04	0:04	0.00	0.00	0.00

AREA CODE : 303

TRUNK NUMBER	TRUNK NAME	TOTAL CALLS	TOTAL DURATION	AVERAGE DURATION	TOTAL COST	AVERAGE COST	PENALTY COST
3	INHSEPG	1	0:03	0:03	2.65	2.65	0.00
SUB-TOTAL :		1	0:03	0:03	2.65	2.65	0.00

The **Authorization Code Report** enables you to generate a report for calls that were made with or without authorization codes. The report shows only the name of the person to whom the authorization code is assigned in the header of the report.

```
###########################################################################
                            YOUR COMPANY NAME
                       AUTHORIZATION CODE REPORT
                    CALLS WITH AUTHORIZATION CODES ONLY
                          Start Date   To   End Date
                     Report Date : Wed Feb 2 14:18:21 1994
###########################################################################
```

DIVISION 2 Administrative
DEPARTMENT 200 Personnel
AUTHORIZATION : Wilkens, Kevin

LOCAL CALLS :

DATE	TIME	NUMBER CALLED	LOCATION		DUR	COST	ORIG EXT
02/02/94	09:53	225-8600	Metuchen	NJ	00:05	0.07	6300
02/02/94	09:58	225-7699	Metuchen	NJ	00:03	0.07	6300
02/02/94	10:53	225-8600	Metuchen	NJ	00:09	0.14	6300

NUMBER OF CALLS : 3   TOTALS : 00:17   0.28
AVERAGE : 00:05   0.09

LONG DISTANCE CALLS :

DATE	TIME	NUMBER CALLED	LOCATION	DUR	COST	ORIG EXT
02/02/94	09:53	312 657-8553	Illinois	00:07	3.74	6300
02/02/94	09:59	0617 847-6338	Massachusetts	00:08	0.00	6300
02/02/94	11:53	0301 835-7228	Maryland	00:04	0.00	6300

NUMBER OF CALLS : 3   TOTALS: 00:19   3.74
AVERAGE: 00:06   1.24

NUMBER OF LOCAL CALLS :   3   TOTALS: 00:17   0.28
NUMBER OF LONG DISTANCE CALLS : 3   TOTALS: 00:19   3.74

GRAND TOTAL CALLS :   6   TOTALS: 00:36   4.02
AVERAGE : 00:06   0.67

The **Account Code Report** enables you to generate a report for calls that were made with or without account codes. The report shows only the name of the person to whom the account code is assigned and their account code number in the header of the report.

```
################################################################################
                              YOUR COMPANY NAME
                             ACCOUNT CODE REPORT
                        CALLS WITH ACCOUNT CODES ONLY
                           Start Date  To  End Date
                        Report Date : Wed Feb 2 14:18:21 1994
################################################################################
```

DIVISION 2 Administrative
DEPARTMENT 200 Personnel
EXTENSION 3369 Personnel Director
ACCOUNT CODE 12345 Adams, John

LOCAL CALLS :

DATE	TIME	NUMBER CALLED	LOCATION		DUR	COST	ORIG EXT
02/02/94	09:53	225-8600	Metuchen	NJ	00:05	0.07	6300
02/02/94	09:58	225-7699	Metuchen	NJ	00:03	0.07	6300
02/02/94	10:53	225-8600	Metuchen	NJ	00:09	0.14	6300

NUMBER OF CALLS : 3   TOTALS : 00:17   0.28
AVERAGE : 00:05   0.09

LONG DISTANCE CALLS :

DATE	TIME	NUMBER CALLED	LOCATION	DUR	COST	ORIG EXT
02/02/94	09:53	312 657-8553	Illinois	00:07	3.74	6300
02/02/94	09:59	0617 847-6338	Massachusetts	00:08	0.00	6300
02/02/94	11:53	0301 835-7228	Maryland	00:04	0.00	6300

NUMBER OF CALLS : 3   TOTALS: 00:19   3.74
AVERAGE: 00:06   1.24

NUMBER OF LOCAL CALLS :   3   TOTALS: 00:17   0.28
NUMBER OF LONG DISTANCE CALLS : 3   TOTALS: 00:19   3.74

GRAND TOTAL CALLS :   6   TOTALS: 00:36   4.02
AVERAGE : 00:06   0.67

The **Audit Trail Report** or **Chronological Report** shows you the same information that you would normally see on a detailed telephone bill, which is an item-by-item listing of each phone call with the associated cost. You can also sort this report by extension. Contact the support line for more information.

```
#######################################################################################
                              YOUR COMPANY NAME
                              AUDIT TRAIL REPORT
                              Start Date  To  End Date
                          Report Date : Wed Feb 2 14:18:21 1992
#######################################################################################

Ext.    Date       Time     Dur.    Number              Route      Cost
-------  ----------- -------  -------  --------------------  ----------  --------
4474    05/09/94   00:02   0.32    800 783-1990         9019       0.12
3101    05/09/94   02:00   0.15    617 665-1997         9020       0.17
2614    05/09/94   12:00   0.30        756-9900         9021       1.23
2233    05/09/94   18:00   1.09    114763809833         9001      13.56
8774    05/09/94   18:03   0.05        950-1022         9031        .50
```

The **Penalty Report** provides a listing of calls that were connected, but the calls used routing schemes that violated the normal routing.

```
##########################################################################
                        YOUR COMPANY NAME
                       PENALTY COST REPORT
                           ALL CALLS
                     Tue Nov 15 13:05:25 1995
##########################################################################


          DIVISION 10  Catering            DEPARTMENT 1 Sales


----------------------------------------------------------------------------------------------------------
EXTENSION 1001   Test                        PREFERRED     ACTUAL      PENALTY
----------------------------------------------------------  -------------------  --------------  --------------
 DATE   TIME   NUMBER DIALED LOCATION  GP TK  COST  GP TK  COST    Cost
---------  -------  -------------------------  --------------  ------------------  ------------------  --------
11/15/95 01:30        246-4545 Ohio              1    0.00   5024   0.33    0.33

              NUMBER OF CALLS :       1      PREFERRED COST :      0.00
              ACTUAL COST:         0.33        PENALTY COST :       0.33

*****************************************************************************
```

The UTILS Subsystem

The UTILS subsystem permits you to perform the following functions:

1.   File backups

2.   Restore backed-up information

3.   Check printer and call collection status

4.   Perform searches and reprint options on detail reports

5.   Access the UNIX shell

6.   Execute reports on restored information.

To access the UTILS subsystem, you must be in the Main Menu (Figure 2 on Page 5). Select the UTILS subsystem by entering **6**. The UTILS subsystem appears as shown in Figure 42.

HELP	BACKUP	RESTORE	MISC.	UNIX		BACK-SYS	EXIT
1	2	3	4	5	6	7	8
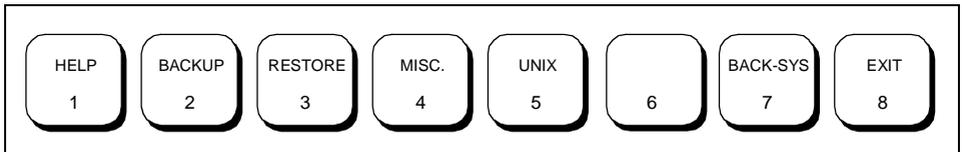
Figure 42.   UTILS Subsystem Menu

Help

```
HELP

1
```

To get HELP, enter **1** for instructions on how to use the HELP function, or follow the entry of **1** for HELP, with the number of the selection you want help with. For example, if you are in the UTILS subsystem and you want more information about BACKUP, enter **1** for HELP, followed by **2** for BACKUP. Both selections then flash on your screen, and text appears with instructions for use.

Backup

```
BACKUP

2
```

The BACKUP function allows you to back up calls files, database files, and detail reports onto removable media such as diskettes or cartridge tapes. Select BACKUP by entering **2**. The Backup menu appears on the screen as shown in Figure 43. If you are using floppy diskettes for backup, you need a sufficient number of formatted diskettes. For information on formatting diskettes, see Formatting Floppy Diskettes later in this section.

BACKUP PROGRAM

    1: Backup Data Base Files
    2: Backup Calls File
    3: Backup Detail File
    4: Backup Data Base Files and Calls Files onto Tape
    5: Format Floppy
    6: Quit

SELECT: [   ]
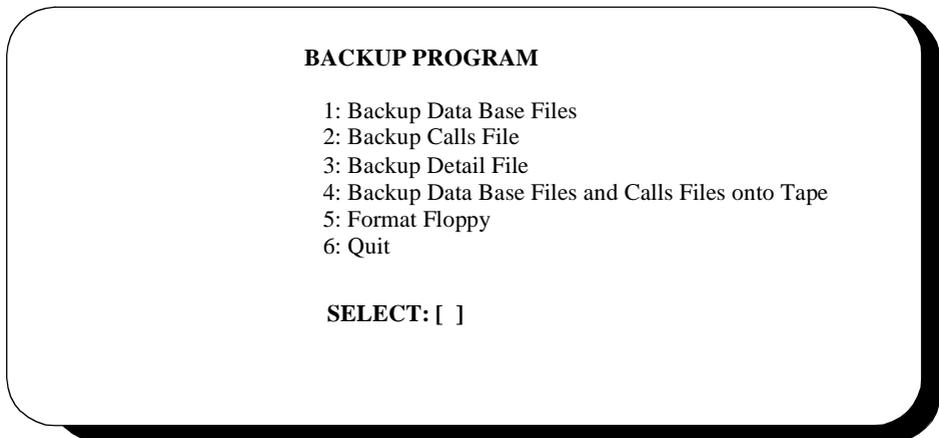
Figure 43.   The BACKUP Options Screen

Backing Up the Database Files

Backing up database files is recommended whenever you contemplate making extensive changes in the MANAGER subsystem such as adding extensions or pricing. **The database files MUST be backed up to use the BACKUP SYS-TEM Option.**

1. To activate this selection, enter **1 <Enter>**.

2. Enter **T** for tape or **F** for floppy. **Be sure that the floppy diskette has been formatted before selecting the floppy drive.** A single floppy disk is usually sufficient for backing up database files. The tape option here is not necessary.

Figure 44 shows a sample backup to floppy diskette. (User entries are in **bold** print.)
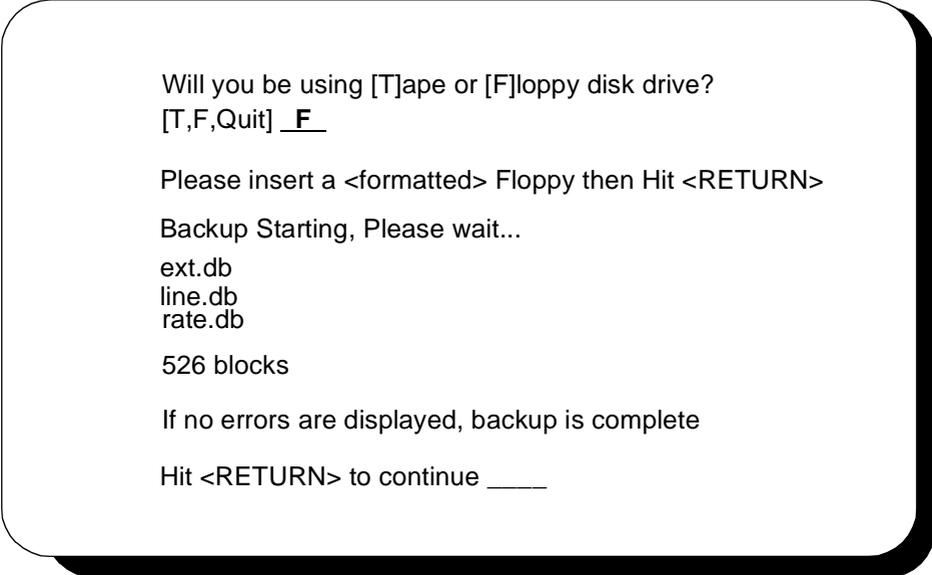
```
Will you be using [T]ape or [F]loppy disk drive?
[T,F,Quit]  F

Please insert a <formatted> Floppy then Hit <RETURN>

Backup Starting, Please wait...
ext.db
line.db
rate.db

526 blocks

If no errors are displayed, backup is complete

Hit <RETURN> to continue ____
```

Figure 44.   Sample Database Backup Session

Backing Up the Calls File

Backing up the calls file usually requires one to ten floppy diskettes. If the user system has a tape drive, it is more convenient to back up both the calls file and the database files onto tape as discussed later in this chapter. To restore and access the calls stored in these files, the database files must also have been backed up. To activate this selection, enter **2 <Enter>**. A sample session is shown in Figure 45.

```
Will you be using [T]ape or [F]loppy disk drive?
[T. F. Quit]__F__

Please insert a <formatted> Floppy then Hit <RETURN>
<RETURN>
 Would you like to specify dates for Calls files (Y/N)? Y
 START DATE (mm/dd/yy): 07/01/92
 END DATE (mm/dd/yy): 07/31/92

 Please verify the dates are in the format mm/dd/yy
 The mm dd yy must be separated by a slash /
 If the format is incorrect, unpredictable results may occur.
 Confirm (Y/N): Y

Backup of the Calls File starting, Please wait.....
 done
 pack: call.put: 52.8% compression
 REP.XXX
 SYS.XXX
 block.db
 call.put.

 205 blocks

 If no errors are displayed, backup of the calls file is complete.
 Hit <RETURN> to continue.
```

Figure 45.   Sample Backup of Calls File Session

Backing Up the Detail File

Backing up the detail file usually requires one to four floppy diskettes. This option is used to back up the detail report file when the detail information is needed at a later date. It is recommended that you back up the report before deleting calls from the system. Before backing up the detail file, you must run the Call Detail Report. Enter **Yes** to save data on disk, or enter **No** to send the report to the printer and run the report for "ALL CALLS." If this has already been done, enter **3 <Enter>** from the Backup Options screen (Figure 43) to back up the detail file. A sample backup session is shown in Figure 46.

```
Will you be using [T]ape or [F]loppy disk drive?
[T,F,Quit] _F_

Please insert a <formatted> Floppy then Hit <RETURN>

Backup Starting, Please wait...
pack: detail.report
detail.report.7

430 blocks

If no errors are displayed, backup is complete

Hit <RETURN> to continue ____
```

Figure 46.   Sample Detail File Backup Session

Backing Up the Calls File and
Database Files Onto Tape

This function can be performed only if your system is equipped with a tape drive. If you wish to back up both the calls file and the database files onto one tape, enter **4 <Enter>**.

If the tape needs to be formatted, the first prompt seen is:

"I will now format the tape for you..."

If the tape does NOT need to be formatted, this prompt is not seen. Once the tape is successfully formatted, the following prompt appears:

"Hit <RETURN> to continue, else q <RETURN> to quit."

Option 4, Backup Database Files and Calls File onto Tape, works similar to option 2, Back Up Calls File. A sample is shown in Figure 45.

Formatting Floppy Diskettes

Before using floppy disks for backup, you must format all the floppy diskettes as shown below.

Enter **5 <Enter>** for this option and follow the instructions shown on the screen (Figure 47).

> Please insert a floppy in the drive and Hit <RETURN>.
> Formatting Floppy, Please wait...
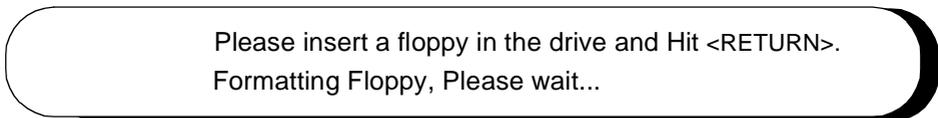
Figure 47.   **Formatting Floppy Diskette Screen**

Quit (6)

To quit the BACKUP Menu and return to the UTILS main screen, enter **6 <Enter>**.

Restore

RESTORE

3

The RESTORE function is used to restore data that was previously backed up using the BACKUP function. Do a restore when you want to look at information in the report or when you want to restore a previously backed up calls file and database. For example, if you need to retrieve information for an investigation, you would use the RESTORE function to retrieve the information. Then you can go into the backup system feature to look at the data. The RESTORE function only works on media that was formatted through the Backup option. All of the data is restored to a separate area of the hard drive so that it does not interfere with normal system operation. Each time you do a restore, the data that was last restored is overwritten.

$\Longrightarrow$ **NOTE**:
If you are restoring calls files and database files, it is essential that you back up both the calls files and database files together. Otherwise, you may get an error message indicating possible incompatibilities.

```
┌─────────────────────────────────────────────────────────────┐
│                                                               │
│                    RESTORE PROGRAM                            │
│                                                               │
│                                                               │
│       Restore Files From [T]ape or [F]loppy                   │
│       [Q]uit to quit:                                         │
│                                                               │
│                                                               │
└─────────────────────────────────────────────────────────────┘
```
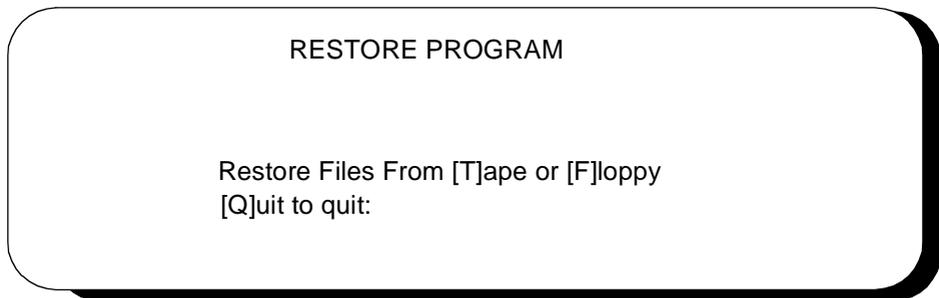
Figure 48.   Restore Program Option Menu

1. To activate the RESTORE function, enter **3**. Enter **T** for tape or **F** for floppy.

    You are then asked: Do you want to Restore files to Default Directory? The default is: /homisco/backup [Y/N]

2. Enter **N** or **Y**:

    a. If you enter **N <Enter>**, you are prompted to enter in the full path name where the files are restored.

    b. Enter **Y <Enter>** if you want to use the default directory.

        You are then asked: Please make sure Tape or Floppy is in Drive then press **<Enter>**.

3. Press **<Enter>**.

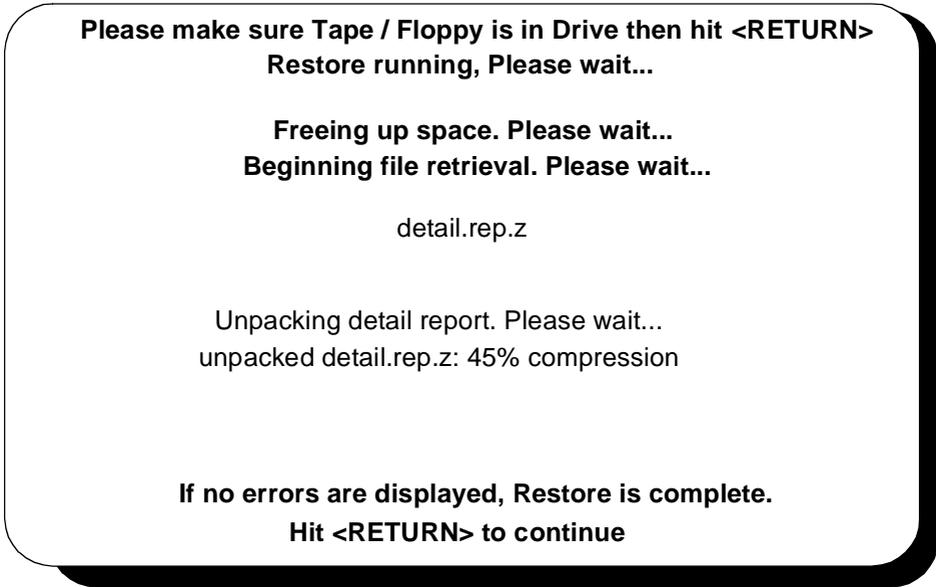   These steps are shown in Figure 49, Figure 50, or Figure 51.

Please make sure Tape / Floppy is in Drive then hit<RETURN>

> **Restore running, Please wait...**
> **Freeing up space. Please wait...**
> **Beginning file retrieval. Please wait...**

ac.db	cd.db	line.db	sum.db
account.db	div.db	lt.db	trunk.db
block.db	dpt.db	oa.db	
break.db	ext.db	q<date>. db	
calc.db	holiday.db	rate.db	
call.put.z	lc.db	site.db	
cc.db	ld.db	sort.db	

> **Unpacking calls files. Please wait...**
> **unpacked call.put.z: 57% compression**
> **Inflating calls files. Please wait...**

> **If no errors are displayed, Restore is complete.**
> **Hit <RETURN>to continue**

Figure 49.   Restore Process for Calls Files and Database Files Menu

Please make sure Tape / Floppy is in Drive then hit <RETURN>

Restore running, Please wait...
Freeing up space. Please wait...
Beginning file retrieval. Please wait...

ac.db	div.db	lt.db	trunk.db
account.db	dpt.db	oa.db	
block.db	ext.db	q<date>.db	
break.db	holiday.db	rate.db	
calc.db	lc.db	site.db	
cc.db	ld.db	sort.db	
dpt.db	line.db	sum.db	

If no errors are displayed, Restore is complete.
Hit <RETURN>to continue

Figure 50.   Restore Process for Database Files Menu

Please make sure Tape / Floppy is in Drive then hit <RETURN>
Restore running, Please wait...

Freeing up space. Please wait...
Beginning file retrieval. Please wait...

detail.rep.z

Unpacking detail report. Please wait...
unpacked detail.rep.z: 45% compression

If no errors are displayed, Restore is complete.
Hit <RETURN> to continue

Figure 51.   Restore Process for Detail Report Menu

4.   Press **<Enter>** when finished, and you are returned to the Restore Pro-
     gram Menu.

Miscellaneous

MISC

4

The MISC function is used to check the line printer and call collection status, delete printer jobs, and restart the detail report in case of printer jam, or stoppage. It also allows you to perform operations on the restored detail report such as searching for particular extensions, departments or divisions.

When you select the MISC function from the UTILS screen, the system prompts you to select one of two utility programs. The Status Program can be used to monitor the line printer, call collection and report statuses. The Detail program allows you to manipulate a previously generated call detail report. The menu choice displayed on the screen is shown in Figure 52.

```
              Execute [ S ]tatus Program
              Execute [ D ]etail Program


       Select [S. D, Q to Quit]:
```
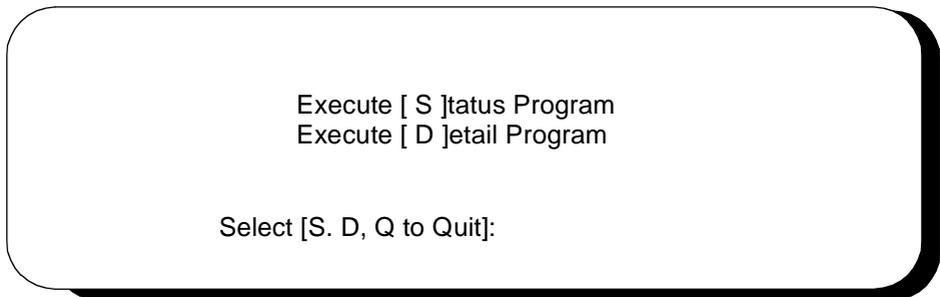
Figure 52.   The MISC Option Screen

The Status Program

The Status Program is a diagnostic tool for the maintenance of the call accounting system. It allows you to check printer, call collection, and report statuses. It also allows you to delete reports in the printer queue. The Status Program can be invoked by entering **S <Enter>** from the choice screen shown in Figure 52 on Page 123. The selections available are displayed in Figure 53.

```
              STATUS PROGRAM

       (1)  CHECK LINE PRINTER STATUS
       (2)  DELETE REPORTS IN PRINTER QUEUE
       (3)  CHECK CALL COLLECTION STATUS
       (4)  CHECK REPORTS THAT ARE PROCESSING

       Select [ 1 - 4, Q to Quit ]:
```
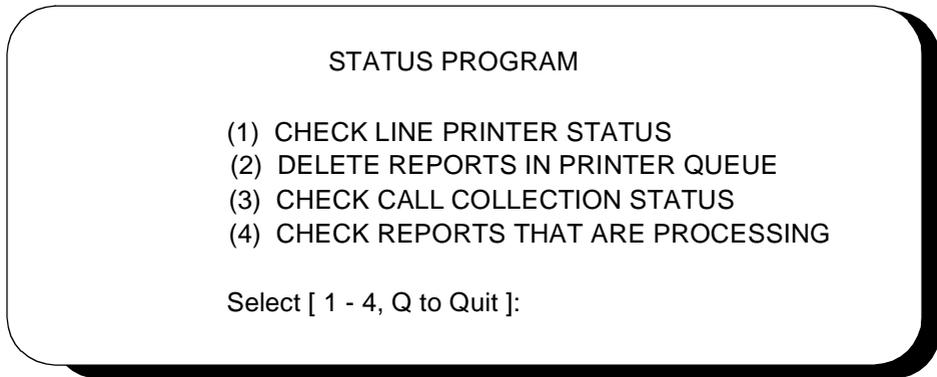
Figure 53.   The Status Program Main Screen

Line Printer Status

To select this function, enter **1 <Enter>** from the Status Program main screen. The selections available are displayed in Figure 54.

```
  Printer Status

  scheduler is running:
  system default destination: dqp10_1
  device for dqp10_1: /dev/tty15
  dqp10_1 accepting requests since Mar 21 05:13
  printer dqp10_1 is idle, enabled since Jun 19 13:37
  dqp10_1-800       root              154      Jun 19 11:49
  dqp10_1-801       root           6796300     Jun 19 11:49

  Printer Status is OK
  There are presently        2 jobs for print


   Hit <CR> to continue
```

Figure 54.   The Printer Status Screen

The screen information displayed in Figure 54 includes the following:

scheduler is running: This shows that the scheduler is running. No reports can be spooled to the printer if the scheduler is NOT running.

system default destination: This is the printer that most print requests go to. There must ALWAYS be a system default destination. If none exist, please contact the GuestWorks *server* support line.

device for <printer_name>: This is the physical port number on the computer to which your printer is connected.

<printer> accepting requests since <date>: This tells you the date and time that the printer started accepting jobs to be printed.

<printer> <printer_name> is idle.: This tells you that no jobs are currently being printed.

enabled since <date>: This tells you that the printer has been "turned on" (as the computer recognizes it) since the date specified.

The rest of the information lists the jobs queued up to be printed. Besides displaying the status of the printer queue, this function also automatically starts the scheduler or enables the printer if not already enabled.

Delete Reports in Printer Queue

To select this function, enter **2 <Enter>** from the Status main screen (Figure 53 on Page 124). The selections available are displayed in Figure 55.

```
                    DELETE PRINTER JOBS

     Current jobs in Printer queue:

     dqp10_1-800      root         6796300    Jun 19 11:48

     dqp10_1-801      root             154    Jun 19 12:02

     Do you want to:
                 (1) DELETE ALL PRINT RECORDS
                 (2) DELETE INDIVIDUAL PRINT RECORDS
                 (3) DELETE CURRENT PRINTING RECORD
                 (4) QUIT

     Select:___
```
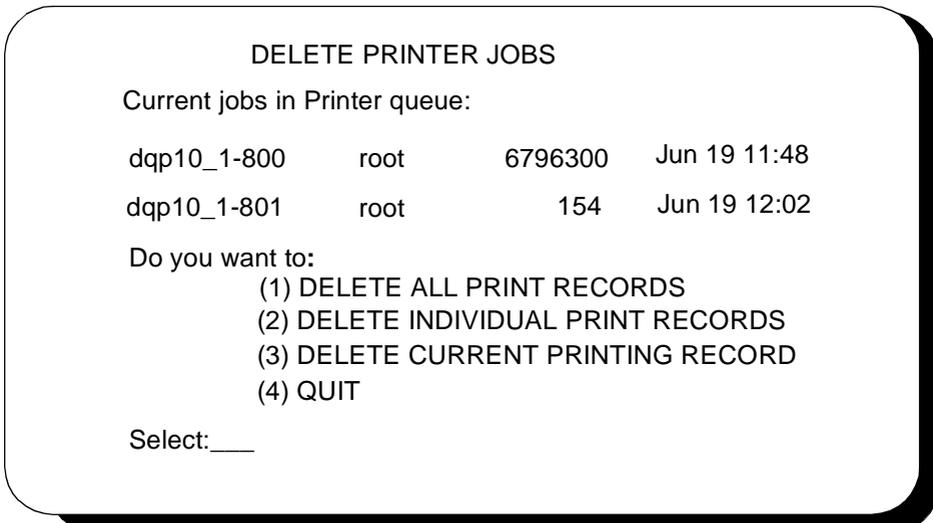
Figure 55.   Delete Reports in Printer Queue

Selection **1** deletes all jobs that have been queued to the printer. Selection **2** displays the jobs in queue and prompts you for the job number to be deleted from the queue. A sample interaction is shown in Figure 56. Selection **3** deletes the job that is currently printing, and selection **4** returns you from this menu.

Print jobs in Queue:

800	root	6796300	Jun 19 11:49
801	root	154	Jun 19 12:02

ENTER NUMBER TO BE DELETED**:**   801 **<RETURN>**

Figure 56.   A Sample Interaction to Delete Individual Jobs

Check Call Collection Status

To select this function, enter **3 <Enter>** from the Status main screen (Figure 53 on Page 124). See Figure 57.

```
               PMS / CALLS CHECK PROGRAM

    I will now check to see if CALL COLLECTION is running.

    CALL COLLECTION IS RUNNING....

    I will now check to see if PMS is running.

    THE PMS IS RUNNING....

    Jun 19 13:39 /homisco/pms.db
    Jun 19 13:39 /homisco/pms_log

    The Current Date and Time is ....

     Jun 19 13:39

     HIT <CR> to CONTINUE:
```
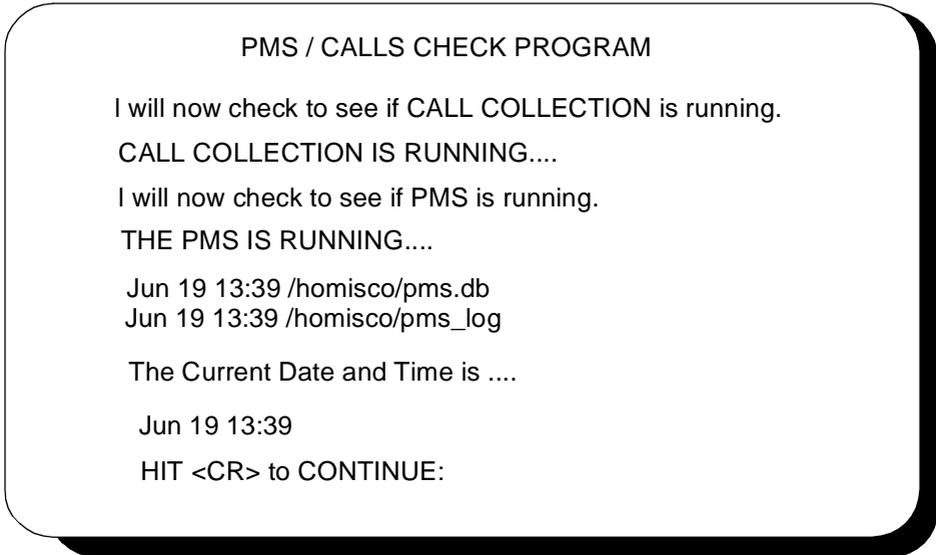
Figure 57.   Call Collection Status Screen

Compare the three dates and times. If the difference between the dates is more than 30 minutes, contact the GuestWorks *server* support line, as it may indicate a problem. For systems that do not interface with a Property Management System (PMS), this function is not appropriate. If the PMS or Call Collection is not running, a keyboard alarm sounds, prompting you to call the GuestWorks *server* support line.

Check Reports That Are Processing

To select this function, enter **4 <Enter>** from the Status main screen (Figure 53 on Page 124). The reports currently running are displayed in Figure 58.

REPORTS STATUS

1. Call Detail by extension is running...

2. Trunk Traffic Report is running....

There are 2 reports running at this time.....

DO YOU WANT TO STOP ANY REPORTS? [YES, NO, Q TO QUIT]

Figure 58.   The Report Status Screen

If you enter **NO** to the question displayed in Figure 58, the program continues to monitor reports that are processing. If you enter **YES** to the question, the menu shown in Figure 59 displays.

STOP PROCESSING

(1) CALL DETAIL REPORT   (5) WATCHDOG REPORT

(2) TRUNK TRAFFIC REPORT   (6) COST SUMMARY REPORT

(3) AUDIT REPORT   (7) PENALTY COST REPORT

(4) CALL STATISTICS REPORT (8) ACCOUNT/AUTH CODE REPORT

(9) AREA CODE REPORT

ENTER JOB YOU WANT TO STOP [1 - 9 or Q to Quit]: __
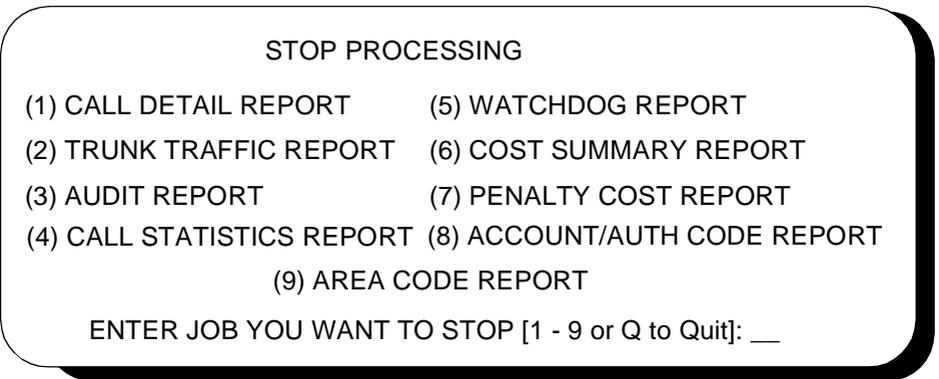
Figure 59.   The Stop Reports Menu

Enter the report number to stop generating the report.

The Detail Program

The Detail program allows the user to perform manipulations on a restored call detail report. The Detail program can be invoked by entering **D <Enter>** from the screen displayed in Figure 53 on Page 124. The options available for this selection are shown in Figure 60.

```
                         DETAIL MAIN MENU

         Do you want:  1. View Detail Report on Screen
                       2. Print Detail Report
                       [Q]uit

             Select:
```
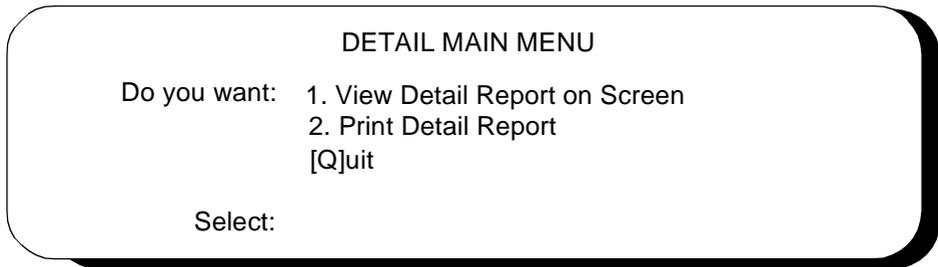
Figure 60.   The Detail Main Menu

Both the View Detail Report on Screen and the Print Detail Report options require additional information to be better able to manipulate the detail report. Enter **1 <Enter>** from the menu shown in Figure 60 to enter the View Detail Report on Screen option. Enter **2 <Enter>** from the menu shown to enter the Print Detail Report option. The system then prompts the user to specify the detail report that needs to be manipulated. The choices for the detail report are

the Main (current) system detail report or the Restored (backup) system report. The prompt on the screen is shown in Figure 61.
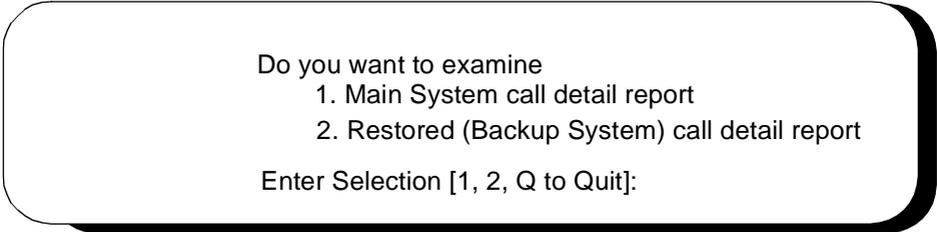
```
                    Do you want to examine
                         1. Main System call detail report
                         2. Restored (Backup System) call detail report

                    Enter Selection [1, 2, Q to Quit]:
```

Figure 61.   The Detail Report Specifier Screen

The Restored (backup) system function verifies the directory to which the detail report was restored. The system prompts the user with:

"Use the default /homisco/backup directory?"

In most cases, enter **Y <Enter>** to use the default directory. If the detail was restored to another directory, enter **N <Enter>**, and the user is prompted to enter the full path for the backup directory. Enter the full path name, from the root directory, similar to the path name shown for the default directory **homisco**. The main system does not require the above information.

After selecting the detail report that is required, the system then displays the detail search menu. There are five options available in this menu as shown in Figure 62.

```
                    DETAIL SEARCH MENU

            1. Select Individual Division(s)
            2. Select Individual Department(s)
            3. Select Individual Extension(s)
            4. Restart at a Known Extension
            5. Select All Extensions

            Select [  ]
```
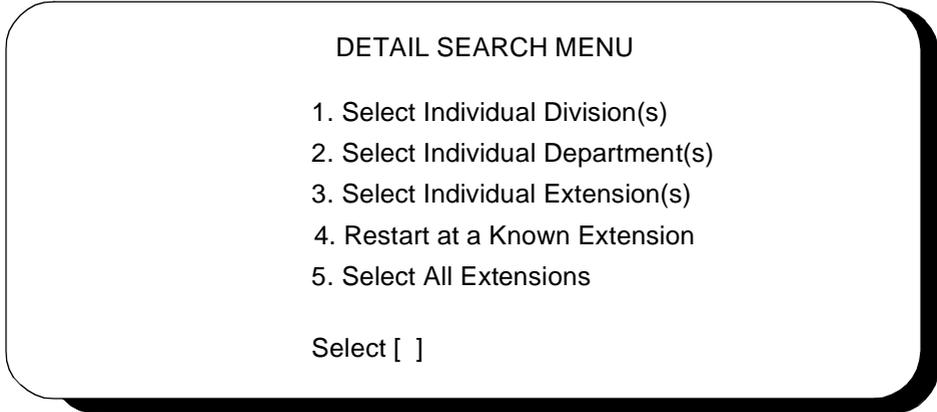
Figure 62.   The Detail Search Menu

Selections **1**, **2**, or **3** allow you to search the detail report for specific division(s), department(s), or extension(s), respectively. The system prompts you with one of the following, depending on the selection:

a) **Please Enter Division Number:**

b) **Please Enter Department Number:**

c) **Please Enter Extension Number:**

After entering the appropriate number, you may enter more numbers if desired.

The prompt on the screen is:

"Want to continue entering number [Y/N]: "

Enter **Y <Enter>** to continue entering numbers. Enter **N <Enter>** when done. The system then searches for the numbers entered and views/prints only the data corresponding to the selection made.

Selection **4** prompts you for one extension number only. All extensions before the extension number specified are filtered out of the detail report (that is, the detail report printed/viewed starts at the extension specified and continues to the end of the detail report file). This option is useful in restarting the detail report that was terminated due to printer error or jam. Instead of reprinting the entire detail report, this option reprints the remainder of an aborted detail report.

Selection **5** prints/views the entire detail report.

The view screen for the detail report is shown below in Figure 63. At the colon (:) prompt on the screen, you may enter **Q <Enter>** to stop viewing or **<Enter>** to advance to the next page.
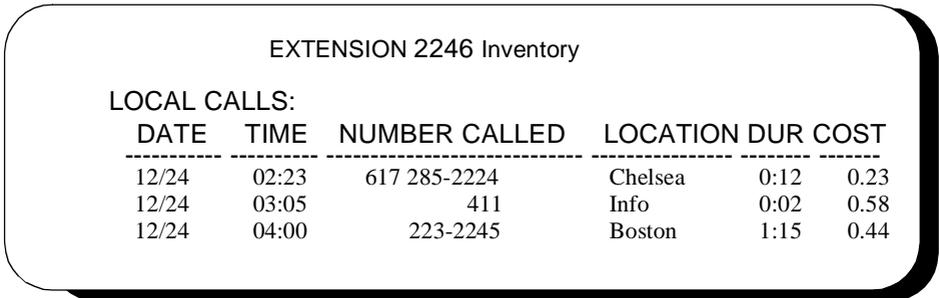
```
                    EXTENSION 2246 Inventory

    LOCAL CALLS:
      DATE    TIME   NUMBER CALLED    LOCATION DUR COST
     ---------- ---------- ------------------------------ ---------------- -------- -------
      12/24    02:23    617 285-2224      Chelsea      0:12    0.23
      12/24    03:05           411      Info         0:02    0.58
      12/24    04:00       223-2245      Boston       1:15    0.44
```

Figure 63.   The View Screen

UNIX

UNIX

5

The UNIX function allows you to access the UNIX shell. Standard UNIX commands are available from the "#" prompt.

This function allows you to access the UNIX shell interpreter. The shell invoked by this function is the BOURNE shell. On most machines, this is usually the default shell for the UNIX operating system. To return to the UTILS subsystem after your interactive session with the system, enter **exit <Enter>.** An alternate method to return to the subsystem is by pressing **<CRTL-D>**.

1. Command: **ls -l**
    Description: lists files in the current directory in long format.

2. Command: **pwd**
    Description: prints the full path name of the current working directory.

3. Command: **cd <dir>**
    Description: changes directories. Example: **cd /homisco <Enter>**

4. Command: **ps -e**
    Description: shows the processor status. Lists all processes currently active.

5. Command: **cat <year>**
    Description: provides the calendar for the year specified.

6. Command: **who**
    Description: lists who is on the system.

Backup System

```
BACK-SYS

   7
```

The BACK-SYS function allows you to enter the backup system. The database and calls files associated with the TCS-700 system must have been restored prior to the activation of this selection.

The BACK-SYS function allows all the capabilities of the TCS-700 system, but it only works on restored data. The restored data is usually defaulted to the /homisco/backup directory. When entering the BACK-SYS function, the system first prompts the user with:

> **"Did you restore your Files to the default directory?**
>
> **The default is /homisco/backup [Y,N]: "**

Enter **Y <Enter>** if the files were restored to the default directory. Enter **N <Enter>** if the files were not restored to the default directory. If **N** was entered, the system then prompts the user with:

> **"Please enter the full path name**:"

Enter the new directory path name in the same format as the default directory.

If the backup system has never been accessed before, the following message appears on the screen:

> **"Loading Backup System, Please wait..."**

Once the system has been loaded the user is logged into the main SYS level of the backup system. The site name now appears as BACKUP SYSTEM on the second line of the screen.

⇒ **NOTE**:
If files restored had been backed up at the same time, the system proceeds normally to the SYS level of the backup system. If, however, the files restored had been backed up at different times, the following message appears on the screen:

> **"Database was backed up on <date1>**
> **Calls file was backed up on <date2>**
> **POSSIBLE INCOMPATIBILITY IN SYSTEM**
> **Continue (Y/N)? "**

The dates of the backups are displayed. Note that the dates are different. The TCS-700 system has a tight coupling between the database and the calls files. This coupling is at risk if the calls file and the database files are not backed up at the same time.

It is your responsibility, if the database and calls file have been backed up at different times, to be certain that there have been no modifications to the database (such as adding extensions) since the calls file was backed up. Results from running reports may not be accurate. Also note that you are allowed to enter the backup system, if so desired.

The Backup System accessed from the UTILS subsystem has the following characteristics:

1. All subsystems are accessible except for the UTILS subsystem.

2. All reports may be run on the restored data. The reports no longer contain the site name on the heading lines, but print the backup date. A sample report is shown in Figure 64.

3. Manager modifications and all subsystem access and manipulations are on restored data only.

4. To return to the primary (main) system level, exit until you see the message:

"Exiting Backup System..."

You are now in the UTILS subsystem with the correct site name displayed on line 2 of the screen.

```
####################################################
                 Backup date 122492
                 CALL DETAIL REPORT
                      ALL CALLS
                 Thu Aug 2 15:29:47 1991

####################################################

         DIVISION 130 Sr. VP General Counsel
         DEPARTMENT 7718 Accounting/Finance
             EXTENSION 2246 Inventory
   LOCAL CALLS:
     DATE     TIME    NUMBER CALLED      LOCATION DUR COST
   ---------- --------- ------------------------------ ---------------- -------- -------
     12/24    02:23    617 285-2224      Chelsea   0:12   0.23
     12/24    03:05           411        Info      0:02   0.58
     12/24    04:00      223-2245        Boston    1:15   0.44
```

Figure 64.   A Sample Run of Detail Report in BACK-SYS

Examples of Common User Difficulties

The following sections contain information about possible problems or situations that are sometimes encountered when using the call accounting system.

Restarting the Detail Report in Case of Printer Jam

If the printer jams while printing the detail report, you can resume printing the report from the point the jam occurred. To use these utilities, the Detail report must have been previously saved to disk. If printer problems are a common occurrence, use the following procedure:

1. Run the DETAIL report with the **Save report file to disk** parameter in the set-up screen of the report.

2. Select the UTILS subsystem from the system level. Enter **6**.

3. Select the MISC. function. Enter **4**.

4. Select the Detail program. Enter **D <Enter>**.

5. Select the print detail report. Enter **2 <Enter>**.

6. Select the main system call detail report. Enter **1 <Enter>**.

7. Select the restart at known extension option. Enter 4 **<Enter>**.

8. Select the first improperly printed extension number. Enter **<extension number> <Enter>**.

The report starts printing where it left off.

Partial Reporting on Restored Detail Report

For example, if the detail report for the previous month was backed up and the detail for specific extensions (extension numbers 101, 102, 103) are required, do the following:

1. Select the UTILS subsystem from the system level. Enter **6**.

2. Restore the detail report. From the UTILS main menu, select **RESTORE**. Enter **3**. Follow the instructions on the screen to restore the detail report.

3. From the UTILS main menu, select **MISC**. Enter **4**.

4. Select the Detail program. Enter **D <Enter>**.

5. Select the print detail report. Enter **2 <Enter>**.

6. Select the restored (backup system) detail report. Enter **2 <Enter>**.

7. Select the backup directory. Note: This is dependent on where the file was restored. Be sure to use the same directory that was used while restoring in Step 2. Enter **N <Enter>** if the default directory was not used, or **Y <Enter>** if it was.

8. Select individual extensions. Enter **3 <Enter>**.

9. Select the extension number(s) required. Enter **101 <Enter>**.

10. Continue adding numbers. Enter **Y <Enter>**.
    Enter **102 <Enter>**
    Enter **Y <Enter>**
    Enter **103 <Enter>**

11. Terminate ending extension numbers. Enter **N <Enter>**.

The report now prints the selected extensions.

Terminating Incorrectly Executed Reports

If you have incorrectly started a report (for example: wrong date, time specifications, wrong report, etc....), the report may be terminated from the UTILS subsystem. The following example shows how to terminate the call detail report:

1. Select the UTILS subsystem from the system level. Enter **6**.

2. Select the MISC. function from the UTILS main menu. Enter **4**.

3. Select the Status Program. Enter **S <Enter>**.

4. Select Report Status. Enter **4 <Enter>**.

5. Select to stop reports that are processing. Enter **Y <Enter>**.

6. Select the report job that you want to terminate. Enter **1 <Enter>** for the call detail report. Enter **<n> <Enter>** where **<n>** is the number corresponding to the report that is to be terminated.

The system then informs you that the call detail report has been terminated.

The Restored Posted Calls Scenario

If you are using the backup system to run reports on restored files and running the detail report, the following message is displayed:

"No calls for detail report"

The calls in the restored system have probably been posted. The easiest way to tell if these calls have been posted is to follow this procedure:

1. Enter the MAINT system. Enter **4**.

2. Enter the COUNT function. Enter **4**.

3. Select Extension count. Enter **4 <Enter>**.

4. Enter a null extension to signify all extensions. Press **<Enter>**.

The system prompts you with:

Total calls <nnn>   Live Calls = <nnn>"

If the number of live calls is zero, then all calls have been posted. The detail report must now be executed for all calls. Select **N** for the "only live calls" question in the detail setup screen.

Logging In Using Capital Letters

If your screen looks like Figure 65, then you have logged in using capital letters.

```
 \T\E\L\E\P\H\O\N\E \C\A\L\L \A\C\C\O\U\N\T\I\N\G
\S\Y\S\T\E\M
          \C\O\P\Y\R\I\G\H\T \N\O\T\I\C\E
        \A\L\L \R\I\G\H\T\S \R\E\S\E\R\V\E\D


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```
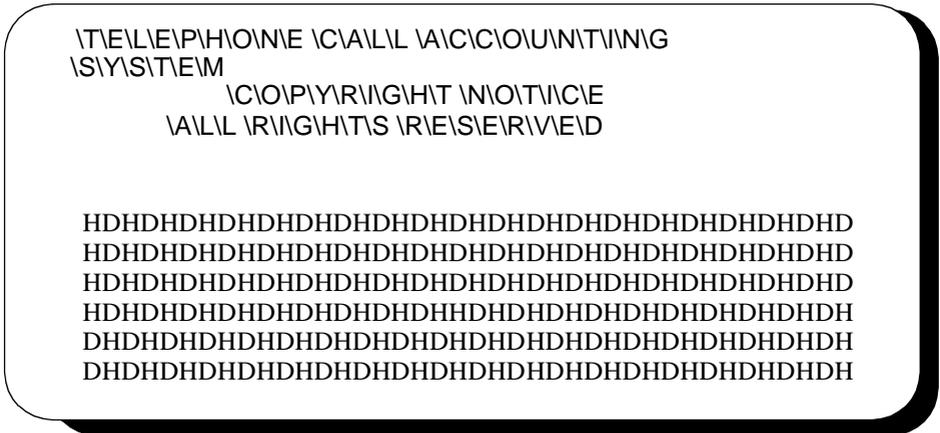
**Figure 65.   An Example Main Menu Screen When Logging In Using Capital
               Letters**

Do the following to correct this error:

1.   Enter **8 <Enter>**

2.   If nothing happens, enter **8 <Enter>** again. This should bring you to a
     Console Login prompt.

3.   Make sure your caps lock key is off and try logging in again.

Service and Support

System Maintenance

- To operate your TCS-700 call accounting system efficiently and effectively, your computer system must be properly maintained.

- The hardware components must be kept clean and dust-free.

- The area in which your computer system is housed **should be off-limits to food and drink.**

- Schedule no less than a bi-yearly system backup with the support line. This ensures that you always have an up-to-date copy of all your files in case of an emergency.

- The system time and date should be monitored for accuracy.

- The printer ribbon should be changed as necessary to ensure clean and clear printing.

YOUR SYSTEM SHOULD NOT BE MOVED WITHOUT CONTACTING THE GUESTWORKS *SERVER* SUPPORT LINE FIRST. In addition to the danger of head crashes and damaged cable connections, unplanned movement of the system could render it inoperable due to increased distance from the telephone system.

Service

AT&T provides service 24 hours a day, seven days a week. If you need help operating your TCS-700 call accounting system, please call 1-800-628-2888.

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