



Inbound Contact global

Call Traffic Reporter User Guide



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Chapter 1. Introduction

BT Inbound Contact global delivers comprehensive reports to help the customer optimise their global call centre operations. Traffic data captured includes when calls come into each centre, when they are blocked and why. Armed with this information, the customer can quickly monitor their inbound network performance and respond by increasing staff, adding lines or re-routing calls to maximise efficiency.

Reporter cannot be used to verify Billing. There are a number factors that support this position:

- The key reason is the difference data sources used for the Billing feed and the Traffic feed.
- CDRs can go to error suspense, for example if a tariff is missing. Or CDR and SDR can be delivered to their respective platform in different timeframes. This will result in calls appearing in Billing later than Reporter.
- If a customer uses NOAS mid-call announcements or NOAS menu routing, these don't produce separate SDRs. However customers will see them as separate calls on the invoice.

Call Traffic Reporter (Reporter) can be delivered via the Internet in either English or German. If other languages are selected, some administrative information maybe presented in that language but most information will be in English.

Reports cover an entire organisation and can be broken down by individual call centre and inbound number application. Individual reports can be distributed to locations throughout a company, allowing each centre to manage its own operation.

Statistics are compiled by:

- Call by call detail
- Hour or date
- Originating Detail (country of origin, access number, etc.)
- Inbound number (Application ID)
- Service location/termination

Reporter offers the following report types, delivery options and availability:

Report Type	Delivery Options	Availability
Summary, Daily and Monthly	Internet/Download	Next Business Day
Call Detail	Internet/Download	Same Day

Standard Reports

Reporter includes 4 standard statistical reports that break down data by Corp Id, Access Number, and Origination combinations. The reports include detailed information broken down by hour, and day for:

- Call attempts
- Call completions
- Call duration
- Call abandonments
- Calls released

Call information is stored for up to 180 days for Daily Summary Reports and up to 12 months for Monthly Summary Reports for customer access.

Call Detail Reports

The Call Detail Report is a report that provides detailed information on every call, giving the customer vital information to help maximize inbound service call completions. This report supplies visibility into all of the customer's incoming calls. The report can be viewed online and/or downloaded to the users PC.

The Call Detail Report provides the ability to view call detail on a 7x24 basis.

Call information is stored for up to 90 days for Call Detail Reports.

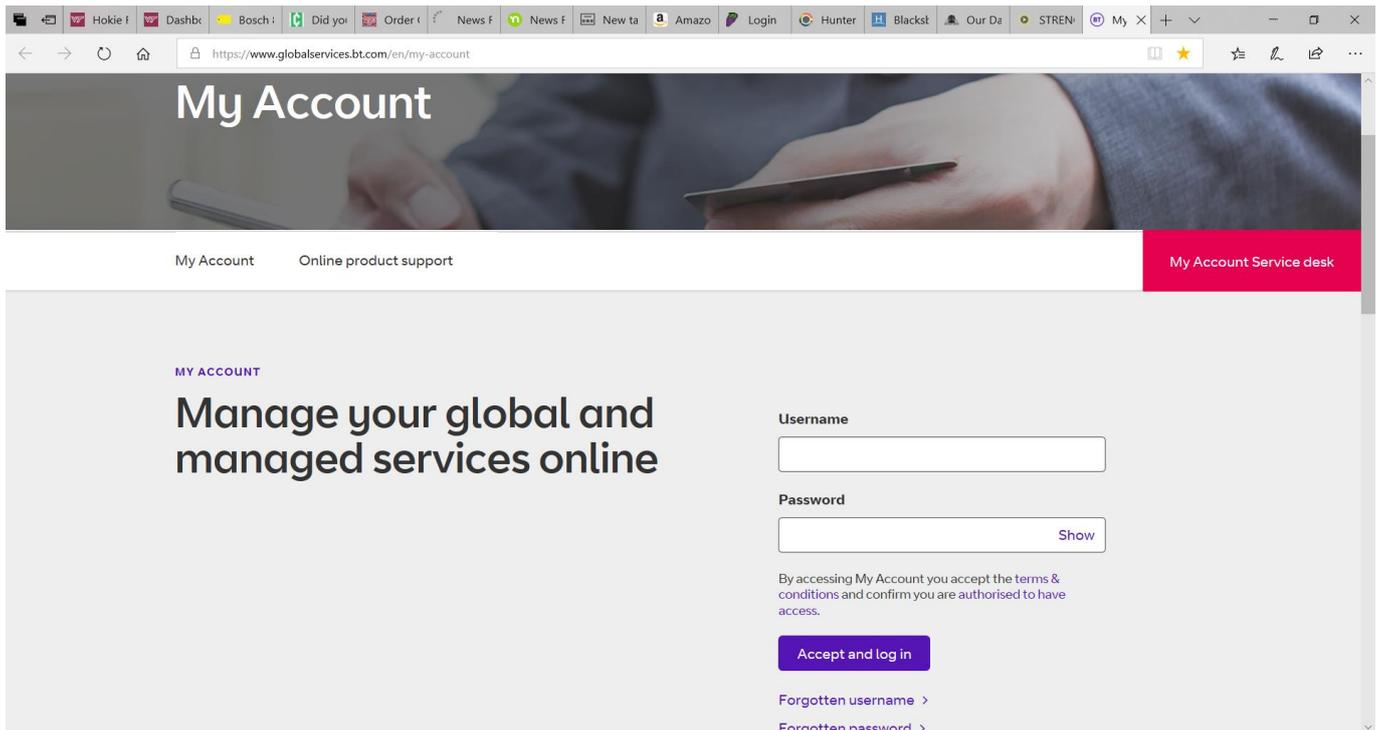
Internet Access

In order to give customers greater access to their BT Inbound Contact global application, BT has developed the ability to view Reporter information via GS Portal. Customer information is protected through the use of firewall technology and customers are required to utilize a username/password in order to access their information.

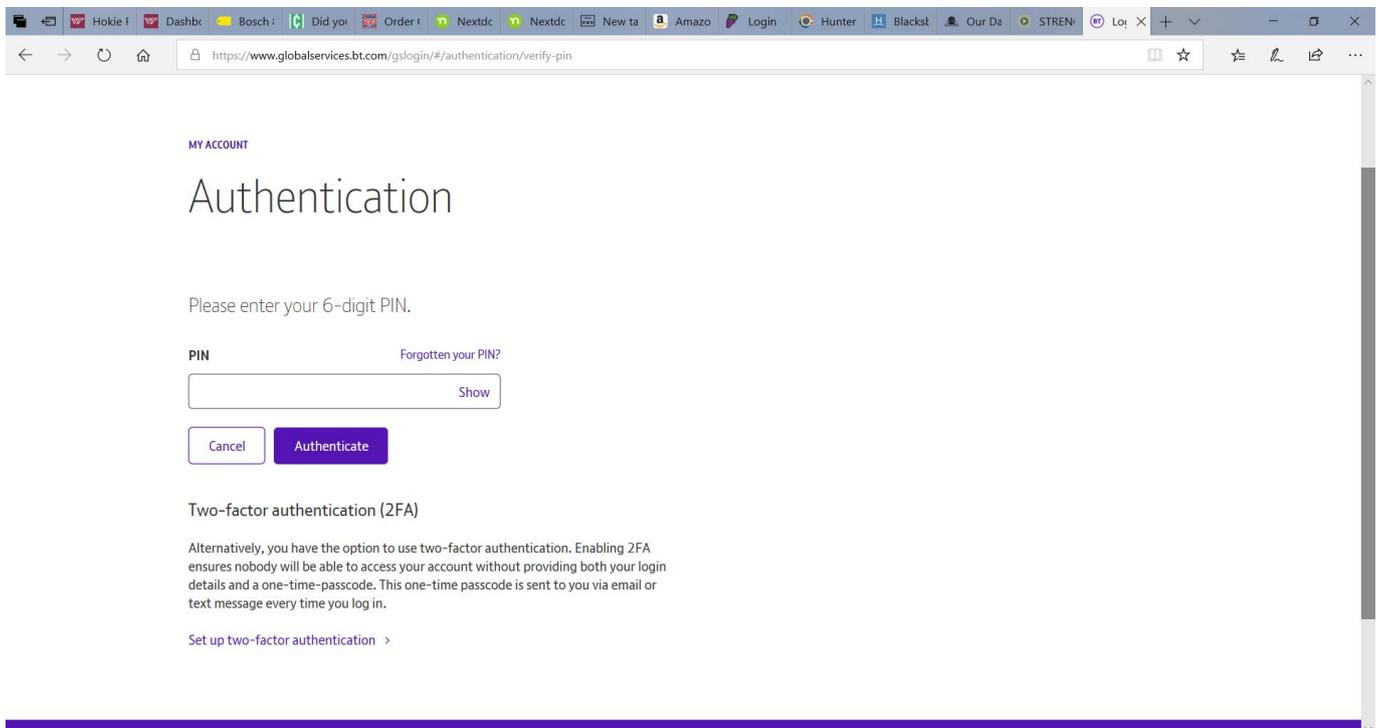
Logging On

Internal users may be added to the Reporter, by completing the "Call Traffic Reporter (Reporter) Data Capture Form." Customers will need to ask their account team to get them access.

Once the processing is complete, an email will be sent with the User Id and Password along with the link to access reports.



To log on, use the following URL https://www.globalservices.bt.com/uk/en/my_account and enter the user id and password.



Enter Pin and click “Authenticate”.

Getting Help or Issues with the Internet Browser

Internal users may open trouble tickets against Reporter with the BT Service Desk.

If you are having problems accessing Reporter, please follow the below steps to clear the cache in Internet Explorer browser. Sometimes ctrl+F5 which clears the cache and refresh the browser may not properly work in IE, instead you can clear the cache in other way.

The below steps are for IE9 and may be same for below versions as well.

1. Go to Menu > Tools > Developer Tools (or) click F12
This option is available when we open a new browser only and this will not be available for other tabs in the browser.
2. Now, we can see the below option and go to cache and click on clear browser cache. It takes some time to clear the cache.

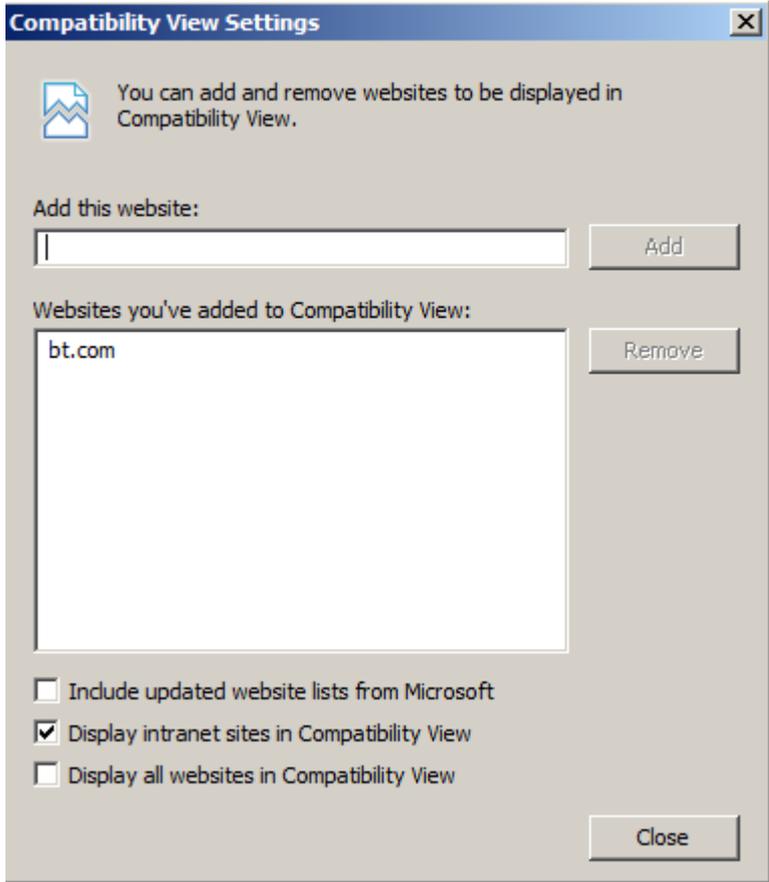


3. When it completes the action then access VLP by typing or paste the URL in the browser instead from browser favorites.

If you are using IE11, please make the following changes in compatibility view settings.

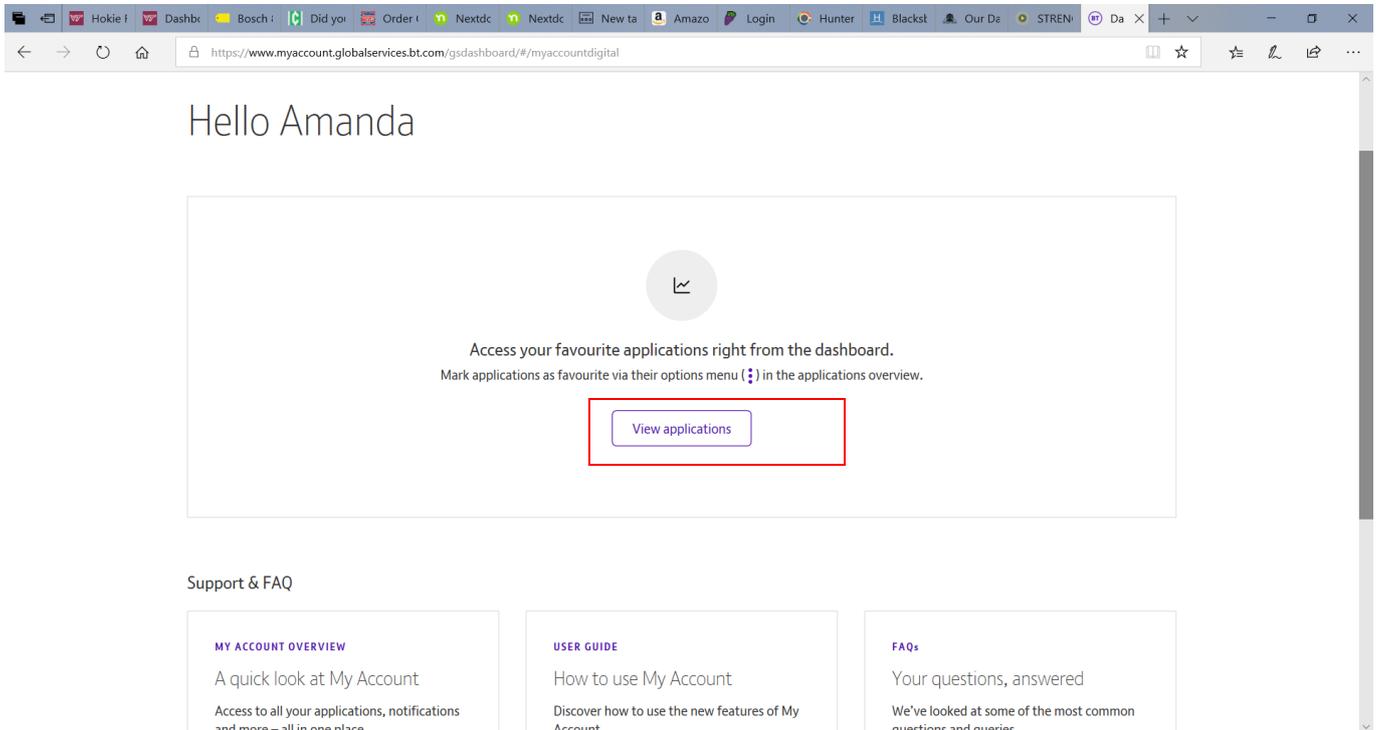
Please go to IE 11 > tools > Compatibility View settings:-

bt.com should be added to compatibility view and checkbox 'display intranet site in compatibility view' should be ticked.



Welcome Screen

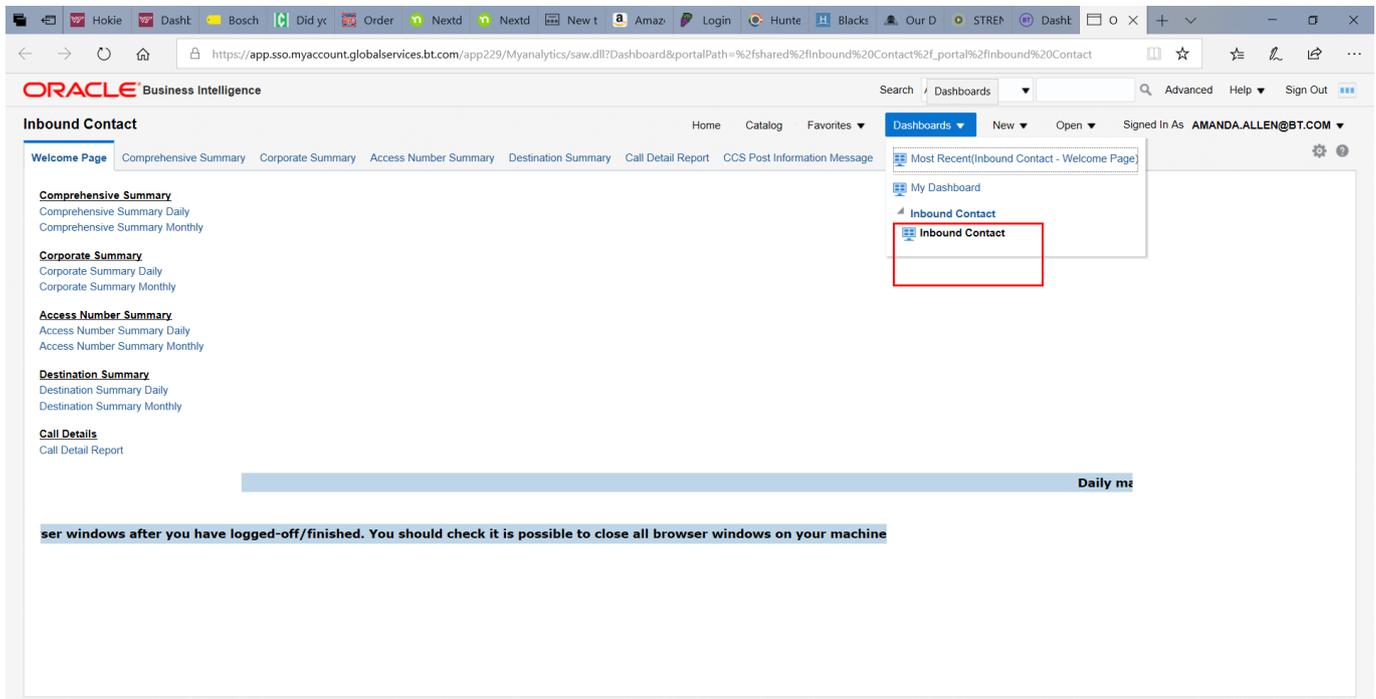
The welcome screen contains the applications.



- Click on the **View Applications**, then click on **Enterprise Reporting – Launch Application** from the list on the page.

Business Intelligence Landing Page

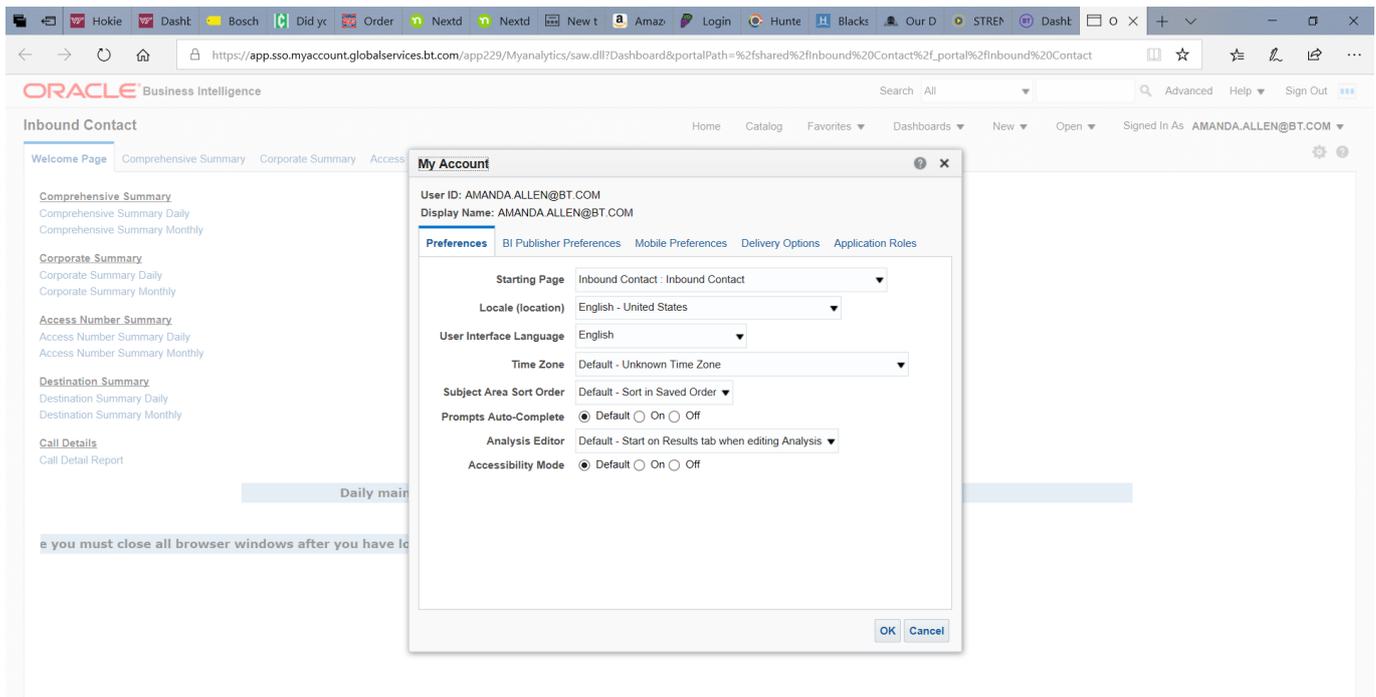
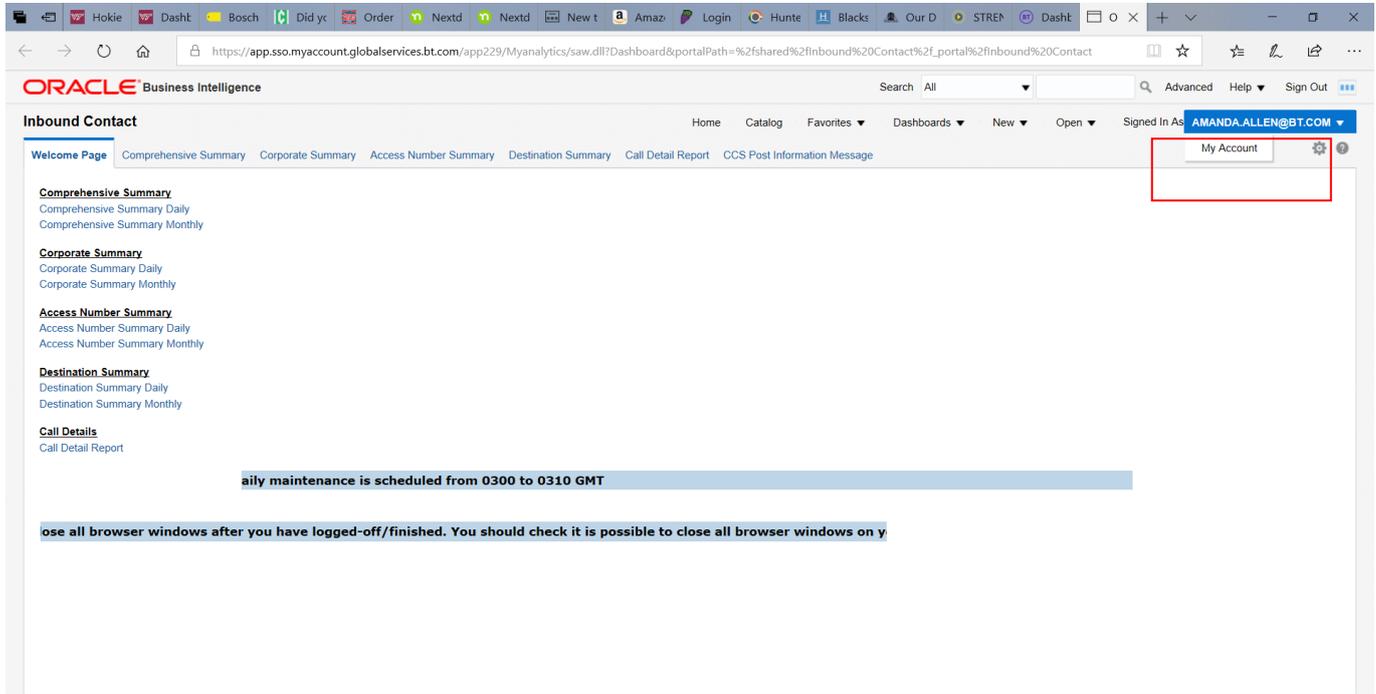
The Dashboard Screen can be used to make changes to a user account such as date format or language.



- Select **Dashboard** from the top of the screen, then select **Inbound Contact** from the drop down menu.

My Account Screen

The My Account Screen can be used to make changes to a user account such as date format or language. Click on drop down arrow next to your user id. Then click on **My Account**.



- Select **User Interface Language** to change the language from English. Full language conversion is available for German. Other languages are available for the data fields.
- Select **Time Zone** to change date format. The default is MM/DD/YYYY. For example, if the time zone is changed to Greenwich Mean Time Dublin, Edinburgh, London, the date format will change to DD/MM/YYYY.
- To complete this change, Click on **OK** at the bottom of the screen.

List of Reports and Sort Feature on Reports

List of Reports

This screen shows the list of the reports. Simply click on the report to be viewed. The screen is also used to flash message across the screen to notify users of any updates to the system.

The screenshot shows a web browser window displaying the Oracle Business Intelligence interface. The page title is "Inbound Contact" and the user is signed in as "AMANDA.ALLEN@BT.COM". The main content area lists several report categories with their respective sub-reports:

- Comprehensive Summary**
 - Comprehensive Summary Daily
 - Comprehensive Summary Monthly
- Corporate Summary**
 - Corporate Summary Daily
 - Corporate Summary Monthly
- Access Number Summary**
 - Access Number Summary Daily
 - Access Number Summary Monthly
- Destination Summary**
 - Destination Summary Daily
 - Destination Summary Monthly
- Call Details**
 - Call Detail Report

A blue banner message is displayed in the center of the page: "Daily maintenance is scheduled from 0300 to 0310 GMT". Below this, a red banner message reads: "i be accessed by other people you must close all browser windows after you have logged-off/finished. You should check it is p".

Sort Feature on Reports

There is a sort feature on the columns. On the screen capture below for Orig Country, you can in sort ascending/descending order making information easier to find. At the bottom of the screen you also have the ability to export the information to an excel spreadsheet and sort the data using the features in excel.



The screenshot shows a table titled "Inbound Contact" with the following columns: Date, Hours, Corp Id, Call Result, Orig Country, Orig Code, Access Number, Access Type, and App Id. The "Orig Country" column has a dropdown menu set to "Sort Descending". The data rows show various call records with dates, corporate IDs, results, and country codes.

Date	Hours	Corp Id	Call Result	Orig Country	Orig Code	Access Number	Access Type	App Id
17-Jun-2014		0	Completed	United States		5905	PSTN	2000056321
		20001054	Completed	United States		44 442073653815	PSTN	2000056322
		20001054	Completed	United Kingdom		44 442073653815	PSTN	2000065976
		20001054	Completed	United Kingdom	44	442073653816	PSTN	2000065977
		20001054	Completed	United Kingdom	44	442073653863	PSTN	2000036486
		20001054	Completed	United Kingdom	44	442073656815	PSTN	2000199969
		20001054	Not	United	44	442073656815	PSTN	2000199969

Chapter 2. Comprehensive Summary Daily

Section 1. Report Description

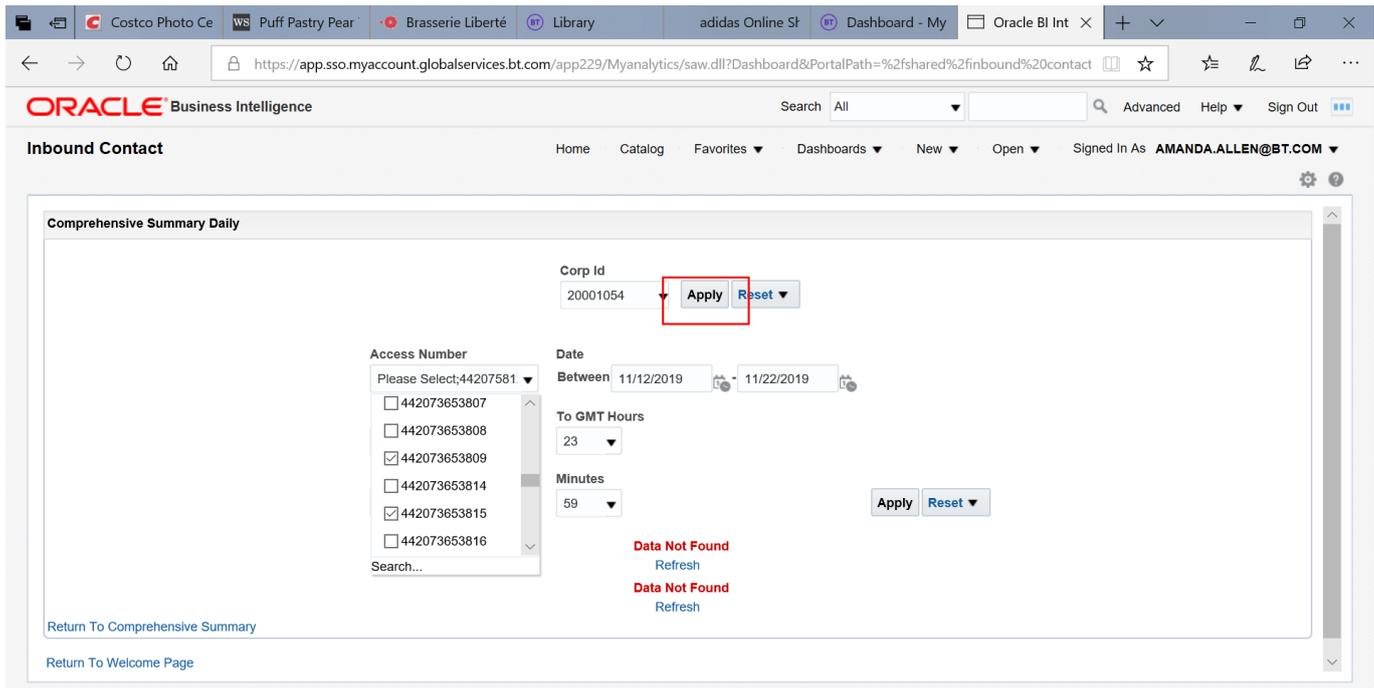
The report provides

- a daily breakdown by access number.
- a feel for the distribution of traffic over all access lines to a site on a daily basis.

Section 2. Notes/Assumptions

- the report includes all originating and terminating countries.
- the report includes all completed and failed calls.
- the report will consist of details for the selected access number and time frame.
- the report and graph can be downloaded to the following formats (see Appendix B for details):
 - download to Excel
 - download to Excel 2000
 - download to Data
 - download to WebPage (MHTML)

Input Screen

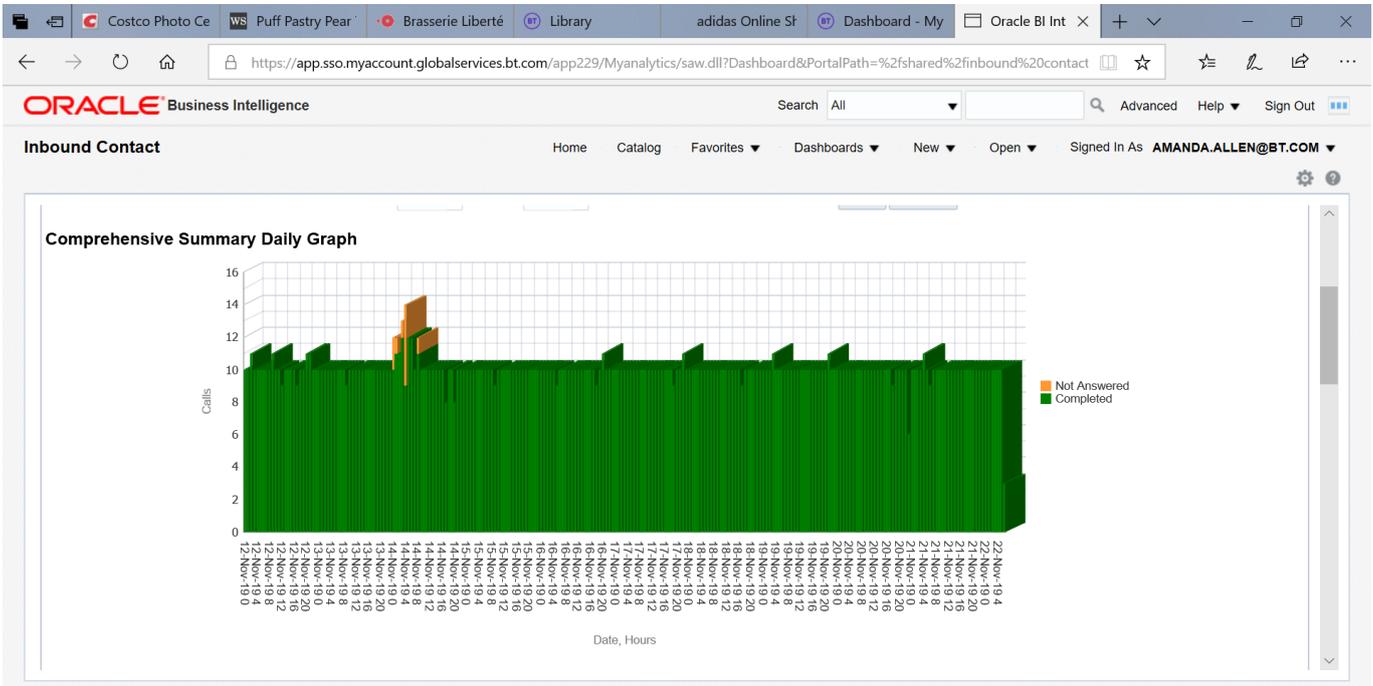


- The user must select the **Corp ID** and click on **Apply** before selecting the Access number.

Input Field	Description
Corp ID	<p>Select the Corp Id to be retrieved.</p> <p>Customer Corporate Identifier. The customer Corporate ID establishes service for a customer Corp ID is an 8-digit. The Corporate Id is the primary customer identifier used in the physical provisioning and reporting system. It appears on every customer record and every call record.</p>
Access Number	<p>Select a single Access Number, multiple Access Numbers or All Access Numbers “(All Column Values)” to be retrieved by placing a check in the box next the number(s).</p> <p>The access number is the number dialed by the caller. All caller access numbers are linked to an Application Id.</p> <p>Note: The user must select the Corp ID and hit Apply before they can select the Access number.</p>
Date Between	<p>Select the date or date range to be retrieved.</p> <p>The date of the beginning and end of the call.</p>

	Note: Date default is MM/DD/YYYY. To select a different date format, go to the My Account section in Chapter 1: Introduction.
Hours GMT Between	Select the time (in GMT) to be retrieved. Then click on Apply. The hour of the beginning and end of the call. Note: The default is 0 to 23 GMT Hours and 0 to 59 Minutes.

Output Screen



Output Field- graph	Description
Y axis	The number of calls.
X axis	The date and hour of the calls
Bar	The bars are color coded to separate Completed, Released, and Not Completed calls. Move the cursor over a section of the bar to see the number calls. Click on the bar to display the report for that specific section of the bar graph.

The screenshot shows an Oracle Business Intelligence dashboard titled "Inbound Contact". The main content area displays a table titled "Comprehensive Summary Daily" for the date 12-Nov-2019. The table has 18 columns: Date, Hours, Corp Id, Call Result, Orig Country, Orig Code, Access Number, Access Type, App Id, Network Address, Term Type, Term Country, Term Code, Svc Loc Id, Destination, DNIS Digits, Calls, and Minutes. All 8 rows show "Completed" calls from the United Kingdom to Hong Kong.

Date	Hours	Corp Id	Call Result	Orig Country	Orig Code	Access Number	Access Type	App Id	Network Address	Term Type	Term Country	Term Code	Svc Loc Id	Destination	DNIS Digits	Calls	Minutes
12-Nov-2019	0	20001054	Completed	United Kingdom	44	442073653815	PSTN	2000065976	442073653815	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	10	2.68
	1	20001054	Completed	United Kingdom	44	442073653815	PSTN	2000065976	442073653815	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	10	2.70
	2	20001054	Completed	United Kingdom	44	442073653815	PSTN	2000065976	442073653815	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	11	2.92
	3	20001054	Completed	United Kingdom	44	442073653815	PSTN	2000065976	442073653815	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	10	2.67
	4	20001054	Completed	United Kingdom	44	442073653815	PSTN	2000065976	442073653815	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	10	2.67
	5	20001054	Completed	United Kingdom	44	442073653815	PSTN	2000065976	442073653815	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	10	2.68
	6	20001054	Completed	United Kingdom	44	442073653815	PSTN	2000065976	442073653815	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	10	2.68
	7	20001054	Completed	United Kingdom	44	442073653815	PSTN	2000065976	442073653815	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	10	2.68
	8	20001054	Completed	United Kingdom	44	442073653815	PSTN	2000065976	442073653815	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	10	2.68

Output Field- table	Description
Date	The date of the call. (Format: DD/MMM/YYYY)
Hour	The hour of the call.
Corp ID	Customer Corporate Identifier. The customer Corporate ID establishes service for a customer Corp ID is an 8-digit. The Corporate Id is the primary customer identifier used in the physical provisioning and reporting system. It appears on every customer record and every call record.

Call Result	Call status on release	
	Complete	Call Delivered -
	Not Answered	Includes Call Abandoned, Call not Delivered-Busy; Call not Delivered – RTNR (Ring Tone No Reply); Call not Delivered - Congestion
Released	Call Released by Network Call queue; Call Released with Notification; Call Released without Notification; Call Limiter Blocked; Call Status Unknown	
Origination Country	Name of country associated with originating country code.	
Orig Code	Country code associated with the dialed access number (see Appendix A for a complete list of country codes).	

Access Number	The number dialed by the caller (not necessarily the same as the Network Address). All caller access numbers are linked to an Application Id.																				
Access Type	<p>Inbound access type.</p> <table border="1"> <tr> <td>DomTF</td> <td>Domestic Tollfree</td> </tr> <tr> <td>ITFS</td> <td>International Tollfree</td> </tr> <tr> <td>UIFN</td> <td>Universal International Freephone Number</td> </tr> <tr> <td>PSTN</td> <td>Public Switched Telephone Network/Caller Pays</td> </tr> <tr> <td>SC</td> <td>Shared Cost</td> </tr> <tr> <td>NCR</td> <td>National Call Rate</td> </tr> <tr> <td>IVRP/ Redirect</td> <td>Interactive Voice Response/Redirect</td> </tr> <tr> <td>DTF</td> <td>Direct Tollfree</td> </tr> <tr> <td>PRS</td> <td>Premium Rate Service</td> </tr> <tr> <td>TIVRP</td> <td>Transfer Interactive Voice Response, 2nd leg</td> </tr> </table>	DomTF	Domestic Tollfree	ITFS	International Tollfree	UIFN	Universal International Freephone Number	PSTN	Public Switched Telephone Network/Caller Pays	SC	Shared Cost	NCR	National Call Rate	IVRP/ Redirect	Interactive Voice Response/Redirect	DTF	Direct Tollfree	PRS	Premium Rate Service	TIVRP	Transfer Interactive Voice Response, 2 nd leg
DomTF	Domestic Tollfree																				
ITFS	International Tollfree																				
UIFN	Universal International Freephone Number																				
PSTN	Public Switched Telephone Network/Caller Pays																				
SC	Shared Cost																				
NCR	National Call Rate																				
IVRP/ Redirect	Interactive Voice Response/Redirect																				
DTF	Direct Tollfree																				
PRS	Premium Rate Service																				
TIVRP	Transfer Interactive Voice Response, 2 nd leg																				
App ID	Application Identifier. (corresponds to the dialed number). Applications Ids are a grouping of one or more BT Inbound Contact global access numbers. All access numbers must be linked to a 10-digit application Id. They are assigned from within the Logical Provisioning System. For reporting applications, Application Ids provide a way to break out specific applications and view how well they're performing.																				
Network Address	<p>Network address where call enters BT network.</p> <p>This is typically the called party number received by the BT network. It may be displayed in various formats.</p>																				
Term Type	<p>Termination Type</p> <ul style="list-style-type: none"> • Swi = Switched Destination Number • Ded = Dedicated Destination Switch/Trunk ID <p>Note: Termination Types are only applicable to certain networks. This field may be blank (typically it is blank for domestic BT Inbound Contact).</p>																				
Term Country	<p>Country of Termination</p> <p>Note: the Term Country is function of the Term Type, when there is no Term Type displayed, there is no Term Country displayed either</p>																				
Term Code	Terminating country code (see Appendix A for a complete list of country codes).																				

	Note: the Term Code is function of the Term Type, when there is no Term Type displayed, there is no Term Code displayed either
Svc Loc Id	<p>Service Location Identifier (customer label for termination) The Service location represents a switched or dedicated termination registered to a specific customer Corp Id.</p> <p>The Service location is used in logical provisioning, when defining routing plans and terminating features. All service locations, will have user-friendly names or 'labels" that are registered in order entry.</p>
Destination	Terminating number (phone number or Switch/Trunk/DNIS digits)
DNIS Digits	<p>Dialled Number Identification Service. DNIS is only used by customers on the Global network with dedicated endpoints. This field includes the outpulsed DNIS digits. DNIS manages calls more efficiently so that when the customer advertises a specific phone number for a special promotion, any calls generated can be directed to a particular agent within the contact centre.</p> <p>DNIS allows customers to specify which digits are delivered to a Dedicated Access Line (DAL), based on a number of factors. The customer's ACD/PBX uses the digits to manage calls more efficiently. For example, if a customer advertises in several countries, DNIS can ensure that a call is answered at the correct language queue. Or if a customer advertises a specific phone number for a special promotion, this feature can direct calls generated to a specific agent within the termination call centre. DNIS supports 1 to 15 digits</p>
Calls	Number of calls during the specified time period.
Minutes	The amount of time in minutes of the call during the specified time period. (Format: XXXX.XX)

Chapter 3. Comprehensive Summary Monthly

Section 1. Report Description

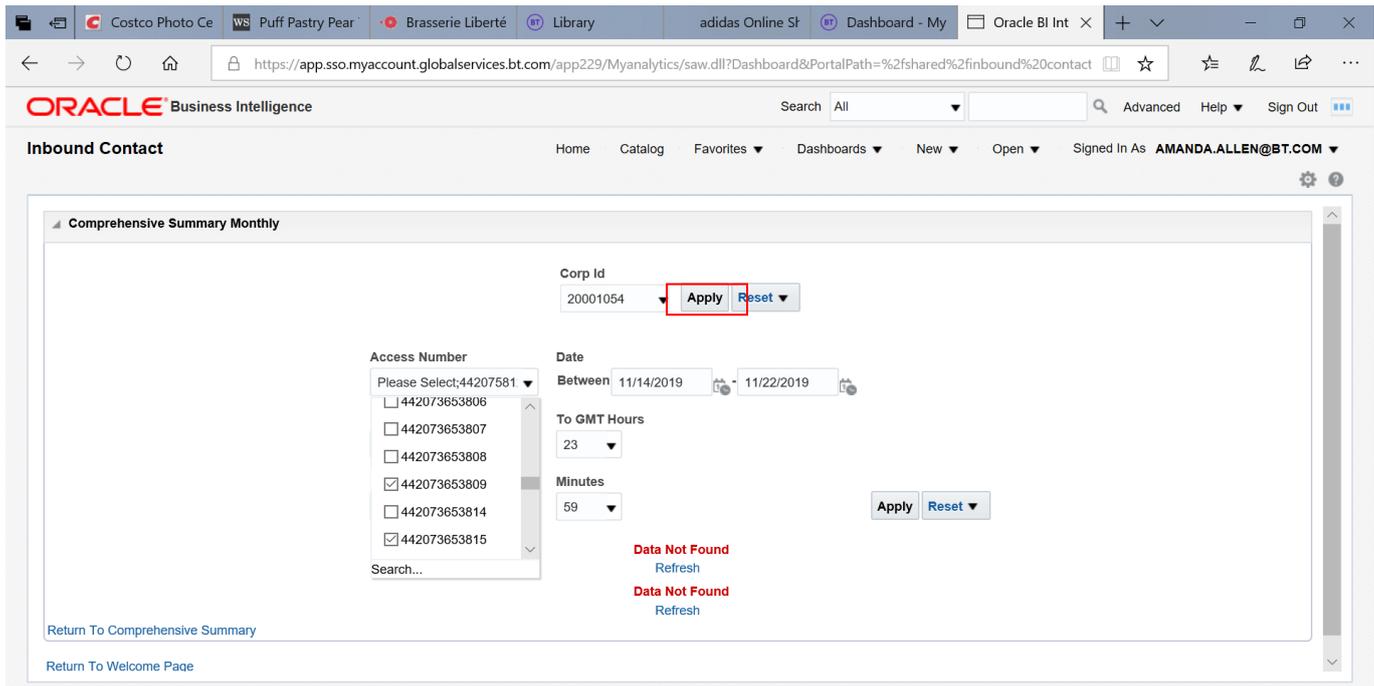
The report provides

- a monthly breakdown by access number.
- a feel for the distribution of traffic over all access lines to a site on an monthly basis.

Section 2. Notes/Assumptions

- the report includes all originating and terminating country.
- the report includes all completed and failed calls.
- the report will consist of details for the access number and timeframe
- the report and graph can be downloaded to the following formats (see Appendix B for details):
 - download to Excel
 - download to Excel 2000
 - download to Data
 - download to WebPage (MHTML)

Input Screen

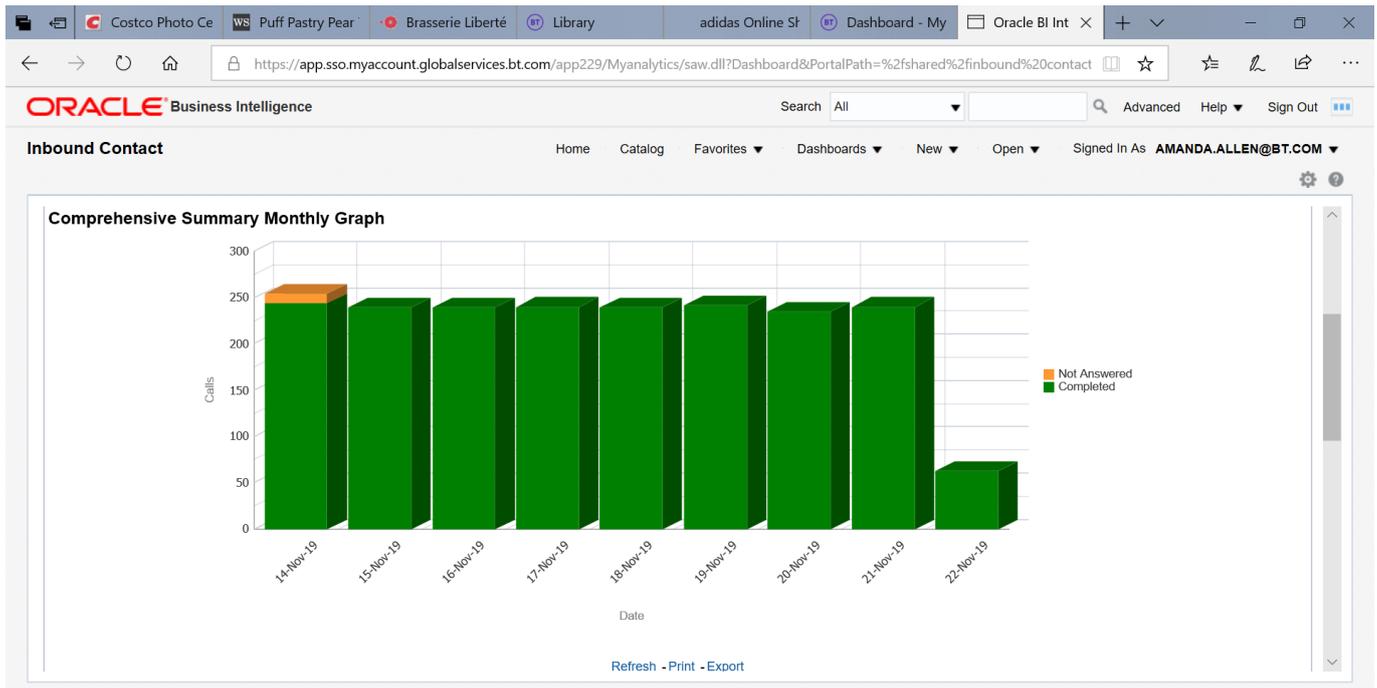


- The user must select the **Corp ID** and click on **Apply** before selecting the Access number.

Input Field	Description
Corp ID	<p>Select the Corp Id to be retrieved.</p> <p>Customer Corporate Identifier. The customer Corporate ID establishes service for a customer Corp ID is an 8-digit. The Corporate Id is the primary customer identifier used in the physical provisioning and reporting system. It appears on every customer record and every call record.</p>
Access Number	<p>Select a single Access Number, multiple Access Numbers or All Access Numbers “(All Column Values)” to be retrieved by placing a check in the box next the number(s).</p> <p>The number dialed by the caller. All caller access numbers are linked to an Application Id. The caller access number must be recorded on the billing record.</p> <p>Note: The user must select the Corp ID and hit Go before they can select the Access number.</p>
Date	<p>Select the date to be retrieved.</p>

Between	<p>The date of the beginning and end of the call.</p> <p>Note: Date default is MM/DD/YYYY. To select a different date format, go to the My Account section in Chapter 1: Introduction.</p>
Hours GMT Between	<p>Select the time (in GMT) to be retrieved.</p> <p>The hour of the beginning and end of the call.</p>

Output Screen



Output Field - graph	Description
Y axis	The number of calls.
X axis	The day of the calls
Bar	The bars are color coded to separate Completed, Released, and Not Completed calls. Move the cursor over a section of the bar to see the number calls. Click on the bar to display the report for that specific section of the bar graph.

Access Number	The number dialed by the caller (not necessarily the same as the Network Address. All caller access numbers are linked to an Application Id.	
Access Type	Call status on release (answered, busy, abandoned, etc.)	
	DomTF	Domestic Tollfree
	ITFS	International Tollfree
	UIFN	Universal International Freephone Number
	PSTN	Public Switched Telephone Network/Caller Pays
	SC	Shared Cost
	NCR	National Call Rate
	IVRP/ Redirect	Interactive Voice Response/Redirect
	DTF	Direct Tollfree
	PRS	Premium Rate Service
	TIVRP	Transfer Interactive Voice Response

App ID	Application Identifier. (corresponds to the dialed number). Applications Ids are a grouping of one or more BT Inbound Contact global access numbers. All access numbers must be linked to a 10 digit application Id. They are assigned from within the Logical Provisioning System. For reporting applications, Application Ids provide a way to break out specific applications and view how well they're performing.
Network Address	Network address where call enters BT network. This is typically the called party number received by the BT network. It may be displayed in various formats.
Term Type	Termination Type <ul style="list-style-type: none"> • Swi = Switched Destination Number • Ded = Dedicated Destination Switch/Trunk ID Note: Termination Types are only applicable to certain networks. This field may be blank (typically it is blank for domestic BT Inbound Contact).
Term Country	Country of Termination Note: the Term Country is function of the Term Type, when there is no Term Type displayed, there is no Term Country displayed either
Term Code	Terminating country code (see Appendix A for a complete list of country codes). Note: the Term Code is function of the Term Type, when there is no Term Type displayed, there is no Term Code displayed either
Svc Loc Id	Service Location Identifier (customer label for termination) The Service location represents a switched or dedicated termination registered to a specific customer Corp Id. The Service location is used in logical provisioning, when defining routing plans and terminating features. All service locations, will have user-friendly names or 'labels" that are registered in order entry.
Destination	Terminating number (phone number or Switch/Trunk/DNIS digits)
DNIS Digits	Dialed Number Identification Service. DNIS is only used by customers on the Global network with dedicated endpoints. This field includes the outpulsed DNIS digits. DNIS allows customers to specify which digits are delivered to a Dedicated Access Line (DAL), based on a number of factors.
Calls	Number of calls during the specified time period.

Minutes	The amount of time in minutes of the call during the specified time period. (Format: XXXX.XX)
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Chapter 4. Corporate Summary Daily

Section 1. Report Description

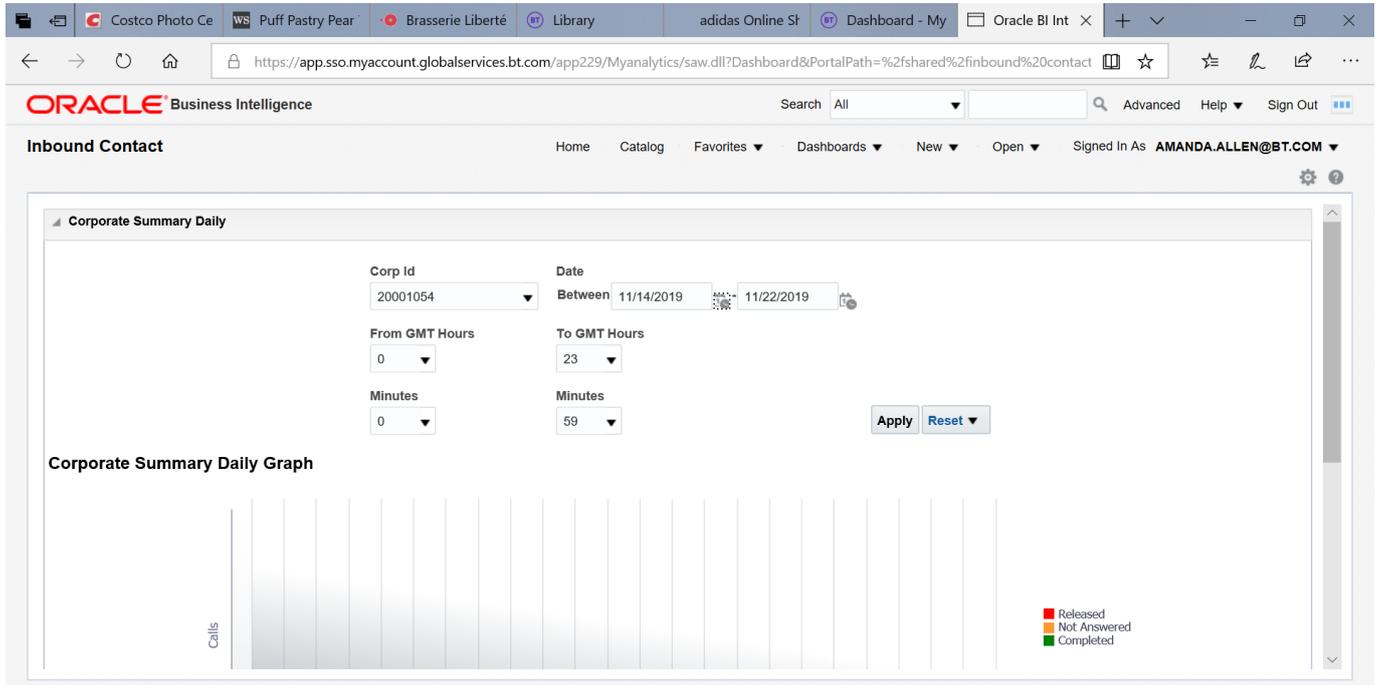
This report summarizes calls in each call status on a hourly basis by Corp Id.

Complete	Call Delivered
Not Answered	Includes Call Abandoned, Call not Delivered-Busy; Call not Delivered – RTNR (Ring Tone No Reply); Call not Delivered - Congestion
Released	Call Released by Network Call queue; Call Released with Notification; Call Released without Notification; Call Limiter Blocked; Call Status Unknown

Section 2. Notes/Assumptions

- report contains number of calls for each call status.
- report and graph can be downloaded to the following formats (see Appendix B for details):
 - download to Excel
 - download to Excel 2000
 - download to Data
 - download to WebPage (MHTML)

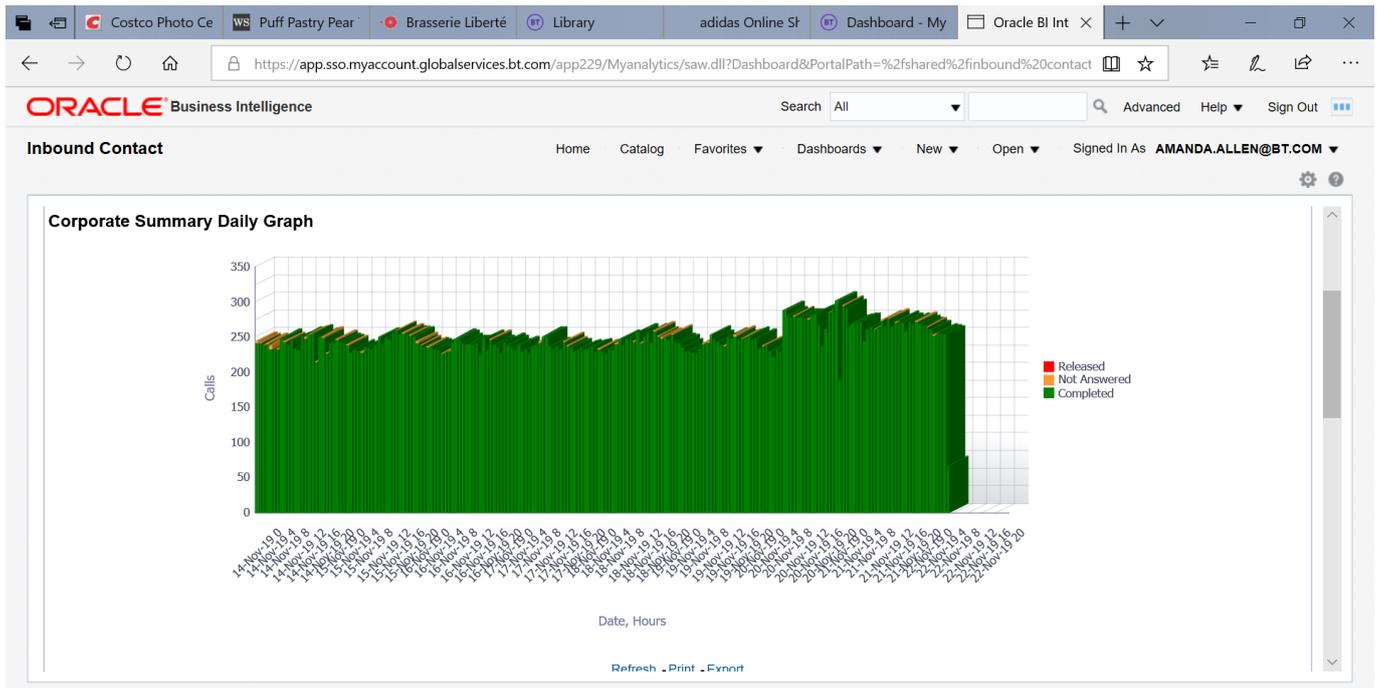
Input Screen



- Select the **Corp ID, Dates, Hours and Minutes** and click on **Apply** to generate the report.

Input Field	Description
Corp ID	Select the Corp ID to be retrieved. Customer Corporate Identifier. The customer Corporate ID establishes service for a customer Corp ID is an 8-digit. The Corporate Id is the primary customer identifier used in the physical provisioning and reporting system. It appears on every customer record and every call record.
Date Between	Select the date to be retrieved. The recorded date of the beginning and end of the call. Note: Date default is MM/DD/YYYY. To select a different date format, go to the My Account section in Chapter 1: Introduction.
Hours GMT Between	Select the time (in GMT) to be retrieved. The recorded hour of the beginning and end of the call. Note: The default is 0 to 23 GMT Hours and 0 to 59 Minutes.

Output Screen



Output Field - graph	Description
Y axis	The number of calls.
X axis	The date and hour of the calls
Bar	The bars are color coded to separate Completed, Released, and Not Completed calls. Move the cursor over a section of the bar to see the number calls. Click on the bar to display the report for that specific section of the bar graph.

Date	Hours	Corp Id	Call Result	Calls	Minutes
14-Nov-2019	0	20001054	Completed	242	117.42
	0	20001054	Not Answered	2	0.00
	1	20001054	Completed	241	118.98
	1	20001054	Not Answered	2	0.00
	2	20001054	Completed	238	117.50
	2	20001054	Not Answered	1	0.00
	3	20001054	Completed	240	117.68
	3	20001054	Not Answered	2	0.00
	4	20001054	Completed	232	113.67
	4	20001054	Not Answered	7	0.00
	5	20001054	Completed	233	114.50
	6	20001054	Completed	233	113.85
	6	20001054	Not Answered	1	0.00
	7	20001054	Completed	248	127.82
	8	20001054	Completed	249	124.28

Output Field- table	Description
Date	The date of the call. (Format: DD/MMM/YYYY)
Hour	The hour of the call.
Corp ID	Customer Corporate Identifier. The customer Corporate ID establishes service for a customer Corp ID is an 8-digit. The Corporate Id is the primary customer identifier used in the physical provisioning and reporting system. It appears on every customer record and every call record.

Call Result	Call status on release.	
	Complete	Call Delivered -
	Not Answered	Includes Call Abandoned, Call not Delivered-Busy; Call not Delivered – RTNR (Ring Tone No Reply); Call not Delivered - Congestion
Released	Call Released by Network Call queue; Call Released with Notification; Call Released without Notification; Call Limiter Blocked; Call Status Unknown	
Calls	Number of calls during the specified time period.	
Minutes	The amount of time in minutes of the call during the specified time period. (Format: XXXX.XX)	

Chapter 5. Corporate Summary Monthly

Section 1. Report Description

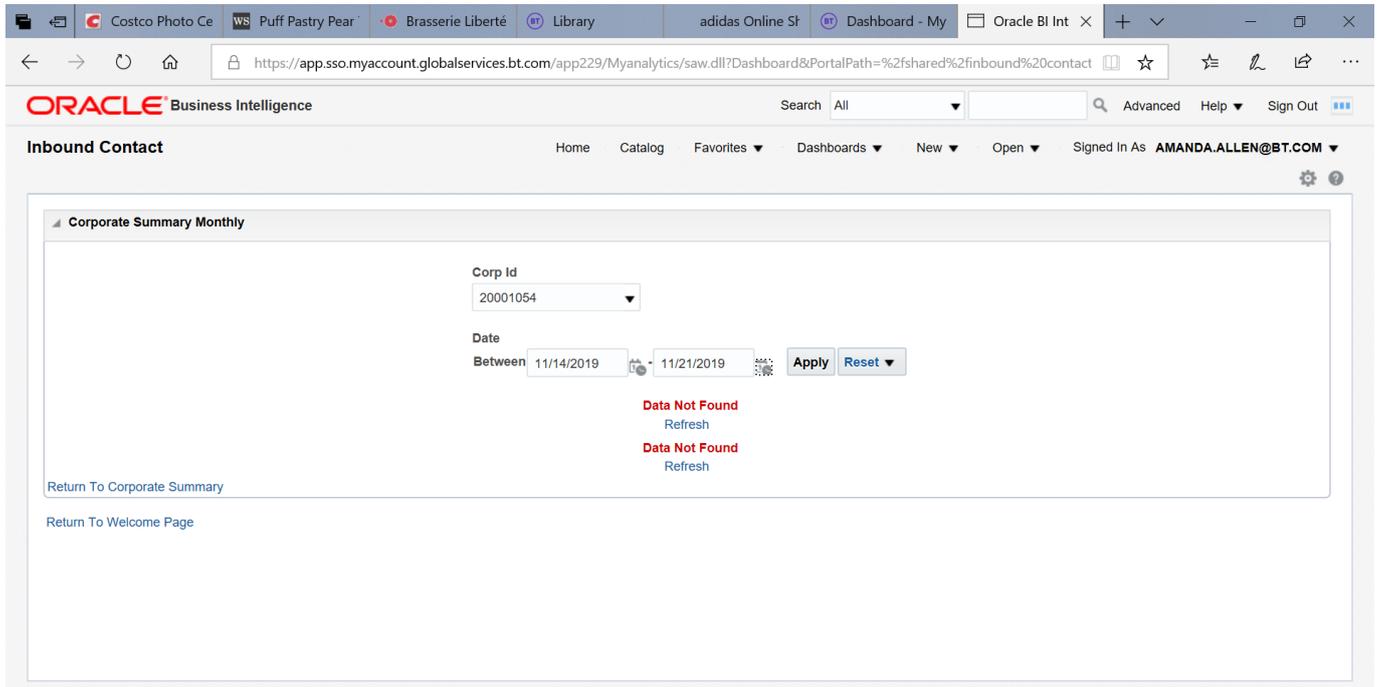
This report summarizes of calls in each call status on a daily basis by Corp Id.

Complete	Call Delivered
Not Answered	Includes Call Abandoned, Call not Delivered-Busy; Call not Delivered – RTNR (Ring Tone No Reply); Call not Delivered - Congestion
Released	Call Released by Network Call queue; Call Released with Notification; Call Released without Notification; Call Limiter Blocked; Call Status Unknown

Section 2. Notes/Assumptions

- report contains number of calls for each call status.
- report and graph can be downloaded to the following formats (see Appendix B for details):
 - download to Excel
 - download to Excel 2000
 - download to Data
 - download to WebPage (MHTML)

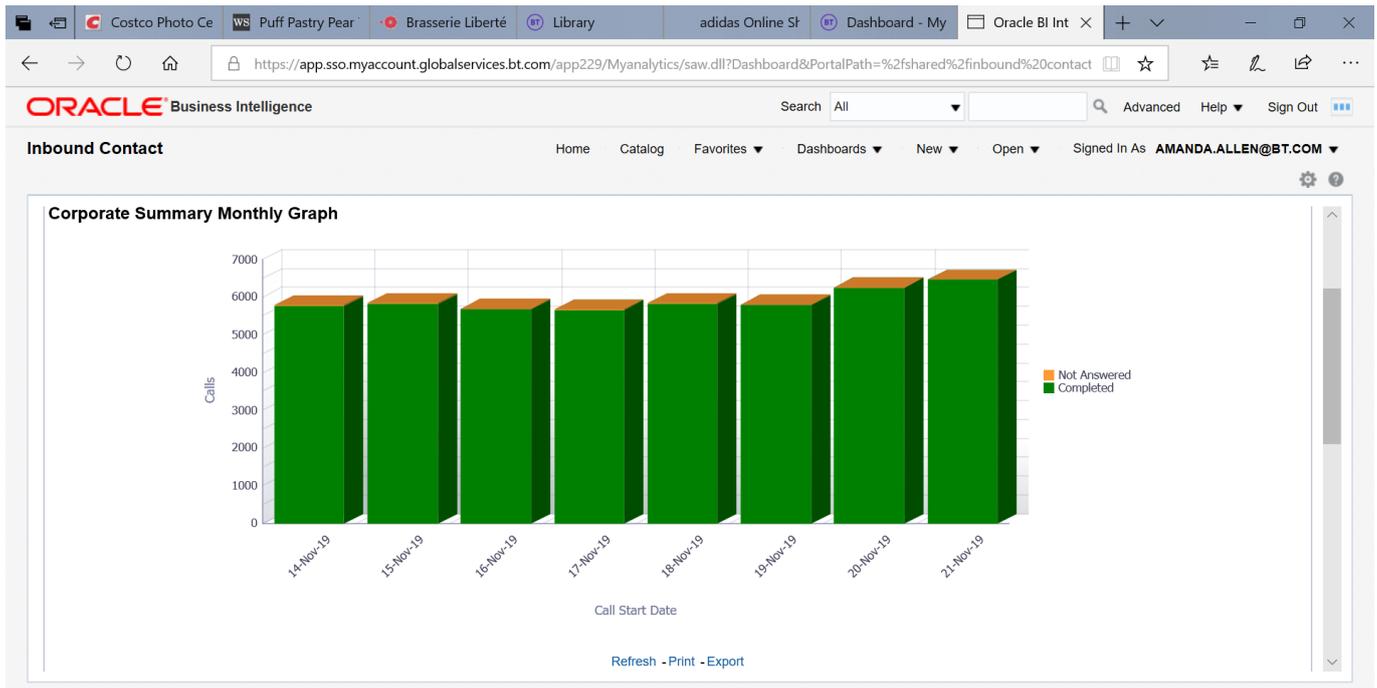
Input Screen



- Select the **Corp ID**, and **Dates** and click on **Apply** to generate the report.

Input Field	Description
Corp ID	<p>Select the Corp Id to be retrieved.</p> <p>Customer Corporate Identifier. The customer Corporate ID establishes service for a customer Corp ID is an 8-digit. The Corporate Id is the primary customer identifier used in the physical provisioning and reporting system. It appears on every customer record and every call record.</p>
Date Between	<p>Select the date to be retrieved.</p> <p>The recorded date of the beginning and end of the call.</p> <p>Note: Date default is MM/DD/YYYY. To select a different date format, go to the My Account section in Chapter 1: Introduction.</p>

Output Screen



Output Field - graph	Description
Y axis	The number of calls.
X axis	The date of the calls
Bar	The bars are color coded to separate Completed, Released, and Not Completed calls. Move the cursor over a section of the bar to see the number calls. Click on the bar to display the report for that specific section of the bar graph.

Call Start Date	Date	Corp Id	Call Result	Calls	Minutes
11/14/2019	14-Nov-2019	20001054	Completed	5,773	2,841.87
	14-Nov-2019	20001054	Not Answered	26	0.00
11/15/2019	15-Nov-2019	20001054	Completed	5,827	2,868.83
	15-Nov-2019	20001054	Not Answered	10	0.00
11/16/2019	16-Nov-2019	20001054	Completed	5,687	2,811.97
	16-Nov-2019	20001054	Not Answered	4	0.00
11/17/2019	17-Nov-2019	20001054	Completed	5,665	2,800.05
	17-Nov-2019	20001054	Not Answered	5	0.00
11/18/2019	18-Nov-2019	20001054	Completed	5,830	2,868.02
	18-Nov-2019	20001054	Not Answered	11	0.00
11/19/2019	19-Nov-2019	20001054	Completed	5,801	2,851.35
	19-Nov-2019	20001054	Not Answered	7	0.00
11/20/2019	20-Nov-2019	20001054	Completed	6,254	3,354.92
	20-Nov-2019	20001054	Not Answered	4	0.00
11/21/2019	21-Nov-2019	20001054	Completed	6,465	3,520.73

Output Field- table	Description
Month	The month of the call.
Date	The date of the call. (Format: DD/MMM/YYYY)
Corp ID	Customer Corporate Identifier. The customer Corporate ID establishes service for a customer Corp ID is an 8-digit. The Corporate Id is the primary customer identifier used in the physical provisioning and reporting system. It appears on every customer record and every call record.

Call Result	Call status on release (answered, busy, abandoned, etc.)	
	Complete	Call Delivered
	Not Answered	Includes Call Abandoned, Call not Delivered-Busy; Call not Delivered – RTNR (Ring Tone No Reply); Call not Delivered - Congestion
	Released	Call Released by Network Call queue; Call Released with Notification; Call Released without Notification; Call Limiter Blocked; Call Status Unknown
Calls	Number of calls during the specified time period.	
Minutes	The amount of time in minutes of the call during the specified time period. (Format: XXXX.XX)	

Chapter 6. Access Number Summary Daily

Section 1. Report Description

The report lists the number of calls by access number and call status on a daily basis.

Section 2. Notes/Assumptions

- report includes call status.
- report includes Origination Country and Origination Country Code.
- report and graph can be downloaded to the following formats (see Appendix B for details):
 - download to Excel
 - download to Excel 2000
 - download to Data
 - download to WebPage (MHTML)

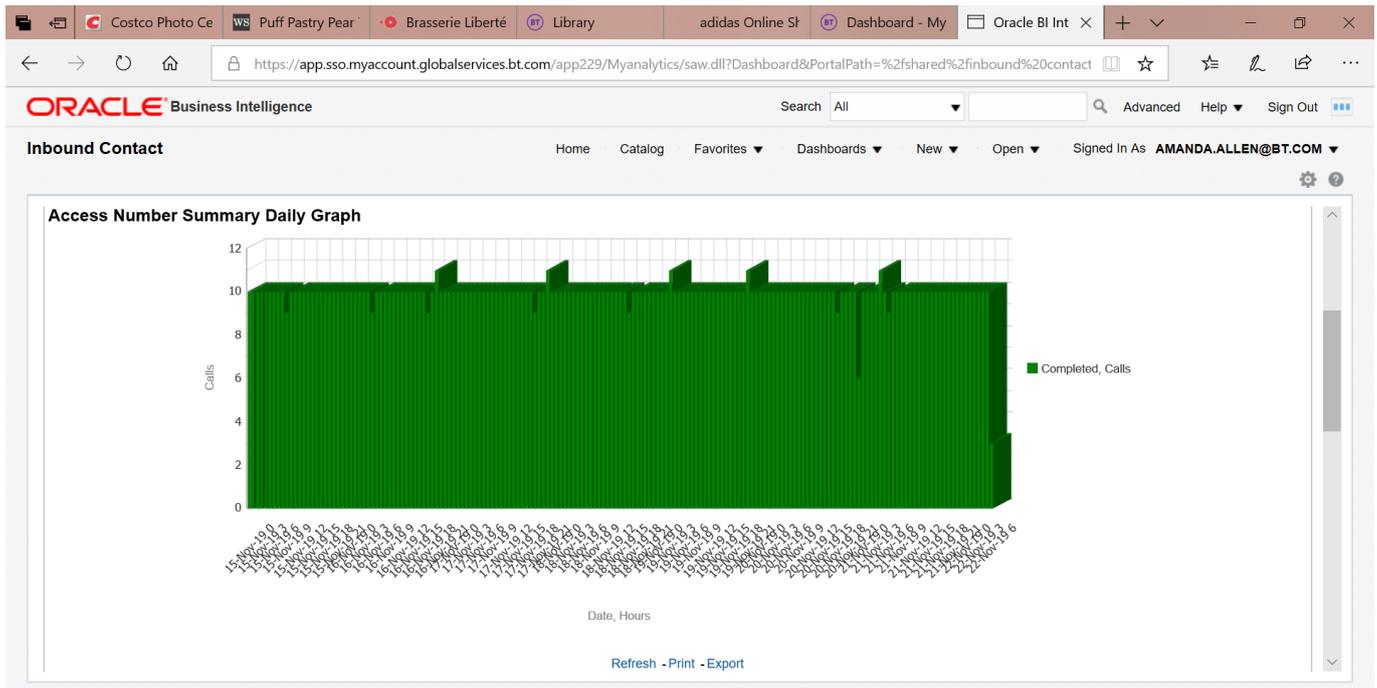
Input Screen

- The user must select the **Corp ID** and click on **Apply** before selecting the Access number.

Input Field	Description
Corp ID	<p>Select the Corp Id to be retrieved.</p> <p>Customer Corporate Identifier. The customer Corporate ID establishes service for a customer Corp ID is an 8-digit. The Corporate Id is the primary customer identifier used in the physical provisioning and reporting system. It appears on every customer record and every call record.</p>
Access Number	<p>Select a single Access Number, multiple Access Numbers or All Access Numbers “(All Column Values)” to be retrieved by placing a check in the box next the number(s).</p> <p>The number dialed by the caller. All caller access numbers are linked to an Application Id. The caller access number must be recorded on the billing record.</p> <p>Note: The user must select the Corp ID and hit Go before they can select the Access number.</p>
Date Between	<p>Select the date to be retrieved.</p> <p>The recorded date of the beginning and end of the call.</p>

	Note: Date default is MM/DD/YYYY. To select a different date format, go to the My Account section in Chapter 1: Introduction.
Hours GMT Between	<p>Select the time (in GMT) to be retrieved.</p> <p>The recorded hour of the beginning and end of the call.</p> <p>Note: The default is 0 to 23 GMT Hours and 0 to 59 Minutes.</p>

Output Screen



Output Field – graph	Description
Y axis	The number of calls.
X axis	The date and hour of the calls
Bar	The bars are color coded to separate Completed, Released, and Not Completed calls. Move the cursor over a section of the bar to see the number calls. Click on the bar to display the report for that specific section of the bar graph.

The screenshot shows a web browser window with the Oracle Business Intelligence interface. The page title is 'Inbound Contact'. The main content area displays a table titled 'Access Number Summary Daily' for the date 15-Nov-2019. The table has 11 columns: Date, Hours, Corp Id, Orig Country, Orig Code, Access Number, Access Type, App Id, Call Result, Calls, and Minutes. The data shows 14 call records, all completed, with varying durations between 2.67 and 3.42 minutes.

Date	Hours	Corp Id	Orig Country	Orig Code	Access Number	Access Type	App Id	Call Result	Calls	Minutes
15-Nov-2019	0	20001054	United Kingdom	44	442073653815	PSTN	2000065976	Completed	10	2.88
	1	20001054	United Kingdom	44	442073653815	PSTN	2000065976	Completed	10	3.12
	2	20001054	United Kingdom	44	442073653815	PSTN	2000065976	Completed	10	2.72
	3	20001054	United Kingdom	44	442073653815	PSTN	2000065976	Completed	10	2.72
	4	20001054	United Kingdom	44	442073653815	PSTN	2000065976	Completed	10	2.68
	5	20001054	United Kingdom	44	442073653815	PSTN	2000065976	Completed	10	2.72
	6	20001054	United Kingdom	44	442073653815	PSTN	2000065976	Completed	10	2.70
	7	20001054	United Kingdom	44	442073653815	PSTN	2000065976	Completed	10	2.68
	8	20001054	United Kingdom	44	442073653815	PSTN	2000065976	Completed	10	2.68
	9	20001054	United Kingdom	44	442073653815	PSTN	2000065976	Completed	9	2.43
	10	20001054	United Kingdom	44	442073653815	PSTN	2000065976	Completed	10	2.68
	11	20001054	United Kingdom	44	442073653815	PSTN	2000065976	Completed	10	2.67
	12	20001054	United Kingdom	44	442073653815	PSTN	2000065976	Completed	10	2.85
	13	20001054	United Kingdom	44	442073653815	PSTN	2000065976	Completed	10	3.42
	14	20001054	United Kingdom	44	442073653815	PSTN	2000065976	Completed	10	2.67

Output Field- table	Description
Date	The date of the call. (Format: DD/MMM/YYYY)
Hours	The hour of the call.
Corp ID	Customer Corporate Identifier. The customer Corporate ID establishes service for a customer Corp ID is an 8-digit. The Corporate Id is the primary customer identifier used in the physical provisioning and reporting system. It appears on every customer record and every call record.

Origination Country	Name of country associated with originating country code.						
Orig Code	Country code associated with the dialed access number (see Appendix A for a complete list of country codes).						
Access Number	The number dialed by the caller (not necessarily the same as the Network Address). All caller access numbers are linked to an Application Id.						
Access Type	Inbound access type. <table border="1" style="margin-left: 20px;"> <tbody> <tr> <td>DomTF</td> <td>Domestic Tollfree</td> </tr> <tr> <td>ITFS</td> <td>International Tollfree</td> </tr> <tr> <td>UIFN</td> <td>Universal International Freephone Number</td> </tr> </tbody> </table>	DomTF	Domestic Tollfree	ITFS	International Tollfree	UIFN	Universal International Freephone Number
DomTF	Domestic Tollfree						
ITFS	International Tollfree						
UIFN	Universal International Freephone Number						

	PSTN	Public Switched Telephone Network/Caller Pays
	SC	Shared Cost
	NCR	National Call Rate
	IVRP/ Redirect	Interactive Voice Response
	DTF	Direct Tollfree
	PRS	Premium Rate Service
	TIVRP	Transfer Interactive Voice Response
App ID	Application Identifier. (corresponds to the dialed number). Applications Ids are a grouping of one or more BT Inbound Contact global access numbers. All access numbers must be linked to a 10 digit application Id. . They are assigned from within the Logical Provisioning System. For reporting applications, Application Ids provide a way to break out specific applications and view how well they're performing.	
Call Result	Call status on release	
	Complete	Call Delivered -
	Not Answered	Includes Call Abandoned, Call not Delivered-Busy; Call not Delivered – RTNR (Ring Tone No Reply); Call not Delivered - Congestion
	Released	Call Released by Network Call queue; Call Released with Notification; Call Released without Notification; Call Limiter Blocked; Call Status Unknown
Calls	Number of calls during the specified time period.	
Minutes	The amount of time in minutes of the call during the specified time period. (Format: XXXX.XX)	

Chapter 7. Access Number Summary Monthly

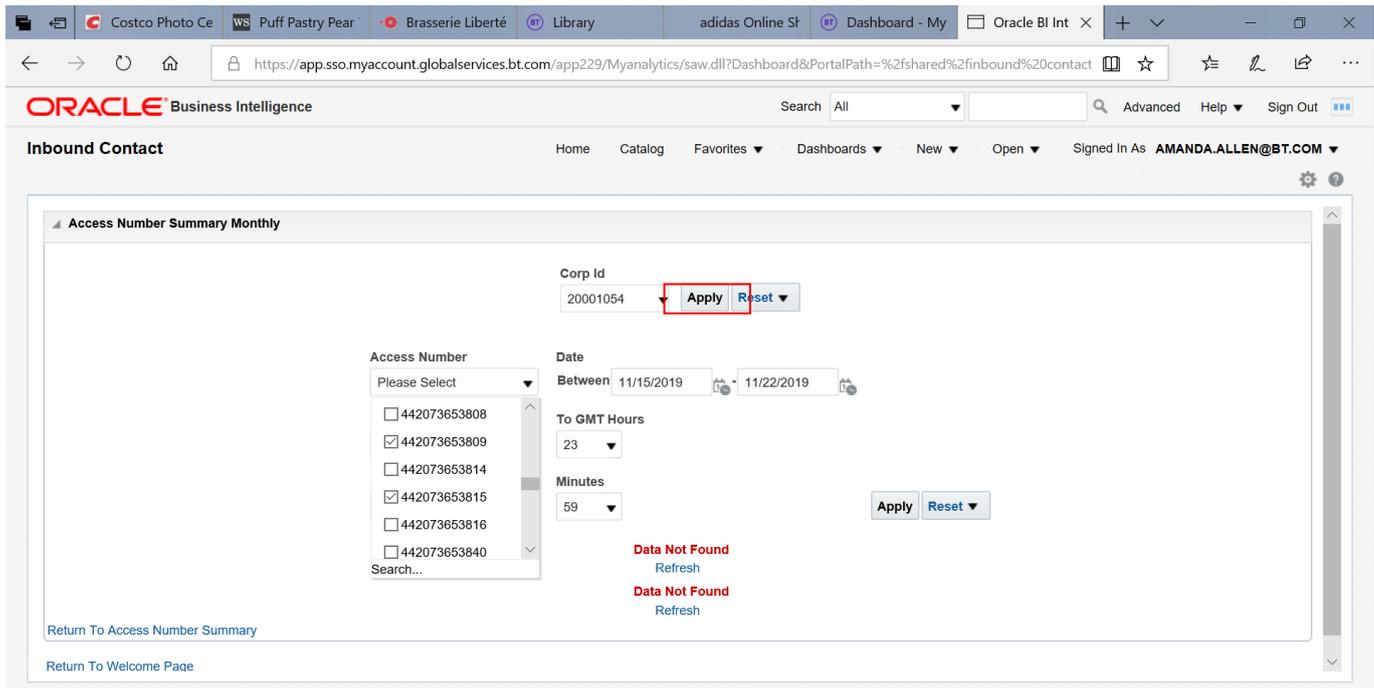
Section 1. Report Description

The report lists the number of calls by access number and call status on a daily basis.

Section 2. Notes/Assumptions

- report includes call status.
- report includes Origination Country and Origination Country Code.
- report and graph can be downloaded to the following formats (see Appendix B for details):
 - download to Excel
 - download to Excel 2000
 - download to Data
 - download to WebPage (MHTML)

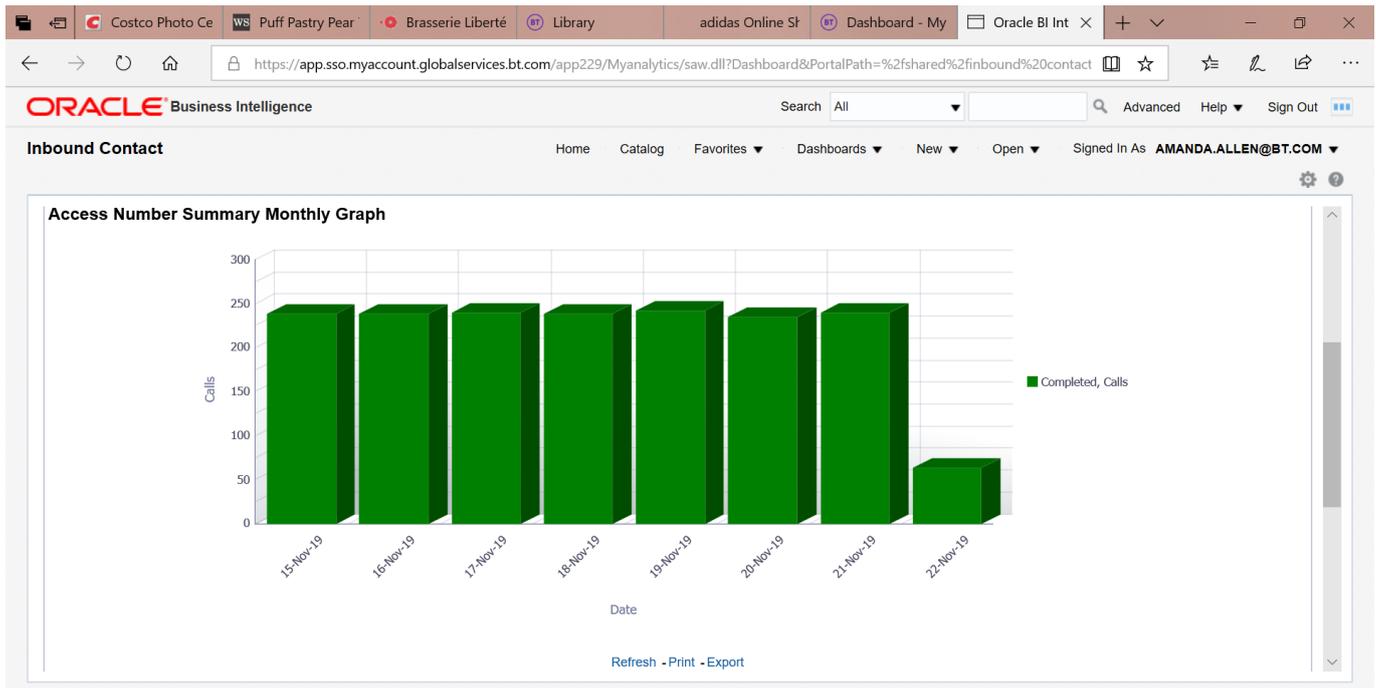
Input Screen



- The user must select the **Corp ID** and click on **Apply** before selecting the Access number.

Input Field	Description
<p>Corp ID</p>	<p>Select the Corp Id to be retrieved.</p> <p>Customer Corporate Identifier. The customer Corporate ID establishes service for a customer Corp ID is an 8-digit. The Corporate Id is the primary customer identifier used in the physical provisioning and reporting system. It appears on every customer record and every call record.</p>
<p>Access Number</p>	<p>Select a single Access Number, multiple Access Numbers or All Access Numbers “(All Column Values)” to be retrieved by placing a check in the box next the number(s).</p> <p>The number dialed by the caller. All caller access numbers are linked to an Application Id. The caller access number must be recorded on the billing record.</p>
<p>Date</p> <p>Between</p>	<p>Select the date to be retrieved.</p> <p>The recorded date of the beginning and end of the call.</p> <p>Note: Date default is MM/DD/YYYY. To select a different date format, go to the My Account section in Chapter 1: Introduction.</p>

Output Screen



Output Field	Description
Y axis	The number of calls.
X axis	The date of the calls
Bar	The bars are color coded to separate Completed, Released, and Not Completed calls. Move the cursor over a section of the bar to see the number calls. Click on the bar to display the report for that specific section of the bar graph.

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ORACLE Business Intelligence Search All Advanced Help Sign Out

Inbound Contact Home Catalog Favorites Dashboards New Open Signed In As AMANDA.ALLEN@BT.COM

Refresh - Print - Export

Access Number Summary Monthly

Month	Date	Corp Id	Orig Country	Orig Code	Access Number	Access Type	App Id	Call Result	Calls	Minutes
NOVEMBER	15-Nov-2019	20001054	United Kingdom	44	442073653815	PSTN	2000065976	Completed	239	66.10
NOVEMBER	16-Nov-2019	20001054	United Kingdom	44	442073653815	PSTN	2000065976	Completed	239	64.13
NOVEMBER	17-Nov-2019	20001054	United Kingdom	44	442073653815	PSTN	2000065976	Completed	240	64.28
NOVEMBER	18-Nov-2019	20001054	United Kingdom	44	442073653815	PSTN	2000065976	Completed	239	63.92
NOVEMBER	19-Nov-2019	20001054	United Kingdom	44	442073653815	PSTN	2000065976	Completed	242	64.88
NOVEMBER	20-Nov-2019	20001054	United Kingdom	44	442073653815	PSTN	2000065976	Completed	235	63.08
NOVEMBER	21-Nov-2019	20001054	United Kingdom	44	442073653815	PSTN	2000065976	Completed	240	64.28
NOVEMBER	22-Nov-2019	20001054	United Kingdom	44	442073653815	PSTN	2000065976	Completed	63	16.82
Total									1,737	467.50

Return To Access Number Summary Refresh - Print - Export - Add to Briefing Book

Return To Welcome Page

Output Field- table	Description								
Month	The recorded month of the beginning of the call.								
Date	The date of the call. (Format: DD/MMM/YYYY)								
Corp ID	Customer Corporate Identifier. The customer Corporate ID establishes service for a customer Corp ID is an 8-digit. The Corporate Id is the primary customer identifier used in the physical provisioning and reporting system. It appears on every customer record and every call record.								
Origination Country	Name of country associated with originating id country code.								
Orig Code	Country code associated with the dialed access number (see Appendix A for complete list of country codes)								
Access Number	The number dialed by the caller (not necessarily the same as the Network Address). All caller access numbers are linked to an Application Id.								
Access Type	Inbound access type. <table border="1" data-bbox="411 1738 1257 2002"> <tbody> <tr> <td>DomTF</td> <td>Domestic Tollfree</td> </tr> <tr> <td>ITFS</td> <td>International Tollfree</td> </tr> <tr> <td>UIFN</td> <td>Universal International Freephone Number</td> </tr> <tr> <td>PSTN</td> <td>Public Switched Telephone Network/Caller Pays</td> </tr> </tbody> </table>	DomTF	Domestic Tollfree	ITFS	International Tollfree	UIFN	Universal International Freephone Number	PSTN	Public Switched Telephone Network/Caller Pays
DomTF	Domestic Tollfree								
ITFS	International Tollfree								
UIFN	Universal International Freephone Number								
PSTN	Public Switched Telephone Network/Caller Pays								

	<table border="1"> <tr> <td>SC</td> <td>Shared Cost</td> </tr> <tr> <td>NCR</td> <td>National Call Rate</td> </tr> <tr> <td>IVRP/ Redirect</td> <td>Interactive Voice Response/Redirect</td> </tr> <tr> <td>DTF</td> <td>Direct Tollfree</td> </tr> <tr> <td>PRS</td> <td>Premium Rate Service</td> </tr> <tr> <td>TIVRP</td> <td>Transfer Interactive Voice Response</td> </tr> </table>	SC	Shared Cost	NCR	National Call Rate	IVRP/ Redirect	Interactive Voice Response/Redirect	DTF	Direct Tollfree	PRS	Premium Rate Service	TIVRP	Transfer Interactive Voice Response
SC	Shared Cost												
NCR	National Call Rate												
IVRP/ Redirect	Interactive Voice Response/Redirect												
DTF	Direct Tollfree												
PRS	Premium Rate Service												
TIVRP	Transfer Interactive Voice Response												
App ID	<p>Application Identifier. (corresponds to the dialed number). Applications Ids are a grouping of one or more BT Inbound Contact global access numbers. All access numbers must be linked to a 10 digit application Id. . They are assigned from within the Logical Provisioning System. For reporting applications, Application Ids provide a way to break out specific applications and view how well they're performing.</p>												
Call Result	<p>Call status on release</p> <table border="1"> <tr> <td>Complete</td> <td>Call Delivered -</td> </tr> <tr> <td>Not Answered</td> <td>Includes Call Abandoned, Call not Delivered-Busy; Call not Delivered – RTNR (Ring Tone No Reply); Call not Delivered - Congestion</td> </tr> <tr> <td>Released</td> <td>Call Released by Network Call queue; Call Released with Notification; Call Released without Notification; Call Limiter Blocked; Call Status Unknown</td> </tr> </table>	Complete	Call Delivered -	Not Answered	Includes Call Abandoned, Call not Delivered-Busy; Call not Delivered – RTNR (Ring Tone No Reply); Call not Delivered - Congestion	Released	Call Released by Network Call queue; Call Released with Notification; Call Released without Notification; Call Limiter Blocked; Call Status Unknown						
Complete	Call Delivered -												
Not Answered	Includes Call Abandoned, Call not Delivered-Busy; Call not Delivered – RTNR (Ring Tone No Reply); Call not Delivered - Congestion												
Released	Call Released by Network Call queue; Call Released with Notification; Call Released without Notification; Call Limiter Blocked; Call Status Unknown												
Calls	Number of calls during the specified time period.												
Minutes	The amount of time in minutes of the call during the specified time period. (Format: XXXX.XX)												

Chapter 8. Destination Summary Daily

Section 1. Report Description

The report lists the call results by hour for a Corp Id and Destination.

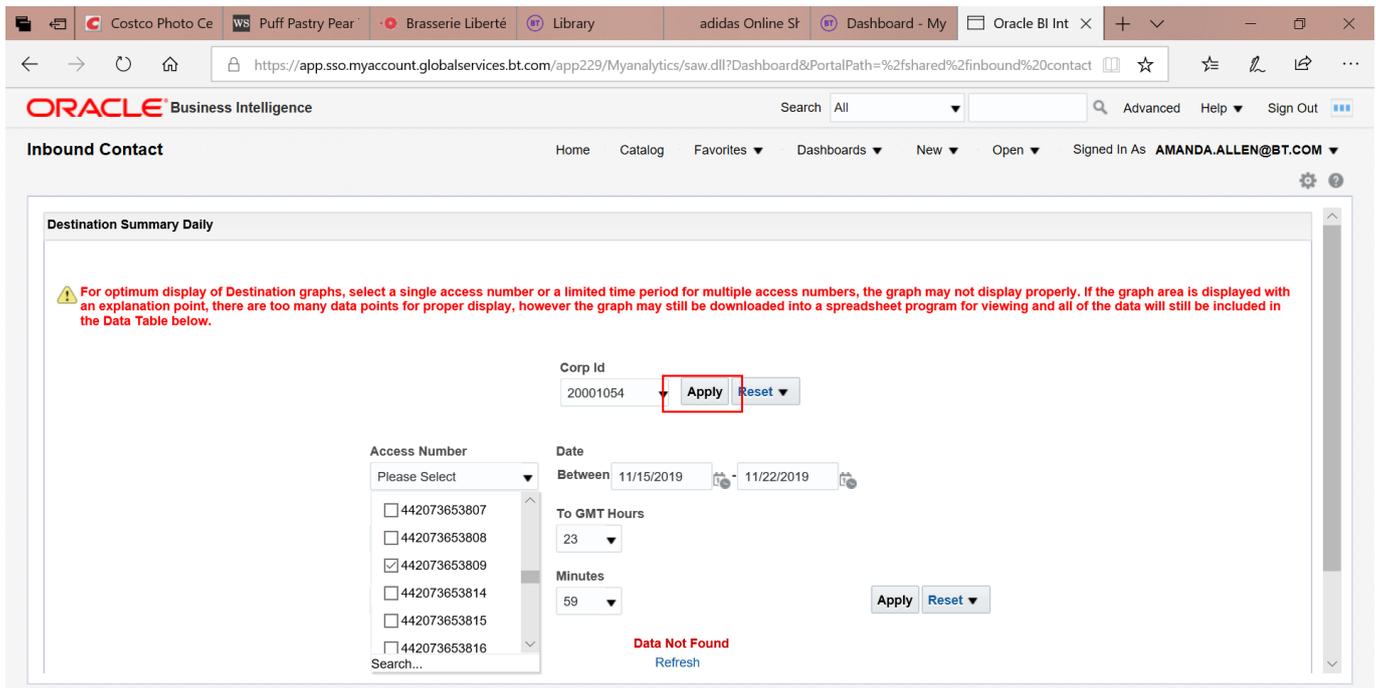
Section 2. Notes/Assumptions

- report includes call status.
- report includes total number of calls and minutes.
- graph contains only completed calls.
- report and graph can be downloaded to the following formats (see Appendix B for details):
 - download to Excel
 - download to Excel 2000
 - download to Data
 - download to WebPage (MHTML)

Note: For optimum display of Destination graphs, select a single access number or a limited time period for multiple access numbers. The graph may not display properly.

If the graph area is displayed with an explanation point (!), there are too many data points for proper display, however the graph may still be downloaded into a spreadsheet program for viewing and all of the data will still be included in the Data Table below the graph.

Input Screen

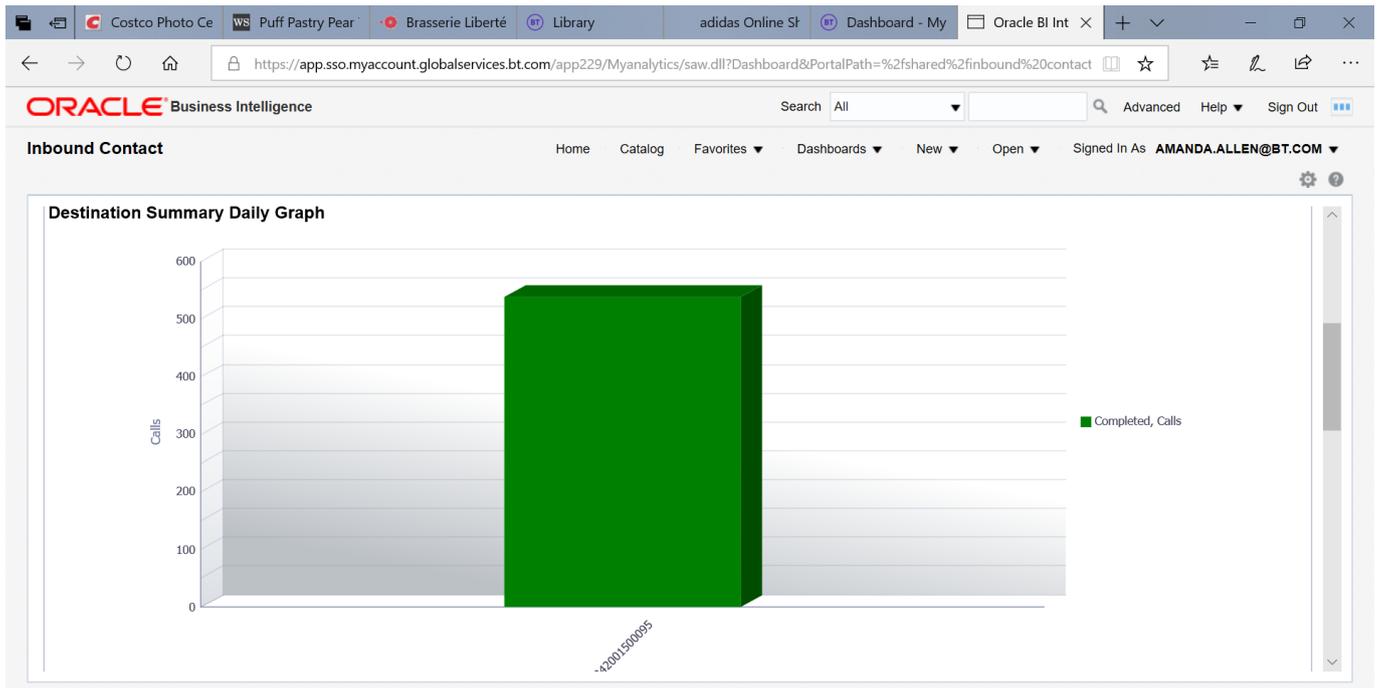


- The user must select the **Corp ID** and click on **Apply** before selecting the Access number.

Input Field	Description
Corp ID	<p>Select the Corp Id to be retrieved.</p> <p>Customer Corporate Identifier. The customer Corporate ID establishes service for a customer Corp ID is an 8-digit. The Corporate Id is the primary customer identifier used in the physical provisioning and reporting system. It appears on every customer record and every call record.</p>
Access Number	<p>Select a single Access Number, multiple Access Numbers or All Access Numbers “(All Column Values)” to be retrieved by placing a check in the box next the number(s).</p> <p>The number dialed by the caller. All caller access numbers are linked to an Application Id. The caller access number must be recorded on the billing record.</p> <p>Note: The user must select the Corp ID and hit Go before they can select the Access number.</p>
Date	<p>Select the date to be retrieved.</p>

Between	<p>The recorded date of the beginning and end of the call.</p> <p>Note: Date default is MM/DD/YYYY. To select a different date format, go to the My Account section in Chapter 1: Introduction.</p>
Hours GMT Between	<p>Select the time (in GMT) to be retrieved.</p> <p>The recorded hour of the beginning and end of the call.</p> <p>Note: The default is 0 to 23 GMT Hours and 0 to 59 Minutes.</p>

Output Screen



Output Field – graph	Description
Y axis	The number of calls.
X axis	The destination of the calls.
Bar	The bars are color coded to separate Completed, Released, and Not Completed calls. Move the cursor over a section of the bar to see the number calls. Click on the bar to display the report for that specific section of the bar graph.

Date	Hours	Corp Id	Term Type	Term Country	Term Code	Svc Loc Id	Destination	DNIS Digits	Call Result	Calls	Minutes
20-Nov-2019	0	20001054	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	Completed	10	2.85
	1	20001054	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	Completed	10	2.67
	2	20001054	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	Completed	10	2.68
	3	20001054	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	Completed	10	2.70
	4	20001054	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	Completed	10	2.68
	5	20001054	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	Completed	10	2.68
	6	20001054	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	Completed	10	2.68
	7	20001054	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	Completed	10	2.67
	8	20001054	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	Completed	10	2.68
	9	20001054	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	Completed	10	2.67
	10	20001054	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	Completed	10	2.68
	11	20001054	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	Completed	10	2.68
	12	20001054	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	Completed	10	2.67
	13	20001054	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	Completed	10	2.67

Output Field- table	Description
Date	The date of the call. (Format: DD/MMM/YYYY)
Hours	The hour of the call.
Corp ID	Customer Corporate Identifier. The customer Corporate ID establishes service for a customer Corp ID is an 8-digit. The Corporate Id is the primary customer identifier used in the physical provisioning and reporting system. It appears on every customer record and every call record.

Term Type	Termination Type <ul style="list-style-type: none"> • Swi = Switched Destination Number • Ded = Dedicated Destination Switch/Trunk ID Note: Termination Types are only applicable to certain networks. This field may be blanks (typically it is blank for domestic BT Inbound Contact).
Term Country	Country of Termination <p>Note: the Term Country is function of the Term Type, when there is no Term Type displayed, there is no Term Country displayed either</p>
Term Code	Terminating country code (see Appendix A for a complete list of country codes). <p>Note: the Term Code is function of the Term Type, when there is no Term Type displayed, there is no Term Code displayed either</p>

Svc Loc Id	<p>Service Location Identifier (customer label for termination) The Service location represents a switched or dedicated termination registered to a specific customer Corp Id.</p> <p>The Service location is used in logical provisioning, when defining routing plans, dial plans and terminating features. All service locations, will have user-friendly names or "labels" that are registered in order entry.</p>				
Destination	Terminating number (phone number or SW/Tr/DNIS digits)				
DNIS Digits	Dialled Number Identification Service. DNIS is only used by customers on the Global network with dedicated endpoints. This field includes the outpulsed DNIS digits DNIS allows customers to specify which digits are delivered to a Dedicated Access Line (DAL), based on a number of factors.				
Call Result	<p>Call status on release</p> <table border="1" data-bbox="411 860 1283 1070"> <tr> <td data-bbox="411 860 639 922">Complete</td> <td data-bbox="643 860 1283 922">Call Delivered -</td> </tr> <tr> <td data-bbox="411 927 639 1070">Not Answered</td> <td data-bbox="643 927 1283 1070">Includes Call Abandoned, Call not Delivered-Busy; Call not Delivered – RTNR (Ring Tone No Reply); Call not Delivered - Congestion</td> </tr> </table>	Complete	Call Delivered -	Not Answered	Includes Call Abandoned, Call not Delivered-Busy; Call not Delivered – RTNR (Ring Tone No Reply); Call not Delivered - Congestion
Complete	Call Delivered -				
Not Answered	Includes Call Abandoned, Call not Delivered-Busy; Call not Delivered – RTNR (Ring Tone No Reply); Call not Delivered - Congestion				
Calls	Number of calls in the specified time period.				
Minutes	The amount of time in minutes of the call during the specified time period. (Format: XXXX.XX)				

Chapter 9. Destination Summary Monthly

Section 1. Report Description

The report lists the call results on a daily basis by Corp Id and Destination.

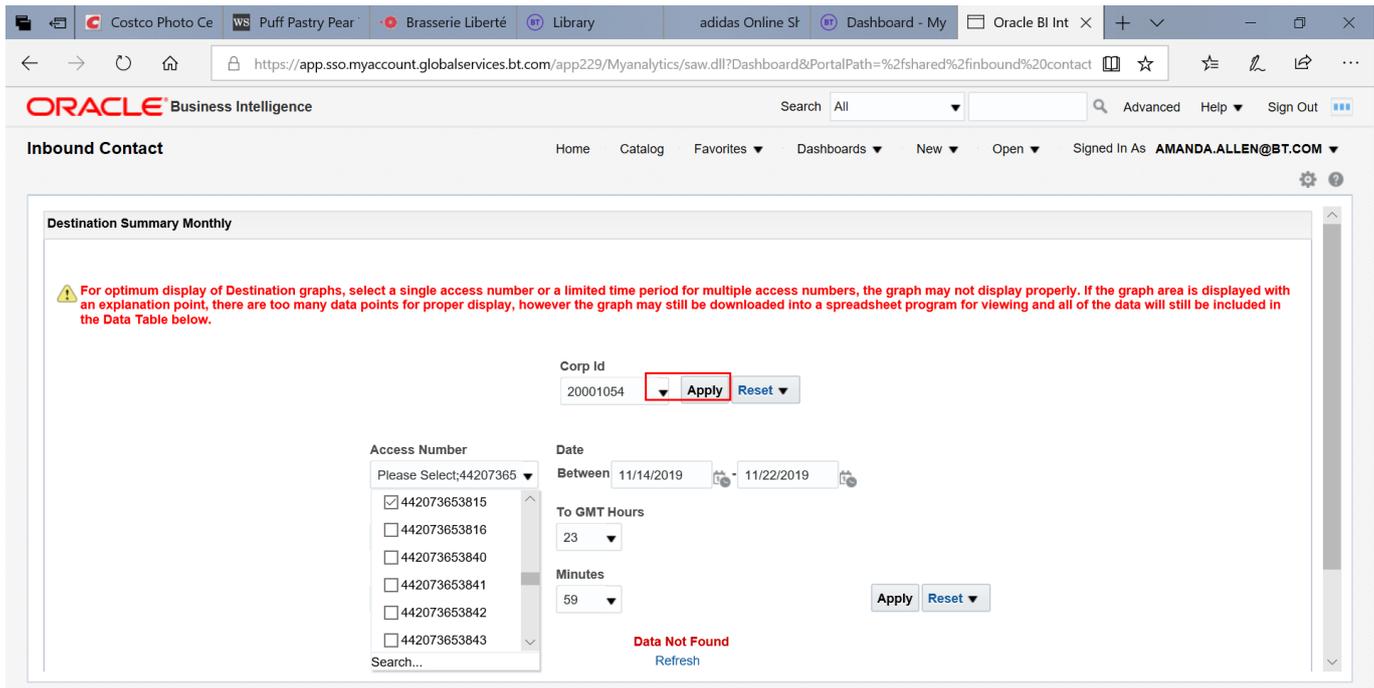
Section 2. Notes/Assumptions

- report includes call status
- report includes total number of call and minutes..
- graph contains only completed calls
- report and graph can be downloaded to the following formats (see Appendix B for details):
 - download to Excel
 - download to Excel 2000
 - download to Data
 - download to WebPage (MHTML)

Note: For optimum display of Destination graphs, select a single access number or a limited time period for multiple access numbers. The graph may not display properly.

If the graph area is displayed with an explanation point (!), there are too many data points for proper display, however the graph may still be downloaded into a spreadsheet program for viewing and all of the data will still be included in the Data Table below the graph.

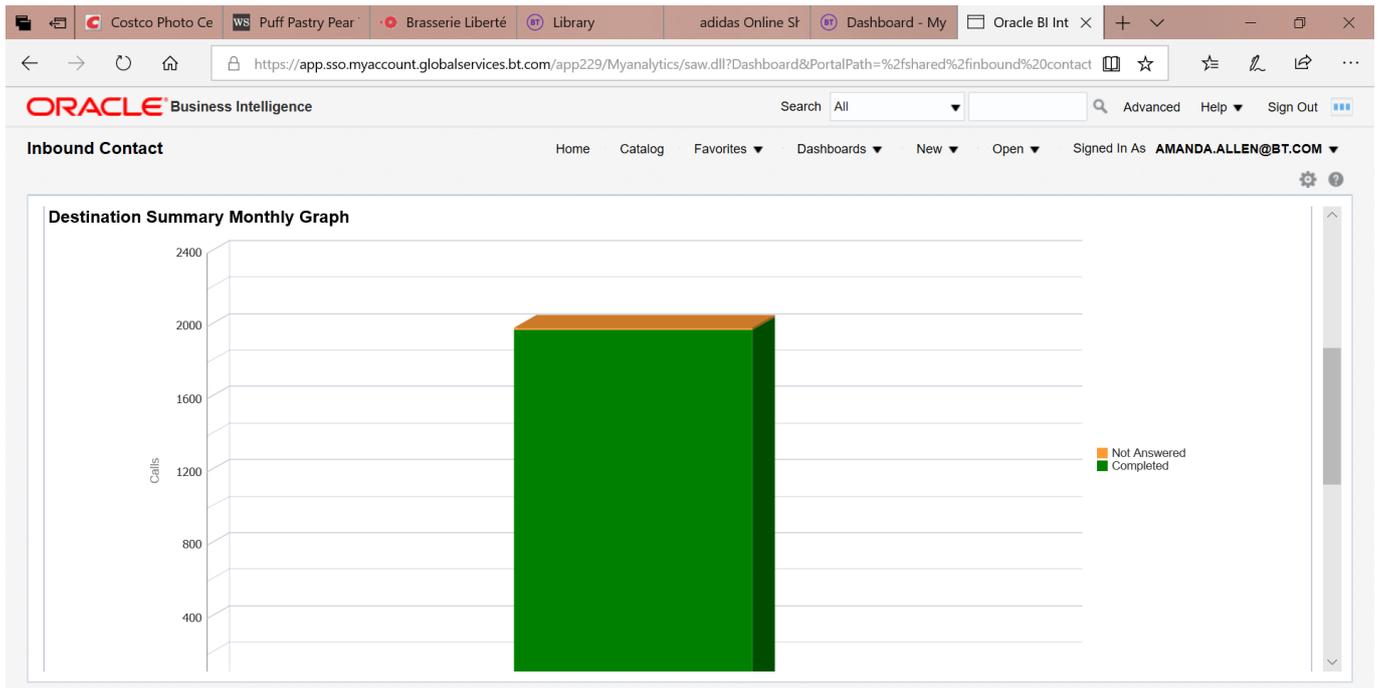
Input Screen



- The user must select the **Corp ID** and click on **Apply** before selecting the Access number.

Input Field	Description
Corp ID	<p>Select the Corp Id to be retrieved.</p> <p>Customer Corporate Identifier. The customer Corporate ID establishes service for a customer Corp ID is an 8-digit. The Corporate Id is the primary customer identifier used in the physical provisioning and reporting system. It appears on every customer record and every call record.</p>
Access Number	<p>Select a single Access Number, multiple Access Numbers or All Access Numbers “(All Column Values)” to be retrieved by placing a check in the box next the number(s).</p> <p>The number dialed by the caller. All caller access numbers are linked to an Application Id.</p> <p>Note: The user must select the Corp ID and hit Go before they can select the Access number.</p>
Date Between	<p>Select the date to be retrieved.</p> <p>The recorded date of the beginning and end of the call.</p> <p>Note: Date default is MM/DD/YYYY. To select a different date format, go to the My Account section in Chapter 1: Introduction.</p>

Output Screen



3 hr 06 min (77%) remaining

Output Field - graph	Description
Y axis	The number of calls.
X axis	The Destinations.
Bar	The bars are color coded to separate Completed, Released, and Not Completed calls. Move the cursor over a section of the bar to see the number calls. Click on the bar to display the report for that specific section of the bar graph.

Costco Photo Ce Puff Pastry Pear Brasserie Liberté Library adidas Online Sf Dashboard - My Oracle BI Int

https://app.sso.myaccount.globalservices.bt.com/app229/Myanalytics/saw.dll?Dashboard&PortalPath=%2fshared%2finbound%20contact

ORACLE Business Intelligence Search All Advanced Help Sign Out

Inbound Contact Home Catalog Favorites Dashboards New Open Signed In As AMANDA.ALLEN@BT.COM

Destination Summary Monthly

Month	Date	Corp Id	Term Type	Term Country	Term Code	Svc Loc Id	Destination	DNIS Digits	Call Result	Calls	Minutes
NOVEMBER	14-Nov-2019	20001054	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	Completed	244	74.67
NOVEMBER	14-Nov-2019	20001054	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	Not Answered	10	0.00
NOVEMBER	15-Nov-2019	20001054	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	Completed	239	66.10
NOVEMBER	16-Nov-2019	20001054	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	Completed	239	64.13
NOVEMBER	17-Nov-2019	20001054	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	Completed	240	64.28
NOVEMBER	18-Nov-2019	20001054	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	Completed	239	63.92
NOVEMBER	19-Nov-2019	20001054	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	Completed	242	64.88
NOVEMBER	20-Nov-2019	20001054	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	Completed	235	63.08
NOVEMBER	21-Nov-2019	20001054	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	Completed	240	64.28
NOVEMBER	22-Nov-2019	20001054	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	Completed	63	16.82
Total										1,991	542.17

Return To Destination Summary Refresh - Print - Export - Add to Briefing Book

Return To Welcome Page

Output Field- table	Description
Month	The month of the call.
Date	The date of the call. (Format: DD/MMM/YYYY)

Corp ID	Customer Corporate Identifier. The customer Corporate ID establishes service for a customer Corp ID is an 8-digit. The Corporate Id is the primary customer identifier used in the physical provisioning and reporting system. It appears on every customer record and every call record.
Term Type	Termination Type <ul style="list-style-type: none"> • Swi = Switched Destination Number • Ded = Dedicated Destination Switch/Trunk ID Note: Termination Types are only applicable to certain networks. This field may be blank (typically it is blank for domestic BT Inbound Contact).
Term Country	Country of Termination <p>Note: the Term Country is function of the Term Type, when there is no Term Type displayed, there is no Term Country displayed either</p>
Term Code	Terminating country code (see Appendix A for a complete list of country codes). <p>Note: the Term Code is function of the Term Type, when there is no Term Type displayed, there is no Term Code displayed either</p>
Svc Loc Id	Service Location Identifier (customer label for termination) The Service location represents a switched or dedicated termination registered to a specific customer Corp Id. <p>The Service location is used in logical provisioning, when defining routing plans, dial plans and terminating features. All service locations, will have user-friendly names or 'labels" that are registered in order entry.</p>
Destination	Terminating number (phone number or Switch/Trunk/DNIS digits)
DNIS Digits	Dialled Number Identification Service. DNIS is only used by customers on the Global network with dedicated endpoints. This field includes the outpulsed DNIS digits. DNIS allows customers to specify which digits are delivered to a Dedicated Access Line (DAL), based on a number of factors. DNIS manages calls more efficiently so that when the customer advertises a specific phone number for a special promotion, any calls generated can be directed to a particular agent within the contact centre.

Call Result	Call status on release	
	Complete	Call Delivered -
	Not Answered	Includes Call Abandoned, Call not Delivered-Busy; Call not Delivered – RTNR (Ring Tone No Reply); Call not Delivered - Congestion
Calls	Number of calls during the specified time period.	
Minutes	The amount of time in minutes of the call during the specified time period. (Format: XXXX.XX)	

Chapter 10. Call Detail Report

Section 1. Report Description

The report provides the ability to view a retrieve a report on a 7x24 basis. The report allows the user to retrieve information on a specific access number or all access numbers within a Corp Id for the requested time period and date.

Section 2. Notes/Assumptions

- report can be downloaded to the following formats (see Appendix B for details):
 - download to Excel
 - download to Excel 2000
 - download to Data
 - download to WebPage (MHTML)

Input Screen

The screenshot displays the 'Call Detail Report' input screen in Oracle Business Intelligence. The 'Corp Id' dropdown is set to '20001054', and the 'Apply' button is highlighted with a red box. The 'Access Number' dropdown is open, showing a list of numbers with checkboxes. The 'From Date' and 'To Date' fields are set to '11/19/2019' and '11/20/2019' respectively. A note at the bottom states 'Date Range cannot exceed 2 consecutive days.'

- The user must select the **Corp ID** and hit **Apply** before they can select the Access number.

Input Field	Description
Corp ID	<p>Select the Corp Id to be retrieved.</p> <p>Customer Corporate Identifier. The customer Corporate ID establishes service for a customer Corp ID is an 8-digit. The Corporate Id is the primary customer identifier used in the physical provisioning and reporting system. It appears on every customer record and every call record.</p>
Access Number	<p>Select a single Access Number, multiple Access Numbers or All Access Numbers “(All Column Values)” to be retrieved by placing a check in the box next the number(s).</p> <p>The number dialed by the caller. All caller access numbers are linked to an Application Id. The caller access number must be recorded on the billing record.</p> <p>Note: The user must select the Corp ID and hit Go before they can select the Access number.</p>
Date	<p>Select the date(s) to be retrieved. The date range cannot exceed 2 consecutive days.</p>

	<p>The recorded date of the call.</p> <p>Note: Date default is MM/DD/YYYY. To select a different date format, go to the My Account section in Chapter 1: Introduction.</p>
<p>Hours GMT</p> <p>Between</p>	<p>Select the time (in GMT) to be retrieved.</p> <p>The recorded hour of the beginning and end of the call.</p> <p>Note: The default is 0 to 23 GMT Hours and 0 to 59 Minutes.</p>

Output Screen

Call Detail Report

Corp Id	Call Result	Call Result Details	Orig Code	Orig Country	Access Type	Access Number	App Id	Network Address	Caller Number	Term Type	Term Code	Term Country	Svc Loc Id	Destination	DNIS Digits	Call Start Date	Call Start Time	Call Answer Time
20001054	Completed	Comp Call Delivered	44	United Kingdom	PSTN	442073653815	2000065976	442073653815	44	Ded	852	Hong Kong	342/0015_00095	342001500095	00095	19-Nov-2019	00:01:19	00:01:22
20001054	Completed	Comp Call Delivered	44	United Kingdom	PSTN	442073653815	2000065976	442073653815	44	Ded	852	Hong Kong	342/0015_00095	342001500095	00095	20-Nov-2019	00:04:34	00:04:36
20001054	Completed	Comp Call Delivered	44	United Kingdom	PSTN	442073653815	2000065976	442073653815	44	Ded	852	Hong Kong	342/0015_00095	342001500095	00095	19-Nov-2019	00:07:18	00:07:21
20001054	Completed	Comp Call Delivered	44	United Kingdom	PSTN	442073653815	2000065976	442073653815	44	Ded	852	Hong Kong	342/0015_00095	342001500095	00095	20-Nov-2019	00:10:34	00:10:37
20001054	Completed	Comp Call Delivered	44	United Kingdom	PSTN	442073653815	2000065976	442073653815	44	Ded	852	Hong Kong	342/0015_00095	342001500095	00095	19-Nov-2019	00:13:18	00:13:22
20001054	Completed	Comp Call Delivered	44	United Kingdom	PSTN	442073653815	2000065976	442073653815	44	Ded	852	Hong Kong	342/0015_00095	342001500095	00095	20-Nov-2019	00:16:33	00:16:36

Call Detail Report

Term Type	Term Code	Term Country	Svc Loc Id	Destination	DNIS Digits	Call Start Date	Call Start Time	Call Answer Time	Call Disconnect Time	Call Duration Minutes	SCR Allowed	SCR Barred	Payphone	Call Queued	Digits Received	Revenue Owner	Overflow Count	Destination
Ded	852	Hong Kong	342/0015_00095	342001500095	00095	19-Nov-2019	00:01:19	00:01:22	00:01:38	0.268	N	N	no	N		033	0	342001500095
Ded	852	Hong Kong	342/0015_00095	342001500095	00095	20-Nov-2019	00:04:34	00:04:36	00:04:52	0.267	N	N	no	N		033	0	342001500095
Ded	852	Hong Kong	342/0015_00095	342001500095	00095	19-Nov-2019	00:07:18	00:07:21	00:07:37	0.269	N	N	no	N		033	0	342001500095
Ded	852	Hong Kong	342/0015_00095	342001500095	00095	20-Nov-2019	00:10:34	00:10:37	00:10:54	0.289	N	N	no	N		033	0	342001500095
Ded	852	Hong Kong	342/0015_00095	342001500095	00095	19-Nov-2019	00:13:18	00:13:22	00:13:38	0.266	N	N	no	N		033	0	342001500095
Ded	852	Hong Kong	342/0015_00095	342001500095	00095	20-Nov-2019	00:16:33	00:16:36	00:16:52	0.266	N	N	no	N		033	0	342001500095

Output Field	Description
Corp ID	Customer Corporate Identifier. The customer Corporate ID establishes service for a customer Corp ID is an 8-digit. The Corporate Id is the primary customer identifier used in the physical provisioning and reporting system. It appears on every customer record and every call record.

Call Result	Call status on release	
	Complete	Call Delivered -
	Not Answered	Includes Call Abandoned, Call not Delivered-Busy; Call not Delivered – RTNR (Ring Tone No Reply); Call not Delivered - Congestion
Released	Call Released by Network Call queue; Call Released with Notification; Call Released without Notification; Call Limiter Blocked; Call Status Unknown	

Call Result Detail	Call status on release (answered, busy, abandoned, etc.)	
	Comp	Call Delivered –Only Completed Calls appear on Graph
	Aban	Call Abandoned
	Busy	Call not Delivered – Busy
	RTNR	Call not Delivered – RTNR (Ring Tone No Reply)
	Ntwk Cong	Call not Delivered – Congestion
	Queue Rls	Call Released by Network Call Queue
	Rls w Annc	Call Released with Notification
	Rls wo Annc	Call Released without Notification
	Call Lim Blkd	Call Limiter Enabled
Unknown	Call Status Unknown	
Orig Code	Country code associated with the dialed access number (see Appendix A for a complete list of country codes.	
Orig Country	Country code associated with the dialed access number.	
Access Type	Inbound access type.	
	DomTF	Domestic Tollfree
	ITFS	International Tollfree
	UIFN	Universal International Freephone Number
	PSTN	Public Switched Telephone Network/Caller Pays
	SC	Shared Cost
	NCR	National Call Rate
	IVRP/ Redirect	Interactive Voice Response/Redirect
	DTF	Direct Tollfree
	PRS	Premium Rate Service
	TIVRP	Transfer Interactive Voice Response

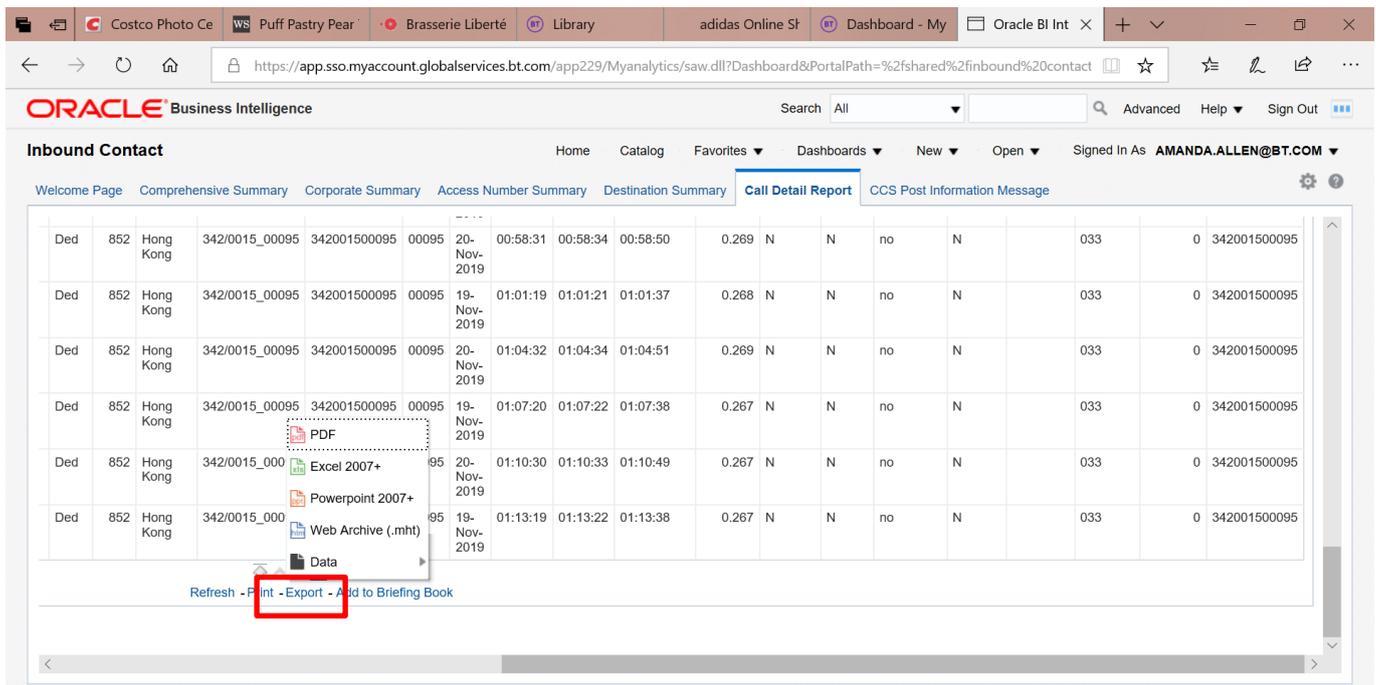
Access Number	The number dialed by the caller (not necessarily the same as the Network Address). All caller access numbers are linked to an Application Id.
App ID	Application Identifier. (corresponds to the dialed number). Applications Ids are a grouping of one or more BT Inbound Contact global access numbers. All access numbers must be linked to a 10-digit application Id. They are assigned from within the Logical Provisioning System..
Network Address	Network address where call enters BT network. This is typically the called party number received by the BT network. It may be displayed in various formats.
Caller Number	The caller's identifying telephone number (CLI) – actual CLI or country code substitution (also known as ANI or A-number). When provided by the originating carrier, the network will deliver identifying number (CLI) to the call centre. BT supports CLI Delivery for DAL delivery only; however, it is not yet widely available and is subject to PTT availability and local regulatory restrictions.
Term Type	Termination Type <ul style="list-style-type: none"> • Swi = Switched Destination Number • Ded = Dedicated Destination Switch/Trunk ID Note: Termination Types are only applicable to certain networks. This field may be blanks (typically it is blank for domestic BT Inbound Contact).
Term Code	Terminating country code Note: the Term Code is function of the Term Type, when there is no Term Type displayed, there is no Term Code displayed either
Term Country	Country of Termination Note: the Term Country is function of the Term Type, when there is no Term Type displayed, there is no Term Country displayed either
Svc Loc Id	Service Location Identifier (customer label for termination) The Service location represents a switched or dedicated termination registered to a specific customer Corp Id. The Service location is used in logical provisioning, when defining routing plans and terminating features. All service locations, will have user-friendly names or 'labels" that are registered in order entry.
Destination	Terminating number (phone number or Switch/Trunk/DNIS digits)
DNIS Digits	Dialled Number Identification Service. DNIS is only used by customers on the Global network with dedicated destinations. This field includes the outpulsed DNIS digits. DNIS allows customers to

	specify which digits are delivered to a Dedicated Access Line (DAL), based on a number of factors.
Call Start Date	The date of the beginning of the call.
Call Start Time	The time (in GMT) of the beginning of the call. (Format: HH:MM:SS).
Call Answer Time	Time when call is answered (Format HH:MM:SS)
Call Disconnect Time	Time when call is disconnected (Format HH:MM:SS)
Call Duration Minutes	Duration Minutes. The amount of time in minutes of the call. Note 1: the connection time to an announcement because of a feature (e.g. Queue, Menu Routing) is not included in the call duration. Note 2: the seconds are displayed as a fraction of a minute i.e. 38 sec will be displayed as 38/60 th of a minute, that is 0.63 min
Scr Allowed/Scr Barred	Screening has finished. Call is barred (CLI or A-number screening) Note: The Scr Allowed and Scr Barred should be interpreted together: <ul style="list-style-type: none"> • SCR Allowed = N, SCR Barred = N means that screening was not performed on this call. • SCR Allowed = Y, SCR Barred = N means that screening was performed on this call, and the call was allowed. • SCR Allowed = N, SCR Barred = Y means that screening was performed on this call, and the call was barred.
Payphone	Call using payphone (Y or N). Based on calling party category which is not always available.
Call Queued	Call was queued using the Network Queue feature. .
Digits Received	Concatenation of all digits entered by the caller during the call, when the user was prompted to enter a digit e.g. if the caller hears two successive invitations to enter a menu routing digit and the caller enters 2 then 4, "2:4" will be found in this field. Note: After a caller enters an Authorization Code, they must enter # to indicate all digits have been entered. This # is not displayed in the Digit Received field.
Revenue Owner	Revenue owner code numeric value (3 digit). A revenue owner is an entity or organization that has a direct relationship with BT and the customer to sell services within specific geographical areas.
Overflow Count	The number of Overflow attempts

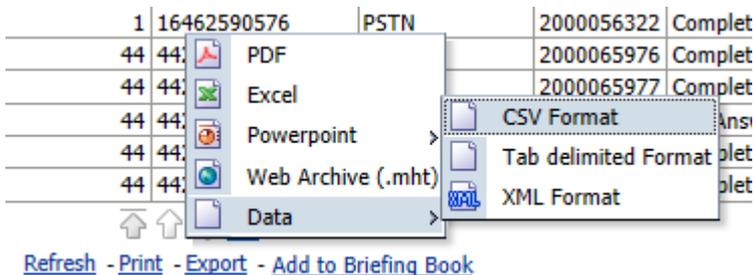
Chapter 11. Downloading Reports

All reports and graphs can be downloaded to another format. The following formats are supported.

- PDF
- Excel
- Powerpoint
- Web Archive
- Data (CSV Format, Tab delimited Format, XML Format)



- Select **Export** at the bottom of the screen.



- Select the **Export Format** at the bottom of the screen.

AutoSave Call Detail Report (1).xlsx - Excel Allen,AK,Amanda,JTS R

File Home Insert Page Layout Formulas Data Review View Help Tell me what you want to do

Clipboard Font Alignment Number Styles Cells Editing Webex

Call Detail Report

1	Call Detail Report																			
2	Corp Id	Call Result	Call Result Details	Orig Code	Orig Country	Access Type	Access Number	App Id	Network Address	Caller Number	Term Type	Term Code	Term Country	Svc Loc Id	Destination	DNIS Digits	Call Start Date	Call Start Time	Call Answer Time	Call Disconnect Time
3	20001054	Completed	Comp Call Delivered	44	United Kingdom	PSTN	442073653815	2000065976	442073653815	44	Ded	852	Hong Kong	342/0015_00095	542001500095	00095	19-Nov-2019	00:01:19	00:01:22	00:01:38
4	20001054	Completed	Comp Call Delivered	44	United Kingdom	PSTN	442073653815	2000065976	442073653815	44	Ded	852	Hong Kong	342/0015_00095	542001500095	00095	20-Nov-2019	00:04:34	00:04:36	00:04:52
5	20001054	Completed	Comp Call Delivered	44	United Kingdom	PSTN	442073653815	2000065976	442073653815	44	Ded	852	Hong Kong	342/0015_00095	542001500095	00095	19-Nov-2019	00:07:18	00:07:21	00:07:37
6	20001054	Completed	Comp Call Delivered	44	United Kingdom	PSTN	442073653815	2000065976	442073653815	44	Ded	852	Hong Kong	342/0015_00095	542001500095	00095	20-Nov-2019	00:10:34	00:10:37	00:10:54
7	20001054	Completed	Comp Call Delivered	44	United Kingdom	PSTN	442073653815	2000065976	442073653815	44	Ded	852	Hong Kong	342/0015_00095	542001500095	00095	19-Nov-2019	00:13:18	00:13:22	00:13:38
8	20001054	Completed	Comp Call Delivered	44	United Kingdom	PSTN	442073653815	2000065976	442073653815	44	Ded	852	Hong Kong	342/0015_00095	542001500095	00095	20-Nov-2019	00:16:33	00:16:36	00:16:52
9	20001054	Completed	Comp Call Delivered	44	United Kingdom	PSTN	442073653815	2000065976	442073653815	44	Ded	852	Hong Kong	342/0015_00095	542001500095	00095	19-Nov-2019	00:19:19	00:19:21	00:19:38
10	20001054	Completed	Comp Call Delivered	44	United Kingdom	PSTN	442073653815	2000065976	442073653815	44	Ded	852	Hong Kong	342/0015_00095	542001500095	00095	20-Nov-2019	00:22:34	00:22:37	00:22:54
11	20001054	Completed	Comp Call Delivered	44	United Kingdom	PSTN	442073653815	2000065976	442073653815	44	Ded	852	Hong Kong	342/0015_00095	542001500095	00095	19-Nov-2019	00:25:20	00:25:23	00:25:39
12	20001054	Completed	Comp Call Delivered	44	United Kingdom	PSTN	442073653815	2000065976	442073653815	44	Ded	852	Hong Kong	342/0015_00095	542001500095	00095	20-Nov-2019	00:28:34	00:28:36	00:28:52
13	20001054	Completed	Comp Call Delivered	44	United Kingdom	PSTN	442073653815	2000065976	442073653815	44	Ded	852	Hong Kong	342/0015_00095	542001500095	00095	19-Nov-2019	00:31:19	00:31:22	00:31:38

Sheet1 100%

Chapter 12. Circuit Utilisation Report

A utilisation report is a summary by hour estimating the load on a destination based on the number of call minutes received during that hour. It can be used to identify Dedicated Access Lines that are overloaded or need overflow implemented as well as under-utilized circuits. It can also be used to scope IVR port utilisation into the IVR. Just substitute the number of ports for the number of channels when directed.

The report described in this document is a very basic report that is most accurate when there is a high volume of traffic that is well distributed through the hour, which describes most call center applications.

It is less accurate for customers with:

- Low traffic volumes
- Bursty Traffic (eg a call center receiving large volumes of calls in response to TV advertisements or televoting)
- Conferencing applications which tend to have very high call durations and high call volumes at the top of an hour

More sophisticated after-market tools have been created for erlang analysis purposes. The raw data exported from TRS is well suited to alternative methods of presentation, including graphs or import into an analysis tool.

Base Requirements:

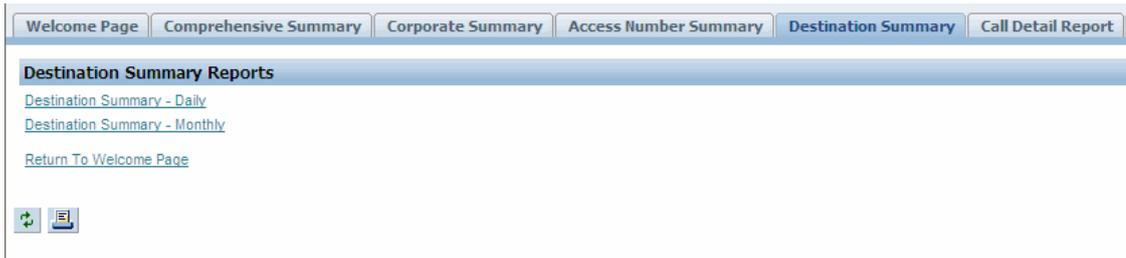
- Active account in Call Traffic Reporter with Access to "Destination Summary" reports
- PC with Microsoft Excel or comparable spreadsheet program
- Knowledge of the customer application, especially
 - The terminating country of the circuit
 - The terminating sw/tr Id associated with the circuit
 - The number of channels associated with the circuit / application being analyzed

Note that these instructions and screenshots were created using the TRS test platform and Microsoft Excel for Office 2007.

Steps for Creating a Utilisation Report:

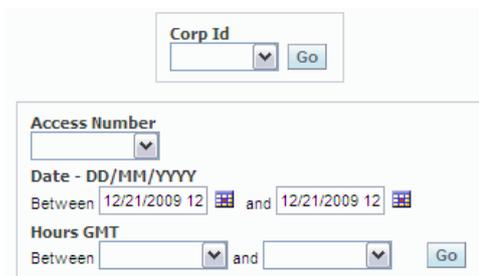
Step 1:

Select a report for downloading. The report used for Utilisation report generation is the "Destination Summary – Daily" report, which is found by clicking on the "Destination Summary" tab at the top of the screen.



Step 2:

First select the Corp Id of the customer being analyzed and then the corresponding time period.



The screenshot shows a search filter form with the following fields:

- Corp Id**: A dropdown menu and a "Go" button.
- Access Number**: A dropdown menu.
- Date - DD/MM/YYYY**: A label above two date input fields. The first field contains "12/21/2009 12" and the second field contains "12/21/2009 12". There are small calendar icons next to each field.
- Hours GMT**: A label above two time dropdown menus and a "Go" button.

Destination Summary Daily

Date	Hours	Corp Id	Term Type	Term Country	Term Code	Svc Loc Id	Destination	DMIS Digits	Call Result	Calls	Minutes			
03/09/2009	10:00	20000281	Ded	United Kingdom	44	UK ON NET A 1180056	11800567111236	7111236	Comp	3	1.47			
Total											3	1.47		
13/10/2009	10:00	20000281	Ded	Australia	61	AUSTRALIA ON NET A 1090083	10900832881234	2881234	Comp	14	29.18			
		20000281	Ded				UK ON NET L 1410116	14101161212345	1212345	Ntwk Cong	2	0.00		
		20000281	Swi	Vatican City	379	VATICAN CITY 37912551234	37912551234			Comp	4	9.04		
	11:00	20000281	Ded	Australia	61	AUSTRALIA ON NET A 1090083	10900832881234	2881234	Comp	17	35.39			
		20000281	Ded	United Kingdom	44	UK ON NET D 1119996	11199967771234	7771234	Comp	3	7.10			
		20000281	Ded	United Kingdom	44	UK_D_simple_overflow	11199967771234	7771234	Comp	7	15.26			
		20000281	Ded				UK ON NET L 1410116	14101161212345	1212345	Comp	6	11.87		
		20000281	Ded				UK ON NET L 1410116	14101161212345	1212345	Ntwk Cong	26	0.00		
		20000281	Swi	Vatican City	379	VATICAN CITY 37912551234	37912551234			Comp	1	2.26		
		20000281	Ded	Australia	61	AUSTRALIA ON NET A 1090083	10900832881234	2881234	Comp	11	22.11			
	12:00	20000281	Ded	United Kingdom	44	UK ON NET D 1119996	11199967771234	7771234	Comp	5	10.48			
		20000281	Ded	United Kingdom	44	UK_D_simple_overflow	11199967771234	7771234	Comp	3	6.48			
		20000281	Ded				UK ON NET L 1410116	14101161212345	1212345	Ntwk Cong	28	0.00		
		20000281	Swi	Vatican City	379	VATICAN CITY 37912551234	37912551234			Comp	3	5.93		
Total											130	155.11		
14/10/2009	08:00	20000281	Ded	Australia	61	AUSTRALIA ON NET A 1090083	10900832881234	2881234	Comp	59	126.65			
		20000281	Ded	United Kingdom	44	UK ON NET A 1180056	11800567111236	7111236	Comp	13	26.69			
		20000281	Ded	United Kingdom	44	UK ON NET D 1119996	11199967771234	7771234	Comp	15	31.09			
		20000281	Ded	United Kingdom	44	UK ON NET H 7885915	78859158881234	8881234	Comp	17	35.27			
		20000281	Ded	United Kingdom	44	UK ON NET M 1110053	11100537141237	7141237	Comp	13	28.74			
		20000281	Ded	United Kingdom	44	UK_D_simple_overflow	11199967771234	7771234	Comp	15	31.11			
		20000281	Ded				UK ON NET L 1410116	14101161212345	1212345	Comp	12	26.90		
		20000281	Swi	Vatican City	379	VATICAN CITY 37912551234	37912551234			Comp	30	64.69		
		Total											174	371.13
		15/10/2009	08:00	20000281	Ded	United Kingdom	44	UK_D_simple_overflow	11199967771234	7771234	Comp	1	0.04	
20000281	Ded			United States	1	USA NEW YORK C 1060203	10602037111234	7111234	Comp	1	0.97			

Records 1 - 25
[Refresh](#) - [Download](#)

Step 3:

Download the data by clicking on the "Download" link at the bottom of each screen (the whole report will be downloaded, not just what is on display).

Select the "Download Data" option, not the "Download to Excel" option.

(The "Download to Excel" option preserves the report form at as seen on the screen. It is very useful for distributing the report as-is to non-users. Since the data will be analyzed for utilisation, the more raw data is needed).

You can "Open" the report to begin editing it immediately or "Save" it elsewhere on your PC for later analysis.

Vatican City	379	VATICAN CITY 37912551234	37912551234
United Kingdom	44	UK_D_simple_overflow	11199967771234
United States	1	USA NEW YORK C 1060203	10602037111234
		UK ON NET L 1410116	14101161212345

Records 1 - 25
[Refresh](#) - [Download](#)

- Download to Excel
- Download to Excel 2000
- Download Data**
- Download Web Page (MHTML)

Step 4:

When you're ready to create the utilisation report, open the downloaded report. It should look like this:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
	Date	Ho	Corp Id	Term Ty	Term Country	Term Co	Svc Loc Id	Destination	DNIS Dig	Call Res	C	Minutes		
2	9/3/2009	10:00	20000281	Ded	United Kingdom	44	F0111223	11800567111236	7111236	Comp	3	1.4673		
3	10/13/2009	10:00	20000281	Ded	Australia	61	F0111222	10900832881234	2881234	Comp	14	29.1798		
4	10/13/2009	10:00	20000281	Ded			F0111226	14101161212345	1212345	Nwtk Cong	2	0		
5	10/13/2009	10:00	20000281	Swi	Vatican City	379	F0111231	37912551234		Comp	4	9.0391		
6	10/13/2009	11:00	20000281	Ded	Australia	61	F0111222	10900832881234	2881234	Comp	17	35.39226667		
7	10/13/2009	11:00	20000281	Ded	United Kingdom	44	F0111224	11199967771234	7771234	Comp	3	7.103		
8	10/13/2009	11:00	20000281	Ded	United Kingdom	44	F0111224	11199967771234	7771234	Comp	7	15.26291667		
9	10/13/2009	11:00	20000281	Ded			F0111226	14101161212345	1212345	Comp	6	11.86903333		
10	10/13/2009	11:00	20000281	Ded			F0111226	14101161212345	1212345	Nwtk Cong	26	0		
11	10/13/2009	11:00	20000281	Swi	Vatican City	379	F0111231	37912551234		Comp	1	2.259566667		
12	10/13/2009	12:00	20000281	Ded	Australia	61	F0111222	10900832881234	2881234	Comp	11	22.11495		
13	10/13/2009	12:00	20000281	Ded	United Kingdom	44	F0111224	11199967771234	7771234	Comp	5	10.48445		
14	10/13/2009	12:00	20000281	Ded	United Kingdom	44	F0111224	11199967771234	7771234	Comp	3	6.476366667		
15	10/13/2009	12:00	20000281	Ded			F0111226	14101161212345	1212345	Nwtk Cong	28	0		
16	10/13/2009	12:00	20000281	Swi	Vatican City	379	F0111231	37912551234		Comp	3	5.9325		
17	10/14/2009	8:00	20000281	Ded	Australia	61	F0111222	10900832881234	2881234	Comp	59	126.6547333		
18	10/14/2009	8:00	20000281	Ded	United Kingdom	44	F0111223	11800567111236	7111236	Comp	13	26.69211667		
19	10/14/2009	8:00	20000281	Ded	United Kingdom	44	F0111224	11199967771234	7771234	Comp	15	31.09036667		
20	10/14/2009	8:00	20000281	Ded	United Kingdom	44	F0111225	78859158881234	8881234	Comp	17	35.26611667		
21	10/14/2009	8:00	20000281	Ded	United Kingdom	44	F0111228	11100537141237	7141237	Comp	13	28.73591667		
22	10/14/2009	8:00	20000281	Ded	United Kingdom	44	F0111224	11199967771234	7771234	Comp	15	31.1081		
23	10/14/2009	8:00	20000281	Ded			F0111226	14101161212345	1212345	Comp	12	26.89553333		
24	10/14/2009	8:00	20000281	Swi	Vatican City	379	F0111231	37912551234		Comp	30	64.6869		
25	10/15/2009	8:00	20000281	Ded	United Kingdom	44	F0111224	11199967771234	7771234	Comp	1	0.037733333		
26	10/15/2009	8:00	20000281	Ded	United States	1	F0111230	10602037111234	7111234	Comp	1	0.97385		
27	10/15/2009	8:00	20000281	Ded			F0111226	14101161212345	1212345	Comp	1	0.099683333		
28	10/15/2009	9:00	20000281	Ded	United Kingdom	44	F0111225	78859158881234	8881234	Aban	1	0		
29	10/15/2009	9:00	20000281	Ded	United Kingdom	44	F0111225	78859158881234	8881234	Comp	2	0.168316667		
30	10/15/2009	10:00	20000281	Ded	Australia	61	F0111222	10900832881234	2881234	Comp	13	25.57393333		
31	10/15/2009	10:00	20000281	Ded	United Kingdom	44	F0111223	11800567111236	7111236	Comp	2	4.027366667		

The fields on the this report are:

Date: GMT Date of Calls

Hour: GMT Hour of Calls

Corp Id: 8 Digit Identifier associated with the customer

Term Type:

DED = Dedicated Access Line terminated calls

SWI = Calls terminated over the PSTN

Term Country: Country where the call was terminated

Svc Loc Id: Logical identifier (Starts with an "F") associated with the termination of the call

Destination: For calls terminating at a DAL, this field contains the Sw/Tr + DNIS digits associated with the call's actual termination. For calls terminating to a Switched Termination (SWI), this field contains the Terminating Phone Number.

DNIS Digits: Digits outpulsed with the call, used by the customer's ACD equipment to identify the call and route it to the appropriate information.

Call Result: Outcome of the Call, possible options are:

Comp = Completed, Answered Call

Ntwk Cong = Network Congestion

Busy = Busy Received

RTNR = Ring Tone No Reply (Unanswered Call)

Aban = Abandoned Call

Calls: Number of calls received in that hour for that destination and call result

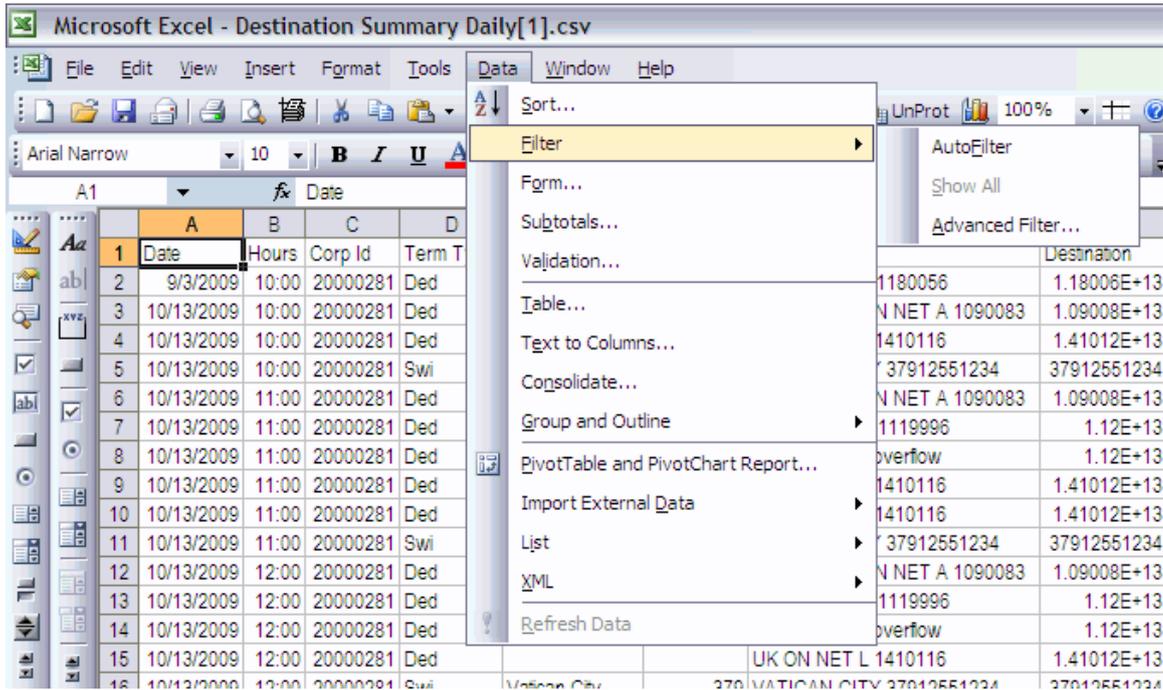
Minutes: Duration of calls received in that hour for that destination and call result

Step 5:

The next step is to filter out only the lines needed to create the utilisation report.

To create a filter, first select the top row of the report by clicking on the row number (in this example the "1") on the far right-hand side of the screen use the "Data" menu, then select "Auto Filter" as shown below:

In Excel 2007, click on the "Data" tab and then click on the "Filter" button for the same results.



Once the Filter has been created use the arrows on the first row to filter by:

Termination Type = DED

Terminating Country

Outcome = Comp

Only completed, answered calls contribute to a utilisation report because they are the only calls that could possibly occupy customer channels for a measurable duration.

C	D	
Corp Id	Term Ty	Ter
Sort Ascending		Aus
Sort Descending		
(All)		Vat
(Top 10...)		Aus
(Custom...)		Uni
Ded		Uni
NULL		
Swi		

Filter by Type: 20000281 | Ded

D	E	T
Term Ty	Term Country	T
Ded	Sort Ascending	
Ded	Sort Descending	
Ded	(All)	
Ded	(Top 10...)	
Ded	(Custom...)	
Ded	Australia	
Ded	United Kingdom	
Ded	United States	
Ded	(Blanks)	
Ded	(NonBlanks)	

Filter by Termination Country: Ded | United Kingdom

I	J	C
DNIS Dig	Call Res	C
Sort Ascending		
Sort Descending		
(All)		
(Top 10...)		
(Custom...)		
Comp		

Filter by Call Outcome: 2881234 | Comp

Step 6:

The next step is to create the utilisation formula at the end of each line.

Your spreadsheet should now look like this:

	A	B	C	D	E	F	G	H	I	J	K	L
1	Date	Ho	Corp Id	Term Ty	Term Countr	Term Co	Svc Loc Id	Destination	DNIS D	Call Res	Cd	Minutes
3	10/13/2009	10:00	20000281	Ded	Australia	61	F0111222	10900832881234	2881234	Comp	14	29.1798
6	10/13/2009	11:00	20000281	Ded	Australia	61	F0111222	10900832881234	2881234	Comp	17	35.39226667
12	10/13/2009	12:00	20000281	Ded	Australia	61	F0111222	10900832881234	2881234	Comp	11	22.11495
17	10/14/2009	8:00	20000281	Ded	Australia	61	F0111222	10900832881234	2881234	Comp	59	126.6547333
30	10/15/2009	10:00	20000281	Ded	Australia	61	F0111222	10900832881234	2881234	Comp	13	25.57393333
38	10/23/2009	20:00	20000281	Ded	Australia	61	F0111222	10900832881234	2881234	Comp	31	98.888
43	10/27/2009	13:00	20000281	Ded	Australia	61	F0111222	10900832881234	2881234	Comp	3	8.2566
51	10/28/2009	8:00	20000281	Ded	Australia	61	F0111222	10900832881235	2881235	Comp	1	0.120166667
52												

After the last column, in Row 1, create a label for the column, eg "Util %"

Then in the field directly below the new label, create the following formula:

=L3/(60*30) followed by the <Enter> key.

(# of minutes divided by the number of minutes in an hour multiplied by the number of channels)

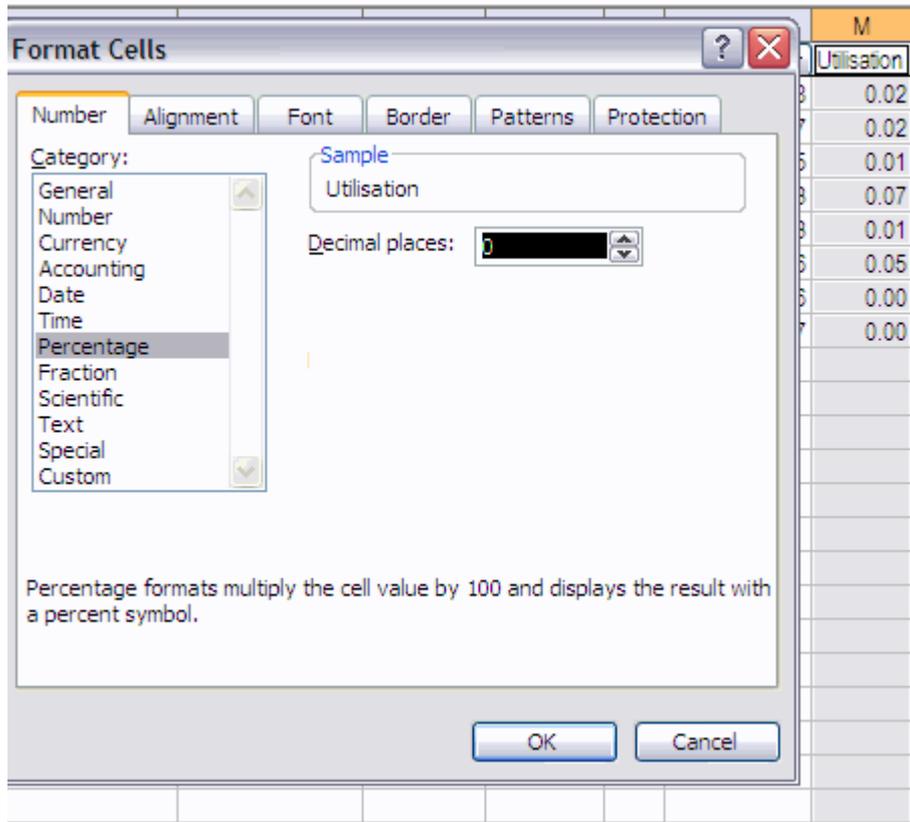
In this example:

"30" = number of channels and

"L3" = the cell containing the minutes to be analyzed.

Select the Cell containing the formula and select "Copy" from the "Edit" menu or press "Ctrl+C". Then using the mouse select all of the rows to be populated with the formula and select "Paste" from the "Edit" menu or press "Ctrl+V". Excel will automatically update the formula for each row.

Now format the column it is displayed in percentage format by clicking on the column's letter (in this case "M") and then selecting "Cells" from the "Format" menu at the top of the screen. Select "Percentage" from the "Number" Tab as shown below.

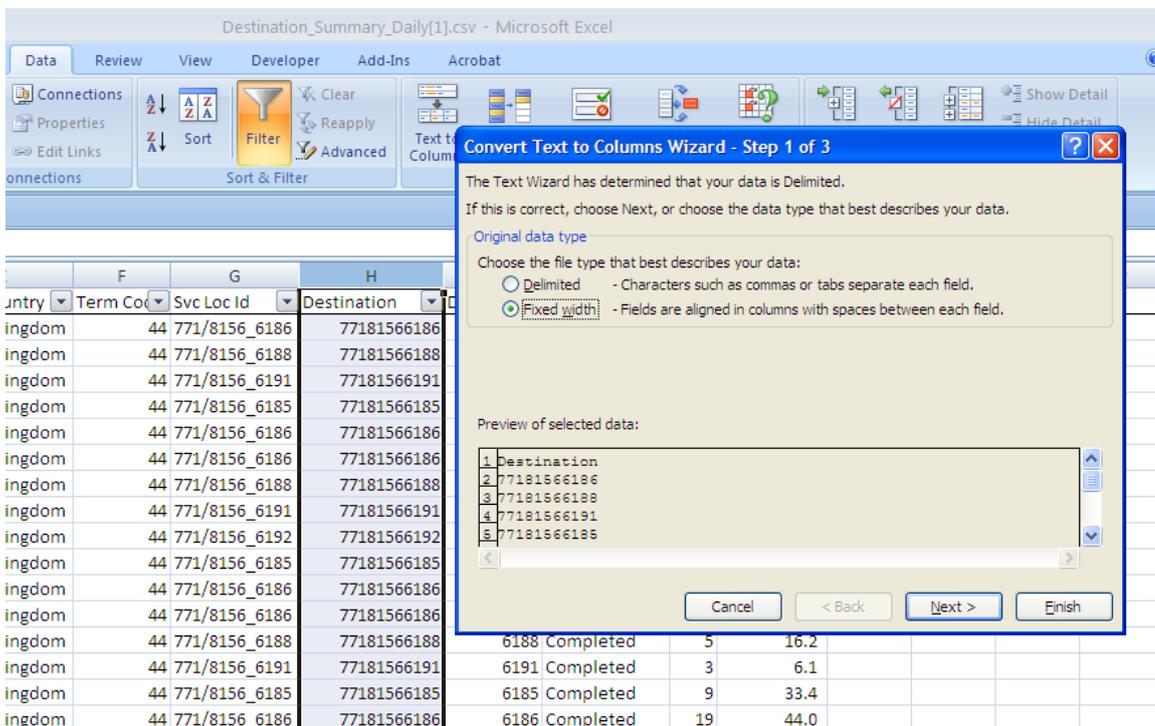


The report should now be complete and look like this:

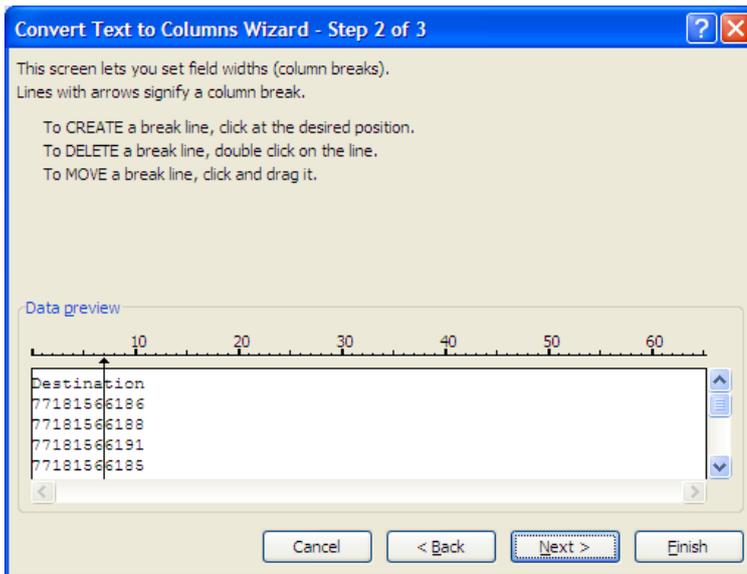
	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Date	Ho	Corp Id	Term Ty	Term Countr	Term Co	Svc Loc Id	Destination	DNIS Dig	Call Res	Ca	Minutes	Util %
3	10/13/2009	10:00	20000281	Ded	Australia	61	F0111222	10900832881234	2881234	Comp	14	29.1798	2%
6	10/13/2009	11:00	20000281	Ded	Australia	61	F0111222	10900832881234	2881234	Comp	17	35.39226667	2%
12	10/13/2009	12:00	20000281	Ded	Australia	61	F0111222	10900832881234	2881234	Comp	11	22.11495	1%
17	10/14/2009	8:00	20000281	Ded	Australia	61	F0111222	10900832881234	2881234	Comp	59	126.6547333	7%
30	10/15/2009	10:00	20000281	Ded	Australia	61	F0111222	10900832881234	2881234	Comp	13	25.57393333	1%
38	10/23/2009	20:00	20000281	Ded	Australia	61	F0111222	10900832881234	2881234	Comp	31	98.886	5%
43	10/27/2009	13:00	20000281	Ded	Australia	61	F0111222	10900832881234	2881234	Comp	3	8.2566	0%
51	10/28/2009	8:00	20000281	Ded	Australia	61	F0111222	10900832881235	2881235	Comp	1	0.120166667	0%

The next step is to convert the Destination into the circuit switch/trunk identifier (7 digits) that corresponds to the access line being analyzed for utilisation. The report contains a “Destination” field that currently consists of the Switch Id (3 digits) + Trunk Id (4 Digits) + DNIS Digits. The “Text-to-Columns” function will trim off the DNIS digits and leave the switch/trunk.

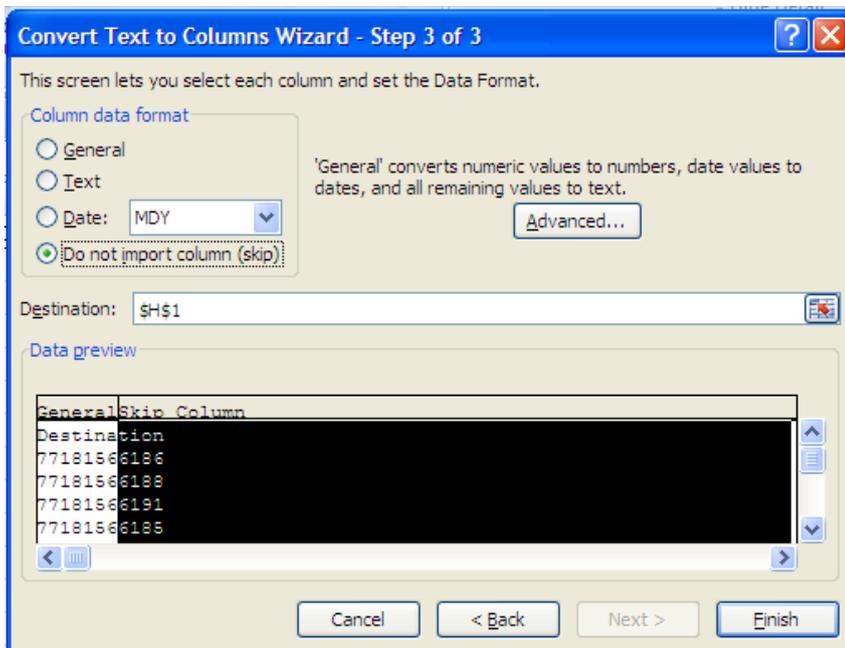
First, select the column labeled “Destination.” **Some users prefer to use the “Svc Loc Id – Service Location Id” column for a cleaner report.** Click on the “Data” menu at the top of the screen and select “Text to Columns”. A dialog window will pop up (the same window is present in Excel versions 2003 and 2007). Select “Fixed Width” and then click on “Next”:



In the dialog box, click to create a line 7 characters from the left to isolate the switch/trunk Identifier:



Click on the “Next” button to continue. Click on the 2nd column created and then the “Do not import column (skip)” radio button at the top right of the screen. This means that the Destination column will be replaced by the switch/trunk value, but not the DNIS digits. If you forget this step, you will replace the “DNIS Digits” column with the values in the second column created by the delimiting function, which will not impact the utilisation report.



Click “Finish” to complete the action, resulting in only the Switch/Trunk Id being present in the field “Destination”, which has also been truncated to “Destina.”

Destination_Summary_Daily[1].csv - Microsoft Excel

Home Insert Page Layout Formulas Data Review View Developer Add-Ins Acrobat

From Access From Web From Text From Other Sources Existing Connections Refresh All Connections Sort Filter Clear Reapply Text to Columns Remove Duplicates Data Validation Consolidate What-If Analysis Group

H1 Destina

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Date	Hour	Corp Id	Term Ty	Term Country	Term Co	Svc Loc Id	Destina	DNIS Dig	Call Result	Ca	Minutes	
2	1/26/2012	8:00	21731165	Ded	United Kingdom	44	771/8156_6186	7718156	6186	Completed	1	0.5	
3	1/26/2012	8:00	21731165	Ded	United Kingdom	44	771/8156_6188	7718156	6188	Completed	1	0.4	
4	1/26/2012	8:00	21731165	Ded	United Kingdom	44	771/8156_6191	7718156	6191	Completed	2	0.6	
5	1/26/2012	9:00	21731165	Ded	United Kingdom	44	771/8156_6185	7718156	6185	Completed	10	56.3	
6	1/26/2012	9:00	21731165	Ded	United Kingdom	44	771/8156_6186	7718156	6186	Completed	11	22.6	
7	1/26/2012	9:00	21731165	Ded	United Kingdom	44	771/8156_6186	7718156	6186	Completed	2	16.1	
8	1/26/2012	9:00	21731165	Ded	United Kingdom	44	771/8156_6188	7718156	6188	Completed	10	35.6	
9	1/26/2012	9:00	21731165	Ded	United Kingdom	44	771/8156_6191	7718156	6191	Completed	5	15.4	
10	1/26/2012	9:00	21731165	Ded	United Kingdom	44	771/8156_6192	7718156	6192	Completed	1	0.1	
11	1/26/2012	10:00	21731165	Ded	United Kingdom	44	771/8156_6185	7718156	6185	Completed	3	21.6	
12	1/26/2012	10:00	21731165	Ded	United Kingdom	44	771/8156_6186	7718156	6186	Completed	16	44.9	
13	1/26/2012	10:00	21731165	Ded	United Kingdom	44	771/8156_6186	7718156	6186	Completed	5	14.8	
14	1/26/2012	10:00	21731165	Ded	United Kingdom	44	771/8156_6188	7718156	6188	Completed	5	16.2	
15	1/26/2012	10:00	21731165	Ded	United Kingdom	44	771/8156_6191	7718156	6191	Completed	3	6.1	
16	1/26/2012	11:00	21731165	Ded	United Kingdom	44	771/8156_6185	7718156	6185	Completed	9	33.4	
17	1/26/2012	11:00	21731165	Ded	United Kingdom	44	771/8156_6186	7718156	6186	Completed	19	44.0	
18	1/26/2012	11:00	21731165	Ded	United Kingdom	44	771/8156_6186	7718156	6186	Not Answered	1	-	
19	1/26/2012	11:00	21731165	Ded	United Kingdom	44	771/8156_6186	7718156	6186	Completed	3	11.2	
20	1/26/2012	11:00	21731165	Ded	United Kingdom	44	771/8156_6188	7718156	6188	Completed	5	34.1	
21	1/26/2012	11:00	21731165	Ded	United Kingdom	44	771/8156_6189	7718156	6189	Completed	1	5.4	
22	1/26/2012	11:00	21731165	Ded	United Kingdom	44	771/8156_6190	7718156	6190	Completed	1	2.3	
23	1/26/2012	11:00	21731165	Ded	United Kingdom	44	771/8156_6191	7718156	6191	Completed	3	4.5	

At this point you are ready to create a utilisation summary report using a quick method using the built-in “Subtotals” or a more detailed Pivot Table version.

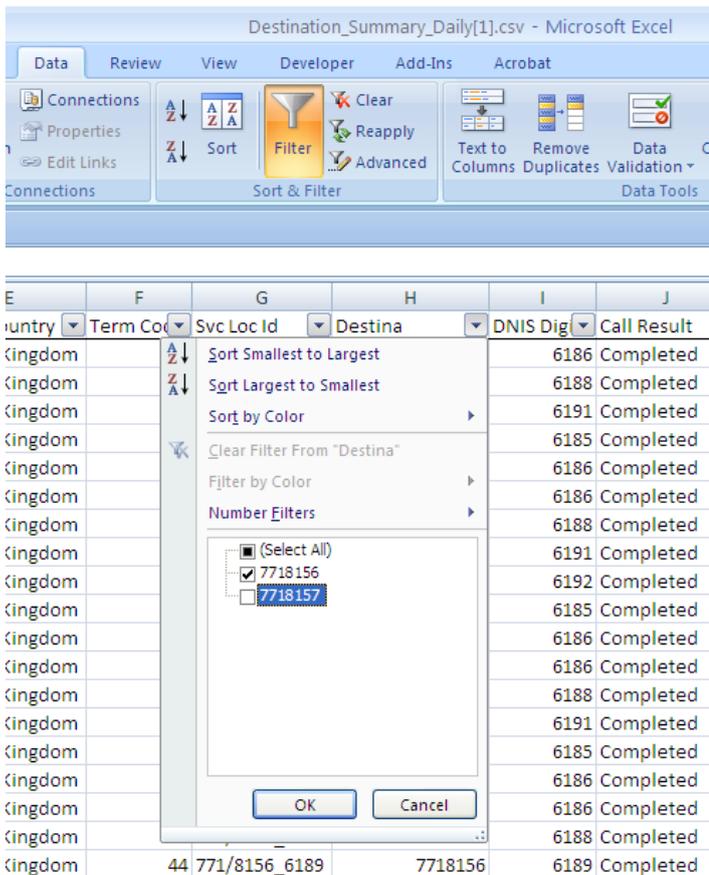
Utilisation Report Creation – Quick Subtotal Method

This method uses Excel’s built-in “Subtotals” function to quickly add up and provide a utilisation estimate. You can use this method to quickly identify any particularly busy or circuit.

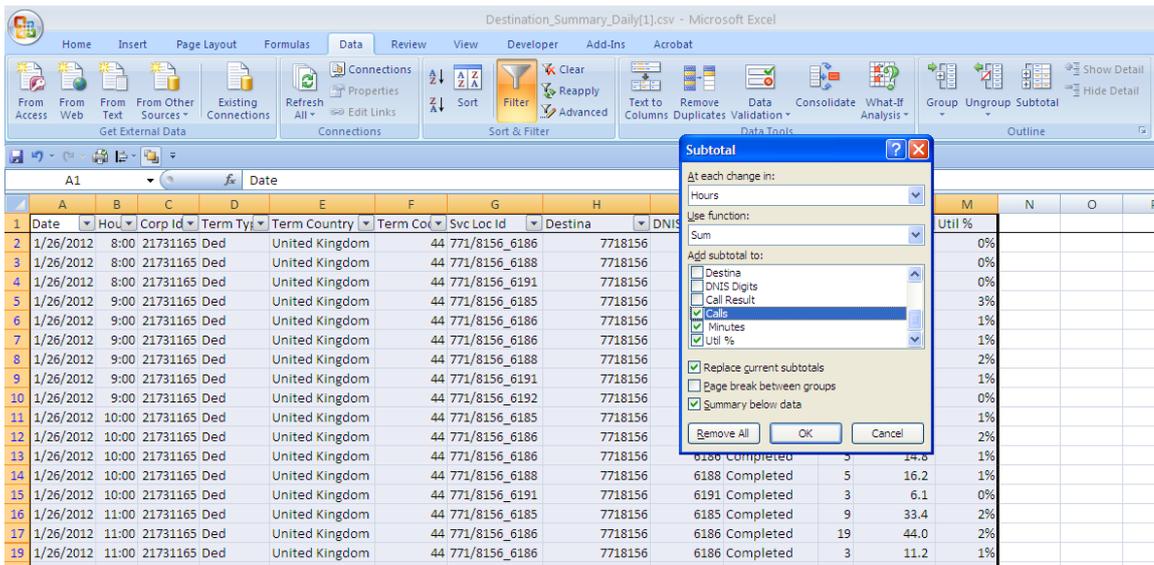
Subtotal Method Step S1:

Once you have isolated the terminating switch/trunk Id and have entered in the formula as shown above, you can then use the “Subtotal” function to display the utilisation estimate summarized by switch / trunk and by hour.

Using the Filter function again, select an individual switch/trunk to be analyzed and then go the Data menu.



Click on the upper right-most cell of the table and then click the “Subtotals” button (or select “Subtotals” from the menu) to bring up the Subtotals dialog box:



Because you have isolated the data to a single switch/trunk, you can then perform the subtotals on each hour to see the summary by hour. (Note: some users prefer to apply subtotals by day rather than hour)

Click on the drop-down by the “At each change in” and select “Hours” to filter by the hour. Then click on the “Calls, Minutes and Util%” tick boxes under the “Add subtotal to:” option.

The other fields can be turned off or on as desired and do not have an impact on the results:

Destination_Summary_Daily[1].csv - Microsoft Excel

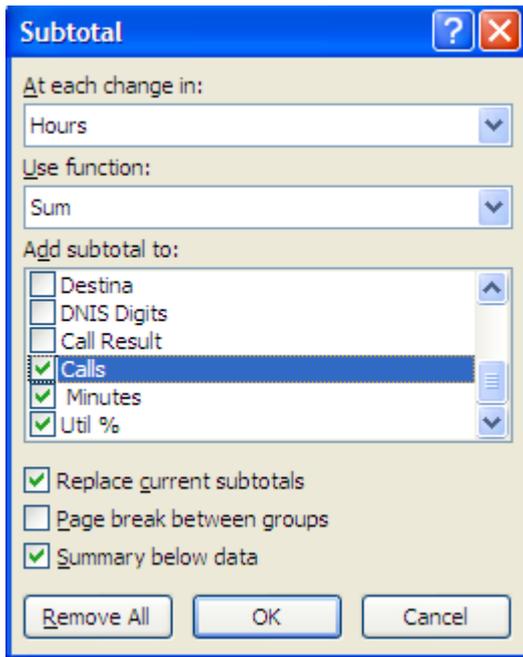
Home Insert Page Layout Formulas Data Review View Developer Add-Ins Acrobat

From Access From Web From Text From Other Sources Existing Connections Refresh All Connections Properties Edit Links Sort Filter Clear Reapply Advanced Text to Columns Remove Duplicates Data Validation Consolidate What-If Analysis Group Ungroup Subtotal

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Date	Hour	Corp Id	Term Ty	Term Country	Term Co	Svc Loc Id	Destina	DNIS Dig	Call Result	Ca	Minutes	Util %	
2	1/26/2012	8:00	21731165	Ded	United Kingdom	44	771/8156_6186	7718156	6186	Completed	1	0.5	0%	
3	1/26/2012	8:00	21731165	Ded	United Kingdom	44	771/8156_6188	7718156	6188	Completed	1	0.4	0%	
4	1/26/2012	8:00	21731165	Ded	United Kingdom	44	771/8156_6191	7718156	6191	Completed	2	0.6	0%	
5	8:00 Total											4	1.5	0%
6	1/26/2012	9:00	21731165	Ded	United Kingdom	44	771/8156_6185	7718156	6185	Completed	10	56.3	3%	
7	1/26/2012	9:00	21731165	Ded	United Kingdom	44	771/8156_6186	7718156	6186	Completed	11	22.6	1%	
8	1/26/2012	9:00	21731165	Ded	United Kingdom	44	771/8156_6186	7718156	6186	Completed	2	16.1	1%	
9	1/26/2012	9:00	21731165	Ded	United Kingdom	44	771/8156_6188	7718156	6188	Completed	10	35.6	2%	
10	1/26/2012	9:00	21731165	Ded	United Kingdom	44	771/8156_6191	7718156	6191	Completed	5	15.4	1%	
11	1/26/2012	9:00	21731165	Ded	United Kingdom	44	771/8156_6192	7718156	6192	Completed	1	0.1	0%	
12	9:00 Total											39	146.1	8%
13	1/26/2012	10:00	21731165	Ded	United Kingdom	44	771/8156_6185	7718156	6185	Completed	3	21.6	1%	
14	1/26/2012	10:00	21731165	Ded	United Kingdom	44	771/8156_6186	7718156	6186	Completed	16	44.9	2%	
15	1/26/2012	10:00	21731165	Ded	United Kingdom	44	771/8156_6186	7718156	6186	Completed	5	14.8	1%	
16	1/26/2012	10:00	21731165	Ded	United Kingdom	44	771/8156_6188	7718156	6188	Completed	5	16.2	1%	
17	1/26/2012	10:00	21731165	Ded	United Kingdom	44	771/8156_6191	7718156	6191	Completed	3	6.1	0%	
18	10:00 Total											32	103.6	6%
19	1/26/2012	11:00	21731165	Ded	United Kingdom	44	771/8156_6185	7718156	6185	Completed	9	33.4	2%	
20	1/26/2012	11:00	21731165	Ded	United Kingdom	44	771/8156_6186	7718156	6186	Completed	19	44.0	2%	
22	1/26/2012	11:00	21731165	Ded	United Kingdom	44	771/8156_6186	7718156	6186	Completed	3	11.2	1%	
23	1/26/2012	11:00	21731165	Ded	United Kingdom	44	771/8156_6188	7718156	6188	Completed	5	34.1	2%	
24	1/26/2012	11:00	21731165	Ded	United Kingdom	44	771/8156_6189	7718156	6189	Completed	1	5.4	0%	
25	1/26/2012	11:00	21731165	Ded	United Kingdom	44	771/8156_6190	7718156	6190	Completed	1	2.3	0%	
26	1/26/2012	11:00	21731165	Ded	United Kingdom	44	771/8156_6191	7718156	6191	Completed	3	4.5	0%	
27	11:00 Total											41	134.8	7%
28	1/26/2012	12:00	21731165	Ded	United Kingdom	44	771/8156_6185	7718156	6185	Completed	11	40.9	2%	
29	1/26/2012	12:00	21731165	Ded	United Kingdom	44	771/8156_6186	7718156	6186	Completed	12	30.9	2%	

The rows highlighted in bold show the summary for the hour. In this example, during the 1000 GMT hour, the 30 channel DAL associated with switch/trunk 771/8156 was approximately 6% in use.

To perform the same function on a different access line, click on the "Subtotals" button again and then on "Remove Subtotals" to start over.



This allows users to view utilisation estimates at a glance.

Utilisation Report Creation – Pivot Table Method

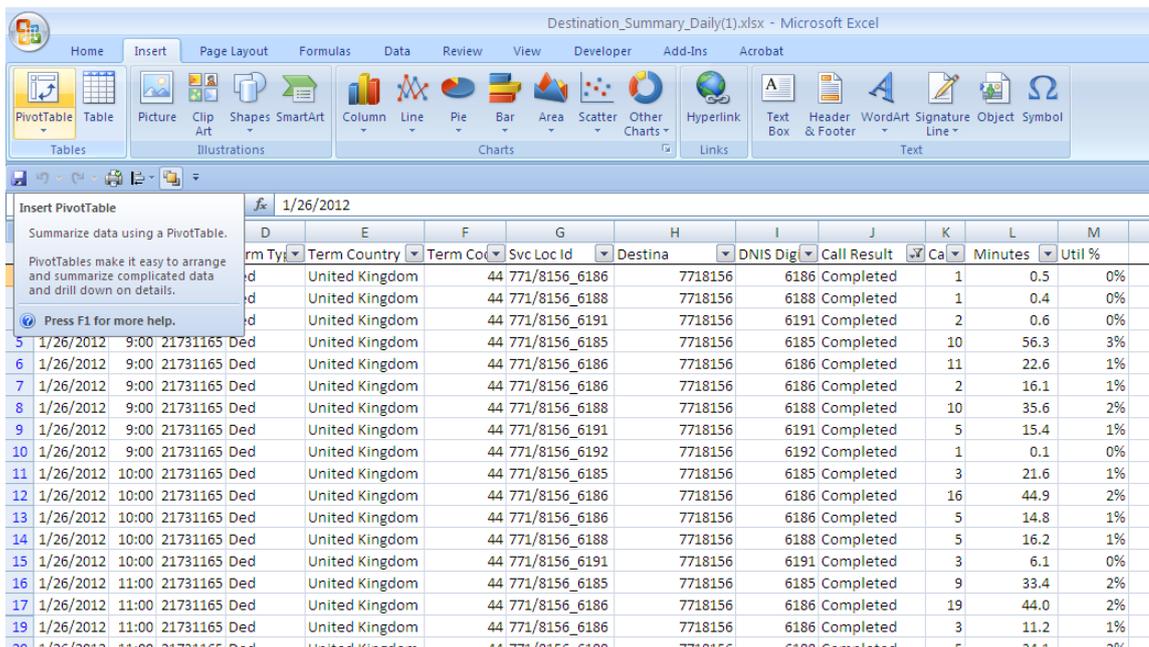
This method uses Excel’s built-in “Pivot Tables” function to provide a more reader-friendly utilisation estimate. It is more time-consuming than the Subtotal method above, but once mastered it is an easy technique that can be quickly replicated.

Pivot Table Method Step S1:

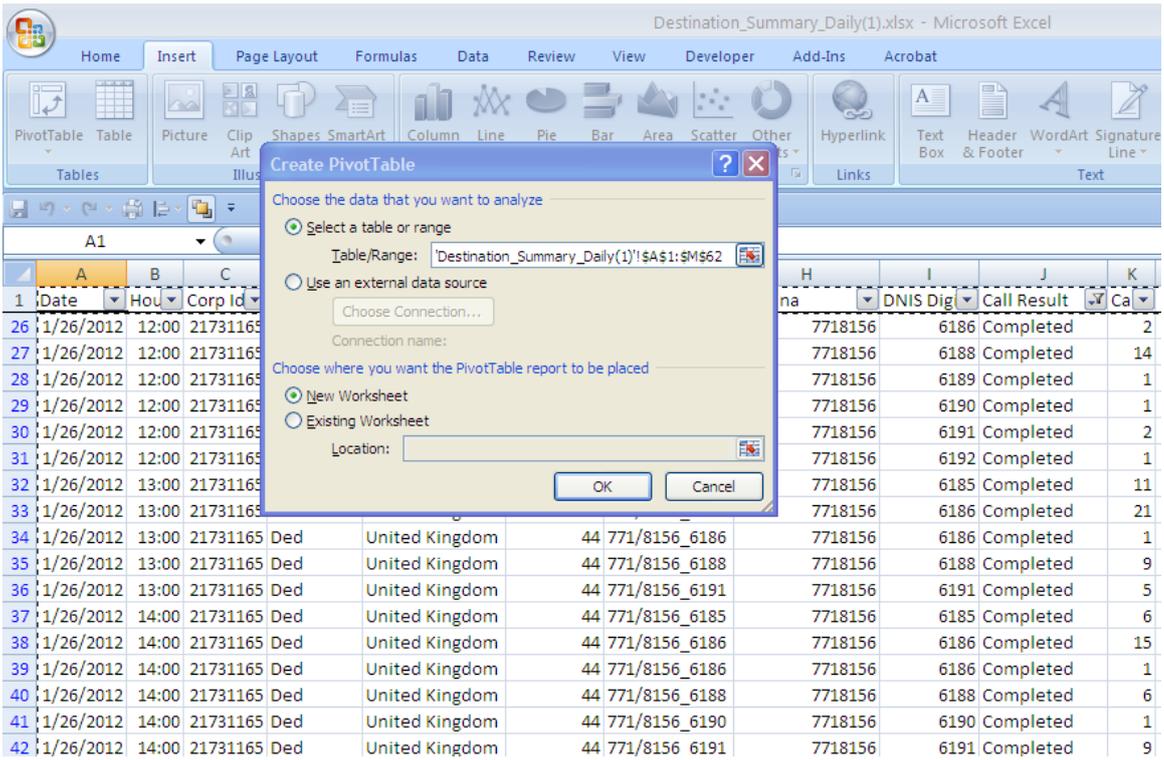
At this point, the user should have downloaded the table, isolated the switch/trunk using the “Text-to-Columns” method shown above and provided the utilisation estimate in column “M”:

Remove any subtotals if needed. If you haven’t already done so, save your file as an Excel workbook. Click on the upper left-most cell of your table.

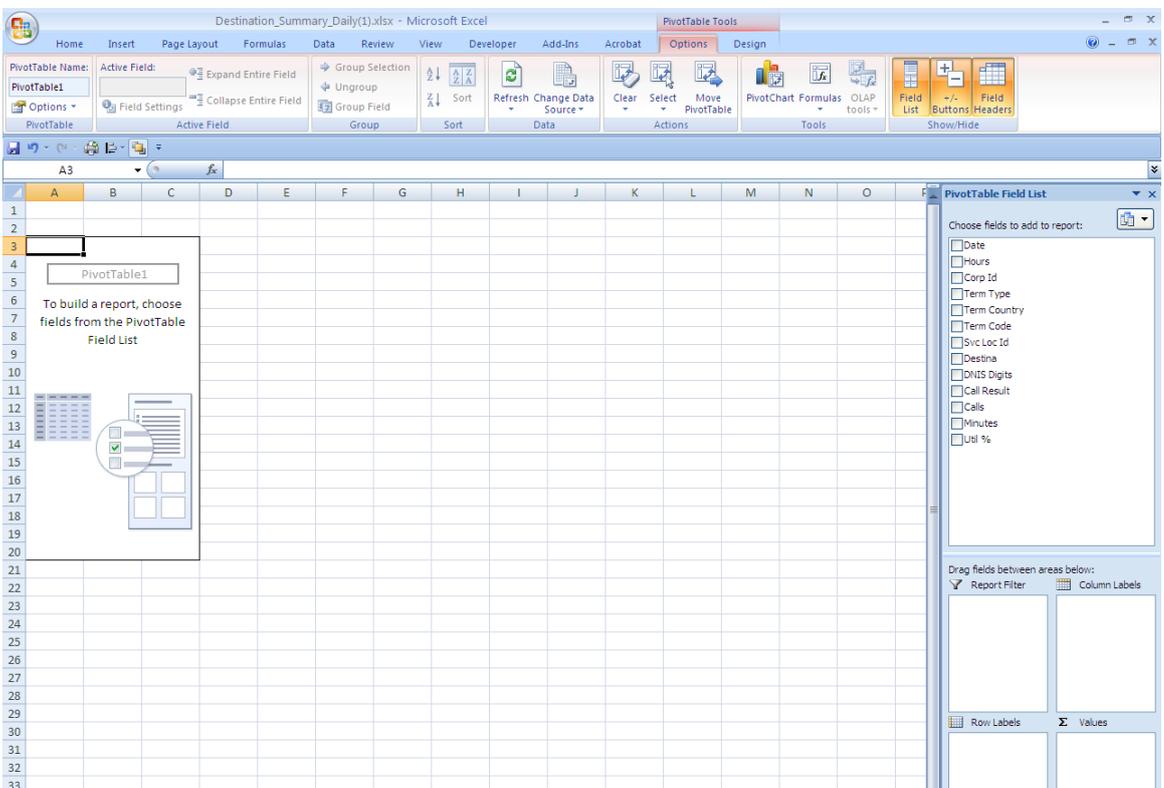
From the “Insert” menu, select “PivotTable” to begin the process:



Excel should select your table as the range. Click “OK” to begin creating the pivot table.

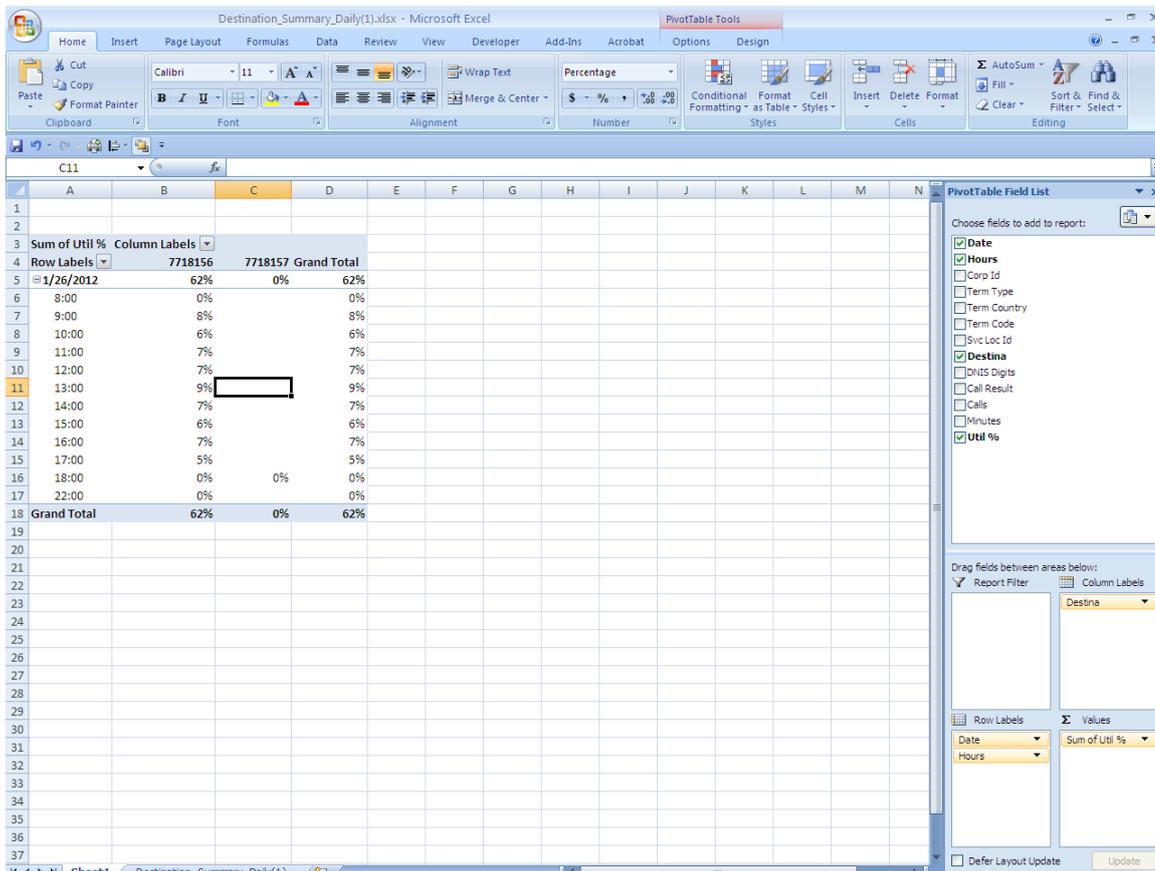


You should see a screen like this in Excel 2007:



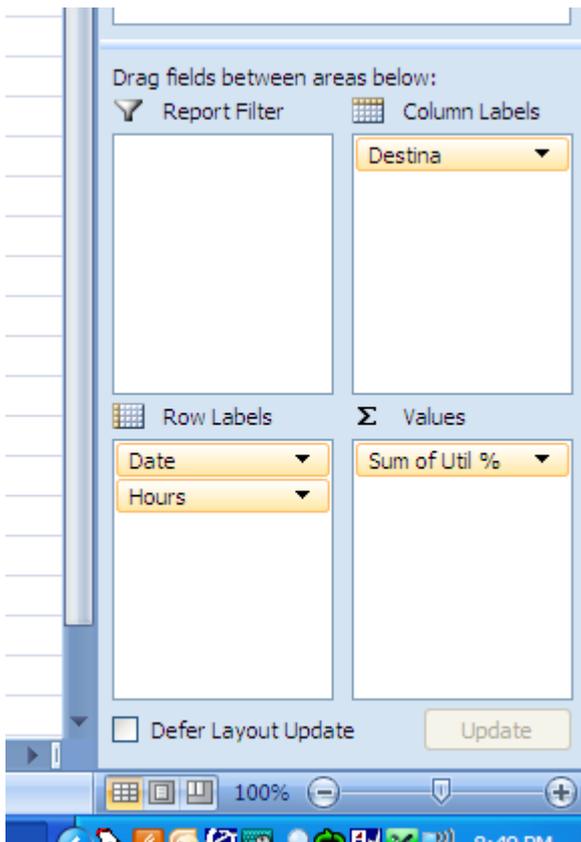
Drag the “Date” and “Hours” fields to the “Row Labels” section on the “Pivot Table Field List”. Then drag “Destina” to the “Column Labels” box. Finally drag the “Util%” to the “Values” box:

The screen will look something like this. Users may need to change the values to view them as percentages. Select the values to be modified and then either click on the “%” symbol from the “Home” menu or you can press “Ctrl+1” on your keyboard and select “Percentages” as shown earlier.

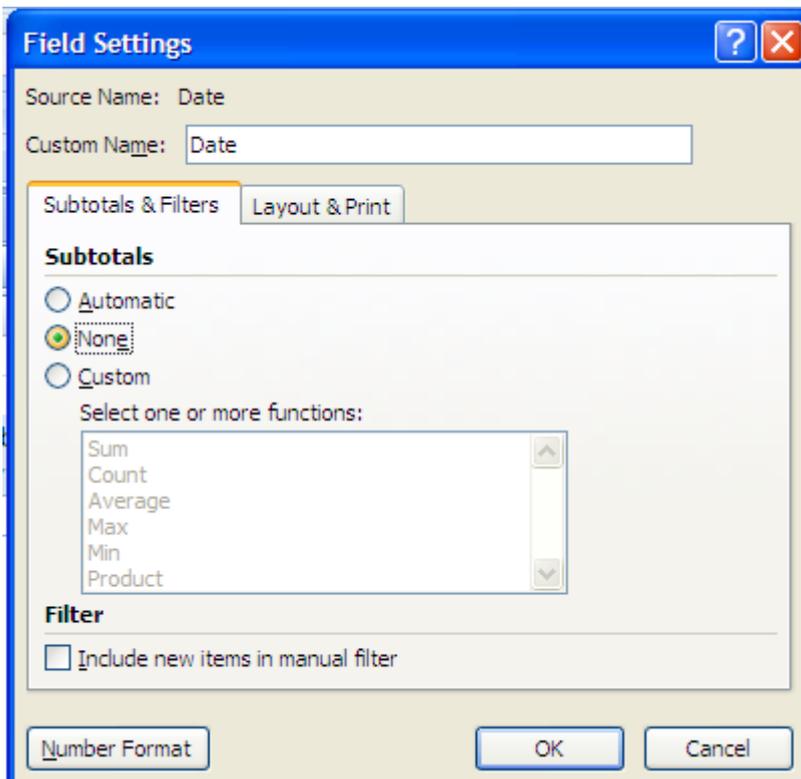


The Pivot Table will default to display “Totals” which do not actually make sense in a utilisation report as they total the percentages across the whole day and do not represent utilisation. If you would like to turn the totals off, follow these steps:

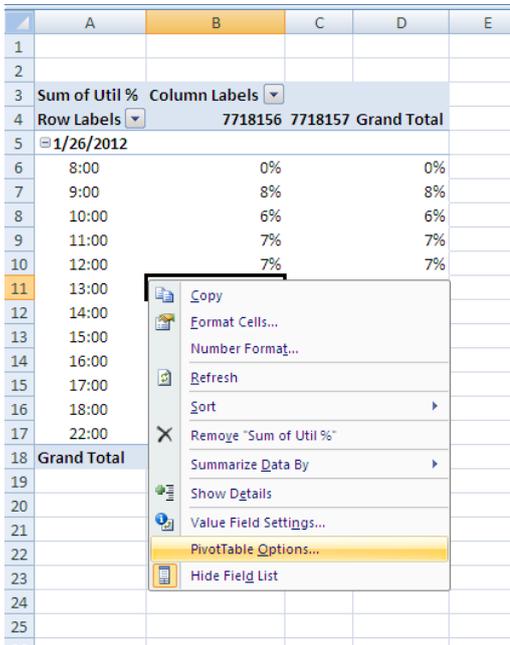
To turn off the summarized table by date (in this case the 1/26/2012) summaries, click on the word “Date” in the lower right-hand corner of the screen and then select “Field Settings”



Then click on the word “None” in the “Subtotals & Filters” dialog and press OK.

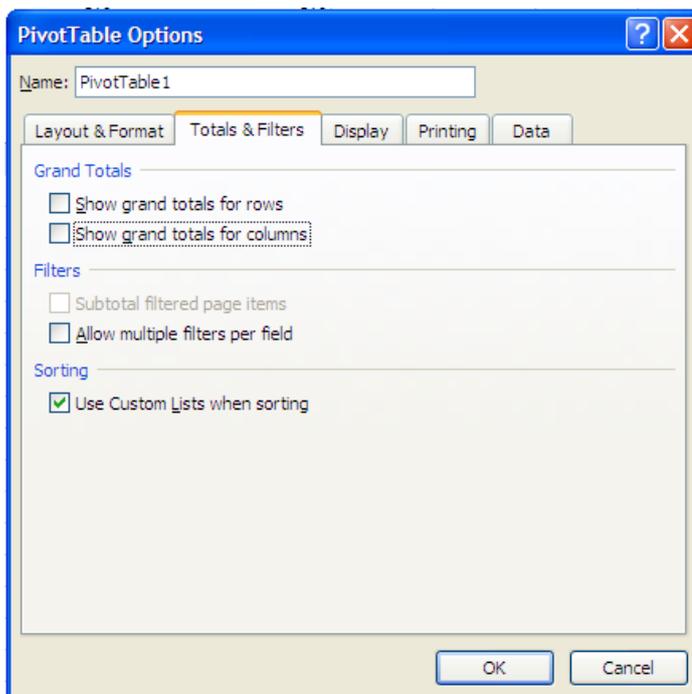


To turn off the “Grand Totals” for the entire Pivot Table, right-click anywhere on the Pivot Table and select “Pivot Table Options” from the list:



	A	B	C	D	E
1					
2					
3	Sum of Util %	Column Labels			
4	Row Labels	7718156	7718157	Grand Total	
5	1/26/2012				
6	8:00	0%		0%	
7	9:00	8%		8%	
8	10:00	6%		6%	
9	11:00	7%		7%	
10	12:00	7%		7%	
11	13:00				
12	14:00				
13	15:00				
14	16:00				
15	17:00				
16	18:00				
17	22:00				
18	Grand Total				
19					
20					
21					
22					
23					
24					
25					

Then click on the “Totals & Filters” tab and uncheck the “Show grand totals for rows” and “Show grand totals for columns” boxes:



Your table should look something like this now:

The screenshot shows the Microsoft Excel interface with the following data in the worksheet:

	A	B	C	D	E	F	G	H
1								
2								
3	Sum of Util %	Column Labels						
4	Row Labels		7718156	7718157				
5	1/26/2012							
6	8:00		0%					
7	9:00		8%					
8	10:00		6%					
9	11:00		7%					
10	12:00		7%					
11	13:00		9%					
12	14:00		7%					
13	15:00		6%					
14	16:00		7%					
15	17:00		5%					
16	18:00		0%	0%				
17	22:00		0%					
18								
19								
20								

Chapter 13. Troubleshooting

IF	Then
<p>You need your password reset</p> <p>(Passwords don't expire, accounts gets inactive after 120 days of inactivity. Same passwords would work after the reactivation of account.)</p>	<p>Contact GS Portal Helpdesk at +44 (0) 1847 805403 or send an email to myaccount-help@bt.com</p>

Chapter 14. Document History

Version	Name	Date	Comments
Issue 1.0	Amanda Allen	Mar 2009	Final
Issue 2.0	Amanda Allen	Nov 2009	New Screens and updated definitions
Issue 3.0	Amanda Allen	Dec 2009	Added Circuit Utilisation Report
Issue 4.0	Amanda Allen	July 2010	Added new screen prints and update report definitions.
Issue 5.0	Amanda Allen	Sept 2010	Changed name of guide to Call Traffic Reporter and added retention time of reports.
Issue 6.0	Kathleen Lyons	January 2011	Update with January 2011 enhancements. Add information on the graphs. Deleted country code table (already in reports)
Issue 7.0	Amanda Allen	September 2011	Update with the new product name – BT Inbound Contact global.
Issue 8.0	Amanda Allen	January 2012	Update the product name on the login screen from CCS to Inbound Contact.
Issue 9.0	Amanda Allen	February 2012	Update Circuit Utilisation Report Instructions. Add Download to Powerpoint to the Download Instructions.
Issue 10.0	Amanda Allen	Nov 2012	Add new template cover sheet.
Issue 10.1	Amanda Allen	Jun 2013	Added Redirect Call to 2 reports and deleted Caller Number from 2 reports.
Issue 11	Amanda Allen	November 2013	Updated screens with OBI 11g updates. Updated Circuit Utilisation Report with new instructions.
Issue 12	Amanda Allen	April 2014	Updated screens to show new date format the addition of the minutes 0-59. Replaced Go with Apply.
Issue 13	Amanda Allen	December 2014	Updated document to include new enhancements for selecting multiple access numbers on the summary reports and to include pulling data for 2 consecutive days on the Call Detail Report.

Issue 14	Amanda Allen	October 2017	Remove Redirect column and change IVRP to IVRP/Redirect.
Issue 15	Amanda Allen	August 2019	Minor updates.
Issue 16	Amanda Allen	November 2019	Minor updates and new screen shots.
Issue 17	Amanda Allen	September 2020	Updating screens, logo and branding.

