

Inbound Contact global

Call Traffic Reporter User Guide

Table of Contents

Chapter 1. Introduction	
Internet Access	
Logging On	
Getting Help or Issues with the Internet Browser	
Pusinges Intelligence Londing Dece	8
My Account Screen	
List of Reports and Sort Feature on Reports	
Chapter 2. Comprehensive Summary Daily	
Section 1. Report Description	
Section 2. Notes/Assumptions	
Chapter 3. Comprehensive Summary Monthly	
Section 1. Report Description	
Section 2. Notes/Assumptions	
Chapter 4. Corporate Summary Daily	
Section 1. Report Description	
Section 2. Notes/Assumptions	
Chapter 5. Corporate Summary Monthly	
Section 1. Report Description	
Section 2. Notes/Assumptions	
Chapter 6. Access Number Summary Daily	
Section 1. Report Description	
Section 2. Notes/Assumptions	
Chapter 7. Access Number Summary Monthly	
Section 1. Report Description	
Section 2. Notes/Assumptions	
Chapter 8. Destination Summary Daily	
Section 1. Report Description	
Section 2. Notes/Assumptions	
Chapter 9. Destination Summary Monthly	54
Section 1. Report Description	
Section 2. Notes/Assumptions	
Chapter 10. Call Detail Report	
Section 1. Report Description	
Section 2. Notes/Assumptions	
Chapter 11. Downloading Reports	
Chapter 12. Circuit Utilisation Report	
Chapter 13. Troubleshooting	
Chapter 14. Document History	

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 the 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.

🖷 🖅 🚾 Hokie f 🚾	Dashbe 🐱 Bosch : 🚺 Did yo 🕎 Order (🖉 News F 💿 News F 🔤 New ta 🖲 Amazo 🌶 Login 💽 Hunter 🖪 Blackst 🎿 Our Da 🔍 STREN 🐵 My X	+ ~	- 0	×
\leftrightarrow \rightarrow O G	A https://www.globalservices.bt.com/en/my-account	0 ★ 🍃	h é	<u>ې</u>
	My Account			Ŷ
	My Account Online product support	My Account	Service de	sk
	MY ACCOUNT Manage your global and and services online Username Password My Account you accept the terms & continues and confirm you are authorised to have access. My Account you accept the terms & continues and confirm you are authorised to have access. My Account you accept the terms & continues and confirm you are authorised to have access. My Account you accept the terms & continues and confirm you are authorised to have access. My Account you accept the terms & continues and confirm you are authorised to have access. My Account you accept the terms & continues and confirm you are authorised to have access. My Account you accept the terms & continues and confirm you are authorised to have access. My Account you accept the terms & continues and confirm you are authorised to have access. My Account you accept the terms & continues and confirm you are authorised to have access. My Account you accept the terms & continues and confirm you are authorised to have access. My Account you accept the terms & continues and confirm you are authorised to have access. My Account you accept the terms & continues and confirm you are authorised to have access. My Account you accept the terms & continues and confirm you are authorised to have access. My Account you accept the terms & access. My Account you accept the terms & access. Accept the terms			

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

🖷 🖅 🐨 Hokie f 🐷 Das	inbix 😑 Bosch : 🚺 Did yov 🐺 Order (🕦 Nextdc 🕦 Nextdc 🖼 New ta 🖲 Amazo 🦻 Login 💽 Hunter 🗵 Blackst 🌲 Our De 💿 STREN 🞯 Log X + 🗸 — 🗆 X
\leftarrow \rightarrow O \textcircled{a}	A https://www.globalservices.bt.com/gslogin/#/authentication/verify-pin
	MY ACCOUNT
	Authentication
	Please enter your 6-digit PIN.
	PIN Forgotten your PIN?
	Show
	Cancel Authenticate
	Two-factor authentication (2FA)
	Alternatively, you have the option to use two-factor authentication. Enabling 2FA
	details and a one-time-passcode. This one-time passcode is sent to you via email or text mescare supertime use in a in
	Contraction of the second se
	Set up two-factor autientication 2

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.

- 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.

Compatibility View Settings		×	R
You can add and remove websites to be display Compatibility View.	yed in		
Add this website:			
	Add		Ac
Websites you've added to Compatibility View:			
bt.com	Remove		
Include updated website lists from Microsoft			
Display intranet sites in Compatibility View			
Display all websites in Compatibility View			
	Close		

Welcome Screen

The welcome screen contains the applications.

🖶 🖅 🔤 Hokie f 🕎 Da	shba 🔸 Bosch i	🚺 Did yoı 🧱 Order	🛛 🕦 Nextdc	0 Nextdc	🚥 New ta	💄 Amazo	🖉 Login	💽 Hunter	📕 Blackst	🔔 Our Da	O STREN	💷 Da 🔅	× + ~		-	٥	×
\leftrightarrow \rightarrow O \Leftrightarrow	A https://www.n	nyaccount.globalservices.b	t.com/gsdashbd	ard/#/myacco	untdigital								□ ☆	7Å≡	h	È	
	Hello	Amanda															^
	Access your favourite applications right from the dashboard. Mark applications as favourite via their options menu (‡) in the applications overview.																
	Support & FA	Q															
	MY ACCOUNT A quick lo Access to all and more –	r overview Dok at My Accoun I your applications, notif all in one place.	īcations	USI Ho Dis Acc	er GUIDE DW to use cover how to count.	My Accour use the new f	nt eatures of M	у	FAQs Your (We've la auestio	questions, poked at som ns and querie	answered e of the most s.	d t common					~

• 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.

🖷 🖅 🔯 Hokie 🕎 Dasht 💶 Bosch 🚺 Did yz 🕎 Order 🕥 Nextd 🕠 Nextd 🖬 New t 🖲 Amaz 🦻 Login 💽 Hunte 🎞 Blacks	▲ Our D • STREM
\leftarrow \rightarrow \bigcirc \land https://app.sso.myaccount.globalservices.bt.com/app229/Myanalytics/saw.dll?Dashboard&portalPath=%2fshared%2finbound%20C	Contact%2f_portal%2fInbound%20Contact
	Search / Dashboards
Inbound Contact Home Catalog Favorites 🔻	Dashboards ▼ New ▼ Open ▼ Signed In As AMANDA.ALLEN@BT.COM ▼
Welcome Page Comprehensive Summary Corporate Summary Access Number Summary Destination Summary Call Detail Report CCS Post Information Message	1 Most Recent(Inbound Contact - Welcome Page)
Comprehensive Summary Comprehensive Summary Daily Comprehensive Summary Monthly Corporate Summary Daily Corporate Summary Monthly Access Number Summary Daily Access Number Summary Daily Access Number Summary Daily Destination Summary Daily Destination Summary Daily Destination Summary Monthly Compose Summary Monthly Destination Summary Daily Destination Summary Monthly	Wy Dashboard Inbound Contact
	Daily ma
	Cany inc
ser windows after you have logged-off/finished. You should check it is possible to close all browser windows on your machine	e

• 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.**



🖶 🔄 Hokie 🐷 Dasht 🕙 Bosch 🚺 Did yc 🛐 Order (🕦 Nextd 🔟 Nextd 💷 N	lew t 🧕 Amazı 🦻 Login 💽 Hunt	e 📃 Blacks 🎄 Our D	• STREM I Dasht	• × + × −
\leftarrow \rightarrow O \textcircled{a} $\textcircled{https://app.sso.myaccount.globalservice}$	s.bt.com/app229/Myanalytics/s	aw.dll?Dashboard&portalPath=%2fshared%	2fInbound%20Contact%2f_poi	rtal%2fInbound%20Contact	
			Search All	v	🔍 Advanced Help 🔻 Sign Out 🚥
Inbound Contact		Home Catalog	Favorites v Dashboards	▼ New ▼ Open ▼	Signed In As AMANDA.ALLEN@BT.COM -
Welcome Page Comprehensive Summary Corporate Summary Access	My Account		@ ×		\$ @
Comprehensive Summary Comprehensive Summary Daily Comprehensive Summary Monthly Corporate Summary	User ID: AMANDA ALLEN@BT Display Name: AMANDA ALLE Preferences BI Publisher Pr	COM N@BT.COM eferences Mobile Preferences Delivery Op	tions Application Roles		
Corporate Summary Daily Corporate Summary Monthly	Starting Page	Inbound Contact : Inbound Contact	•		
Access Number Summary	Locale (location)	English - United States	-		
Access Number Summary Daily Access Number Summary Monthly	User Interface Language	English 🔻			
Destination Summary	Time Zone	Default - Unknown Time Zone	•		
Destination Summary Daily	Subject Area Sort Order	Default - Sort in Saved Order V			
Destination Summary Monthly	Prompts Auto-Complete	Default On Off			
Call Details Call Detail Report	Analysis Editor	Default - Start on Results tab when editing Ana Default On Off			
Daily main	Accessionity mode				
Daily main					
e you must close all browser windows after you have lo					
			OK Cancel		

- 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.



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.

abound C	ontact								
Date	Hours		Corp Av	Call Result	Orig Country	Orig Code	Access Number	Access Type	App 1d
17-Jun-		0	20001054	Completer	United States	Sort Descen	ding \$905	PSTN	2000056321
2014			20001054	Completed	United States	1	10402592076	PSTN	2000056322
			20001054	Completed	United Kingdom	44	44227.3653815	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 an 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

C Costco Photo Ce 🚾 Puff Pastry Pear	• Brasserie Liberté 💿 Librar	ry adidas Online St	Dashboard - My	Oracle BI Int ×	+ ~	-	đ	×
	ccount.globalservices.bl.com/appz	Sea	rch All •		Advanced	V= V~ Help ▼ Si	gn Out	
Inbound Contact	Home	e Catalog Favorites ▼ [Dashboards ▼ New ▼	Open ▼ Sign	ned in As AMAN	DA.ALLEN@B	т.сом	• 0
Comprehensive Summary Daily	Access Number Date Please Select;44207581 ▼ Betw 442073653807 To Gl 442073653814 23 442073653815 Minut 442073653816 59 3earch Search	o Id 101054 Apply Reset • reen 11/12/2019 11/22/201 MT Hours • • • • • • • • • • • • •	9 to Apply Reset	T				~

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

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.
Access Number	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).
	The access number is the number dialed by the caller. All caller access numbers are linked to an Application Id.
	Note: The user must select the Corp ID and hit Apply before they can select the Access number.
Date	Select the date or date range to be retrieved.
Between	The 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	Select the time (in GMT) to be retrieved. Then click on Apply.
Between	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.

\rightarrow	Ü	ŵ	A https:/	//app.sso.my	/account	.globalservices.b	t.com/app	229/Myanalyt	ics/saw.dll?Dashl	ooard&l	PortalPath=	%2fshare	d%2finbound%20	contact 🛄 🎵	¥	5∕≡	h le	Ż
RA		Busine	ss Intelliger	nce						Searc	h All		•	Q Adv	anced	Help 🔻	Sign C	Jut
ound	Conta	ct					Hon	ne Catalog	Favorites v	Da	ishboards 🔻	New	/ ▼ Open ▼	Signed In As	AMAN	DA.ALLE	EN@BT.CO	01
																	1	¢
								Refresh	- Print - Export									
omp	renens	sive Sum	mary Dai	ly														
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-	0	20001054	Completed	United Kingdom	44	442073653815	PSTN	2000065976	442073653815	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	10	2.68	
2019	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	
	R	20001054	Completed	United	44	1/12073653815	DOTN	2000065076	112073653815	Ded	Hong	850	342/0015 00005	3/2001500005	00005	10	2 68	I

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 -							
		Includes Call Abandoned,Call not Delivered- Busy: Call not Delivered – RTNR (Ring Tone							
	Not Answered	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 as Appendix A for a	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 ac	cess 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	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										
Network Address	Network ad	dress where call enters BT network.									
	This is typic It may be di	ally the called party number received by the BT netwo splayed in various formats.	rk.								
Term Type	Termination	Туре									
	 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 Te no Term Ty	erm Country is function of the Term Type, when there i pe displayed, there is no Term Country displayed eithe	is er								
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	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.
	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
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

RACLE ^{Business Intelligence}	Searc	h All Advanced	Help Sign Out
oound Contact	Home Catalog Favorites 🔻 Da	shboards ▼ New ▼ Open ▼ Signed In As AMANI	DA.ALLEN@BT.COM 🔻
Comprehensive Summary Monthly	Corp Id Corp Id 20001054 Apply Reset ▼ Access Number Date Please Select;44207581. Between 11/14/2019 442073653806 11/22/2019 442073653807 142073653808 442073653808 23 442073653809 Minutes 59 59	f	

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

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.
Access Number	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).
	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.
	Note: The user must select the Corp ID and hit Go before they can select the Access number.
Date	Select the date to be retrieved.

Between	The 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	Select the time (in GMT) to be retrieved.
Between	The hour of the beginning and end of the call.

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.

\rightarrow 0	ώ	A	https://app	.sso.myacc	ount.glo	balservices.bt.cc	m/app229	9/Myanalytics/	/saw.dll?Dashboa	ard&Po	rtalPath=%	2fshared	d%2finbound%20@	contact 🛄 🖌	ž	r∕≡	h E	Ş
RACL	_ €`⊧	Business In	telligence							Search	All		•	Q Adv	anced	Help 🔻	Sign O	ut
ound Con	tact						Home	Catalog	Favorites v	Dash	boards 🔻	New	▼ Open ▼	Signed In As	AMAN	DA.ALL	EN@BT.CC	2NC
																	ž	1
omprehe	nsive	Summar	ry Monthly	/														
Month	Date	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	
NOVEMBER	14- Nov- 2019	20001054	Completed	United Kingdom	44	442073653815	PSTN	2000065976	442073653815	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	244	74.67	
NOVEMBER	14- Nov- 2019	20001054	Not Answered	United Kingdom	44	442073653815	PSTN	2000065976	442073653815	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	10	0.00	
NOVEMBER	15- Nov- 2019	20001054	Completed	United Kingdom	44	442073653815	PSTN	2000065976	442073653815	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	239	66.10	
NOVEMBER	16- Nov- 2019	20001054	Completed	United Kingdom	44	442073653815	PSTN	2000065976	442073653815	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	239	64.13	
NOVEMBER	17- Nov- 2019	20001054	Completed	United Kingdom	44	442073653815	PSTN	2000065976	442073653815	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	240	64.28	
NOVEMBER	18- Nov- 2019	20001054	Completed	United Kingdom	44	442073653815	PSTN	2000065976	442073653815	Ded	Hong Kong	852	342/0015_00095	342001500095	00095	239	63.92	
NOVEMBER	19-	20001054	Completed	United	44	442073653815	PSTN	2000065976	442073653815	Ded	Hong	852	342/0015_00095	342001500095	00095	242	64.88	

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						
	Complete Call Delivered -						
		Includes Call Abandoned,Call not Delivered- Busy: Call not Delivered – RTNR (Ring Tone					
	Not Answered	No Reply); Call not Delivered - Congestion					
	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	Call status on release (answered, busy, abandoned, etc.)					
	DomTF	Domestic Tollfree				
	ITFS	International Tollfree				
	UIFN	Universal International Freephone Number				
	PSTN	PSTN Public Switched Telephone Network/Caller Pays				
	SC	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 Network Address	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.
	This is typically the called party number received by the BT network. It may be displayed in various formats.
Term Type	 Termination Type 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	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.
Calls	Number of calls during the specified time period.

The amount of time in minutes of the call during the specified time
period. (Format: XXXX.XX)

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

🖥 🖅 Costco Photo Ce 🔤 Puff Pastry Pear	• Brasserie Liberté	Library adidas Online St 💿 Dashboard - My 🗖 Oracle BI Int X + V - 🗇 >
← → Č ŵ A https://app.sso.m	yaccount.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
Corporate Summary Daily		· · · · · · · · · · · · · · · · · · ·
	Corp Id 20001054	Date Between 11/14/2019
	From GMT Hours	23 V
	Minutes 0 ▼	59 ▼ Apply Reset ▼
Corporate Summary Daily Graph		
Q		Released Not Answered Completed

• 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
	provisioning and reporting system. It appears on every customer
	record and every call record.
Date	Select the date to be retrieved.
Between	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	Select the time (in GMT) to be retrieved.
Between	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.

-] 🥑 Costco Photo Ce	ws Puff Pastry Pear	• Brasserie Liberté	🗊 Library		adidas Onlir	ne Sł	📧 Dashb	oard - My] Oracle BI In	nt ×	+ ~		_	٥	×
\leftarrow	ightarrow O $ ightarrow$	A https://app.sso.my	account.globalservices.bt.co	om/app229/	Myanalytics	/saw.dll?Dashbo	oard&P	ortalPath=	%2fshared%2fi	nbound%20co	ntact 🚺] ☆	Z∕≡	h	Ŕ	
		ess Intelligence					Searc	h All	•		٩	Advanced	Help 🔻	Sign	Out	
Inbo	und Contact			Home	Catalog	Favorites v	Da	shboards 🔻	New •	Open v	Signed	In As AMAI	NDA.ALL	EN@BT.	сом	•
															ф	0
C	orporate Summary	Daily														^
			Date	Hours	Corp Id	Call Result	Calls	Minutes								
			14-Nov-2	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							11	
				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								
				•	20004054	Completed	040	104.00								~

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

🖶 🖅 C Costco Photo Ce 🚾 Puff Pastry Pear 🕐 Brasserie	Liberté 📧 Library adidas C	online Sł 📧 Dashboard - My 🗄	\exists Oracle BI Int $ imes$ + $ imes$	- 0 ×
\leftarrow \rightarrow \circlearrowright $ເacher label{eq:labeledge}$ $eqref{eq:labeledge}$ $eqref{eqref}$	services.bt.com/app229/Myanalytics/saw.dll?Da	shboard&PortalPath=%2fshared%2fi	nbound%20contact 🛄 🕁	☆ & ☞ …
		Search All 👻	Q Advanced	Help Sign Out
Inbound Contact	Home Catalog Favorites	▼ Dashboards ▼ New ▼	Open ▼ Signed In As AMAN	IDA.ALLEN@BT.COM ▼
✓ Corporate Summary Monthly				
Return To Corporate Summary Return To Welcome Page	Corp Id 20001054	Apply Reset V		

• Select the Corp ID, and Dates 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	Select the date to be retrieved.			
Between	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.			

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.

-	Costco Photo Ce	ws Puff Pastry Pear	• Brasserie Liberté 📧	Library		adidas Online	Sł 🗊	Dashboard	d - My 🗖	Oracle BI Int	×	+ ~		-	٥	×
<u> </u>) Č 🖒	A https://app.sso.my	account.globalservices.bt.cor	n /app229/My	analytics/sa	w.dll?Dashboar	d&Porta	lPath=%2fs	hared%2finl	oound%20con	ntact [☆	z∕≡	h	Ŀ	
OR		ss Intelligence				S	earch A	di	•		٩	Advanced	Help 1	 Sig 	in Out	
Inbou	nd Contact			Home C	atalog	Favorites 🔻	Dashbo	ards 🔻	New v	Open 🔻	Signed	In As AMA	NDA.ALL	.EN@BT	г.сом	•
															ф	0
Coi	porate Summary	Monthly														^
			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					
		Includes Call Abandoned, Call not Delivered-				
		Busy; Call not Delivered – RTNR (Ring Tone				
	Not Answered No Reply); Call not Delivered - Congestion					
	Call Released by Network Call queue; Call					
	Released with Notification; Call Released					
		without Notification; Call Limiter Blocked; Call				
	Released	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)

ightarrow $ ightarrow$ $ ightarrow$ https://app.sso.myacc	count.globalservices.bt.com/app229/Myanalytics/saw.dll?Dashboard&PortalPath=%2fs	hared%2finbound%20contact 🛄 🛧 🖆 🗠 🖆 …
	Search All	▼ Q Advanced Help ▼ Sign Out
ibound Contact	Home Catalog Favorites 🔻 Dashboards 🔻	New ▼ Open ▼ Signed In As AMANDA.ALLEN@BT.COM ▼
Access Number Summary Daily	Corp Id 20001054 Apply Rset * Please Select;44207365 Between 11/15/2019 11/22/2019 ✓ 442073653809 To GMT Hours 23 ▼	

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.
Access Number	 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). 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. Note: The user must select the Corp ID and hit Go before they can select the Access number.
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	Select the time (in GMT) to be retrieved.
Between	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 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.

	Image: Design of the system		Search All 🔻						Q	Advanced	Help 🔻	Sign Ou	t		
und Contact				H	Home Ca	atalog Favorites	s 🔻 🛛 Dashb	oards 🔻	New 🔻	Open 🔻	Signe	d In As AMAN	NDA.ALLE	N@BT.COI	м
														Q	
ccess Number Summ	nary Daily														
	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				
		12	20001054	United Kingdom	44	442073653815	PSTN	2000065976	Completed	10	3.42				
		15	20001034	onited rangdoni		112010000010									

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. 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 Ide Ids are a grou numbers. All . They are ass reporting appli applications a	entifier. (corresponds to the dialed number). Applications ping of one or more BT Inbound Contact global access access numbers must be linked to a 10 digit application Id. signed from within the Logical Provisioning System. For ications, Application Ids provide a way to break out specific nd view how well they're performing.
Call Result	Call status or	n release
	Complete	Call Delivered -
	Not Answer	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 ca	alls during the specified time period.
Minutes	The amount period. (Forn	of time in minutes of the call during the specified time nat: 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)

← C Costco Photo Ce S Puff Pastry Pear → ひ ☆ A https://app.sso.mya	• Brasserie Liberté	adidas Online Sł //Myanalytics/saw.dll?Dashboard&F	Dashboard - My TortalPath=%2fshared%2fi	∃ Oracle BI Int × + ∨	- 0 \$= \$_ \$	×
		Searc	n All 🗸	Q Advance	ed Help ▼ Sign Out	
nbound Contact	Home	Catalog Favorites v Da	shboards ▼ New ▼	Open ▼ Signed In As AN	IANDA.ALLEN@BT.COM	•
Return To Access Number Summary	Corp Id 20001 Access Number Please Select ↓ 442073653808 ↓ 442073653814 ↓ 442073653815 ↓ 442073653816 ↓ 442073653816 ↓ 442073653816 ↓ 442073653816 ↓ 442073653810	d 1054 Apply Reset 11/15/2019 11/122/2019 Hours Data Not Found Refresh Data Not Found Refresh	Apply Reset	•		

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.
Access Number	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).
	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.
Date	Select the date to be retrieved.
Between	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.



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.

	siness Intelligence						Search All		•		Q	Advanced	Help	Sign	Ou
	Ū.													Ū	
und Contact				Hon	ne Catalo	og Favorites v	Dashboar	rds ▼ Nev	w ▼ Ope	en 🔻	Signed I	n As AMA	NDA.ALL	EN@BT.C	:01
															ġ
					Refrest	- Print - Export									
cess Number S	ummary Monthi	v													
	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				
										1,737	467.50				
	Total														

Output Field- table	Description	1			
Month	The recorde	ed 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 co	untry associated with originating country code.			
Orig Code	Country coc Appendix A	le associated with the dialed access number (see 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 acc	cess 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
App ID	Application Applications global acce 10 digit app Provisioning provide a w they're perfe	Identifier. (corresponds to the dialed number). s Ids are a grouping of one or more BT Inbound Contact ss numbers. All access numbers must be linked to a plication Id They are assigned from within the Logical g System. For reporting applications, Application Ids ray to break out specific applications and view how well orming.
Call Result	Call status	on release
	Complete	Call Delivered -
	Not Answe	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 o	calls during the specified time period.
Minutes	The amoun period. (For	t of time in minutes of the call during the specified time mat: 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.

🖶 🔄 🧲 Costco Photo Ce 🛛 🐨 Puff Pastry Pear	• Brasserie Liberté 📧 Li	ibrary adidas Online S	Dashboard - My	\Box Oracle BI Int $ imes$ +	~ -	ð X
\leftarrow \rightarrow \circlearrowright $\textcircled{app.sso.mya}$	ccount.globalservices.bt.com/a	app229/Myanalytics/saw.dll?Dashboard	&PortalPath=%2fshared%2	finbound%20contact 🛄 🕁	τ ∽ μ	r
		Se	arch All 🔻	Q Adva	anced Help 🔻 Sign	out 🚥
Inbound Contact	н	Home Catalog Favorites 🔻	Dashboards ▼ New ▼	Open ▼ Signed In As	AMANDA.ALLEN@BT.	сом - ф Ø
For optimum display of Destination graphs, selection an explanation point, there are too many data po the Data Table below.	ct a single access number or a ints for proper display, howeve	I limited time period for multiple access er the graph may still be downloaded in Corp Id 20001054 Apply Reset V	numbers, the graph may n to a spreadsheet program t	ot display properly. If the graph for viewing and all of the data v	h area is displayed with will still be included in	
A	Access Number D	Date				

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.
Access Number	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).
	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.
	Note: The user must select the Corp ID and hit Go before they can select the Access number.
Date	Select the date to be retrieved.

Between	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	Select the time (in GMT) to be retrieved.
Between	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 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.

\rightarrow U \cdot	♠ https://	app.sso.	myaccount	globalservice	es.bt.com/app22	29/Myanalyti	cs/saw.dll?Dashbc	ard&PortalPath	=%2fshared%	2finbound%	20conta	ict 🛄	☆	t≡ L	, Ē	
RACLE	Business Intelligend	e						Search All		•		Q Ad	vanced	Help 🔻	Sign Out	t
ound Contact	t				Home	Catalog	Favorites v	Dashboards	▼ New ▼	Open •		igned In A	S AMAND	A.ALLEN(@BT.CON	м •
															ф	÷ (
Destination Su	ummarv Dailv															1
	,,															
	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 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 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, dial plans and terminating features. All service locations, will have user-friendly names or 'labels" that are registered in order entry.					
Destination	Terminating num	ber (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	Call status on rel	ease				
	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 i	n the specified time period.				
Minutes	The amount of tir period. (Format:	me in minutes of the call during the specified time 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.

→ Č ŵ Attps://app	p.sso.myaccount.globalservices.bt.co	m/app229/myanaiytics/saw.dll?Dashboard&PortaiPath=%2fshared%2finbound%20contact	Ŕ	>
		Search All	gn Ou	ut
ound Contact		Home Catalog Favorites V Dashboards V New V Open V Signed in As AMANDA.ALLEN@BT	T.COI	м
			¢	ž
stination Summary Monthly				
For optimum display of Destination gra	anhe, coloct a single accoss number.	or a limited time period for multiple access numbers, the graph may not display property. If the graph area is displayed with	th	
For optimum display of Destination gra	aphs, 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	th	
an explanation point, there are too man	ny data points for proper display, how	wever 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.				
		Com Id		
		Corp Id		
		Corp Id 20001054 Apply Reset •		
		Corp Id 20001054 Apply Reset		
	Access Number	Corp Id 20001054 Apply Reset Date		
	Access Number	Corp Id 20001054 • Apply Reset • Date Between 11/14/2019. • 11/22/2019.		
	Access Number Please Select;44207365 ▼	Corp Id 20001054 Apply Reset Date Between 11/14/2019 - 11/22/2019		
	Access Number Please Select;44207365 ▼ ☑ 442073653815 ^	Corp Id 20001054 • Apply Reset • Date Between 11/14/2019 • 11/22/2019		
	Access Number Please Select;44207365 ▼ ✓ 442073653815 ↓ 442073653816	Corp Id 20001054 • Apply Reset • Date Between 11/14/2019 • 11/22/2019 To GMT Hours 23		
	Access Number Please Select;44207365 ▼ ✓ 442073653815 ↓ 442073653816 ↓ 442073653840	Corp Id 20001054 • Apply Reset • Date Between 11/14/2019 • • 11/22/2019 • • To GMT Hours 23 •		
	Access Number Please Select;44207365 ↓ 2 442073653815 442073653816 442073653840	Corp Id 20001054 • Apply Reset • Date Between 11/14/2019 • 11/22/2019 • To GMT Hours 23 • Minutes		
	Access Number Please Select;44207365 ▼ ✓ 442073653815 ↑ ↓ 442073653816 ↓ ↓ 442073653840 ↓ ↓ 442073653841 ↓	Corp Id 20001054 • Apply Reset • Date Between 11/14/2019 • 11/22/2019 • To GMT Hours 23 • Minutes 50 • Apply Reset •		
	Access Number Please Select;44207365 ▼ ✓ 442073653815 ↓ 442073653816 ↓ 442073653840 ↓ 442073653841 ↓ 442073653842	Corp Id		
	Access Number Please Select;44207365 ▼	Corp Id 20001054 • Apply Reset • Date Between 11/14/2019 • 11/22/2019 • To GMT Hours 23 • Minutes 59 •		
	Access Number Please Select;44207365 ✓ 442073653815 ↓ 442073653816 ↓ 442073653840 ↓ 442073653841 ↓ 442073653842 ↓ 442073653843	Corp Id 20001054 • Apply Reset • Date Between 11/14/2019 • 11/22/2019 • To GMT Hours 23 • Minutes 59 • Data Not Found		

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.
Access Number	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).
	The number dialed by the caller. All caller access numbers are linked to an Application Id.
	Note: The user must select the Corp ID and hit Go before they can select the Access number.
Date	Select the date to be retrieved.
Between	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.



3 hr 06 min (77%) remaining I

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.

YACLE	Business Intelli	gence					S	Search All	•		Q	Advance	ed Help 🖷	Sign C
und Contac	t				Home	Catalog	Favorites v	Dashboards 🔻	New v	Open 🔻	Signe	ed In As AN	ANDA.ALL	EN@BT.C
														+
estination S	ummary Month	hly												
	-	-												
	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		
											4 004	540.47		

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

Corn 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
	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
	registered to a specific customer Corp Id.
	The Convice leastion is used in legical 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.
Destination	Terminating number (phone number or Switch/Trunk/DNIS digits)
DNIS Digits	Dialled Number Identification Service. DNIS is only used by
	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 rel	ease
	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 of	during the specified time period.
Minutes	The amount of tir period. (Format:	me in minutes of the call during the specified time 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)

RACLE Business Intelligence			Search A	II -		Q Advanced	Help v	Sign Out
ound Contact come Page Comprehensive Summary Corporate Su	ummary Access Number :	Home Catalog F Summary Destination Sumr	avorites Dashboa mary Call Detail Report	ards New rt CCS Post Inform	Open ▼ nation Message	Signed In As AMAN	NDA.ALLE	N@BT.CON
Call Details Report								
	Access Number Please Select 442073653807 442073653808 442073653809 442073653814 442073653814	From Date	To Date	Apply Reset	•			

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

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.							
Access Number	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).							
	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.							
	Note: The user must select the Corp ID and hit Go before they can select the Access number.							
Date	Select the date(s) to be retrieved. The date range cannot exceed 2 consecutive days.							

	The recorded date 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	Select the time (in GMT) to be retrieved.						
Between	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.						

RAC	LE [®] Bus	siness Inte	lligend	e						Sea	rch All		•	٩	Advan	ced	Help 🔻	Sign Out
und Co	ontact						Home	Catalog F	avorites •		ashboa	irds 🔻	New v Ope	n 🔹 Signed	In As 🖌	AMAND	A.ALLEN@	@BT.CON
come Page	e Compreh	ensive Sum	mary	Corporate	Summary	Access Numb	er Summary	Destination Sum	mary Ca	II Detai	l Repor	t CCS F	ost Information Me	ssage				ф
			,															
all Deta	ail Report																	
		0-11														0	0-11	0-11
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	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
0001054	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
0001054	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
0001054	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
0001054	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	44	United Kingdom	PSTN	442073653815	2000065976	442073653815	44	Ded	852	Hong Kong	342/0015_00095	342001500095	00095	20- Nov-	00:16:33	00:16:36

	\rightarrow	0	ហេ	https://a	app.sso.myaccou	int.globa	alservio	es.bt.com	/app229/N	/lyanalytics/s	aw.dll?Dasl	nboard&P	ortaiPath	=%2fshared	1%2†inbou	nd%20cont	act 🛄 .	ম	
	NR/		E Bus	iness Intelligenc	e							Search	All		•		Q Ad	vanced H	lelp 🔻 Sign (
k	ound	l Con	tact						Home	Catalog	Favorites	 Das 	hboards	 New 	• 0	pen 🔻	Signed In A	s AMAND	A.ALLEN@BT.C
	/elcome	Page	Comprehe	ensive Summary	Corporate Summ	nary Ad	ccess N	umber Sur	nmary D	estination Sur	nmary Ca	all Detail R	eport	CCS Post Inf	ormation N	lessage			
r	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	Ν	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	Ν	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	Ν	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	Ν	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	Ν	N	no	N		033	0	342001500095
	Ded	852	Hong	342/0015 00095	342001500095	00095	20-	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 rel	ease
	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 RIs	Call Released by Network Call Queue
	Rls w Annc	Call Released with Notification
	RIs wo Anno	c Call Released without Notification
	Call Lim Blkd	Call Limiter Enabled
	Unknown	Call Status Unknown
Orig Code	Country code Appendix A fo	associated with the dialed access number (see or a complete list of country codes.
Orig Country	Country code	associated with the dialed access number.
Access Type	Inbound acce	ess type.
	DomTF [Domestic Tollfree
	ITFS I	nternational Tollfree
	UIFN L	Jniversal International Freephone Number
	PSTN F	Public Switched Telephone Network/Caller Pays
	SC S	Shared Cost
	NCR 1	National Call Rate
	IVRP/	
		Direct I olifree
	PRS F	Premium Rate Service
	TIVRP 1	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.
Арр 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 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: 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)

RA		E [•] Bu	siness Intelligenc	e							Sea	arch All		•		C Advanced	Help 🔻 Sign Ou
ound	Cont	tact	nensive Summary	Corporate Summa	iry Ad	ccess N	lumber Sur	Home	Catalog	Favorites	ll Deta	Dashboard: il Report	CCS Pos	lew ▼ Op	en ▼ Sig	ned in As AMANE	A.ALLEN@BT.CO
Ded	852	Hong Kong	342/0015_00095	342001500095	00095	20- Nov- 2019	00:58:31	00:58:34	00:58:50	0.269	N	N	no	N	03	3 0	342001500095
Ded	852	Hong Kong	342/0015_00095	342001500095	00095	19- Nov- 2019	01:01:19	01:01:21	01:01:37	0.268	N	N	no	N	03	3 0	342001500095
Ded	852	Hong Kong	342/0015_00095	342001500095	00095	20- Nov- 2019	01:04:32	01:04:34	01:04:51	0.269	N	Ν	no	N	03	3 0	342001500095
Ded	852	Hong Kong	342/0015_00095	342001500095 PDF	00095	19- Nov- 2019	01:07:20	01:07:22	01:07:38	0.267	N	N	no	Ν	03	3 0	342001500095
Ded	852	Hong Kong	342/0015_000	Excel 2007+	95	20- Nov- 2019	01:10:30	01:10:33	01:10:49	0.267	N	N	no	Ν	03	3 0	342001500095
Ded	852	Hong Kong	342/0015_000	Web Archive (.ml	95 nt)	19- Nov- 2019	01:13:19	01:13:22	01:13:38	0.267	Ν	Ν	no	N	03	3 0	342001500095
			Refresh - P int - Exp	port - Add to Briefi	ng Bool	k											

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



• Select the Export Format at the bottom of the screen.

,	AutoSave 💽 Off	5-0							Call Detail Rep	ort (1).xls	x - Ex	cel				Allen,AK,	Amanda,JTS R			o ;	
F	ile Home In	sert P	age Layou	ıt	Formulas	Dat	ta Review	View	Help 🔎 T	ell me w	/hat yo	ou wan	t to do					ය් Sha	re 🖓	Comment	s
Pa	Calibri aste •	U +	 10 10 	А^ А - <u>А</u>		≡ ≡ ∛ ≣ ≡ ≣ Alignm	Syr ab control con	General \$ - %	• .00 .00 ber ⊑	Condit Format	tional ting +	Format Table Styles	t as Ce • Style	Cells		A Sort & Fi Filter * Se Editing	ind & Sha elect • F	re This W ile ₹ Webex) ebex		^
A1	v :	×	fx	Call D	etail Rep	ort															^
	A	В	С	D	E	F	G	н	1	J	К	L	М	N	0	Р	Q	R	S	Т	
1 2	Call Detail Report]_
3	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	
4	20001054	Completed	Comp Call Delivered	4	4 United Kingdom	PSTN	442073653815	2000065976	442073653815	44	Ded	853	2 Hong Kong	342/0015_00095	342001500095	00095	19-Nov-2019	00:01:19	00:01:22	00:01:38	
5	20001054	Completed	Comp Call Delivered	4	4 United Kingdom	PSTN	442073653815	2000065976	442073653815	44	Ded	853	2 Hong Kong	342/0015_00095	342001500095	00095	20-Nov-2019	00:04:34	00:04:36	00:04:52	
6	20001054	Completed	Comp Call	4	4 United Kingdom	PSTN	442073653815	2000065976	442073653815	44	Ded	853	2 Hong Kong	342/0015_00095	342001500095	00095	19-Nov-2019	00:07:18	00:07:21	00:07:37	-
7	20001054	Completed	Comp Call	4	4 United Kingdom	PSTN	442073653815	2000065976	442073653815	44	Ded	85	2 Hong Kong	342/0015_00095	342001500095	00095	20-Nov-2019	00:10:34	00:10:37	00:10:54	-
8	20001054	Completed	Comp Call	4	4 United	PSTN	442073653815	2000065976	442073653815	44	Ded	85	2 Hong	342/0015_00095	342001500095	00095	19-Nov-2019	00:13:18	00:13:22	00:13:38	-
9	20001054	Completed	Comp Call	4	4 United	PSTN	442073653815	2000065976	442073653815	44	Ded	85	2 Hong	342/0015_00095	342001500095	00095	20-Nov-2019	00:16:33	00:16:36	00:16:52	-
10	20001054	Completed	Comp Call	4	4 United	PSTN	442073653815	2000065976	442073653815	44	Ded	85	2 Hong	342/0015_00095	342001500095	00095	19-Nov-2019	00:19:19	00:19:21	00:19:38	-
11	20001054	Completed	Comp Call	4	4 United	PSTN	442073653815	2000065976	442073653815		Ded	85	2 Hong	342/0015_00095	342001500095	00095	20-Nov-2019	00:22:34	00:22:37	00:22:54	-
12	20001054	Completed	Comp Call	4	4 United	PSTN	442073653815	2000065976	442073653815		Ded	853	Kong 2 Hong	342/0015_00095	342001500095	00095	19-Nov-2019	00:25:20	00:25:23	00:25:39	-
12	20001054	Completed	Comp Call	4	4 United	PSTN	442073653815	2000065976	442073653815	44	Ded	853	2 Hong	342/0015_00095	342001500095	00095	20-Nov-2019	00:28:34	00:28:36	00:28:52	-
15	20001054	Completed	Comp Call	4	4 United	PSTN	442073653815	2000065976	442073653815	44	Ded	85	Kong 2 Hong	342/0015 00095	342001500095	00095	19-Nov-2019	00:31:19	00:31:22	00:31:38	•
	> Sheet1	+											1			1				•	F
																		─		+ 1	00%

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.

Welcome Page Comprehensive Summary	Corporate Summary	Access Number Summary	Destination Summary	Call Detail Report
Destination Summary Reports				
Destination Summary - Daily				
Destination Summary - Monthly				
Return To Welcome Page				
¢ E.				

Step 2:

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

Corp Id Go		
Access Number		
Date - DD/MM/YYYY	_	
Between 12/21/2009 12 📰 and 12/21/2009 1	2 🔢	
Hours GMT Between and	~	Go

Destination Summary Daily

Date	Hours	Corp Id	Term Type	Term Country	Term Code	Svc Loc Id	Destination	DNIS Digits	Call Result	Calls	Minutes
03/09/2009	10:00	20000281	Ded	United Kingdom	44	UK ON NET A 1180056	11800567111236	7111236	Comp	3	1.4
Total										3	1.4
		20000281	Ded	Australia	61	AUSTRALIA ON NET A 1090083	10900832881234	2881234	Comp	14	29.1
Date F 03/09/2009 1 Total 1 13/10/2009 1 14/10/2009 1 14/10/2009 1 15/10/2009 0	10:00	20000281	Ded			UK ON NET L 1410116	14101161212345	1212345	Ntwk Cong	2	0.0
		20000281	Swi	Vatican City	379	VATICAN CITY 37912551234	37912551234		Comp	4	9.0
		20000281	Ded	Australia	61	AUSTRALIA ON NET A 1090083	10900832881234	2881234	Comp	17	35.3
		20000281	Ded	United Kingdom	44	UK ON NET D 1119996	11199967771234	7771234	Comp	3	7.10
	44.00	20000281	Ded	United Kingdom	44	UK_D_simple_overflow	11199967771234	7771234	Comp	7	15.2
10/10/2000	11:00	20000281	Ded			UK ON NET L 1410116	14101161212345	1212345	Comp	6	11.8
13/10/2009		20000281	Ded			UK ON NET L 1410116	14101161212345	1212345	Ntwk Cong	26	0.0
Date H 03/09/2009 1 Total 1 13/10/2009 1 13/10/2009 1 14/10/2009 0 Total 1 15/10/2009 0		20000281	Swi	Vatican City	379	VATICAN CITY 37912551234	37912551234		Comp	1	2.2
		20000281	Ded	Australia	61	AUSTRALIA ON NET A 1090083	10900832881234	2881234	Comp	11	22.1
10/10/2009 1 Total 1 13/10/2009 1 14/10/2009 0 Total 1 14/10/2009 0		20000281	Ded	United Kingdom	44	UK ON NET D 1119996	11199967771234	7771234	Comp	5	10.4
	12:00	20000281	Ded	United Kingdom	44	UK_D_simple_overflow	11199967771234	7771234	Comp	3	6.4
		20000281	Ded			UK ON NET L 1410116	14101161212345	1212345	Ntwk Cong	28	0.0
		20000281	Swi	Vatican City	379	VATICAN CITY 37912551234	37912551234		Comp	3	5.9
Total										130	155.1
		20000281	Ded	Australia	61	AUSTRALIA ON NET A 1090083	10900832881234	2881234	Comp	59	126.6
Date 03/09/2009 Total 13/10/2009 Total 14/10/2009 Total 15/10/2009		20000281	Ded	United Kingdom	44	UK ON NET A 1180056	11800567111236	7111236	Comp	13	26.6
		20000281	Ded	United Kingdom	44	UK ON NET D 1119996	11199967771234	7771234	Comp	15	31.0
	00.00	20000281	Ded	United Kingdom	44	UK ON NET H 7885915	78859158881234	8881234	Comp	17	35.2
14/10/2009	08:00	20000281	Ded	United Kingdom	44	UK ON NET M 1110053	11100537141237	7141237	Comp	13	28.7
		20000281	Ded	United Kingdom	44	UK_D_simple_overflow	11199967771234	7771234	Comp	15	31.1
Date D3/09/2009 O3/09/2009 Total 13/10/2009 Total 14/10/2009 Total 15/10/2009		20000281	Ded			UK ON NET L 1410116	14101161212345	1212345	Comp	12	26.9
		20000281	Swi	Vatican City	379	VATICAN CITY 37912551234	37912551234		Comp	30	64.69
Total										174	371.13
15/10/2000		20000281	Ded	United Kingdom	44	UK_D_simple_overflow	11199967771234	7771234	Comp	1	0.0
15/10/2009	06:00	20000281	Ded	United States	1	USA NEW YORK C 1060203	10602037111234	7111234	Comp	1	0.9

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	3/9	VATICAN	CITX 379125512	34	3791255123	4					
United Kingdom	44	44 UK_D_simple_overflow									
United States	1	USA NEV	/ YORK C 106020	3	1060203711	1234	7				
		UK ON NE	ET L 1410116		1410116121	2345	1				
(I Records 1 - 25											
	1	Refresh -	Download								
			Download to E								
			Download to E	000		_					
			Download Data	а							
			Download Web	o Page	e (MHTML)						
Step 4:

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

×	Microsoft Excel - Destination Summary.xls															
: 2) File	Ed	dit View	Insert	Format	Tools Da	ata Window H	Help								
	1			A tak	IV Pa	e .	<u>.</u>			- UpDrat (101 10	0% - ++			Convitu 1	🗪 🛛 🔛	
				<u> </u>	0.0	13 * 80		* B.e. B.	Y= T		• • •		· •	Security 9	≝ <u>~</u> ™	
: Ari	ial Nar	row	-	10 -	BI	<u>u</u> 🗛 -		a- % ,	.00 4 .0	= 🚛 🖽 - 🦄	• 🗛 • 🖾	l 🖕 : 🛄	21 2	1 🛛 🍄 🏹	100	💆 🖳 (
	A1		•	fx	Date											
			Α	B	C	D	E	F_	G	н	<u> </u>	J	K	L_	М	N
-	Ha	1	Date 💌	Hol 💌	Corp Id 💌	Term Ty 💌	Term Country	Term Co 💌	Svc Loc Id 🔄	Destination	DNIS Dig 🔻	Call Res 🔻)C{-	Minutes 💽		
	ab	2	9/3/2009	10:00	20000281	Ded	United Kingdom	44	F0111223	11800567111236	7111236	Comp	3	1.4673		
ą.	xvz	3	10/13/2009	10:00	20000281	Ded	Australia	61	F0111222	10900832881234	2881234	Comp	14	29.1798		
E.		4	10/13/2009	10:00	20000281	Ded			F0111226	14101161212345	1212345	Ntwk Cong	2	0		
~		5	10/13/2009	10:00	20000281	Swi	Vatican City	379	F0111231	37912551234	•	Comp	4	9.0391		
abl		6	10/13/2009	11:00	20000281	Ded	Australia	61	F0111222	10900832881234	2881234	Comp	17	35.39226667		
		<u>+</u>	10/13/2009	11:00	20000281	Ded	United Kingdom	44	F0111224	111999077774024	7774004	Comp	3	7.103		
0	•	8	10/13/2009	11:00	20000281	Ded	United Kingdom	44	F0111224	1119990///1234	4040245	Comp		15.20291007		
0		9	10/13/2009	11:00	20000281	Ded			F0111220	14101101212345	1212345	Comp	0	11.80903333		
		10	10/13/2009	11:00	20000281	Ded	Matana Ob.	270	F0111220	14101101212345	1212345	NWK Cong	20	0.05050007		
ġ		11	10/13/2009	11:00	20000281	SWI	Valican City	3/9	F0111231	3/912001234	0004004	Comp	1	2.209000007		
=		12	10/13/2009	12:00	20000281	Ded	Australia	01	F0111222	10900832881234	2881234	Comp	- 11	22.11490		
5		13	10/13/2009	12.00	20000281	Ded	United Kingdom	44	F0111224	11199907771234	7774004	Comp	0	10.48440		
-		14	10/13/2009	12:00	20000201	Ded	United Kingdom	44	F0111224	14101161010245	1010045	Nbuk Cong	20	0.470300007		
1	*	10	10/13/2009	12:00	20000201	Deu	Vationa City	270	F0111220	270125512240	1212340	Nuwk Cong	20	E 0225		
A		10	10/13/2009	0:00	20000201	Dod	Australia	019	F0111231	1000022001234	0001004	Comp	50	106 6547000		
	=	10	10/14/2009	0.00	20000201	Ded	Australia Lipited Kingdom	01	F0111222	11000667111026	2001234	Comp	12	120.0047333		
		10	10/14/2003	0.00	20000201	Ded	United Kingdom	44	E0111223	11100067771224	7771230	Comp	15	21.00026667		
×	1	20	10/14/2008	0.00	20000201	Ded	United Kingdom	44	E0111224	70050150001224	0001004	Comp	17	35.26611667		
	_	20	10/14/2008	0.00	20000201	Ded	United Kingdom	44	E0111220	111005271/1227	71/1007	Comp	12	20 72501667		
		22	10/14/2003	8:00	20000201	Ded	United Kingdom	44	E0111220	1110006777123/	7771234	Comp	15	31 1081		
	8	22	10/14/2003	8:00	20000201	Ded	onise rengeon		E0111224	14101161212345	1212345	Comp	12	26.80553333		
	D-	24	10/14/2000	8:00	20000201	Swi	Vatican City	370	E0111220	37012551234	1212040	Comp	30	64 6869		
		25	10/15/2000	8:00	20000201	Ded	United Kingdom	44	E0111224	11100067771234	7771234	Comp	1	0.037733333		
		26	10/15/2009	8:00	20000281	Ded	United States	1	E0111230	10602037111234	7111234	Comp	1	0.97385		
		27	10/15/2009	8:00	20000281	Ded	Critica Oldico		E0111226	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		
		24	40/45/0000	10:00	20000204	Dod	Linited Vinedom	4.4	E0111000	44000507444000	7111006	Come	1	4 005766667		

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.

*	Microsoft Excel - Destination Summary Daily[1].csv												
:8	Eile	Ec	lit <u>V</u> iew	<u>I</u> nsert	F <u>o</u> rmat	<u>T</u> ools	Dat	ta <u>W</u> indow <u>H</u>	<u>H</u> elp		_		
10) 💕			<u>)</u> 🗗	X 🗈	<u> </u>	Az↓	<u>S</u> ort			h L	InProt 🛄 100	% • 🛨 🕜
Ari	al Nar	row	•	10 -	BI	<u>u</u> A		<u>F</u> ilter				AutoEilter	
_	A1		•	fx	Date			Form				Show All	
			A	В	С	D		Su <u>b</u> totals				<u>A</u> dvanced Fil	ter
	Aa	1	Date	Hours	Corp Id	Term T		Validation					Destination
<u>e</u>	ab	2	9/3/2009	10:00	20000281	Ded					-11	30056	1.18006E+13
٦.	xvz	3	10/13/2009	10:00	20000281	Ded		Lable			N 1	VET A 1090083	1.09008E+13
<u> </u>		4	10/13/2009	10:00	20000281	Ded		Text to Column	IS		141	10116	1.41012E+13
✓	_	5	10/13/2009	10:00	20000281	Swi		Consolidate			13	7912551234	37912551234
abi		6	10/13/2009	11:00	20000281	Ded		consolidate			N 1	VET A 1090083	1.09008E+13
	¥	7	10/13/2009	11:00	20000281	Ded		<u>Group</u> and Out	line		11	19996	1.12E+13
	0	8	10/13/2009	11:00	20000281	Ded	87	PivotTable and	PivotChart R	eport	bve	rflow	1.12E+13
0		9	10/13/2009	11:00	20000281	Ded	<u></u>			(cportini	141	0116	1.41012E+13
		10	10/13/2009	11:00	20000281	Ded		Import Externa	l <u>D</u> ata		141	10116	1.41012E+13
	Ē	11	10/13/2009	11:00	20000281	Swi		L <u>i</u> st			13	7912551234	37912551234
		12	10/13/2009	12:00	20000281	Ded		YMI.			N N	VET A 1090083	1.09008E+13
F		13	10/13/2009	12:00	20000281	Ded					11	19996	1.12E+13
\$		14	10/13/2009	12:00	20000281	Ded	8	<u>R</u> efresh Data			bve	rfow	1.12E+13
	*	15	10/13/2009	12:00	20000281	Ded				UK ON NET	L 141	10116	1.41012E+13
*	-	16	10/12/2000	12:00	20000201	Quri		Vatican City	270	VATICAN O	TV 2	7010551004	27010551024

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.



Filer by Type: 20000281 Ded

D		E	
Term 1	[y💽	Term Country	T
Ded	Sort	Ascending	
Ded	Sort	Descending	
Ded	(AII)		
Ded	(Тор	10)	
Ded	(Cus	tom)	
Ded	Loite	ralia ed Kingdom	
Ded	Unite	ed States	
Ded	(Blar	nks)	
Ded	(Nor	Blanks)	

Filter by Termination Country:

	1	J	
D	NIS Dig 🔽	Call Res 🔻)c
	Sort Asce	ending	Γ
	Sort Desc	ending	
	(AID		
	(Top 10	.)	
	(Custom.)	
	Comp		F.

Filter by Call Outcome: 2887234 Comp

Step 6:

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

1		A	B	C	D	E	F	G	H	1 I	J	K	L
	1	Date 🔽)Hoi(▼	Corp Id 🔽)Term Ty 🔫] Term Country 🔽	Term Co 💌	Svc Loc Id 💌	Destination 🔽	DNIS Dig 💌	Call Res 🔻)C:(-	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	98.886
	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

Your spreadsheet should now look like this:

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:

=L $3/(60^{*}30)$ 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.

								М
ormat Ce	ells)	Utilisation
N						_	3	0.02
Number	Alignment	Font	Border	Patterns	Protection		7	0.02
Category:		Sam	ple				5	0.01
General	×	Utilis	sation				3	0.07
Number							3	0.01
Accountin		Decim	al places:	0	*		5	0.05
Date	'9							0.00
Time							,	0.00
Percentag	ge						-	0.00
Fraction		1						
Text							-	
Special								
Custom	~						_	
		_						
		enter de constant		100 l -l:l		Janual I		
Percentage	e formats mul	tiply the ce	li value by	100 and displ	ays the res	ult with		
a percent :	symbol.							
							T	
				UK		icei		
					1			

The report should now be complete and look like this:

ĺ		A	В	С	D	E	F	G	Н	1 I I	J	K	L	M	
	1	Date 💌	Hot	Corp Id 💌	Term Ty 💌] Term Country	Term Co 🔻)Svc Loc Id 💌	Destination 💽	DNIS Dig 💌	Call Res 💌	C: 🔻	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%	
ľ	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%	
ſ	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%	
I	50														

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":

		De	estination	n_Summary_Da	csv - Microsoft Excel	
Data	Review	View	Develop	er Add-Ins	Acrobat	0
Conn Prope Edit L	erties Links	AZA Sort	Filter	K Clear Reapply Advanced	Convert Text to Columns Wiz	zard - Step 1 of 3
onnection			one de l'inte	•	If this is correct, choose Next, or ch	at your data is Delimited.
					Original data type	
	F	G	;	Н	Choose the file type that best des	cribes your data: such as commas or tabs separate each field.
untry 💌	Term Co(💌	Svc Loc I	d 💌	Destination	Fixed width - Fields are a	ligned in columns with spaces between each field.
ingdom	44	771/815	6_6186	77181566		
ingdom	44	771/815	6_6188	77181566		
ingdom	44	771/815	6_6191	77181566		
ingdom	44	771/815	6_6185	77181566	Browiew of colocted data	
ingdom	44	771/815	6_6186	77181566		
ingdom	44	771/815	6_6186	77181566	1 Destination	
ingdom	44	771/815	6_6188	77181566	3 77181566186	
ingdom	44	771/815	6_6191	77181566	4 77181566191	
ingdom	44	771/815	6_6192	77181566	577181566185	
ingdom	44	771/815	6_6185	77181566		
ingdom	44	771/815	6_6186	77181566	, i i i i i i i i i i i i i i i i i i i	Cancel Cancel Next > Finish
ingdom	44	771/815	6_6186	77181566	L L	
ingdom	44	771/815	6_6188	77181566	6188 Completed	5 16.2
ingdom	44	771/815	6_6191	77181566	6191 Completed	3 6.1
ingdom	44	771/815	6_6185	77181566	6185 Completed	9 33.4
ingdom	44	771/815	6_6186	77181566	6186 Completed	19 44.0

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

Convert Text to Colum	ıns Wizar	d - Step 2 d	of 3		? 🔀
This screen lets you set field Lines with arrows signify a c	d widths (col column breał	lumn breaks). «.			
To CREATE a break line, To DELETE a break line, To MOVE a break line, d	, click at the double click ick and drag	desired positio on the line. ; it.	on.		
- Data preview 10	. 20		40	50	
Destination 77181566186 77181566188 77181566191					
77181566185			(De di		
		Cancel	< <u>B</u> ack	Next >	Einish

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.

Convert Text to Columns W	izard - Step 3 of 3
This screen lets you select each co Column data format O General O Text O Date: MDY Do not import column (skip)	lumn and set the Data Format. 'General' converts numeric values to numbers, date values to dates, and all remaining values to text. <u>A</u> dvanced
D <u>e</u> stination: \$H\$1	
Data preview <u>Seneral Skip Column</u> Destination 77181565186 77181565188 77181565185 C	
	Cancel < Back Next > Einish

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."

0	Destination_Summary_Daily[1].csv - Microsoft Excel															
C	Home	Inse	ert Page	E Layout F	ormulas Da	ta Review	View D	evelo	per Add-I	ns	Acrobat					
Fr Ac	om From cess Web	From I Text Get Exte	From Other Sources *	Existing Connections	Refresh All + Connec	onnections roperties dit Links tions	Sort Sort	lter & Filte	K Clear Reapply Advanced	Text Colur	to Remove nns Duplicates	Data Validation + Data Tools	onsol	idate	What-If Analysis *	roup Ur
	v) ~ (* ~ (¦a ⊫ •	🔁 =													
	H1		- (•	<i>f</i> ∗ De	stina											
	A	В	С	D	E	F	G		Н		1	J		К	L	M
1	Date 💌	Hou 💌	Corp Id 💌	Term Ty	Term Country	Term Co(*	Svc Loc Id	-	Destina	-	DNIS Dig	Call Result	- C	a 💌	Minutes 💌	
2	1/26/2012	8:00	21731165	Ded	United Kingdo	om 44	771/8156_6	5186	77	18156	6186	Completed		1	0.5	
3	1/26/2012	8:00	21731165	Ded	United Kingdo	om 44	771/8156_6	5188	77	18156	6188	Completed		1	0.4	
4	1/26/2012	8:00	21731165	Ded	United Kingdo	om 44	771/8156_6	5191	77	18156	6191	Completed		2	0.6	
5	1/26/2012	9:00	21/31165	Ded	United Kingdo	om 44	//1/8156_6	5185	11	18156	6185	Completed		10	56.3	
0	1/26/2012	9:00	21/31165	Ded	United Kingdo	om 44	7/1/8156_0	5186	11	18156	6186	Completed		11	22.6	
/	1/26/2012	9:00	21/31165	Ded	United Kingdo	om 44	7/1/8156_0	5186	//	18156	6186	Completed	_	2	16.1	
8	1/26/2012	9:00	21/31105	Ded	United Kingdo	om 44	771/8156_0	5188	77	18150	6188	Completed		10	35.0	
9	1/26/2012	9:00	21731105	Ded	United Kingdo	44	771/0156 6	5191	77	18130	6191	Completed		3	15.4	
11	1/26/2012	10:00	21751105	Ded	United Kingdo	44	771/0156_0	5105	77	10150	6105	Completed		1	21.6	
12	1/26/2012	10:00	21721165	Ded	United Kingdo	44	771/0156 6	5105	77	10156	6196	Completed		16	21.0	
12	1/26/2012	10.00	21721165	Ded	United Kingdo		771/8156_6	5186	77	18156	6186	Completed		10	144.5	
14	1/26/2012	10:00	21731165	Ded	United Kingdo	vm 44	771/8156_6	5188	77	18156	6188	Completed		5	16.2	
15	1/26/2012	10.00	21731165	Ded	United Kingdo	um 44	771/8156 6	5191	77	18156	6191	Completed		3	6.1	
16	1/26/2012	11:00	21731165	Ded	United Kingdo	om 44	771/8156_6	5185	77	18156	6185	Completed		9	33.4	
17	1/26/2012	11:00	21731165	Ded	United Kingdo	om 44	771/8156 6	5186	77	18156	6186	Completed		19	44.0	
18	1/26/2012	11:00	21731165	Ded	United Kingdo	om 44	771/8156 6	5186	77	18156	6186	Not Answer	ed	1	-	
19	1/26/2012	11:00	21731165	Ded	United Kingdo	om 44	771/8156 6	5186	77	18156	6186	Completed		3	11.2	
20	1/26/2012	11:00	21731165	Ded	United Kingdo	om 44	771/8156 6	5188	77	18156	6188	Completed		5	34.1	
21	1/26/2012	11:00	21731165	Ded	United Kingdo	om 44	771/8156 6	5189	77	18156	6189	Completed		1	5.4	
22	1/26/2012	11:00	21731165	Ded	United Kingdo	om 44	771/8156 6	5190	77	18156	6190	Completed		1	2.3	
23	1/26/2012	11:00	21731165	Ded	United Kingdo	om 44	771/8156 6	5191	77	18156	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.

			Destinatio	n_Sum	mary_Daily	[1]].csv - Micro	soft Excel
Data	Review	1	View Develo	per	Add-Ins		Acrobat	
Conn Prope Edit L Connection	ections erties inks is	Az↓ Z↓	Sort & Filter	🜾 Clea 🍒 Reaj 🏆 Advi	to Remove mns Duplicate	Data Co Validation * Data Tools		
E	F		G		Н		1	J
untry 💌	Term Co		Svc Loc Id 🛛 💌	Destir	na (¥	DNIS Dig	Call Result
(ingdom		A↓	Sort Smallest to	Largest			6186	Completed
(ingdom		Z↓	Sort Largest to S	mallest			6188	Completed
(ingdom			Sort by Color				6191	Completed
(ingdom		The second	Clear Filter From	"Destin	a"		6185	Completed
(ingdom		1	Eilter by Color	Destin			6186	Completed
(ingdom			Titler by Color				6186	Completed
(ingdom			Number <u>F</u> liters			_	6188	Completed
(ingdom			(Select All))			6191	Completed
(ingdom			7718156				6192	Completed
(ingdom			//1015/				6185	Completed
(ingdom							6186	Completed
(ingdom							6186	Completed
(ingdom							6188	Completed
(ingdom							6191	Completed
(ingdom							6185	Completed
(ingdom							6186	Completed
(ingdom			OK		Cancel		6186	Completed
(ingdom						.:	6188	Completed
(ingdom		44	771/8156_6189		77181	56	6189	Completed

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:

		Destination_Summary_Daily(1].csv - Microsoft Excel														
e	Home	Inse	ert Page	e Layout 🛛 A	Formulas Data	Review	View Devel	oper Add-Ins	Acrob	at						
Fi	om From tess Web	From Text Get Exte	From Other Sources *	Existing Connections	s Connectio	nections erties Links ns	Sort & Filter	K Clear Reapply Advanced ter	to F	Remove Data Cons uplicates Validation ~	olidate	What-If Analysis *	Sroup Ungrou	p Subtotal Outline	@클 Show Do '''클 Hide De	etail tail
	u) - (2 - 1	🛱 🕒 -	™ , =		· ·	<u> </u>				Subtotal		? 🗙				_
	A1	- <u>-</u>	• (9	<i>f</i> ∗ Dat	te				_	At each change in:						
	А	В	С	D	E	F	G	Н		Hours		*	М	N	0	р
1	Date 💌	Hou	Corp Id 💌	Term Ty	Term Country 💌	Term Co 💌	Svc Loc Id	Destina 💽	DNIS	Use function:			Util %			
2	1/26/2012	8:00	21731165	Ded	United Kingdom	44	771/8156_6186	5 7718156		Sum		~	0%			
3	1/26/2012	8:00	21731165	Ded	United Kingdom	44	771/8156_6188	3 7718156		Agd subtotal to:			0%			
4	1/26/2012	8:00	21731165	Ded	United Kingdom	44	771/8156_6191	7718156		DNIS Digits		-	0%			
5	1/26/2012	9:00	21731165	Ded	United Kingdom	44	771/8156_6185	5 7718156		Call Result		_	3%			
6	1/26/2012	9:00	21731165	Ded	United Kingdom	44	771/8156_6186	5 7718156		V Calls V Minutes			1%			
7	1/26/2012	9:00	21731165	Ded	United Kingdom	44	771/8156_6186	5 7718156		✓ Util %		~	1%			
8	1/26/2012	9:00	21731165	Ded	United Kingdom	44	771/8156_6188	3 7718156		Replace current subtotal	s		2%			
9	1/26/2012	9:00	21731165	Ded	United Kingdom	44	771/8156_6191	7718156		Page break between gro	ups		1%			
10	1/26/2012	9:00	21731165	Ded	United Kingdom	44	771/8156_6192	2 7718156		Summary below data			0%			
11	1/26/2012	10:00	21731165	Ded	United Kingdom	44	771/8156_6185	5 7718156				Cancel	1%			
12	1/26/2012	10:00	21731165	Ded	United Kingdom	44	771/8156_6186	7/18156					2%			
13	1/26/2012	10:00	21/31165	Ded	United Kingdom	44	//1/8156_6186	7/18156		6186 Completed	5	14.8	1%			
14	1/26/2012	10:00	21/31165	Ded	United Kingdom	44	771/8156_6188	3 7/18156		6188 Completed	5	16.2	1%			
15	1/20/2012	11:00	21/31105	Ded	United Kingdom	44	771/8150_0191	7718150		6191 Completed	3	22.4	0%			
10	1/26/2012	11:00	21731103	Ded	United Kingdom	44	771/0156_6106	7718150		6186 Completed	10	33.4	2%			
19	1/26/2012	11:00	21731105	Ded	United Kingdom	44	771/8156_6186	7718150		6186 Completed	15	11.2	270			
15	1/20/2012	11.00	21731103		onned kingdom		//1/0100_0180	, //18150		orgo completed	-	11.2	170			

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:

C	2								D	estinatio	on_Summary_[Daily[1].csv - Micro	soft Excel				
		Home	Inse	rt Page	Layout F	ormulas	Data	Review	View	Develo	per Add-I	ns	Acrobat					
F	rom	From Web	From F Text Get Exte	From Other Sources *	Existing Connections	Refrest All *	Dep Conr Prop ⇔ Edit I Connection	nections erties Links ns	AZA Sort	Filter ort & Filt	😵 Clear 🐌 Reapply 🌽 Advanced er	Text Colu	to Remove mns Duplicate	Data Validation ▼ Data Tools	Consolidate	What-If Analysis *	Group Ungro	up Subto
	1 7 -	(H + 1	- 🗐 😭	-														
		A1	<u> </u>	- (9	f _x													
	1	Δ	В	С	D		F	F		3	н			1	К	1	м	N
1	Dat	e 🔽	- Hou -	Corp Id	Term Ty	Term Co	- ountry 🔽	Term Co(🔻	Svc Loc	- Id 🔽	Destina	-	DNIS Dig	Call Result	J Ca ▼	Minutes	Util %	
2	1/2	6/2012	8:00	21731165	Ded	United I	Kingdom	44	771/815	6_6186	77:	18156	6186	Completed	1	0.5	5 0%	
3	1/2	6/2012	8:00	21731165	Ded	United I	Kingdom	44	771/815	6_6188	77	18156	6188	Completed	1	0.4	4 0%	
4	1/2	6/2012	8:00	21731165	Ded	United I	Kingdom	44	771/815	6_6191	77	18156	6191	Completed	2	0.0	i 0%	
5			8:00 To	tal											4	1.3	5 0%	
6	1/2	6/2012	9:00	21731165	Ded	United I	Kingdom	44	771/815	6_6185	77	18156	6185	Completed	10	56.3	3 3%	
7	1/2	6/2012	9:00	21731165	Ded	United I	Kingdom	44	771/815	6_6186	77	18156	6186	Completed	11	22.0	5 1%	
8	1/2	6/2012	9:00	21731165	Ded	United I	Kingdom	44	771/815	6_6186	77	18156	6186	Completed	2	16.3	1%	
9	1/2	6/2012	9:00	21731165	Ded	United I	Kingdom	44	771/815	6_6188	77	18156	6188	Completed	10	35.	5 2%	
10	1/2	6/2012	9:00	21731165	Ded	United I	Kingdom	44	771/815	6_6191	77	18156	6191	Completed	5	15.4	1%	
11	1/2	6/2012	9:00	21731165	Ded	United I	Kingdom	44	771/815	6_6192	77	18156	6192	Completed	1	0.:	0%	
12			9:00 To	tal											39	146.:	8%	
13	1/2	6/2012	10:00	21731165	Ded	United I	Kingdom	44	771/815	6_6185	77	18156	6185	Completed	3	21.0	i 1%	
14	1/2	6/2012	10:00	21731165	Ded	United I	Kingdom	44	771/815	6_6186	77	18156	6186	Completed	16	44.9	2%	
15	1/2	6/2012	10:00	21731165	Ded	United I	Kingdom	44	771/815	6_6186	77	18156	6186	Completed	5	14.8	3 1%	
16	1/2	6/2012	10:00	21731165	Ded	United I	Kingdom	44	771/815	6_6188	77	18156	6188	Completed	5	16.3	2 1%	
17	1/2	6/2012	10:00	21731165	Ded	United I	Kingdom	44	771/815	6_6191	77	18156	6191	Completed	3	6.3	. 0%	
18			10:00 T	otal											32	103.0	5 6%	
19	1/2	6/2012	11:00	21731165	Ded	United I	Kingdom	44	771/815	6_6185	77	18156	6185	Completed	9	33.4	2%	
20	1/2	6/2012	11:00	21731165	Ded	United I	Kingdom	44	771/815	6_6186	77	18156	6186	Completed	19	44.0	2%	
22	1/2	6/2012	11:00	21731165	Ded	United I	Kingdom	44	771/815	6_6186	77	18156	6186	Completed	3	11.3	2 1%	
23	1/2	6/2012	11:00	21731165	Ded	United I	Kingdom	44	771/815	6_6188	77	18156	6188	Completed	5	34.:	. 2%	
24	1/2	6/2012	11:00	21731165	Ded	United I	Kingdom	44	771/815	6_6189	77	18156	6189	Completed	1	5.4	0%	
25	1/2	6/2012	11:00	21731165	Ded	United I	Kingdom	44	771/815	6_6190	77	18156	6190	Completed	1	2.3	0%	
26	1/2	6/2012	11:00	21731165	Ded	United I	Kingdom	44	771/815	6_6191	77	18156	6191	Completed	3	4.3	5 0%	
27			11:00 T	otal											41	134.8	3 7%	
28	1/2	6/2012	12:00	21731165	Ded	United I	Kingdom	44	771/815	6_6185	77	18156	6185	Completed	11	40.9	2%	
29	1/2	6/2012	12:00	21731165	Ded	United I	Kingdom	44	771/815	6_6186	77	18156	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.

Subtotal	? 🗙
<u>At each change in:</u>	
Hours	*
Use function:	
Sum	~
Add subtotal to:	
Destina DNIS Digits Call Result	^
✓ Calls	
 ✓ Minutes ✓ Util % 	~
 Replace <u>c</u>urrent subtotals Page break between groups Summary below data 	
Remove All OK Ca	ancel

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:

6										Des	stinatio	n_Summai	y_Daily(1)	.xlsx - Micro	soft Excel				
	Ног	me	Insert	Page	. Layout	Fo	rmulas I	Data	Review	View	Develo	per Ad	dd-Ins	Acrobat					
					P			Å	•	-	24	O		Α		2	Ω		
	PivotTable T	able	Pictur	e Clip	Shapes	SmartA	rt Column	Line	Pie E	Bar Area	Scatte	r Other Charts T	Hyperlin	k Text H	leader WordA Footer	rt Signature	e Object Symbo) I	
	Tables			Illust	rations				Cha	rts		G	Links	box d	rooter	Text			
■ 5 · C · 2 · 2 · 2 · 2 · 2 · 2 · 2 · 2 · 2																			
П	Insert Pivot	able			fx	1/26	/2012												
	Summarize	data u	ising a F	PivotTable	. D		E		F	G		ŀ	ł	1	J	K	L	М	
	PivotTabler	make	it eacy t	o arrande	rm '	Тур Т	erm Count	ry 💌	Term Co	Svc Loc Io	1 💌	Destina	-	DNIS Dig	Call Result	🖓 Ca 💌	Minutes 💌	Util %	
	and summ	arize co	omplicat	ed data	d	U	United King	dom	44	771/8156	6186		7718156	6186	Completed	1	0.5	0%	
1	and drill d	own or	n details	5.	d	U	Inited King	dom	44	771/8156	6188		7718156	6188	Completed	1	0.4	0%	
	Press F1	for mo	ore help).	d	U	Inited King	dom	44	771/8156	6191		7718156	6191	Completed	2	0.6	0%	
4	5 1/26/20	12 9	9:00 2	1731165	Ded	U	Inited King	dom	44	771/8156	_6185		7718156	6185	Completed	10	56.3	3%	
	5 1/26/20	12 9	9:00 2	1731165	Ded	U	Inited King	dom	44	771/8156	_6186		7718156	6186	Completed	11	22.6	1%	
	7 1/26/20	12 !	9:00 2	1731165	Ded	U	Inited King	dom	44	771/8156	_6186		7718156	6186	Completed	2	16.1	1%	
1	8 1/26/20	12 !	9:00 2	1731165	Ded	U	Inited King	dom	44	771/8156	_6188		7718156	6188	Completed	10	35.6	2%	
	9 1/26/20	12 !	9:00 2	1731165	Ded	U	Inited King	dom	44	771/8156	_6191		7718156	6191	Completed	5	15.4	1%	
1	.0 1/26/20	12 9	9:00 2	1731165	Ded	U	Inited King	dom	44	771/8156	_6192		7718156	6192	Completed	1	0.1	0%	
1	1 1/26/20	12 10	0:00 2	1731165	Ded	U	Inited King	dom	44	771/8156	_6185		7718156	6185	Completed	3	21.6	1%	
1	2 1/26/20	12 10	0:00 2	1731165	Ded	U	Inited King	dom	44	771/8156	_6186		7718156	6186	Completed	16	44.9	2%	
1	.3 1/26/20	12 10	0:00 2	1731165	Ded	U	Inited King	dom	44	771/8156	_6186		7718156	6186	Completed	5	14.8	1%	
1	4 1/26/20	12 10	0:00 2	1731165	Ded	U	Inited King	dom	44	771/8156	_6188		7718156	6188	Completed	5	16.2	1%	
1	5 1/26/20	12 10	0:00 2	1731165	Ded	U	Inited King	dom	44	771/8156	_6191		7718156	6191	Completed	3	6.1	0%	
1	.6 1/26/20	12 1	1:00 2	1731165	Ded	U	Inited King	dom	44	771/8156	_6185		7718156	6185	Completed	9	33.4	2%	
1	7 1/26/20	12 1	1:00 2	1731165	Ded	U	Inited King	dom	44	771/8156	_6186		7718156	6186	Completed	19	44.0	2%	
1	9 1/26/20	12 1	1:00 2	1731165	Ded	U	Inited King	dom	44	771/8156	_6186		7718156	6186	Completed	3	11.2	1%	
-	1/26/20	10 11	1.00 0	1701105	Deel		the second second	-		771/0150	C100		7710156	C100	Concern Laborat	-			

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

									Destinatio	n_Sum	mary_Daily(1)	.xlsx - Micro	soft Excel	
	Home	Inse	rt Page	e Layout	Formulas	Data	Review	View	Develo	oper	Add-Ins	Acrobat		
							0			C		Α		Z
PivotTa	able Table	Pict	ure Clip Art	Shapes Sn	nartArt Colu	mn Line	Pie	Bar A	rea Scatte	er Oth	er Hyperlin s *	k Text H Box &	eader WordArt Footer 🔹	Signature Line *
1	Tables		Illus	Create P	ivotTable				<u>؛</u>		۵ Links		Te	ext
9	- (° - j	- 41 4	🖫 🗧	Choose the	e data that you	want to ar	nalyze			_				
	A1		- ()	⊙ <u>S</u> elec	t a table or rang	je								
	А	В	с		able/Range: [']	Destination	n_Summary_[Daily(1)'!\$	A\$1:\$M\$62		н		J	К
1 Da	te 💌	Hou 🔻	Corp Id 🗸	O <u>U</u> se a	n external data	source					na 🔽	DNIS Dig	Call Result	 √ Ca 👻
26 1/	26/2012	12:00	21731165		Choose Connec	tion					7718156	6186	Completed	2
27 1/	26/2012	12:00	21731165	C	onnection name	:					7718156	6188	Completed	14
28 1/	26/2012	12:00	21731165	Choose wh	ere you want ti	ne PivotTal	ble report to	be placed			7718156	6189	Completed	1
29 1/	26/2012	12:00	21731165	<u>New</u>	Worksheet						7718156	6190	Completed	1
30 1/	26/2012	12:00	21731165		ng worksneet						7718156	6191	Completed	2
31 1/	26/2012	12:00	21731165	L	ocation:						7718156	6192	Completed	1
32 1/	26/2012	13:00	21731165					OK	Cance		7718156	6185	Completed	11
33 1/	26/2012	13:00	21731165			0			-	1.	7718156	6186	Completed	21
34 1/	26/2012	13:00	21731165	Ded	United Ki	ngdom	4	14 771/8	156_6186		7718156	6186	Completed	1
35 1/	26/2012	13:00	21731165	Ded	United Ki	ngdom	4	14 771/8	156_6188		7718156	6188	Completed	9
36 1/	26/2012	13:00	21731165	Ded	United Ki	ngdom	4	14 771/8	156_6191		7718156	6191	Completed	5
37 1/	26/2012	14:00	21731165	Ded	United Ki	ngdom	4	14 771/8	156_6185		7718156	6185	Completed	6
38 1/	26/2012	14:00	21731165	Ded	United Ki	ngdom	4	14 771/8	156_6186		7718156	6186	Completed	15
39 1/	26/2012	14:00	21731165	Ded	United Ki	ngdom	4	4 771/8	156_6186		7718156	6186	Completed	1
40 1/	26/2012	14:00	21731165	Ded	United Ki	ngdom	4	14 771/8	156_6188		7718156	6188	Completed	6
41 1/	26/2012	14:00	21731165	Ded	United Ki	ngdom	4	14 771/8	156_6190		7718156	6190	Completed	1
42 (1/	26/2012	14:00	21731165	Ded	United Ki	ngdom	4	14 771/8	156 6191		7718156	6191	Completed	9

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.

C				I	Destination_Su	mmary_Daily	/(1).xlsx - N	/licrosoft	Excel			Pivo	tTable Tools								- 0	, X
		Home	Insert	Page Layout	Formulas	Data	Review	View	Developer A	dd-Ins	Acrobat	0	otions D	esign						Ø) _ (■ x
	-	🔏 Cut		Calibri	• 11 • A	· . =	= - »		Wran Text	Percer	ntage	+				-	3		Σ AutoSum *	A .	n	
Pa	uste	🗋 Сору		D 7 U					lateres & Center -		0/ • * .0	.00	Conditiona	Eormat	Cell	Insert	Delete E	orm	🗄 💽 Fill 👻	Sort & Eir	S bo	
	*	💞 Format	t Painter	BIU					Merge & Center *	3	% , .00	. 0	Formatting	* as Table *	Styles *	*	*	-	🖉 📿 Clear *	Filter * Sel	lect *	
	C	lipboard	G	F	Font	9	A	lignment	G		Number	5		Styles			Cells		Edit	ing		
	• ۳	(° - 🛱	1 🖻 - 🖣																			
		C11	•	(fx																		*
		А		В	С	D	E	F	G	Н	1.1		J	к	L	М	N		PivotTable Field List			▼ ×
1	_																		Choose fields to add tr	report:		•
2	Sum	of Litil 9	6 Colun	n Lahels 💌															✓ Date			
4	Row	Labels	- -	7718156	7718157	Grand Total													Hours			
5	= 1/	26/2012		62%	0%	62	%												Corp Id			
6		8:00		0%		0	%												Term Type			
7		9:00		8%		8	%												Term Code			
8		10:00		6%		6	%												Svc Loc Id			
9		11:00		7%		7	%												✓ Destina			
10		12:00		7%		7	%												DNIS Digits			
11		13:00		9%		91	% ×												Call Result			
12		15:00		6%		6	/0 %												Minutes			
14		16:00		7%		7	%												🗸 Util %			
15		17:00		5%		5	%															
16		18:00		0%	0%	0	%															
17		22:00		0%		0	%															
18	Gra	nd Total		62%	0%	62	%															
19																						
20	_																		Dura falda haburan a			
21																			Report Filter	Colu	umn Lab	els
22																				Destina		-
24																						
25																						
26																						
27																						
28	_																					
29	_																		Row Labels	Σ Valu	les	
30																			Date 💌	Sum of	Util %	•
32																			Hours 👻			
33																						
34																						
35																						
36																						
37					- 4 (1)	1												•	📃 Defer Layout Upda	te	Updat	te
14	(\rightarrow)	Sheet	t1 De	estination Sum	mary Daily(1)	-/ 😓 /				4							▶ 1					

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"

	·
	Drag fields between areas below:
	Report Filter 🛄 Column Labels
	Destina
_	
_	Row Labels Σ Values
	Date Sum of Util %
	Hours
▼	Defer Layout Update Update
→ [Defer Layout Update Update

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

Field Settings	? 🗙
Source Name: Date	
Custom Name: Date	
Subtotals & Filters Layout & Print	
Subtotals	
○ <u>A</u> utomatic	
One None	
◯ <u>C</u> ustom	
Select one or more functions:	
Sum	
Count	
Max	
Min Product	
Filter	
Include new items in manual filter	
Number Format OK C	Cancel

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:

	А		В	С	D	E
1						
2						
3	Sum of Util %	Colu	mn 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		<u>С</u> ору			
12	14:00		Format Cells			
13	15:00	_	Number Forma	t		
14	16:00		Pafrach	-		
15	17:00		Keiresii			
16	18:00		Sort		•	
17	22:00	×	Remove "Sum o	of Util %"		
18	Grand Total		Summarize <u>D</u> at	а Ву	•	
19		43	Show D <u>e</u> tails			
20		0,	Value Field Set	tinas		
21			RivotTable Onti	ions		
22		P	Hida Field List	ona		
23			niue riel <u>a</u> List			
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:

	2		Destinati	on_Summary	Daily(1).xlsx	- Microso	oft Excel		
C	Home	Insert Page La	yout Forr	nulas Dat	a Review	View	Develop	er Ad	ld-Ins
ſ	🍋 🔏 Cut	Calibri	- 11	• A •	= = =	8/-	Wrap Text		Perc
Pa	ste	BI	υ	3 - A -	EEE		A Merge & (Center 🔹	\$
	 Of Format P Clipboard 	ainter	Eont			Alignmer	nt	G	<u> </u>
	un) → (21 → 📇	B- ™ -	. one			, ingrinier			
	C14	- <u>-</u>	f _x						
	А	В	С	D	E	F	G	Н	
1									
2									
3	Sum of Util %	Column Labels	-						
4	Row Labels 💌	77181	56 7718157						
5	≡ 1/26/2012								
6	8:00	0)%						
7	9:00	8	3%						
8	10:00	6	5%						
9	11:00	7	7%						
10	12:00	7	7%						
11	13:00	9	9%						
12	14:00	7	7%						
13	15:00	6	5%						
14	16:00	7	7%						
15	17:00	5	5%						
16	18:00	0	0% 0%						
17	22:00	0	0%						
18									
19									
20									

Chapter 13. Troubleshooting

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

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