



**100-6.1-085-001-1.1**

## **Guide to Reports Configuration**

**Software Release 6.1, Document Issue 1.1**

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Technical Data Subject to Change Without Notice



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# 1 About This Document


## 1.1 Intended Audience


This document is intended for installers and administrators of a Cheetah PBX. It is a user's guide document designed to provide you with information on using the Telegato Cheetah Attendant Console.

## 1.2 Conventions Used In This Document

This manual uses several conventions to help you learn to use the program quickly and easily.

Menus and dialog options that have an underlined letter in their name represent the shortcut key assigned to the menu or option. Pressing the shortcut keys assigned to the menu or option is equivalent to clicking the menu or option. For example, the following figure shows a sample menu that uses shortcut keys. Procedures in this manual reflect shortcut keys if they are available.

The Caution and Warning symbol, , indicates information or a step that could be potentially dangerous, such as a step that could permanently affect the database or a user's access to the program.

The light bulb, , indicates a tip or information that will help you in using this document.

## 1.3 Disclaimer

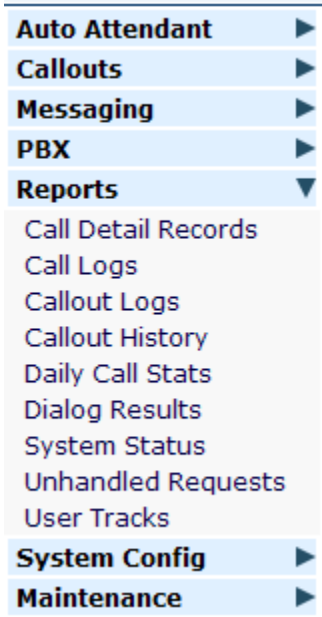
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## 1.4 Logging In

To log in to the System Management Console refer to the Logging In Guide.

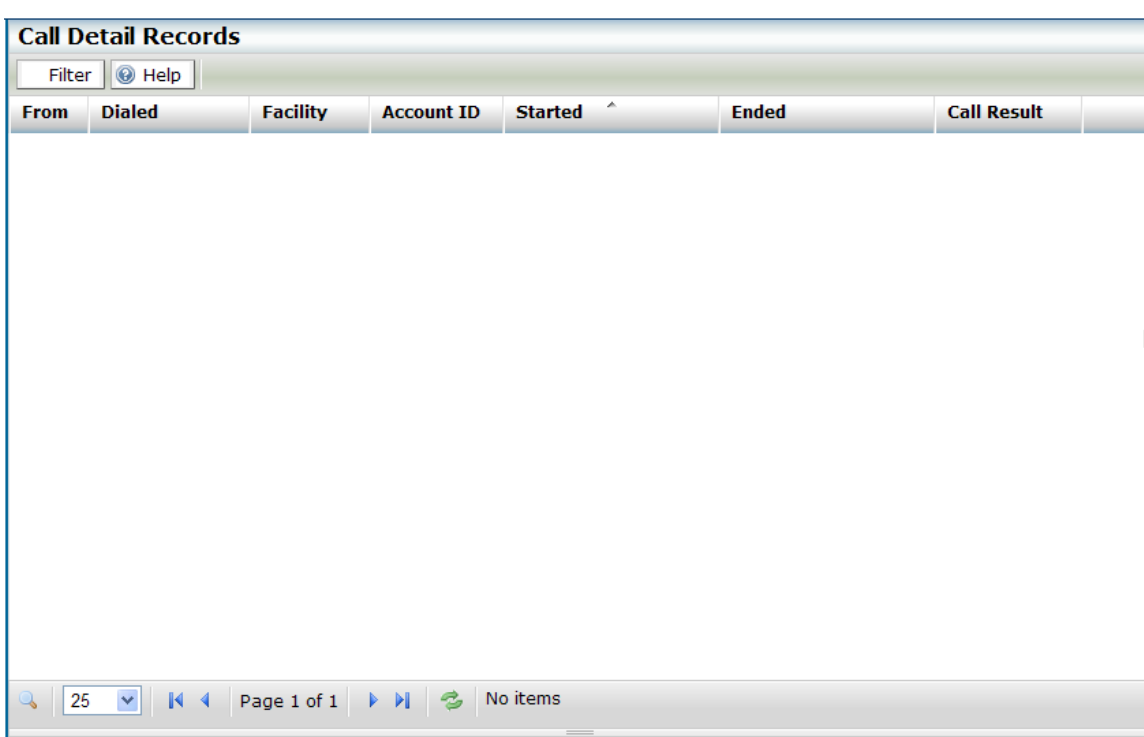
## 2 Configuring Reports

To begin configuring Reports, log into the System Management Console and click on the Reports tab featured in the left hand menu, this will reveal the Reports sub menu. The following is an image of the expanded menu:



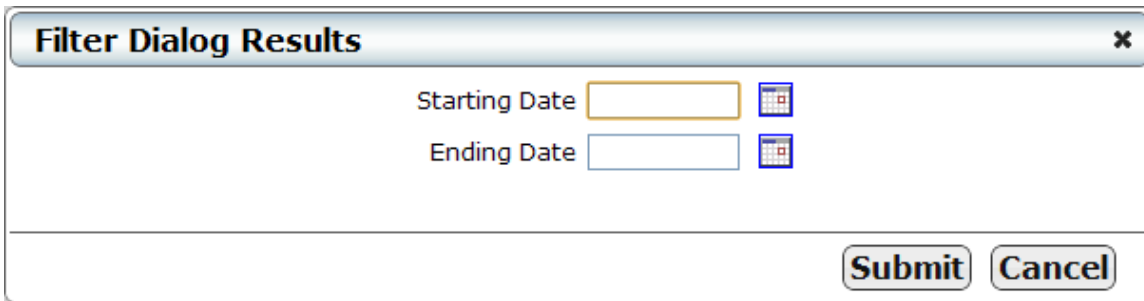
### 2.1 Call Detail Records

To view call detail records click on the Call Detail Records item in the Reports submenu. The following image shows a sample grid for Call Detail Records:



### 2.1.1 Filtering Call Detail Records

To filter call detail records first click on the Filter button. The following is a sample image of the Filter dialog box:



The following is an explanation of fields in this dialogue:

Field	Description
Starting Date	Starting date of search parameters
Ending Date	Ending date of search parameters

After all values have been selected click the Submit button.

### 2.1.1.1 Selecting Starting Date and Ending Date

For both fields, click the calendar to the right hand side. The following is a sample image of the expanded calendar:



Use the > and < to move forward or backward a month and the >> and << to move forward and backward a year.

## 2.2 Call Logs

To view call logs click on the Call Logs item in the Reports submenu. The following image shows a sample grid for Call Logs:

Call Logs					
Filter		Help			
Started	Ended	From	To	Acct Code	
2011-01-04 16:31:44	2011-01-04 16:51:06	(214) 262-6000	Ext: 110		
2011-01-05 10:03:55	2011-01-05 10:25:15	(214) 262-6000	Ext: 110		
2011-01-06 10:17:59	2011-01-06 10:18:15	Ext: 100	(800) 893-0177		
2011-01-06 10:37:24	2011-01-06 10:40:22	Ext: 100	(800) 245-5775		
2011-01-07 10:02:25	2011-01-07 10:03:40	Ext: 110	(214) 262-2517		
2011-01-07 10:09:53	2011-01-07 10:50:57	(214) 262-2517	Ext: 110		
2011-01-11 10:22:34	2011-01-11 10:28:55	(469) 387-5803	Ext: 110		
2011-01-11 10:36:47	2011-01-11 10:38:32	(469) 387-5803	Ext: 110		
2011-01-11 10:49:29	2011-01-11 10:56:34	(469) 387-5803	Ext: 110		
2011-01-11 11:37:52	2011-01-11 11:53:55	(469) 387-5803	Ext: 110		
2011-01-11 13:57:54	2011-01-11 14:01:33	(469) 387-5803	Ext: 110		
2011-01-11 14:08:54	2011-01-11 14:09:36	(469) 387-5803	Ext: 110		
2011-01-11 17:29:13	2011-01-11 17:29:51	(469) 387-5803	Ext: 110		
2011-01-11 17:30:10	2011-01-11 17:35:34	(469) 387-5803	Ext: 110		
2011-01-13 10:24:25	2011-01-13 10:26:48	(469) 387-5803	Ext: 110		
2011-01-13 13:15:45	2011-01-13 13:16:04	Ext: 110	(214) 262-3931		
2011-01-13 13:16:07	2011-01-13 13:16:56	Ext: 110	(214) 262-3931		
2011-01-14 10:55:41	2011-01-14 11:03:33	(214) 636-8031	Ext: 110		
2011-01-14 12:41:53	2011-01-14 12:42:40	Ext: 110	(214) 262-3931		
2011-01-14 15:15:43	2011-01-14 15:20:26	private	Ext: 110		

25 Page 1 of 2 Displaying 1 to 25 of 47 items

## 2.2.1 Filtering Call Logs

To filter call detail records first click on the Filter button. The following is a sample image of the Filter dialogue box:

The following is an explanation of fields in this dialogue:

Field	Description
Starting Date	Starting date of search parameters
Ending Date	Ending date of search parameters

After all values have been selected click the Submit button.

### 2.2.1.1 Selecting Starting Date and Ending Date

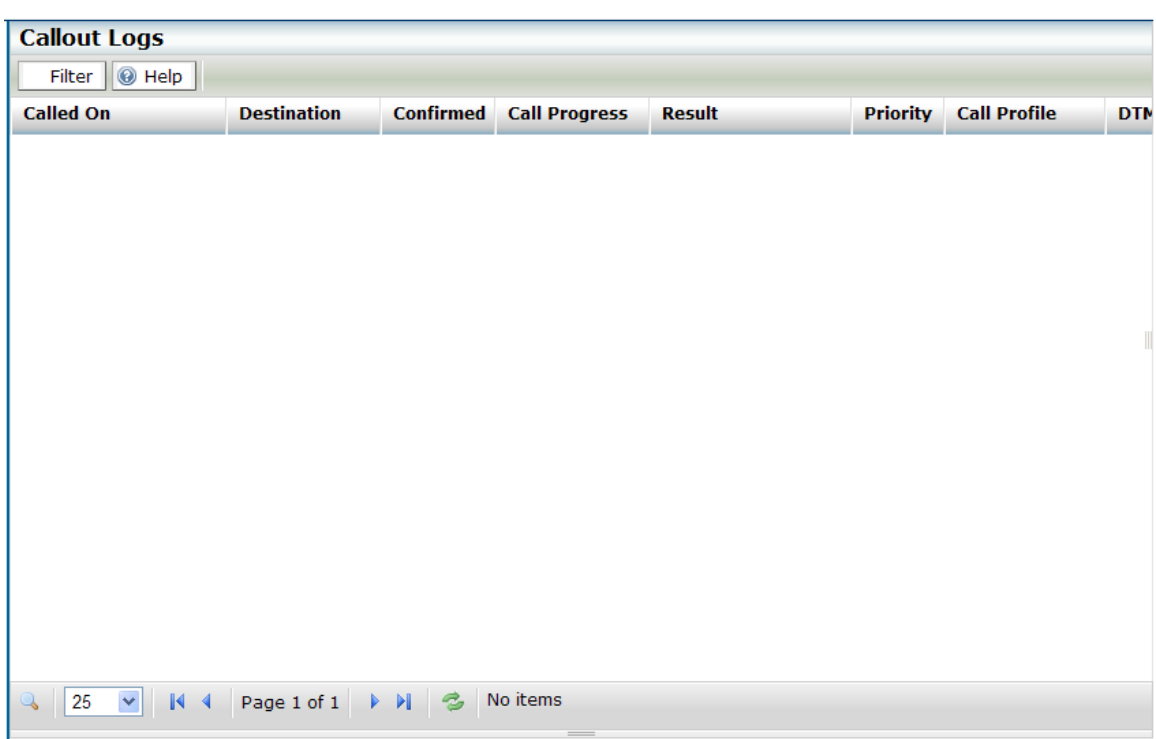
For both fields, click the calendar to the right hand side. The following is a sample image of the expanded calendar:



Use the > and < to move forward or backward a month and the >> and << to move forward and backward a year.

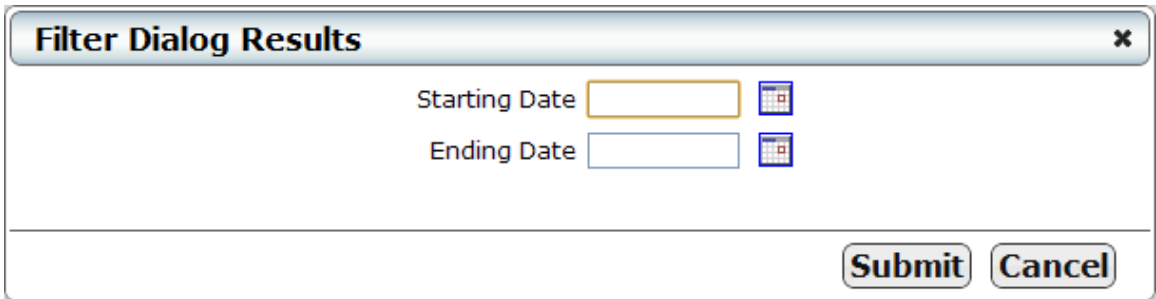
## 2.3 Callout Logs

To view callout logs click on the Callout Logs item in the Reports submenu. The following image shows a sample grid for Callout Logs:



### 2.3.1 Filtering Callout Logs

To filter callout logs first click on the Filter button. The following is a sample image of the Filter dialogue box:



The following is an explanation of fields in this dialogue:

Field	Description
Starting Date	Starting date of search parameters
Ending Date	Ending date of search parameters

After all values have been selected click the Submit button.

### 2.3.1.1 Selecting Starting Date and Ending Date

For both fields, click the calendar to the right hand side. The following is a sample image of the expanded calendar:



Use the > and < to move forward or backward a month and the >> and << to move forward and backward a year.

## 2.4 Callout History

To view callout history click on the Callout History item in the Reports submenu. The following image shows a sample grid for Callout History:

CallOut History							
Details							
Job ID	Source	Destination	Priority	First Attempt	Attempts	Result	Create Date

25 Page 1 of 1 No items

## 2.4.1 Viewing Callout History Details

To view details of a callout history first click the row you would like to view and click the Details button. The following is a sample image of a particular callout history's details:

## 2.5 Daily Call Stats

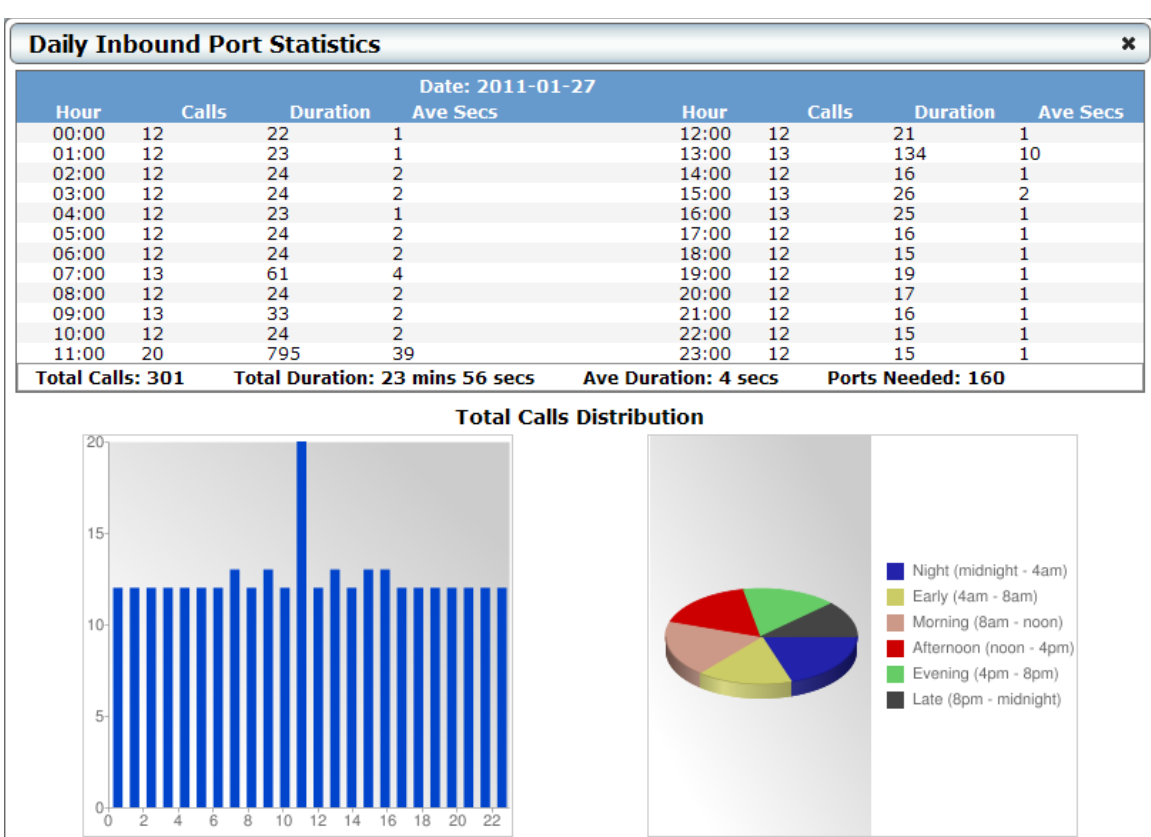
To view daily call stats click on the Daily Call Stats item in the Reports submenu. The following image shows a sample grid for Daily Call Stats:

Daily Statistics					
Details					
Date	Ports Needed	Total Calls	Total Secs Duration	Ave Secs Duration	
2011-01-03	171	169	479	2.8	
2011-01-04	489	306	3392	11.1	
2011-01-05	139	135	565	4.2	
2011-01-06	441	299	1102	3.7	
2011-01-07	750	298	5809	19.5	
2011-01-08	1043	292	636	2.2	
2011-01-09	1331	288	559	1.9	
2011-01-10	1648	304	1724	5.7	
2011-01-11	1975	308	6075	19.7	
2011-01-12	2273	295	777	2.6	
2011-01-13	2576	297	1257	4.2	
2011-01-14	2898	303	6812	22.5	
2011-01-15	3188	290	634	2.2	
2011-01-16	3477	289	582	2.0	
2011-01-17	3770	292	654	2.2	
2011-01-18	4063	293	657	2.2	
2011-01-19	4363	295	758	2.6	
2011-01-20	4684	302	6283	20.8	
2011-01-21	4980	294	927	3.2	
2011-01-22	5269	289	626	2.2	

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### 2.5.1 Viewing Daily Call Stats Details

To view details of daily call stats first click the row you would like to view and click the Details button. The following is a sample image of a particular call stats' details:



## 2.6 Dialogue Results

To view dialogue results click on the Dialogue Results item in the Reports submenu. You will only see records here if you have defined at least one Dialog to be used in your auto-attendant. The following image shows a sample grid for Dialogue Results:

Dialog Results					
Ref ID	Created	Dialog	Item Type	Item Name	Result
7	2010-05-03 12:36:40		New Call	Caller ID	9729785364
9	2010-05-03 12:41:01		New Call	Caller ID	9729785364
11	2010-05-03 12:44:26		New Call	Caller ID	9729785364
13	2010-05-03 12:49:45		New Call	Caller ID	9729785364
15	2010-05-03 12:57:57		New Call	Caller ID	9729785364
17	2010-05-03 13:09:43		New Call	Caller ID	9729785364
19	2010-05-03 13:14:33		New Call	Caller ID	9729785364
21	2010-05-03 13:53:28		New Call	Caller ID	9729785364
23	2010-05-04 10:50:54		New Call	Caller ID	7655328600
26	2010-05-04 11:48:00		New Call	Caller ID	4698531746
28	2010-05-04 14:13:01		New Call	Caller ID	2147079309
33	2010-05-05 09:12:02		New Call	Caller ID	4698531746
39	2010-05-06 10:25:12		New Call	Caller ID	4698531746
42	2010-05-06 13:20:31		New Call	Caller ID	7655328600
45	2010-05-06 13:21:12		New Call	Caller ID	7655328600
48	2010-05-06 13:37:42		New Call	Caller ID	7655328600
49	2010-05-06 14:18:08		New Call	Caller ID	7655328600
52	2010-05-06 14:18:40		New Call	Caller ID	7655328600
54	2010-05-07 09:49:29		New Call	Caller ID	4693749300

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### 2.6.1 Filtering Dialogue Results

To filter dialogue results first click on the Filter button. The following is a sample image of the Filter dialogue box:

**Filter Dialog Results** ✕

Starting Date

Ending Date

**Submit** **Cancel**

The following is an explanation of fields in this dialogue:

Field	Description
Starting Date	Starting date of search parameters
Ending Date	Ending date of search parameters

After all values have been selected click the Submit button.

### 2.6.1.1 Selecting Starting Date and Ending Date

For both fields, click the calendar to the right hand side. The following is a sample image of the expanded calendar:



Use the > and < to move forward or backward a month and the >> and << to move forward and backward a year.

### 2.6.2 Viewing All Results

To view all results click on the Dialogue Results item in the Reports submenu. With your mouse hover to the left of the Results column, click the down arrow button that appears revealing data display options. The following is a sample image of the data display options:

Ref ID	Created	Dialog	Item Type	Item Name	Result
329	2010-06-09 12:57:38		New Call	Caller ID	<input type="checkbox"/> ID
1873	2010-10-19 09:56:20		New Call	Caller ID	<input checked="" type="checkbox"/> Ref ID
2432	2010-11-30 14:15:21		New Call	Caller ID	<input checked="" type="checkbox"/> Created
3020	2011-01-04 14:04:32		New Call	Caller ID	<input checked="" type="checkbox"/> Dialog
2654	2010-12-15 14:18:36		New Call	Caller ID	<input checked="" type="checkbox"/> Item Type
1799	2010-10-12 11:31:39		New Call	Caller ID	<input checked="" type="checkbox"/> Item Name
3607	2011-02-07 13:28:34		New Call	Caller ID	<input checked="" type="checkbox"/> Result
3580	2011-02-03 10:50:30		New Call	Caller ID	<input type="checkbox"/> Handled
485	1970-01-03 21:52:38		New Call	Caller ID	<input type="checkbox"/> Comments
414	2010-06-22 10:05:03		New Call	Caller ID	
385	2010-06-21 09:42:45		New Call	Caller ID	2103800458
482	1970-01-03 20:26:51		New Call	Caller ID	2103800458
408	2010-06-21 13:44:06		New Call	Caller ID	2103800458
454	1970-01-01 20:38:39		New Call	Caller ID	2103800458
3616	2011-02-07 17:55:36		New Call	Caller ID	2132560045
3655	2011-02-10 14:43:48		New Call	Caller ID	2132560045
3692	2011-02-12 11:11:30		New Call	Caller ID	2132560045
3636	2011-02-09 09:23:39		New Call	Caller ID	2132560045
3733	2011-02-15 09:09:37		New Call	Caller ID	2132560045

Filter Help

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Check the Handled box to display all results.

## 2.7 System Status

To view system status click on the System Status item in the Reports submenu. The following is a sample image of the System Status dialogue box:

The screenshot shows a dialog box titled "System Status" with a close button (X) in the top right corner. The dialog contains the following fields and values:

- Process Manager Status: Checking processes
- Process Management Enabled:
- Process Manager Interval Secs: 0
- Process Manager Next Check: 2011/02/09 16:06:44
- Inbound Lines Available: 4
- Inbound Lines In Use: 0
- PBX Ports Available: 36
- PBX Ports In Use: 0
- Last Critical Event: 02/09/2011 16:04:34 (122) Missing system XML file
- Last Major Event: 02/09/2011 15:55:07 (382) Can't query table "pbx.pbxdialedigits" err=QuerySql Can't open database "zeusV6": QuerySql Can't open database
- Last Minor Event: (Empty)
- Last Info Event: 02/09/2011 08:59:16 (122) VM Audit : check done
- VM MSG Server Messages Sent: 0
- VM MSG Server Errors: 0
- VM MSG Server Last Sent On: 1969-12-31 18:00:00

A "Cancel" button is located at the bottom right of the dialog box.

The following is an explanation of fields in this dialogue:

Field	Description
Process Manager Status	Process manager's current status
Process Management Enabled	Check this box when you want to enable process management. Only change this under direction of support personnel.
Process Manager Interval Secs	Seconds between process manager checks

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Field	Description
Process Manager Next Check	Date and time of process manager's next check
Inbound Lines Available	Number of inbound lines currently configured
Inbound Lines In Use	Number of inbound lines currently in use
PBX Ports Available	Number of PBX ports currently available
PBX Ports in Use	Number of PBX ports currently in use
Last Critical Event	Detail of last critical event
Last Major Event	Detail of last major event
Last Minor Event	Detail of last minor event
Last Info Event	Date and time of last event info
VM MSG Server Messages Sent	Number of voicemail messages sent so email
VM MSG Server Errors	Number of voicemail message send errors
VM MSG Server Last Sent On	Date and time of voicemail server's last sent message

## 2.8 Unhandled Requests

To view unhandled requests click on the Unhandled Requests item in the Reports submenu. The following image shows a sample grid for Unhandled Reports:

The screenshot shows a web application interface for 'Unhandled Requests'. At the top, there are two buttons: 'Mark Handled' and 'Help'. Below these is a table with the following data:

Ref ID	Created	Dialog	Item Type	Item Name	Result	Comments
3447	2011-01-26 09:02:01		New Call	Caller ID	4698531746	need to call

At the bottom of the grid, there is a pagination bar with a search icon, a dropdown menu showing '25', navigation arrows, 'Page 1 of 45', a refresh icon, and the text 'Displaying 1 to 25 of 1102 items'.

### 2.8.1 Marking a Report as Handled

To mark a report as handled first click desired row and then click the Mark Handled button. The following is a sample image of the Marked Handled dialogue box:

The image shows a dialog box titled "Filter Records" with a close button (X) in the top right corner. Inside the dialog, there are four main sections:
 

- Request Date:** A text input field containing the value "2011-01-26 09:02:01".
- Call Reference ID:** A text input field containing the value "3447".
- Handled:** A checkbox that is currently unchecked.
- Comments:** A large, empty text area for entering notes.

 At the bottom right of the dialog, there are two buttons: "Submit" and "Cancel".

The following is an explanation of fields in this dialogue:

Field	Description
Request Date	Date the request was made
Call Reference ID	Call ID from which request was made
Handled	Check this box when you want to mark this request as handled
Comments	Compile comments to annotate the status of this request

### 2.9 User Tracks

To view user tracks click on the User Tracks item in the Reports submenu. The following image shows a sample grid for User Tracks:

User Tracks						
Ref ID	Created	Service	Operation	Info	Info2	Info3
0	2011-01-05 10:36:12		CallInStarted			
0	2011-01-05 11:53:59		CallInStarted			
0	2011-01-05 10:13:11		CallInStarted			
0	2011-01-05 09:31:36		CallInStarted			
0	2011-01-05 10:23:35		CallInStarted			
0	2011-01-04 16:31:41		CallInStarted			
0	2011-01-04 15:11:27		CallInStarted			
0	2011-01-05 10:03:50		CallInStarted			
0	2011-01-04 14:04:32		CallInStarted			
0	2011-01-03 16:03:03		CallInStarted			
0	2011-01-04 12:10:04		CallInStarted			
0	2011-01-04 19:31:43		CallInStarted			
0	2011-01-03 08:14:05		CallInStarted			
0	2011-01-03 17:13:07		CallInStarted			
0	2011-01-03 07:49:50		CallInStarted			
0	2011-01-04 15:02:35		CallInStarted			
0	2011-01-03 18:44:44		CallInStarted			
0	2011-01-04 13:59:16		CallInStarted			
0	2011-01-03 07:36:47		CallInStarted			

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### 2.9.1 Filtering User Tracks

To filter user tracks first click on the Filter button. The following is a sample image of the Filter dialogue box:

**Filter Results** ✕

Starting Date

Ending Date

Operation

Search Text

The following is an explanation of fields in this dialogue:

Field	Description
Starting Date	Starting date of search parameters
Ending Date	Ending date of search parameters

Field	Description
Operation	Operation you wish to search by
Search Text	Text you wish to search by

After all values have been entered and selected click the Submit button.

### 2.9.1.1 Selecting Starting Date and Ending Date

To select starting and ending date click the calendar to the right hand side. The following is a sample image of the expanded calendar:



Use the > and < to move forward or backward a month and the >> and << to move forward and backward a year.

### 2.9.1.2 Selecting Operation

To select desired operation first click on the menu's down arrow which will display operation options. Select desired operation. The following is a sample image of the operations options:

### 2.9.2 Determining Values

Value definitions of grid will change depending on selected operation. The following is an explanation of operation based values:

Operation	Info	Info 2
CallIn Started	Caller ID	Caller name
CallOut Started	Number called	n/a
Collect	Digits collected	n/a
Voicemail	Voicemail ID	n/a
Menu Selection	Name of menu	Digit(s) pressed
Play Msg	Name of message being played	n/a
Transfer Blind	Number transferred to	n/a
Transfer Start	Number transferred to	n/a

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# Evaluation

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