MiCollab Advanced Messaging

Reports Administration Guide

For version 9.0 and above

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Preface

This document is written for Mitel certified MiCollab Advanced Messaging (MiCollab AM) administrators who are experienced with MiCollab AM and are familiar with its procedures and terminology. This book assumes you are familiar with MiCollab AM and the Microsoft Windows® operating system.

This book consists of the following parts:

- An introduction to the **Reports** utility and its features
- Instructions on printing, purging and exporting reports
- Information on customizing reports with Crystal Reports
- Instructions on manually updating the database from the **Reports** utility
- Instructions on generating reports
- A description of the **Reports** utility .csv and .rpt files
- Viewing report samples

Use this document in conjunction with the *System Installation and Configuration Guide,* the *System Administration Guide,* and the MiCollab AM online help system.

References

A catalog of technical documentation is included on the MiCollab AM Installation Media. If you are installing any advanced applications, such as Networking and Fax Server applications, you should refer to the appropriate technical documentation for application and installation information.

Documentation

The technical documentation is produced in the PDF format and requires the PDF reader to view it. The documentation set for this MiCollab AM includes the following documents and resources:

- **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
- **Integration Technical Notes (ITN).** Contains a set of guides that describe the integration methods and instructions for a variety of phone systems to work with MiCollab AM. The ITNs are generally used by resellers or administrators who are experienced with MiCollab AM and familiar with the integration procedures and terminology.
- **Quick Reference Card (QRC)**. Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
- **Server Documentation.** Available as a PDF only. Contains administrative guides for administrators about installing, configuring, and administering the messaging system, and user guides for subscribers about accessing the messaging system and checking and sending messages.

- **Spare Parts Documentation.** Contains a set of guides that describe the instructions for installing and configuring hardware parts to work with MiCollab AM. These documents are written for Mitel certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.
- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

Documentation Updates

Documentation updates may be available from the following sources:

- Mitel certified technicians can view or download documents and program files from our partner web site: connect.mitel.com/connect

Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** as follows:

- Click the **Help** button in the dialog box or window in which you are working
- Press the **F1** key at any time.

Document Conventions

The following conventions are used in this document:

- **Key Names.** Names of keys on the keyboard are shown in a box.

  > **Example:** Enter

  When two keys must be pressed simultaneously, they are joined by a + sign.

  > **Example:** Alt + Tab

- **Reference to Document.** *Italics* fonts can also signify the titles of other documents.

  > **Example**: See the *System Installation and Configuration Guide*.

- **UI Element Names.** Names of UI elements such as dialog windows, screens, menu items, tabs, buttons, icons, etc. are shown in bold.

  > **Example**: On the **Startup** screen, click the **Start** icon.

- **User Input.** Information required to be typed is shown in italics.

  > **Example**: Type the password *voicemail*.

- **Warning, Caution, Important, and Notes.** Text for the contents that require attention are shown as follows:

WARNING A warning paragraph advises you of circumstances that can result in the loss of data, harm to the system server platform, or personal harm.

CAUTION Failure to follow these recommendations can result in unauthorized access to the system and consequent loss of data.

IMPORTANT An important paragraph gives decision-making information or informs you of the order in which tasks need to be completed.

NOTE A note gives additional information, provides an explanation, or indicates an exception to the information in the preceding text.

Frequently Used Terms

Table 1. Frequently Used Terms

Terms	Description
System Server	Term refers to an organization's computer platform(s) that have MiCollab AM software installed and handles the core system functions such as storing messages, database. It can also refer generically to the System Server platform, the Call Server platform, or both. The term is most often used to describe a software or hardware installation or configuration practice where the role of the server platform is not specifically expressed.
Call Server	Term refers to an organization's computer platforms that have MiCollab AM software installed and serve as the interface to the system (PBX). The Call Server(s) interface with the System Server for the purpose of accessing messages, and database.

Overview

The **Reports** utility is a MiCollab AM client utility that allows administrators to generate system reports from anywhere within the enterprise network. A primary task of managing MiCollab AM involves gathering information on how the system is used and how well the system is performing. The **Reports** utility provides the tools to observe, maintain, troubleshoot, and resolve issues before they become problems. With this utility, you can obtain information about your MiCollab AM system, its usage, and its mailbox configurations. You can find information such as which subscribers are using the system, how often they call in for messages, and how many messages they currently have stored in their mailboxes.

The MiCollab AM **Reports** utility provides access to a number of standard report formats, and provides the ability to export report data in a variety of different formats. Using this exported data, you can create custom reports to suit the requirements of the enterprise. Custom reports are created with the exported report data using products such as the retail version of Crystal Reports®, Microsoft® Word, and Microsoft Excel®. In addition, you can extract and compile the report data into other programs using development tools such as Microsoft Visual Studio®.

The **Reports** utility is integrated with Crystal Reports and is installed on the System Server during the MiCollab AM software installation. It may also be installed on a client machine such as an administrator's workstation. All of the pre-built report templates are Crystal Reports (.rpt) template files. To generate a report, start the utility, select a report type, and specify the report criteria and the report is generated to the screen or sent to a printer.

The Reports Architecture

The Reports source file data is the data collected daily during the Daily Maintenance routine. The Daily Maintenance routine backs up:

- **Peg Counters** – As MiCollab AM monitors the events described above, it makes entries into peg counter files as each event occurs. This data is used to monitor the performance of the MiCollab AM system.
- **Real Time Event** – Real time events are logged continuously on each sever in the system. These events culminate into the data collected for the various types of reports. They include events such as users logging on to their mailbox, users deleting messages, users recoding their names and greetings, what choices callers make in the automated attendant menus, and how callers used Automatic Speech Recognition commands in the automated attendant. This data is collected and recorded within the Reports structure.
- **MiCollab AM Configuration** – A snapshot of the MiCollab AM Configuration is taken during Daily Maintenance and the information is placed into a series of report files. This includes information on all MiCollab AM mailbox types.

The system places the data into a set of Comma Separated Value (.csv) files created the first time Daily Maintenance runs. When you generate a report, the **Reports** utility processes the data from the related .csv files with a Crystal Report template file (.rpt), and then displays in the MiCollab AM report format. In addition to providing source information for the MiCollab AM reports, these .csv files are used to generate custom spreadsheets and reports. The following image depicts the data collection process:

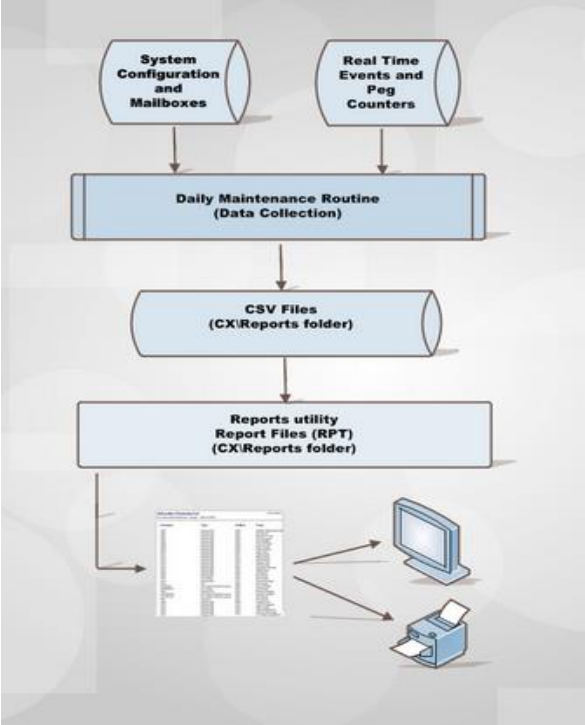


Figure 1. Reports Architecture

Generating MiCollab AM Reports

This chapter describes how to use the **Reports** utility to generate reports. The **Reports** utility can create a number of standard reports that you can use to review the system. It also allows you to export report information to a number of file formats that you can use to create your own custom reports.

This section explains how to access the standard MiCollab AM reports. It does not cover the procedures that may be required for creating custom reports.

NOTE In MiCollab AM version 9.0, it is no longer necessary to share the Reports directory. The **Reports** utility communicates directly with the SOAP server and uses your logon credentials to access data.

Starting the Reports Utility

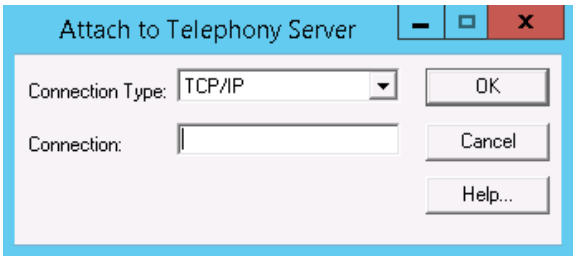
The standard reports that are accessed through the **Reports** utility are Crystal Report template files (.rpt) installed during the MiCollab AM software installation. These report templates are located in a directory on the System Server.

The **Reports** utility compiles data from the .csv source files into the specified report template when you generate a report.

You must be a MiCollab AM administrator with the Reports Access permission enabled to access the **Reports** utility.

To start the Reports utility:

1. From the taskbar select **Start** > **Programs** > **MiCollab AM Desktop**, and then click **Reports**. The **Attach to Telephony Server** dialog box appears.

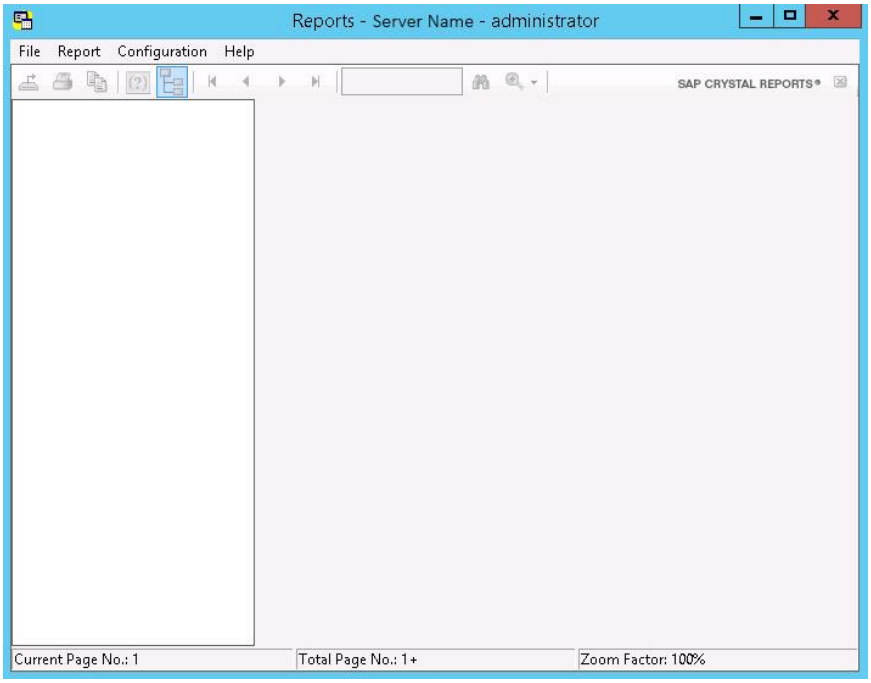


2. In the **Connection Type** box, select the appropriate connection, and then type the name that represents the System Server on the LAN to which you want to connect, and then click **OK**. The **Logon to Telephony Server** dialog box appears.

Table 2. Connection type box procedure

If you selected...	Then...
Named Pipes as the connection type (and you are running MiCollab AM Admin on the System Server)	Type a single period (.) in the Connection box on the System Server platform
Named Pipes as the connection type (and you are running MiCollab AM Admin on a platform other than the System Server)	Type the name of the System Server in the Connection box
TCP/IP as the connection type and the System Server is a member of a Windows domain	Type the name of the System Server in the Connection box
TCP/IP as the connection type and the System Server is not a member of a Windows domain	Type the IP address assigned to the System Server in the Connection box

3 In the **Logon to Telephony Server** dialog box, type the administrator's user ID and password, and then click **OK**. The **Reports** utility appears.



4 Check your configuration to ensure that the paths entered are correct.

> **NOTE** If you are working with the **Reports** utility remotely on a client workstation, verify that the path to the reports files and data are correct.

5 Select **Report** in the menu bar of the **Reports** utility, and then select the report type you want to generate from the list of report headings.

6 In the **Settings** dialog box:

   a Enter the desired range criteria.

   b Click the **Update** button to update the report data to today's date and time before running the report.

   c Click **OK**.

> **NOTE** Some reports do not have a **Settings** dialog box.

- To view a specific section of the report, select it from the list displayed in the navigation pane. Tabs in the preview pane provide an alternative selection method.
- To display the report in full window width, click the **Toggle** button.
- To print the report, click the **Print** button.
- To export the report to create your own custom report, click the **Export** button, and then select the file format desired. Select the destination, and then type the name of the file to save.

Updating the Report Source File Data from the Reports Utility

You can update the source file data with up-to-the-minute information before you generate reports. Time sensitive information is valuable when troubleshooting and is useful when designing applications. If you want to generate reports with up-to-the-minute information, you can update the data from the **Reports** utility prior to running a report. The following example shows the three groups of report data you can update.

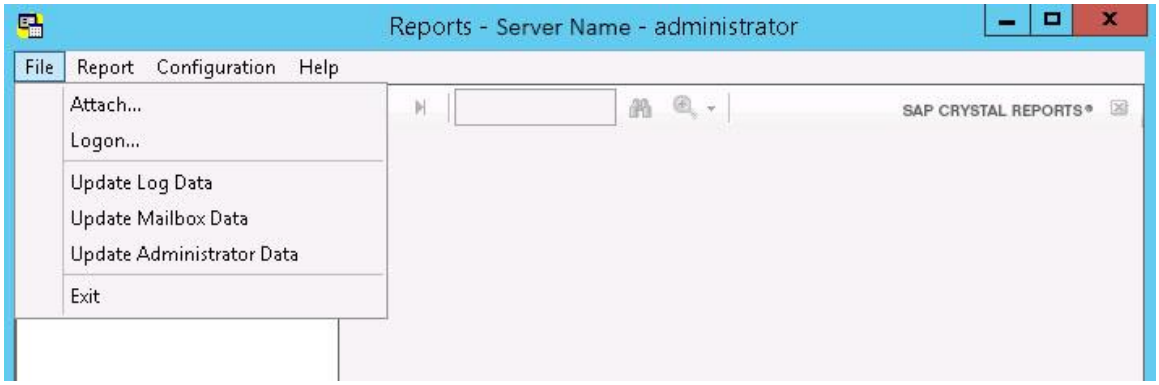


Figure 2. Reports Utility File Menu

To update report file data manually before you generate a report:

To update a group of data files together, click File, and then click the data file group you want to update:

- **Update Log Data** – msglog.csv, peg.csv, spu.csv
- **Update Mailbox Data** – All other data files, except admin.csv
- **Update Administrator Data** – admin.csv

Viewing a Report

To view a report without printing it:

1. From the menu bar, select **Report**, and then select the desired report from the list. The Report Settings dialog box appears.
2. Enter the required information in the **Report Settings** dialog box, and then click **OK**.
3. The report displays in the Telephony Server Report Preview screen.

Printing a Report

To print a report:

4. From the menu bar, select **Report**, and then select the desired report from the list. The Report Settings dialog box appears.
5. Enter the required information in the **Report Settings** dialog box, and then click **OK**.
6. The report displays in the Telephony Server Report Preview screen.
7. From the menu bar, select **File**, and then click **Print to Printer**.

NOTE You can print to any local or network printer that is configured appropriately.

Purging Reports

The following procedure deletes all report records on the System Server.

WARNING Purged information is unrecoverable; it is erased from the system. Do not purge reports without carefully considering what you are about to do.

To purge reports:

1. From the taskbar, select **Start** > **Control Panel**, and then click **MiCollab AM Configuration**. The MiCollab AM Configuration utility displays the Main tab.
2. Click **Shutdown**, and then wait until the status displays, *Stopped*.
3. Click the **Database** button. The **Database** dialog box appears.
4. Under Purge, select the **Reports** check box, and then click **Purge**.
5. To confirm this action, click **OK**.
6. Click **OK** to close the **Database** dialog box.
7. Start MiCollab AM.

Exporting Report Data to Create Custom Reports

The **Reports** utility may not always provide the information in the type of reporting format you require for specific tasks. You can export report data and use it to create custom reports using a variety of other application programs. Import the data into other programs and format it to display the information you require to create presentations, troubleshoot configuration problems, cost justify additional lines, or analyze system usage. The common types of software application programs used to create custom reports are:

- Crystal Reports retail version
- Crystal Reports.net
- Microsoft Office applications such as: Word, Excel, and Access
- Microsoft development tools such Visual Studio

> **NOTE** When you use software development tools to access the reporting source files, open the files in Read Only Mode to ensure that other programs can maintain access to the files.

To export a report for customization with another application:

> **NOTE** The procedures in this section assume the Reports utility is running. If you need help starting the **Reports** utility, refer to the section, Starting the Reports Utility for more information or refer to the online help.

1. From the menu bar, select **Report**, and then select the report type you want to generate from the list of reports.
2. In the **Settings** dialog box, enter the range criteria desired, and then click **OK**.
3. Click the **Export** icon on the toolbar, choose the destination, type the name of the file, and then select the *save as type*. Choose one of the following file types:
   - Crystal Reports (*.rpt)
   - Adobe Acrobat (*.pdf)
   - Microsoft Excel 97-2000 (*.xls)
   - Microsoft Excel 97-2000 - Data Only (*.xls)
   - Microsoft Word (*.doc)
   - Microsoft Word - Editable (*.rtf)
   - Rich Text Format (*.rtf)
4. Click **Save**. The saved file is ready to import into another program for customization.

Saving Windows Event Viewer Logs for Custom Reports

The Windows Event Viewer provides another source of data that you can utilize to create custom reports. The System Server writes its application and system events to the Event Viewer of the System Server. You can export these logs as .csv files and use them to create report files. The two logs containing information about MiCollab AM are:

- **Windows Application Log** - The Application Log contains entries for every program change made on the System Server. These entries display the changes and what administrative account made the change.
- **Windows System Log** - The System Log contains startup and shutdown activity of the System Server services as well as other operating system events. These entries display successful startup and shutdown of the System Server processes, the ICA server, the Digital Networking Server, etc.

To open the Event Viewer:

1. From the taskbar, select **Start** > **Administrative Tools**, and then click **Event Viewer**.
2. On the **Event Viewer** tree, double-click **Windows Logs**.
3. When the sub-menus open, right-click either **Application** or **System**, and then select **Save All Events As**.
4. On the **Save As** window, choose the file location.
5. Type a **File name** and choose the **Save as type (**for example .csv).
6. Click **Save**. The file is ready for import into another program for customization.

Using Crystal Reports to Modify or Create a Report

Because all of the MiCollab AM reporting templates use the Crystal Report runtime engine, it is a simple process to import and modify report files using a retail version of Crystal Reports. There are several methods to create custom reports using Crystal Reports. Choose the method that works best for the type of report or application you are using:

- **Create Crystal Reports Using a Wizard** - The Wizard provides a simple drag-and-drop action to add a report to an application. A wizard launches that walks the user through the steps of attaching to a database, formatting the report, etc.
- **Create Crystal Reports Programmatically** - For more control over the look and feel of the report, a programmer can choose to build the report programmatically rather than use the wizard. This allows the report to be varied based on user input and other conditions.
- **Add a Crystal Reports Viewer to a Form** - Visual Studio includes a Crystal Reports Viewer you can add to display the results of a report.

Crystal Reports can create custom reports that include data from multiple sources that you can compile and integrate into a single report format. This provides the ability to build complex reports that you can customize to suit any reporting task throughout the enterprise.

Crystal Reports Export File Format Types

When you use the retail version of Crystal Reports to modify reports, you can save and export report files in any of the following file formats supported by Crystal Reports:

- Crystal Reports (.rpt)
- PDF (.pdf)
- Character Separated Values (.csv)
- Microsoft Excel (97-2003) (.xls)
- Microsoft Excel (97-2003) Data Only (.xls)
- Microsoft Excel Workbook Data-Only (.xlsx)
- Microsoft Word (97-2003) (.doc)
- Microsoft Word (97-2003) – Editable (.rtf)
- Rich Text Format (.rtf)
- XML (.xml)

The following examples are just a few of the custom report types that you can create with Crystal Reports.

- Reports combining information from the MiCollab AM callout logs and the PBX call type information for cost reconciliation.
- Alarms/Reporting/Tracking - Monitors MiCollab AM startup and shutdown information
- Reports monitoring specific types of outgoing call traffic
- Reports tracking how long messages remain unopened in mailboxes (For example, to monitor call center overflow, customer service, and service department response)

The following is an example of a custom Mailbox List report created with Crystal Reports showing the default language of the listed mailboxes.

Mailbox List Report Data Updated: 2/10/2016 4:34:40PM

Call Processors	00000	DAY MAIN MENU
	00001	DTMF
	00002	asr test 500
	00003	asr test 0
Class Of Service Mailboxes	00006	MAIN SUBSCRIBER COS
	00009	Standard
Distribution Lists	00007	MAIN SUBSCRIBER ALERT
	00008	Copy of 00007
Schedule Mailboxes	00005	MAIN SCHEDULE
Subscribers	00011	user, test
	10001	Kitty, Hello
	10002	Vlad, Daniel
	10003	JOHN KROL
	10004	WALTER RIDDLE

Figure 3. Custom Mailbox List report created with Crystal Reports

The Reports Source CSV Files

In a multi-box environment in which one or more Call Servers are connected to the System Server, report data is aggregated onto the System Server. Administrators can update all data on demand from the **Reports** utility. All of the report data is collected and stored in Comma Separated Value (.csv) files in the Reports folder on the System Server. When a report is generated in the **Reports** utility, the data in the .csv files is queried, and then compiled into the report (.rpt). These source .csv files contain all of the information about the current system configuration, the system usage, and the system performance.

IMPORTANT A complete list of all column header information for each .csv file is available in the schema.ini file located in the Reports folder on the System Server.

The schema.ini file is updated during a software release whenever:

- New data columns are added to existing .csv files
- New .csv files are introduced into the system
- New or revised .rpt files are introduced into the system

If you are working with an upgraded version of MiCollab AM software, review the schema.ini file for information that is new to the system. For more information on new column header information and .csv files for the current release, refer to the section Appendix A – Report Data Content Changes. For information on what .csv files contribute data to the report (.rpt) files, refer to the next section, The Reports (.RPT) Files and their Associated .CSV Files.

The following table provides a list of the thirty-two .csv files included in version 9.0:

Table 3. CSV File

CSV file	Description
admin.csv	A list of all the administrators and their attitudes
dl.csv	A list of all the Distribution List members
dlallowed.csv	Lists up to 20 mailboxes from which a Distribution List mailbox accepts messages. **NOTE** This list is only available if Specified Mailboxes is selected in the Accept From list of the Distribution List mailbox.
emcfg.csv	The configuration information for the unified messaging connections to the e-mail servers
infoamis.csv	A list of all AMIS mailboxes and their attributes
infoannc.csv	A list of all announcement mailboxes and their attributes

infocos.csv	A list of Class of Service mailboxes and their attributes
infocp.csv	A list of Call Processor mailboxes and their attributes
infocpspeech.csv	A list of Speech commands associated with Call Processor mailboxes
infodl.csv	A list of Distribution List mailboxes and their attributes, but not their membership lists (see dl.csv for the membership lists)
infofaxd.csv	A list of Fax Delivery mailboxes and their attributes
infointr.csv	A list of the Interactive mailboxes and their attributes
infolal.csv	A list of all Local Alias mailboxes and their attributes.
infomctr.csv	A list of Message Center mailboxes and their attributes
infonet.csv	A list of Networking mailboxes and their attributes
infoout.csv	A list of Outbound mailboxes and their attributes
infosched.csv	A list of Schedule mailboxes and their attributes
infosub.csv	A list of all Subscriber mailboxes and their attributes
infovis.csv	A list of Visitor mailboxes and their attributes
infovpim.csv	A list of Digital Networking mailboxes and their attributes
lastaccess.csv	A list of all subscribers, and their last access date.
mbconflict.csv	A list of any current mailbox conflicts arising from system networking
msg.csv	A list of messages currently on the system.
node.csv	This file contains the MiCollab AM server Node ID, the server name, the address, the TCP/IP port, the role, and the base path.
prefix.csv	The Prefix Table is a defined string of digits that subscribers must dial to direct a message to the remote server. The Additional Digit Length is the number of digits that subscribers must append to the prefix in order to create a valid destination number. This is typically the length in digits of a mailbox, extension, or account number on the remote server.
schedovrd.csv	A list of all system-wide defined system overrides and manual overrides
sub.csv	A list of all types of mailboxes and their attributes (For example the mailbox number and the display name.)

subext.csv	A list of extensions and devices for subscriber mailboxes including the telephone numbers and device types
subref.csv	A list of subscriber references (For example, Distribution List membership and sponsorship references in Call Processor mailboxes)
subsetup.csv	A list of all subscribers and their setup status (For example, whether the setup tutorial completed, and if the subscriber recorded a name and greeting)

The following list of CSV files pertain to the system's usage and performance:

Table 4. CSV Files

CSV File	Description
msglog.csv	A list of all activity generated during message processing including message creation, message being played, message being deleted, etc.
spu.csv	This file includes a complete history of all outgoing calls including originating mailbox or function, number dialed, port used, call results, etc.
peg.csv	This file contains a daily total of the peg counts for various peg counters (calls made, ring no answer transfers, "0" key transfers, etc.)
cpasr.csv	This file contains a daily total of the peg counts for speech command usage.

The Reports (.RPT) Files and their Associated .CSV Files

The following table displays all the MiCollab AM reports that are available in the Reports folder on the System Server and their associated .csv files from which the report data is compiled.

You can generate each report using the **Reports** utility or export them to the Crystal Reports program. To view a sample display of the report and a description of the information the report provides, click on the report name.

Table 5. Report files

Report Name	Report Filename	Related CSV Files
Administrator Listing	admin.rpt	admin.csv
Callout Log by Mailbox	coutmb.rpt	spu.csv
Callout Log by Port	coutport.rpt	spu.csv node.csv
AMIS Mailbox Information	infoamis.rpt	infoamis.csv
Announcement Mailbox Information	infoannc.rpt	infoannc.csv
Class of Service Mailbox Information	infocos.rpt	infocos.csv
Call Processor Mailbox Statistics Information	infocp.rpt	peg.csv infocp.csv infocpspeech.csv cpasr.csv
Digital Networking Mailbox Information	infovpim.rpt	infovpim.csv prefix.csv
Distribution List Mailbox Information by Mailbox Name	infodlnm.rpt	infodl.csv dlallowed.csv dl.csv

Distribution List Mailbox Information by Mailbox Number	infodl.rpt	infodl.csv dlallowed.csv dl.csv
E-mail Server Configuration	emcfg.rpt	emcfg.csv
Fax Center Mailbox Information	infofaxm.rpt	sub.csv
Fax Delivery Mailbox Information	infofaxd.rpt	infofaxd.csv
Interactive Mailbox Information	infointr.rpt	infointr.csv
Local Alias Mailbox Information	infolal.rpt	infolal.csv
Mailbox Conflicts	mbcnflct.rpt	mbconflict.csv
Mailbox Directory by Mailbox Name	mbdirnm.rpt	sub.csv
Mailbox Directory by Mailbox Number	mbdirmb.rpt	sub.csv
Mailbox List	mblist.rpt	sub.csv
Mailbox Usage	mbusage.rpt	spu.csv
Message Center Mailbox Information	infomctr.rpt	infomctr.csv
Message Log	msglog.rpt	msglog.csv
Message Status	msgstat.rpt	msg.csv infosub.csv emcfg.csv
Network Activity	netactiv.rpt	spu.csv
Network Mailbox Information	infonet.rpt	infonet.csv
Outbound Mailbox Information	infoout.rpt	infoout.csv
Port Usage	portuse.rpt	spu.csv node.csv
Schedule Mailbox Statistics	callstat.rpt	peg.csv spu.csv
Schedule Override Rules	schedovrd.rpt	schedovrd.rpt

Subscriber Distribution List and Sponsor	subref.rpt	subref.csv
Subscriber Extension List–by Mailbox Number	subextmb.rpt	subext.csv
Subscriber Mailbox Information	infosub.rpt	infosub.csv
Subscriber Mailbox–Last Accessed	lastacce.rpt	lastaccess.csv
Subscriber Setup Status	subsetup.rpt	subsetup.csv
Visitor Mailbox Information	infovis.rpt	infovis.csv

Report Examples

The following section provides an example of each report type with a description of what information the report contains.

Administrator Listing Report (admin.rpt)

The Administrator Listing report displays a list of the administrator accounts created on the System Server and their attributes. The report displays the following information for each administrator account:

- Name of a person or other identifier
- User ID
- The number of simultaneous logons that can be performed
- Permissions granted
- Comments

Administrator Listing Data Updated: 2/10/2016 11:00:36AM

Administrator

ID: 1111 Logon Limit: 5 [ ] Windows Logon

Comment:

Security:

[ ] Administrator Edit	[ ] Configuration	[ ] Digital Networking Admin
[ ] Enterprise Logon Allowed	[ ] Diagnostics	[ ] Edit Subscriber E-Mail Config
[ ] Reports	[X] Edit Mailboxes	[ ] Edit Subscriber Fax Config
[ ] Digital Networking Admin	[ ] Add/Delete Mailboxes	[ ] Edit Subscriber Trusted Logon

Mailbox Administration Access

[ ] AMIS	[X] Distribution List	[ ] Message Center
[ ] Announcement	[ ] Fax Center	[ ] Networking
[ ] Call Processor	[ ] Fax Delivery	[ ] Outbound
[ ] Class of Service	[ ] Interactive	[X] Subscriber
[ ] Digital Networking	[ ] Local Alias	[ ] Visitor

Administrator

ID: Administrator Logon Limit: Unlimited [ ] Windows Logon

Comment:

Security:

[X] Administrator Edit	[X] Configuration	[X] Digital Networking Admin
[ ] Enterprise Logon Allowed	[X] Diagnostics	[X] Edit Subscriber E-Mail Config
[X] Reports	[X] Edit Mailboxes	[X] Edit Subscriber Fax Config
[X] Digital Networking Admin	[X] Add/Delete Mailboxes	[ ] Edit Subscriber Trusted Logon

Mailbox Administration Access

[X] AMIS	[X] Distribution List	[X] Message Center
[X] Announcement	[X] Fax Center	[X] Networking
[X] Call Processor	[X] Fax Delivery	[X] Outbound
[X] Class of Service	[X] Interactive	[X] Subscriber
[X] Digital Networking	[X] Local Alias	[X] Visitor

Figure 4. Administrator Listing

Call Processor Mailbox Statistics Report (infocp.rpt)

The Call Processor Mailbox report displays information about the frequency a particular Call Processor mailbox was accessed by callers through the telephone user interface (TUI). In addition, the report includes data to help identify traffic patterns and commands that are not often used. The report information includes:

- The name and mailbox number of the Call Processor mailbox
- The frequency a particular Key/Event was selected by a caller through the use of the telephone user interface (TUI)
- The action type for each key programmed
- The number of times each key was pressed
- A count of speech activated actions
- A count of the number of time the Final Timeout action was initiated (Both Speech and DTMF actions can initiate this command.)
- A count of the number of times the Speech related No Match and Mismatch actions were initiated

  NOTE For more information, refer to the help topic, Call Processor Keys and Events.

- A count of the number of times the Speech related Confirm Names was requested

  NOTE The total number of times a confirmation was required to accept a speech command. The Call Processor parameter, Always Confirm Names, is used in Speech applications and applied to Call Processor mailboxes that have a Directory Speech command configured. If no match is confirmed, the Final No Match action is initiated. For more information, refer to the help topic, Call Processor Fields and Parameters.

- A count of the number of times the Speech related Confirm Names was rejected
- A count of speech activated actions. This is in a similar format to the data reported on DTMF activated actions. This list may be long if a system has a lot of speech commands.

Call Processor Mailbox Statistics Report

Data Updated: 2/10/2016 2:44:42PM

For Mailbox Range: 00000 to 00000
For Period From 2/3/2016 Through 2/9/2016

00000 - DAY MAIN MENU

Key	Action	Count	Key	Action	Count
0	Hangup	1	A	Undefined	0
1	Hangup	21	B	Undefined	0
2	Hangup	69	C	Undefined	0
3	Hangup	0	D	Undefined	0
4	Hangup	73	*	Hangup	20
5	Hangup	0	#	Access Messages	98767
6	Hangup	0	FAX	Undefined	0
7	Hangup	0			
8	Hangup	0			
9	Hangup	0			

Event	Action	Count
Final Timeout	Undefined	40
Final Mismatch	Undefined	0
Final No Match	Blind Transfer / *4999*4642	0
Confirmation Request		29
Confirmation Rejected		26
User logon	Access Messages	1
Help	Go To CP / 03000	1
Directory:All	Blind Transfer	3

Figure 5. Call Processor Mailbox Statistics Report

Callout Log by Mailbox Report (coutmb.rpt)

The Callout Log by Mailbox report displays callout activity for a specified range of dates and mailboxes, organized by mailbox. The report information includes:

- Local and long distance callouts for each date
- Time each callout was placed
- Line used
- Time elapsed during the callout
- Telephone number called
- Exit status
- Total elapsed time for all callouts by mailbox or port number
- Total elapsed time for all callouts for all mailboxes or ports

Use the Callout Log by Mailbox report to confirm and test immediate message notification. For example, the report can identify if a callout was made to a specific number, such as a pager. You can configure the report to reference a specific mailbox on a specific date to determine if the notification was attempted.

CALLOUT LOG REPORT

Data Updated: 2/10/2016 2:49:19PM

For Mailbox Range: 00000 to 59726

For Period From 1/29/2016 Through 2/9/2016

MAILBOX 00000	Date	Time	Node / Line	Time Elapsed	Number Called	Exit Status
Extension Callouts						
	2/3/2016	22:45:28	41 / 100	00:00:00	50055	Busy
	2/8/2016	18:34:31	32 / 100	00:00:00	46390	Busy
Subtotal Extension Callouts		**2**		**00:00:00**		
Total Callouts From Mailbox 00000				00:00:00		

MAILBOX 10189	Date	Time	Node / Line	Time Elapsed	Number Called	Exit Status
Extension Callouts						
	2/8/2016	19:38:39	33 / 5	00:00:00	61099	Transferred
Subtotal Extension Callouts		**1**		**00:00:00**		
Total Callouts From Mailbox 10189				00:00:00		

MAILBOX 10198	Date	Time	Node / Line	Time Elapsed	Number Called	Exit Status
Extension Callouts						
	2/9/2016	11:02:21	32 / 100	00:00:28	61000	Called Out
Subtotal Extension Callouts		**1**		**00:00:28**		
Total Callouts From Mailbox 10198				00:00:28		

Figure 6. Callout Log Report

Callout Log by Port Report (coutport.rpt)

The Callout Log by Port report displays callout activity for a specified range of dates and mailboxes, organized by port and switch node, if defined. The report information includes:

- Local and long distance callouts for each date
- Time each callout was placed
- Line used
- Time elapsed during the callout
- Telephone number called
- Exit status
- Total elapsed time for all callouts by mailbox or port number
- Total elapsed time for all callouts for all mailboxes or ports

Use the Callout Log by Port report to confirm and test immediate message notification. For example, the report can identify if a callout was made to a specific number, such as a pager. The report can also be configured to report a specific mailbox on a specific date to determine if the notification was attempted.

CALLOUT LOG REPORT

Data Updated: 2/10/2016 2:50:28PM

For Mailbox Range: 00000 to 59726

For Period From 1/29/2016 Through 2/9/2016

NODE CXCE1201

PORT 100	Date	Time	Mailbox	Time Elapsed	Number Called	Exit Status
Extension Callouts	2/5/2016	06:23:55	25042	00:00:29	61000	Called Out
Subtotal Extension Callouts	**1**			**00:00:29**		
Total Callouts From Port	**1**			**00:00:29**		

NODE LARGECAPCS10

PORT 100	Date	Time	Mailbox	Time Elapsed	Number Called	Exit Status
Extension Callouts	2/8/2016	22:16:55	40001	00:00:43	61000	Called Out
Subtotal Extension Callouts	**1**			**00:00:43**		
Total Callouts From Port	**1**			**00:00:43**		

NODE LargeCapCS13

PORT 100	Date	Time	Mailbox	Time Elapsed	Number Called	Exit Status
Extension Callouts	2/5/2016	12:12:13	29868	00:00:34	61000	Called Out
Subtotal Extension Callouts	**1**			**00:00:34**		
Total Callouts From Port	**1**			**00:00:34**		

NODE LargeCapCS14

Figure 7. Callout Log Report

Mailbox Information Reports

The Mailbox Information report displays the configuration parameters for a specified type and range of mailboxes. Use the Mailbox Information report when you need to obtain configuration information quickly. The information displayed in the report depends on the System Server features and modules currently installed.

The following is a list of all information reports:

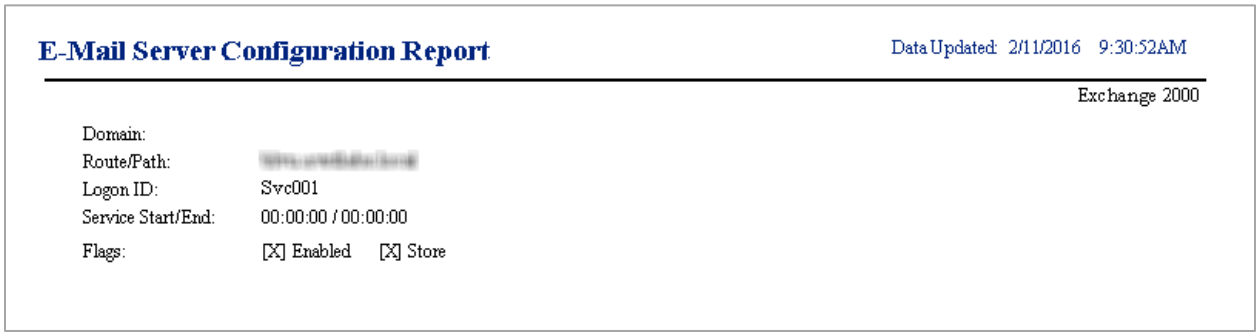
- AMIS Mailbox Information - infoamis.rpt
- Announcement Mailbox Information - infoannc.rpt
- Call Processor Mailbox Information - infocp.rpt
- Class of Service Mailbox Information - infocos.rpt
- Digital Networking Mailbox Information – infovpim.rpt
- Distribution List Mailbox Information (by Mailbox Number) - infodl.rpt
- Distribution List Mailbox Information (by Mailbox Name) - infodlnm.rpt
- Fax Center Mailbox - infofaxm.rpt

- Fax Delivery Mailbox Information - infofaxd.rpt
- Interactive Mailbox Information - infointr.rpt
- Local Alias Mailbox Information - infolal.rpt
- Message Center Information - infomctr.rpt
- Network Mailbox Information - infonet.rpt
- Outbound Mailbox Information - infoout.rpt
- Schedule Mailbox Information – infosched.rpt
- Subscriber Mailbox Information - infosub.rpt
- Visitor Mailbox Information - infovis.rpt

E-mail Server Configuration Report (emcfg.rpt)

The E-mail Server report displays the settings of all messaging server profiles created on the System Server. The report information includes:

- Messaging server profile name
- Messaging or e-mail server type
- Windows NT domain name
- Route or path to the post office
- Logon ID used to access the Lotus Notes/Domino Server or Microsoft Exchange Server
- Stop and re-start time for the E-Mail Access interface so that maintenance can be performed on the e-mail or messaging server
- Whether the messaging server profile is currently enabled
- If the System Server stores all messages locally or on the E-mail server



E-Mail Server Configuration Report

Data Updated: 2/11/2016 9:30:52AM

Exchange 2000

Domain:	
Route/Path:	[redacted]
Logon ID:	Svc001
Service Start/End:	00:00:00 / 00:00:00
Flags:	[X] Enabled [X] Store

Figure 8. Email Server Configuration Report

Mailbox Conflicts Report (mbcnflct.rpt)

The Mailbox Conflicts report displays a list of active mailbox conflicts on the System Server in a network environment. Mailbox conflicts occur when a subscriber mailbox is marked for propagation but it cannot be propagated because there is another mailbox with the same mailbox number on a correspondent System Server. The report information includes:

- Mailbox number and name
- Conflict date and time
- Propagate to/from information

Use the Mailbox Conflicts report to troubleshoot mailbox conflicts in a networked environment.

Mailbox Conflicts Report Data Updated: 2/10/2016 2:53:42PM

3600 - Williams, Roger

Propagated from: 3997 - Chicago
Mailbox Types: Local: Subscriber
Remote: Subscriber

5020 - Harrison, Wendy

Propagated from: 3997 - Chicago
Mailbox Types: Local: Subscriber
Remote: Subscriber

7010 - Inside Sales

Propagated from: 3900 - New York Main
Mailbox Types: Local: Call Processor
Remote: Distribution List

Figure 9. Mailbox Conflicts Report

Mailbox Directory by Name Report (mbdirnm.rpt)

The Mailbox Directory by name report displays a list of mailboxes, in mailbox name order, either by specific type such as AMIS, Announcement, Call Processor, or by name in alphabetical order. Where applicable, the sponsor mailbox number and name are also listed. Mailboxes appear in the Mailbox Directory report even when they are not listed in the subscriber directory.

Mailbox Directory Report Data Updated: 2/10/2016 3:01:26PM

All Mailboxes Alphabetical by Name Mailbox Range: 00000 to 30000

Name	Mailbox	Sponsor Mailbox	Sponsor Name
AARON ALEXANDER	23846		
AARON BENDER	13557		
AARON CALE	13236		
AARON CAPELLO	27223		
AARON CASTELLANOS	13763		
AARON CHAMBERS	19715		
AARON DEES	22089		
AARON FORD	25288		
AARON GAO	12559		

Figure 10. Mailbox Directory Report

Mailbox Directory by Mailbox Number Report (mbdirmb.rpt)

The Mailbox Directory by Mailbox Number report displays a list of all mailboxes, in numerical order. Where applicable, the sponsor mailbox number and name are also listed. Mailboxes appear in the Mailbox Directory report even when they are not listed in the subscriber directory.

Mailbox Directory Report

Data Updated: 2/10/2016 3:02:36PM

All Mailboxes Ordered by Mailbox Number

Mailbox Range: 00000 to 30000

Mailbox	Name	Sponsor Mailbox	Sponsor Name
00000	DAY MAIN MENU		
00001	DTMF		
00002	asr test 500		
00003	asr test 0		
00005	MAIN SCHEDULE		
00006	MAIN SUBSCRIBER COS		
00007	MAIN SUBSCRIBER ALERT	99999	AUDIO ADMINISTRATOR
00008	Copy of 00007	99999	AUDIO ADMINISTRATOR
00009	Standard		

Figure 11. Mailbox Directory Report

Mailbox List Report (mblist.rpt)

The Mailbox List report displays a list of mailbox numbers and names for a specified type and range of mailboxes. Use the Mailbox List report when you need to add a new mailbox to an existing System Server platform. Run the report to review the numbering scheme of all the different mailbox types and then assign the appropriate number to the mailbox you create.

Mailbox List Report

Data Updated: 2/10/2016 3:03:37PM

For Mailbox Range: 00000 to 30000

	Mailbox	Name
Call Processors	00000	DAY MAIN MENU
	00001	DTMF
	00002	asr test 500
	00003	asr test 0
Class Of Service Mailboxes	00006	MAIN SUBSCRIBER COS
	00009	Standard
Distribution Lists	00007	MAIN SUBSCRIBER ALERT
	00008	Copy of 00007
Schedule Mailboxes	00005	MAIN SCHEDULE
Subscribers	00011	user, test
	10001	Kitty, Hello
	10002	Vlad, Daniel
	10003	JOHN KROL
	10004	WALTER RIDDLE

Figure 12. Mailbox List Report

Mailbox Usage Report (mbusage.rpt)

The Mailbox Usage report displays logon activity, by mailbox number, for any block of subscribers, for any date. The Mailbox Usage report tells you how much a mailbox is being used over a certain time period, and can help you determine if you have enough lines to handle the current workload. This report provides the following information:

- Date and time of each logon
- Length of time the subscriber was logged on
- Telephone line used
- Termination status

Mailbox Usage is a two-part report. Part 1 lists mailbox usage by mailbox number; Part 2 displays data by date and line, including the total number of times and amount of time that a particular line has been used for mailbox access for the dates and mailboxes specified.

The information about logon activity is stored for the number of days specified in the Environment Configuration screen in the Mailbox Usage data retention field. When you export to a spreadsheet-ready file, the totals are not included in the file.

MAILBOX USAGE REPORT

Data Updated: 2/10/2016 3:05:23PM

For Mailbox Range: 10001 to 30000

For the Period 2/3/2016 through 2/9/2016

MAILBOX 10001	Date	Time	Node / Line	Time Elapsed	Exit Status
	2/3/2016	16:55:39	33 / 1	00:00:07	Logoff
	2/5/2016	10:52:37	33 / 23	00:01:25	Dialtone
	2/8/2016	19:05:49	33 / 15	00:00:23	Dialtone
	2/9/2016	13:25:15	33 / 5	00:01:11	Dialtone
Total Logons To Mailbox10001: 4				00:03:06	

MAILBOX 10003	Date	Time	Node / Line	Time Elapsed	Exit Status
	2/4/2016	03:29:44	33 / 1	00:00:35	Dialtone
	2/4/2016	08:54:10	33 / 34	00:02:02	Dialtone
	2/4/2016	10:08:13	33 / 33	00:00:32	Dialtone
	2/4/2016	22:08:54	33 / 22	00:01:10	Dialtone
	2/5/2016	06:31:10	33 / 27	00:00:23	Dialtone
	2/5/2016	11:46:27	33 / 14	00:00:23	Dialtone
	2/9/2016	08:42:03	33 / 18	00:00:38	Dialtone
Total Logons To Mailbox10003: 7				00:05:43	

MAILBOX 10004	Date	Time	Node / Line	Time Elapsed	Exit Status
	2/4/2016	07:53:02	33 / 10	00:00:13	Dialtone
	2/8/2016	13:07:30	33 / 10	00:00:22	Dialtone
Total Logons To Mailbox10004: 2				00:00:35	

MAILBOX 10007	Date	Time	Node / Line	Time Elapsed	Exit Status
	2/4/2016	05:37:17	33 / 23	00:01:51	Dialtone
	2/4/2016	11:48:04	33 / 36	00:00:48	Dialtone
Total Logons To Mailbox10007: 2				00:02:39	

Figure 13. Mailbox Usage Report

Message Log Report (msglog.rpt)

The Message Log report displays activity information about messages to help troubleshoot subscriber message problems. The report is organized by mailbox number, and provides:

- Date and time of all message actions performed by the mailbox
- The mailbox that created a message
- The message identification number
- The telephone number that left the message
- When the message was created, listened to, saved, skipped, requested to be deleted, and deleted
- MWI Set and Clear operation based on message activity
- SMS Notification sent based on message activity

Message Log Report

Data Updated: 2/10/2016 3:06:51PM

For Mailbox Range: 10001 to 30000

For Period From 2/3/2016 Through 2/10/2016

MAILBOX 10001	Date	Time	Message Num	Phone Number	Event
	2/3/2016	16:55:42	1444858404	61099	Playback Started
	2/3/2016	16:55:46	1444858404	61099	Quit
	2/3/2016	16:55:46	0		MWI OFF for 10001
	2/3/2016	19:26:49	1444866633	61098	Created by 22617 Length=00:00:12
	2/3/2016	23:41:57	1444869339	61098	Created by 13537 Length=00:00:07
	2/4/2016	01:22:04	1444870375	61098	Created by 14606 Length=00:00:12
	2/4/2016	15:08:05	1444878932	61098	Created by 23714 Length=00:00:13
	2/4/2016	19:16:42	1444881440	61098	Created by 33781 Length=00:00:05
	2/5/2016	03:46:26	1444886461	61098	Created by 30277 Length=00:00:32
	2/8/2016	11:11:35	0		MWI OFF for 10001
	2/8/2016	18:29:03	0		MWI OFF for 10001
	2/8/2016	19:05:56	1444878932	61098	Playback Started
	2/8/2016	19:05:58	1444878932	61098	Deletion requested
	2/8/2016	19:06:00	1444870375	61098	Playback Started
	2/8/2016	19:06:03	1444870375	61098	Playback Started
	2/8/2016	19:06:08	1444870375	61098	Deletion requested
	2/8/2016	19:06:09	1444869339	61098	Playback Started
	2/8/2016	19:06:13	0		MWI OFF for 10001
	2/8/2016	20:19:14	1444895822	61098	Created by 15743 Length=00:00:08
	2/8/2016	23:10:06	1444897338	61098	Created by 41188 Length=00:00:57
	2/10/2016	01:45:35	1444870375	61098	Purged
	2/10/2016	01:45:35	1444878932	61098	Purged

MAILBOX 10002	Date	Time	Message Num	Phone Number	Event
	2/4/2016	01:22:32	1444870382	61098	Created by 31149 Length=00:00:08
	2/4/2016	04:08:31	1444872100	61098	Created by 27529 Length=00:00:01
	2/4/2016	05:54:12	1444873196	61098	Created by 19666 Length=00:00:09
	2/4/2016	13:48:58	1444878112	61098	Created by 11087 Length=00:00:10
	2/5/2016	03:05:46	1444886081	61098	Created by 21025 Length=00:00:14

Figure 14. Message Log Report

Message Status Report (msgstat.rpt)

The Message Status report displays the status of all messages that are awaiting action by subscribers, including network messages. Run the Message Status report before deleting a Subscriber mailbox to ensure that new messages are not deleted unintentionally with the mailbox. This report can tell you if a message:

- Exists as a new message
- Is saved for further action by the mailbox owner
- Is set for future delivery, but has not yet been delivered
- Has been purged by the system during the Daily Maintenance routine

When you export this report to a spreadsheet-ready file the totals are not included in the report.

Message Status Report Data Updated: 2/11/2016 9:53:10AM

For Mailbox Range: 10001 to 20000

MAILBOX 00011

No messages.

MAILBOX 10001

New Messages

Date	Time	Local Sender	Remote Sender	Length	Read
12/1/2015	14:34:22	00000		00:00:08	X
1/4/2016	10:10:31	43028		00:00:55	X
1/5/2016	21:57:59	59667		00:00:59	X
1/13/2016	07:24:19	31544		00:00:10	X
1/13/2016	09:27:41	23928		00:00:07	X
1/13/2016	14:27:39	10001		00:00:11	X
1/17/2016	03:19:23	15237		00:00:07	X
1/22/2016	04:37:34	51573		00:00:10	X
2/11/2016	01:10:57	18088		00:00:10	

Total Number New: 9

Saved Messages

Date	Time	Local Sender	Remote Sender	Length	Read
12/19/2015	16:16:27	16497		00:00:07	X
12/21/2015	17:13:54	10002		00:00:20	X
12/21/2015	17:16:59	10002		00:00:07	X

Total Number Saved: 3

Deleted Messages

Date	Time	Local Sender	Remote Sender	Length	Read
1/7/2016	17:43:49	33080		00:00:11	X
1/8/2016	16:37:43	31908		00:00:02	X
1/8/2016	19:13:29	16489		00:00:11	X
1/8/2016	21:47:59	32936		00:00:02	X
1/9/2016	01:23:06	22789		00:00:07	X
1/9/2016	02:05:55	17409		00:00:07	X
1/9/2016	09:48:13	14706		00:00:02	X
1/9/2016	10:23:17	37458		00:00:10	X
1/9/2016	11:57:46	33158		00:00:10	X
1/9/2016	12:17:56	32894		00:00:09	X
1/9/2016	15:23:04	23344		00:00:09	X
1/9/2016	17:12:32	19742		00:00:09	X
1/10/2016	05:26:03	11814		00:00:09	X
1/10/2016	20:36:15	35969		00:00:10	X

Figure 15. Message Status Report

Network Activity Report (netactiv.rpt)

The Network Activity report displays information about the AMIS network based on a specific range of dates and mailbox numbers, including:

- Time of each call
- Telephone Line Used
- Time Elapsed
- Whether the call was incoming or outgoing
- Quality of the Call
- Exit Status

Information gathered in the Network Activity report can help you modify the network configuration as needed to accommodate increased or decreased activity, call length, and line availability.

IMPORTANT The Network Activity report contains information about analog network activity only.

Data Updated: 2/11/2016 10:40:13AM

NETWORK ACTIVITY REPORT

For Mailbox Range: 101 to 170

For Period From 2/1/16 Through 2/11/16

MAILBOX 101	Date	Time	Line	Time Elapsed	Type	Quality	Exit Status
	2/ 1/16	17:53:52	8	00:02:57	In	10:100%	Net Call

MAILBOX 106	Date	Time	Line	Time Elapsed	Type	Quality	Exit Status
	2/ 1/16	08:16:45	36	00:00:49	Out	10:100%	Called Out
	2/ 3/16	08:27:32	34	00:00:51	Out	10:100%	Called Out
	2/ 5/16	10:12:15	35	00:00:22	Out	10:100%	Called Out
	2/ 9/16	12:54:22	34	00:00:37	Out	10:100%	Called Out
	2/10/16	16:22:34	36	00:00:29	Out	10:100%	Called Out
	2/11/16	09:16:57	35	00:00:16	Out	10:100%	Called Out

MAILBOX 108	Date	Time	Line	Time Elapsed	Type	Quality	Exit Status
	2/10/16	07:22:39	10	00:03:06	In	10:100%	Net Call

MAILBOX 170	Date	Time	Line	Time Elapsed	Type	Quality	Exit Status
	2/ 8/16	11:14:13	19	00:08:13	In	10:100%	Net Call
	2/ 9/16	12:00:32	36	00:02:54	Out	10:100%	Called Out
	2/10/16	12:14:15	9	00:03:19	In	9 :100%	Net Call
	2/11/16	15:13:49	20	00:00:37	In	10:100%	Net Call
	2/11/16	06:22:34	4	00:03:32	Out	10:100%	Called Out
	2/11/16	04:41:16	17	00:03:48	In	10:100%	Net Call

Figure 16. Network Activity Report

Port Usage Report (portuse.rpt)

The Port Usage report displays information about the overall usage of each port in the system, including:

- Number of calls each port handles
- Total length of time the port was in use for each day in the specified range

Use the Port Usage report to help determine if the platform requires additional lines in order to handle the current workload.

PORT USAGE REPORT Data Updated: 2/10/2016 4:05:58PM

For Period From 1/29/2016 Through 2/9/2016

	Port	Number of Calls	Elapsed Time
For 1/29/2016			
Node: LargeCapCS18			
	##	1	00:00:46
For 2/3/2016	**Port**	**Number of Calls**	**Elapsed Time**
Node: LargeCapCS14			
	1	1	00:00:48
Node: LargeCapCS2			
	##	1	00:00:46
Node: LargeCapCS20			
	1	1	00:00:17
Node: LARGECAPCS4			
	##	1	00:00:45
Node: LargeCapCS6			
	##	1	00:00:36
Node: LargeCapCS7			
	1	285	00:01:01
	2	297	00:00:55
	3	302	00:01:04
	4	289	00:00:51
	5	284	00:00:46
	6	294	00:01:02
	7	305	00:01:02
	8	284	00:00:41
	9	299	00:00:53
	10	305	00:00:48

Figure 17. Port Usage Report

Schedule Mailbox Statistics Report (callstat.rpt)

The Schedule Mailbox Statistics report is based on activity from Call Processors that are configured inside Schedule Mailboxes. There are a few non-Call Processor related statistics as well, and these are individually noted. Except as noted this report does not include speech activated activity or options, nor any seemingly-related actions that do not originate from a call processor. For example, there are many ways to create and send messages, but this report only captures messages taken as a direct result of a call processor action. The following data fields are contained in this report:

Schedule Mailbox Statistics Report

Data Updated: 2/10/2016 4:07:34PM

For the Period 1/29/2016 through 2/9/2016

Attendant Calls		
Calls Answered:	**98750**	Percentage
Caller dialed during greeting:	98724	100
Caller hung up during greeting:	12	0
Greeting Complete:	14	0
Total Transfers:	**0**	
Transfer By Timeout:	0	0
"O" Key for Operator:	0	0
Single key requests (except "0"):	0	0
Full Extension Requests:	0	0
Virtual Extension:	0	0
Results of Transfers:	**0**	
Line Busy:	0	0
Ring No Answer:	0	0
Call Blocking:	0	0
Rejected:	0	0
Illegal Number:	0	0
Call Connected:	0	0
Virtual Extension	0	0
Diverted:	0	0
Hold Initiated:	**0**	
Call Connected:	0	0
Message Taken:	0	0
Hold Abandoned:	0	0
Diverted Calls:	**0**	
Message Taken:	0	0
Internal Transfer:	0	0
External Transfer:	0	0
Disconnected:	0	0
Call Activity		
Total:	**197549**	
Attendant Calls:	98750	
Integrated Messaging Calls:	6	
System Calls:	43	

Figure 18. Schedule Mailbox Statistics Report

Total calls answered

The total number of calls answered by the initial call processor mailbox for the reporting period. This field is the sum of the following three fields: Caller dialed during greeting, Caller hung up during greeting and Greeting completed.

Caller dialed during greeting

The number of times callers pressed keys during the initial automated attendant announcement.

Caller hung up during greeting

The number of times callers hung up the telephone during the initial automated attendant announcement. This value might not be accurate if your telephone system doesn't detect caller disconnects. In this case, the system tallies accurate occurrences of caller disconnects in the field Greeting completed.

Greeting completed

The number of times the entire initial announcement was played before a caller pressed a key or a timeout occurred. This field also included those instances of caller disconnects that are not detected by the telephone system (refer to the description of the field Caller hung up during greeting).

Total transfers

The total number of transfer attempts from all call processor mailboxes. This field is the sum of the following four fields: Transfer by timeout, "0" key for operator, Single key requests, Full Extension requests, and transfer requests to virtual extensions.

Transfer by timeout

The number of transfers that occur because of a timeout action in a call processor (for example, the caller does not press a key and times out to an operator). A large value means that the application might not present usable or understandable options to callers. It might also mean that a lot of the callers use rotary telephones.

"0" key for operator

The number of single-key requests to transfer to the operator. A single-key request means there are no template characters defined in the Number field for this action on the call processor mailbox. This field does not pertain to message center mailboxes or from Operator actions while listening to a subscriber personal greeting.

Single-key requests (except 0)

The number of single-key requests resulting in a transfer, except single-key transfers to the operator (refer to the field "0" key for operator).

Full extension requests

The number of times full extensions (or non-single-key requests) were entered by callers. A full-extension request means that the Number field for this action contains template characters in the call processor mailbox.

Virtual extension requests

The number of times virtual extensions were entered by callers. This field is deprecated and only is retained in this report for historical purposes.

Results of transfers

This field is the sum of the following six fields: Line busy, Ring no answer, Call blocking, Rejected, Illegal number, and Call connected. Notice that the number of this field equals the number of total transfers in a non-speech system.

Line busy

The number of times a line was initially busy when a caller attempted a transfer using a Monitor xfr or Transfer action. This includes callers who selected hold and were eventually connected. On a telephone system that provides the same or very similar tones for both do-not-disturb (DND) and busy, MiCollab AM considers calls that encounter either condition as a busy line.

Ring no answer

The number of times a line was not answered after the maximum number of rings had occurred with a Transfer action.

Call blocking

The number of times called subscribers had call blocking turned on.

Rejected

The number of times subscribers rejected calls (with Confirmed xfr actions and call screening).

Illegal number

The number of all other cases (results of attempted transfers), including reorder tone, DND and invalid extension.

Call connected

The number of calls connected on the first try. Those calls connected after callers select hold are not included. Blind xfr and Monitor xfr actions are counted here (even though the transfer might not actually have been completed).

Hold initiated

The total number of callers who selected hold at least once after initially receiving a busy signal from dialing the extension. This field is the sum of the following three fields: Call connected, Message taken, and Hold Abandoned.

Call connected

The number of times callers stayed on the line and were connected after choosing to hold.

Message taken

The number of times callers stayed on the line for at least one hold cycle, then left messages.

Hold abandoned

This covers all other cases, including RNA, abandoning without leaving a message, hanging up, routing to mailbox with Extension Specific Programming configured, pressing S or 0 at a personal greeting, and calls rejected by call screening.

Attendant Calls

Calls answered by a call processor. This number will commonly be the same as the Calls Answered.

Integrated Messaging Calls

This covers all other cases of incoming call traffic that bypass answering from a call processor. This includes forwarded calls from a subscriber extension that is RNA or BUSY and direct access calls such as when a subscriber dials into voice mail. All these calls bypass the auto attendant / call processors.

System calls

This covers a wide variety system internal "calls" such as setting MWI's on or off, or networking type call traffic. Note that some of these call types may not actually involve a phone line. For example, many MWI operations are handled through internal; signaling, not phone calls.

Total messages taken

The total number of messages taken as a result of a direct action in a call processor. This includes those taken upon incomplete transfer including messages from ESP mailboxes using the Record action, and also a call processor Subscriber msg action. Messages sent from subscriber mailboxes, VIM, Availability, message centers, fax centers, and interactive mailboxes are not included.

Directory requests

The total number of times the DTMF Directory action was accessed from a call processor mailbox.

Access messages

The total number of times the Access msgs action was selected from a call processor mailbox. Direct integrated logons, or logons initiated by pressing a key while listening to your personal greeting are not counted.

Total usage in minutes

The amount of time used by all lines in the system (in minutes).

Usage in call-connect-seconds (100s)

The amount of time used by all lines in the system in call-connect-seconds (CCS) in units of 100 seconds.

Maximum number of lines in use

The maximum number of lines used by the system at one time (including lines used for callouts).

Total time all lines in use (minutes)

The number of minutes that all lines in the system were in use. It is very common that have callout lines isolated from the hunt group perspective such that it is not possible to have every port busy with only incoming calls. Therefore, a system may have all incoming lines in use, but not all callout lines. Although intuitively this would be considered an "all ports busy" condition, it does not technically meet the definition of all ports busy, and so will not be reflected in this statistic.

Call Activity

Total:	**197549**
Attendant Calls:	98750
Integrated Messaging Calls:	6
System Calls:	43
Total Messages Taken	0
Directory Requests:	0
Access Messages:	98768
Total Usage in Minutes:	123484
Usage in Call-Connect-Seconds (100s):	7409063
Maximum Number of Lines in Use:	40
Total Time All Lines in Use(minutes):	0

Figure 19. Call Activity

Schedule Override Rules Report (schedovrd.rpt)

The Schedule Override Rules report displays a list of system-wide schedule overrides and manual overrides that are defined in the system. The report is sorted alphabetically by override name under each override type.

- Schedule Override (System): Holidays or any pre-defined overrides
- Manual Override (System): Unexpected events or shutdowns

Schedule Override Rules (System) Report Data Updated: 2/10/2016 4:22:21PM

Schedule Overrides (System)

Christmas Day	Day of Year (Alternate Week) 12/25
Christmas Eve	Day of Year (Alternate Week) 12/24
Easter	Specific Date 4/5/2015
Independence Day	Day of Year (Float) 7/4
New Year's Day	Day of Year (Float) 1/1
New Year's Eve	Day of Year (Alternate Week) 12/31
New Years Day	Day of Year 1/1
President's Day	Third Monday in February
USA Thanksgiving	Fourth Thursday in November

Manual Overrides (System)

Power Outage
Snow Day

Figure 20. Schedule Override Rules

Subscriber Distribution List and Sponsor Report (subref.rpt)

The Mailbox References report displays a list of all Subscriber mailboxes that are members and sponsors of Distribution Lists. The report is sorted alphabetically by subscriber name.

This report lists the following types of relationships:

- Distribution List membership
- Distribution List sponsorship

Subscriber Distribution List and Sponsor Report Data Updated: 2/11/2016 9:34:33AM

For Subscriber Mailbox Range: 00006 to 10196

ALFRED LECOMPTE **Mailbox 10145**

Distribution List Memberships

00008	Sales Managers
00105	NW Sales Team
00077	All Company

Sponsorships

00075	Sales Managers

ALI LEBRUN **Mailbox 10108**

Distribution List Memberships

00105	NW Sales Team
00077	All Company

ALICE BOWEN **Mailbox 10130**

Distribution List Memberships

00105	NW Sales Team
00077	All Company

Figure 21. Subscriber Distribution List and Sponsor Report

Subscriber Extension List-by Extension Number Report (subext.rpt)

The Extension List by Extension report displays a list of the type of extension assigned to each subscriber by extension number. The report data is sorted by extension number and includes:

- The extension device telephone number
- The type of extension, Primary, Secondary, Fax, Operator
- The mailbox number
- The name associated with the mailbox

Subscriber Extension List Data Updated: 2/10/2016 4:32:32PM

For Subscriber Mailboxes, Range: 00011 to 30000

Extension	Type	Mailbox	Name
00011	Primary [V]	00011	user, test
10001	Primary [V]	10001	Kitty, Hello
10003	Primary [V]	10003	JOHN KROL
10004	Primary [V]	10004	WALTER RIDDLE
10005	Primary [V]	10005	WILLIAM AMBROSE
10006	Primary [V]	10006	EVELYN BAZILE
10007	Primary [V]	10007	LILLIAN DICKEY
10008	Primary [V]	10008	SHANTELL SOUTHER
10009	Primary [V]	10009	ANGELA VANATTA
10010	Primary [V]	10010	MICHAEL LANGLEY
10011	Primary [V]	10011	NADINE THOMPSON
10012	Primary [V]	10012	DONNA MAYTON
10013	Primary [V]	10013	GARY NARCISO
10014	Primary [V]	10014	JESSIE RENNER
10015	Primary [V]	10015	PATRICIA HER
10016	Primary [V]	10016	AMANDA GROSSI
10017	Primary [V]	10017	SCOTT REILLY
10018	Primary [V]	10018	JAMES CLEVINGER
10019	Primary [V]	10019	DANIEL MIZELLE
10020	Primary [V]	10020	JO MITCHELL
10021	Primary [V]	10021	JOSEPH STANSBERRY
10022	Primary [V]	10022	MAI SULLIVAN
10023	Primary [V]	10023	CINDY HALBROOK
10024	Primary [V]	10024	ERIC WRIGHT

Figure 22. Subscriber Extension List

Subscriber Extension List-by Mailbox Number Report (subextmb.rpt)

The Extension List by Name report displays a list of the type of extension assigned to each subscriber by mailbox number. The report data is sorted by mailbox number and includes:

- The mailbox number
- The type of extension, Primary, Secondary, Fax, Operator
- The extension number
- The name associated with the mailbox

Subscriber Extension List - By Mailbox Data Updated: 2/10/2016 4:31:40PM

For Subscriber Mailboxes, Range: 00011 to 30000

Mailbox 00011 user, test

Extension	Type
00011	Primary [V]

Mailbox 10001 Kitty, Hello

Extension	Type
10001	Primary [V]

Mailbox 10002 Vlad, Daniel

Extension	Type
1642	Primary [V]

Mailbox 10003 JOHN KROL

Extension	Type
10003	Primary [V]

Mailbox 10004 WALTER RIDDLE

Extension	Type
10004	Primary [V]

Figure 23. Subscriber Extension List

Subscriber Mailbox-Last Accessed Report (lastacce.rpt)

The Subscriber Last Accessed report displays a list of the last access dates for Subscriber mailboxes on the System Server. This report is similar to the Mailbox Usage Report, but is sorted and organized according to the date at which a subscriber or an administrator last logged on to each mailbox. The report is sorted by date and can provide information on one mailbox or a range of mailboxes. It also includes much of the same information as the Subscriber Setup report, such as for which languages a greeting has been recorded, whether a name has been recorded, and whether the password is set to default.

Subscriber Last Accessed Data Updated: 2/10/2016 4:30:35PM

Last Accessed Between 5/11/2015 And 2/9/2016

Last Access	Mailbox	Name	Greeting	Name Recorded	Sec Code	Setup Required
5/11/2015	60001	CRAIG SORENSEN	NNNNN	Y	DEF	
5/11/2015	60002	IDA WOOLLEY	NNNNN	Y	DEF	
5/11/2015	60003	JAMES WESTHOFF	NNNNN	Y	DEF	
5/11/2015	60004	MICHELE APGAR	NNNNN	Y	DEF	
5/11/2015	60005	BRIDGET HAUCK	NNNNN	Y	DEF	
5/11/2015	60006	HELENE MENA	NNNNN	Y	DEF	
5/11/2015	60007	GENEVIEVE KICKLIGHTER	NNNNN	Y	DEF	
5/11/2015	60008	CARI MCSHAN	NNNNN	Y	DEF	
5/11/2015	60009	MILDRED SMITH	NNNNN	Y	DEF	
5/11/2015	60010	ANNIE HAHN	NNNNN	Y	DEF	
5/11/2015	60011	FLORENCE WESTBROOK	NNNNN	Y	DEF	
5/11/2015	60012	LEONARD HOPE	NNNNN	Y	DEF	
5/11/2015	60013	TONYA HUTCHINSON	NNNNN	Y	DEF	
5/11/2015	60014	DOMINIC PADILLA	NNNNN	Y	DEF	

Figure 24. Subscriber Last Accessed

Subscriber Setup Status Report (subsetup.rpt)

The Subscriber Setup report displays the setup status for a specified range of mailboxes, and allows you to see how Subscriber mailboxes are currently configured. Use the Subscriber Setup report to determine whether subscribers have:

- Recorded a name and greeting
- Changed their password
- Completed the setup tutorial (if the Setup Tutorial Required box was selected in the Subscriber Mailbox)

Subscriber Setup Status Report

Data Updated: 2/10/2016 4:28:20PM

For Subscriber Mailboxes, Range: 00011 to 99999

Mailbox	Name	Greeting	Name Recorded	Sec Code	Setup Required	Accept Msgs	UM	LastAccess	Lock
00011	user, test	NNNNN	N	DEF			L	11/20/2015	
10001	Kitty, Hello	-NNNN	Y	DEF			L I	2/9/2016	
10002	Vlad, Daniel	NNNNN	Y	DEF			L	1/29/2016	
10003	JOHN KROL	-NNNN	Y	DEF			L	2/9/2016	
10004	WALTER RIDDLE	-NNNN	Y	DEF			L	2/8/2016	
10005	WILLIAM AMBROSE	-NNNN	Y	DEF			L	1/29/2016	
10006	EVELYN BAZILE	-NNNN	Y	DEF			L	1/29/2016	
10007	LILLIAN DICKEY	-NNNN	Y	DEF			L	2/4/2016	
10008	SHANTELL SOUTHER	-NNNN	Y	DEF			L	2/9/2016	
10009	ANGELA VANATTA	-NNNN	Y	DEF			L	2/5/2016	
10010	MICHAEL LANGLEY	-NNNN	Y	DEF			L	2/9/2016	
10011	NADINE THOMPSON	-NNNN	Y	DEF			L	2/9/2016	
10012	DONNA MAYTON	NNNNN	Y	DEF			L	2/4/2016	
10013	GARY NARCISO	-NNNN	Y	DEF			L	1/29/2016	
10014	JESSIE RENNER	-NNNN	Y	DEF			L	2/4/2016	
10015	PATRICIA HER	-NNNN	Y	DEF			L	2/4/2016	
10016	AMANDA GROSSI	-NNNN	Y	DEF			L	1/29/2016	
10017	SCOTT REILLY	-NNNN	Y	DEF			L	2/9/2016	
10018	JAMES CLEVINGER	-NNNN	Y	DEF			L	2/5/2016	
10019	DANIEL MIZELLE	-NNNN	Y	DEF			L	1/29/2016	
10020	JO MITCHELL	-NNNN	Y	DEF			L	2/5/2016	
10021	JOSEPH STANSBERRY	NNNNN	Y	DEF			L	2/4/2016	
10022	MAI SULLIVAN	-NNNN	Y	DEF			L	2/9/2016	

Figure 25. Subscriber Setup Status

Appendix A – Report Data Content Changes

The following information is a summary of the .csv file data content changes and additions for version 9.0. For complete .csv file and .csv file header information, refer to the schema.ini file in the Reports folder on the System Server. You can open the file with Notepad or any other text editor.

DLALLOWED.CSV

The dlallowed.csv is a new .csv file with the following header file information:

- ColNameHeader=False
- Format=CSVDelimited
- MaxScanRows=25
- CharacterSet=ANSI
- DecimalSymbol='.'
- Col1=SUBID Char Width 10
- Col2=ALLOWEDMBID Char Width 10
- Col3=NAME Char Width 20

PEG.CSV

The existing .peg.csv contains the following new columns and header information:

- Col51=ASR_NOMATCH Integer
- Col53=ASR_MISMATCH Integer
- Col54=ASR_CONFIRM_REQUESTED Integer
- Col55=ASR_CONFIRM_REJECTED Integer
- Col56=AA_ASR_TRANS Integer

SUB.CSV

The sub.csv file contains the following new columns and header information:

- Col6=FIRSTNAME Char Width 25
- Col7=MIDDLENAME Char Width 25
- Col8=LASTNAME Char Width 25

INFOCP.CSV

The infocp.csv file contains the following new columns and header information:

- Col26=ACTIONASRNOMATCH Char Width 1 (Name changed)
- Col27=ACTIONASRMISMATCH Char Width 1
- Col28=TEMPLATE0 Char Width 38
- Col29=TEMPLATE1 Char Width 38
- Col30=TEMPLATE2 Char Width 38
- Col31=TEMPLATE3 Char Width 38
- Col32=TEMPLATE4 Char Width 38
- Col33=TEMPLATE5 Char Width 38
- Col34=TEMPLATE6 Char Width 38
- Col35=TEMPLATE7 Char Width 38
- Col36=TEMPLATE8 Char Width 38
- Col37=TEMPLATE9 Char Width 38
- Col38=TEMPLATEA Char Width 38
- Col39=TEMPLATEB Char Width 38
- Col40=TEMPLATEC Char Width 38
- Col41=TEMPLATED Char Width 38
- Col42=TEMPLATESTAR Char Width 38
- Col43=TEMPLATEPOUND Char Width 38
- Col44=TEMPLATETIMEOUT Char Width 38
- Col45=TEMPLATEFAX Char Width 38
- Col46=TEMPLATEASRNOMATCH Char Width 38
- Col47=TEMPLATEASRMISMATCH Char Width 38
- Col48=SPONSORNAME Char Width 45
- Col49=TWOPARTGREETON Byte
- Col50=LOGMB Byte
- Col51=SWITCHSECTION Char Width 50
- Col52=PROMPTLANGNAME Char Width 40

INFOCPSPEECH.CSV

The infospeech.csv file contains the following new columns and header information:

- ColNameHeader=False
- Format=CSVDelimited
- MaxScanRows=25
- CharacterSet=ANSI
- DecimalSymbol='.'
- Col1=SUBID Char Width 10
- Col2=CMDID Integer
- Col3=ACTION Char Width 1
- Col4=TEMPLATE Char Width 38
- Col5=SpeechCmdTypeID Integer
- Col6=SpeechCmdForeignID Integer
- Col7=phrase Char Width 40

INFODL.CSV

The infodl.csv file contains the following new columns and header information:

- ColNameHeader=False
- Format=CSVDelimited
- MaxScanRows=25
- CharacterSet=ANSI
- Col1=SUBID Char Width 10
- Col2=DLDIR Byte
- Col3=DLNAME Char Width 45
- Col4=PROPAGATE Byte
- Col5=VPIMMB Char Width 10
- Col6=ACCESSLEVEL Byte
- Col7=SPONSORID Char Width 10
- Col8=USAGETYPE Char Width 1
- Col9=VPIMNAME Char Width 45

CPASR.CSV

The cpasr.csv is a new .csv file with the following header file information:

- ColNameHeader=False
- Format=CSVDelimited
- MaxScanRows=0
- CharacterSet=ANSI
- DecimalSymbol='.'
- Col1=CSVDATE Char Width 10
- Col2=SpeechCmdTypeID Integer
- Col3=SpeechCmdForeignID Integer
- Col4=Count Integer
- Col5=CALLPROCESSOR Char Width 10
- Col6=NODEID Short