

MiCollab Advanced Messaging

MiCollab AM Notify

Reports Reference

For version 9.1 and above

Notice

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Preface

This guide provides references to the features and menus of the **MiCollab AM Notify Reports** utility. For installation instructions, see the *MiCollab AM Notify Installation Guide*.

This guide is written for Mitel-certified administrators and technicians who are familiar with MiCollab AM Notify, MiCollab Advanced Messaging (MiCollab AM) procedures and terminology, and the Microsoft Windows® operating system.

Before implementing any procedures in this guide, ensure that MiCollab AM software is installed and running successfully.

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 MiCollab AM Documentation Library includes the following documents and resources:

- **Administration Documentation.** Available as a PDF only. Contains the following:
 - **Administration Guides.** Available as a PDF only. Contains administrative guides for administrators about how to manage and configure the messaging system.
 - **Quick Reference Cards (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
 - **User Guides.** Available as a PDF only. Contains user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Server Documentation.** Available as a PDF only. Contains the following:
 - **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
 - **Installation and Configuration.** Available as a PDF only. Contains installation and configuration guides for server administrators about how to install and configure the messaging system.
 - **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.

- **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: www.mitel.com

Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** by clicking the **Help** button in the dialog box or window in which you are working.

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** Titles of other documents are shown in italics.
 | Example: See the *System Installation and Configuration Guide*.
- **User Interface (UI) Element Names.** Names of UI elements such as dialog boxes, windows, screens, menu items, tabs, buttons, and icons 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 MiCollab AM 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.

MiCollab AM Notify Overview

MiCollab AM Notify augments the MiCollab Advanced Messaging (MiCollab AM) system by providing the ability to proactively send outbound notifications to a user-provided list of contacts via telephone calls, text messages, and MiCollab AM voice messages.

MiCollab AM Notify generates notification results files as output. Notification results files are text files that contain raw data records; one record for each notification attempt. Multiple records will exist for a single notification in cases where multiple attempts are required to complete the notification. For example, a dialed telephone number was busy, not answered, or otherwise could not be reached and additional call attempts were allowed.

The results files can be viewed in native format using a text editor, but the records are formatted as comma-separated data fields for the purpose of being imported into an external database, spreadsheet, or reporting program.

The **MiCollab AM Notify Reports** client application can be installed on a Windows workstation, and provides users with the ability to import results files, view filtered and sorted results data, and generate various formatted reports. Printing and exporting reports to other Microsoft Office programs residing on the workstation is supported.

NOTE Users of the **MiCollab AM Notify Reports** client application require access to the MiCollab AM Notify notification results files, which are created and reside on the MiCollab AM Call Server that hosts the MiCollab AM Notify application. Access can be provided by sharing the folder in which the files reside or regularly copying the results files to an accessible network location.

Main Window

The main window of the **MiCollab AM Notify Reports** program includes a menu strip and a client document area where report windows are created and displayed. Multiple report windows can be open simultaneously in the client document area.

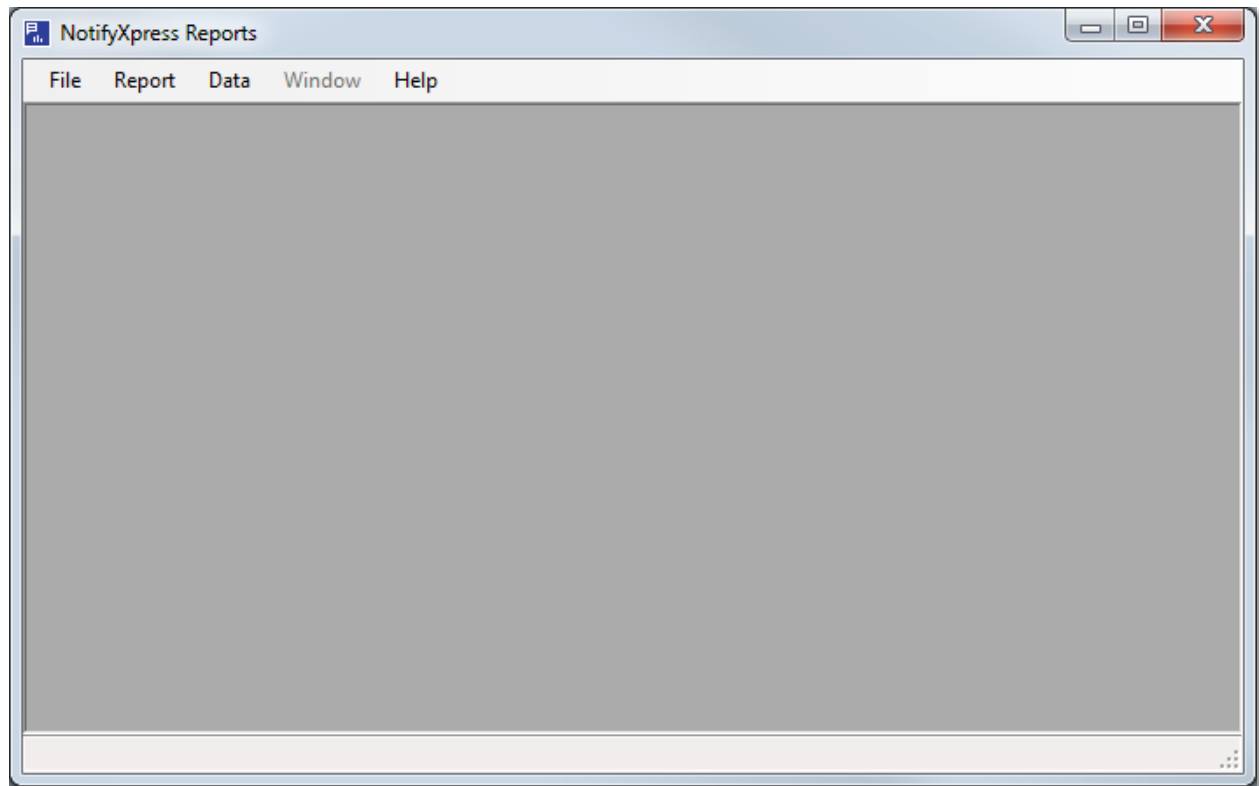


Figure 1. Main Window

NOTE Prior to viewing reports or data, notification results must be imported into the local application database by selecting **Import Results...** from the **File** menu and choosing file(s) to import.

Menu Strip

The program menu strip appears in the standard menu location below the title bar.

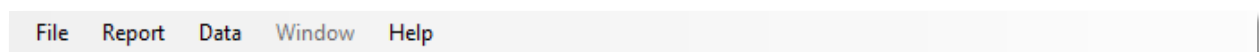


Figure 2. Menu Strip

Interaction with the menus can be performed using a mouse or by pressing the **Alt** key followed by the underlined letter of the menu option. In addition, some menu items have shortcut keys, which are displayed in menus following the menu item name.

File Menu

Table 1. File Menu

File Menu	Description
Import Results...	Display a dialog that allows the selection of one or more result files to import.
Exit	Exit the application.

Report Menu

Table 2. Report Menu

Report Menu	Description
Result Definitions	Open a Report Window in order to run a report containing definitions for all Notification Result Values .
Summary Reports	Provides access to the Summary Reports Menu .
Attempt Reports	Provides access to the Attempt Reports Menu .
Result Reports	Provides access to the Result Reports Menu .
Result List Reports	Provides access to the Result List Reports Menu .
TTS Results Reports	Provides access to the TTS Results Reports Menu .

Summary Reports Menu

Table 3. Summary Reports Menu

Summary Reports Menu	Description
Call Summary	Open a Report Window in order to run the Call Summary report.
Call Summary by Control Set	Open a Report Window in order to run the Call Summary by Control Set report.

Attempt Reports Menu

Table 4. Attempt Reports Menu

Attempt Reports Menu	Description
Attempts Aggregate	Open a Report Window in order to run the Attempts Aggregate report.
Attempts by Date	Open a Report Window in order to run the Attempts by Date report.
Attempts by Date by Control Set	Open a Report Window in order to run the Attempts by Date by Control Set report.
Attempts by Date by Hour	Open a Report Window in order to run the Attempts by Date by Hour report.
Attempts by Date by Line	Open a Report Window in order to run the Attempts by Date by Line report.
Attempts by Control Set	Open a Report Window in order to run the Attempts by Control Set report.
Attempts by Line	Open a Report Window in order to run the Attempts by Line report.

Result Reports Menu

Table 5. Result Reports Menu

Result Reports Menu	Description
Counts Aggregate	Open a Report Window in order to run the Result Counts Aggregate report.
Counts by Date	Open a Report Window in order to run the Result Counts by Date report.
Counts by Control Set	Open a Report Window in order to run the Result Counts by Control Set report.
Counts by Control Set by Date	Open a Report Window in order to run the Result Counts by Control Set by Date report.
Results by Destination	Open a Report Window in order to run the Results by Destination report.
Results by Recipient	Open a Report Window in order to run the Results by Recipient report.

report.

Results by Control Set	Open a Report Window in order to run the Results by Control Set report.
Results by Result	Open a Report Window in order to run the Results by Result report.

Result List Reports Menu

Table 6. Result List Reports Menu

Result List Reports Menu	Description
All Attempts	Open a Report Window in order to run the List of All Attempts report.
Concluded Calls	Open a Report Window in order to run the List of Concluded Calls report.
Completed Calls	Open a Report Window in order to run the List of Completed Calls report.
Canceled Calls	Open a Report Window in order to run the List of Canceled Calls report.
Expired Calls	Open a Report Window in order to run the List of Expired Calls report.
Incomplete Calls	Open a Report Window in order to run the List of Incomplete Calls report.
Imported Calls	Open a Report Window in order to run the List of Imported Calls report.
Import Errors	Open a Report Window in order to run the List of Import Errors report.

TTS Results Reports Menu

Table 7. TTS Results Reports Menu

TTS Results Reports Menu	Description
TTS Results Summary	Open a Report Window in order to run the TTS Results Summary report.
TTS Summary by Control Set	Open a Report Window in order to run the TTS Results Summary by

[Control](#) Set report.

Counts Aggregate	Open a Report Window in order to run the TTS Result Counts Aggregate report.
Counts by Date	Open a Report Window in order to run the TTS Result Counts by Date report.
Counts by Control Set	Open a Report Window in order to run the TTS Result Counts by Control Set report.

Data Menu

Table 8. Data Menu

Data Menu	Description
Export...	Display the Export Report Data dialog.
Manage...	Display the Manage Report Data dialog.
View...	Open a Report Data Window to view filtered results data records.

Window Menu

Table 9. Window Menu

Window Menu	Description
Cascade	Arrange all open windows in an overlapped cascading arrangement starting at the top left of the document area.
Tile Horizontal	Resize all open report windows horizontally to the width of the document area and display from top to bottom.
Tile Vertical	Resize all open report windows vertically to the height of the document area and display from left to right.
Window List	Displays a list of all open child windows.

Report Window

The **Report** window of the **MiCollab AM Notify Reports** program includes a tool strip that is used to input parameter values for the report and a report viewer section that displays the rendered report.

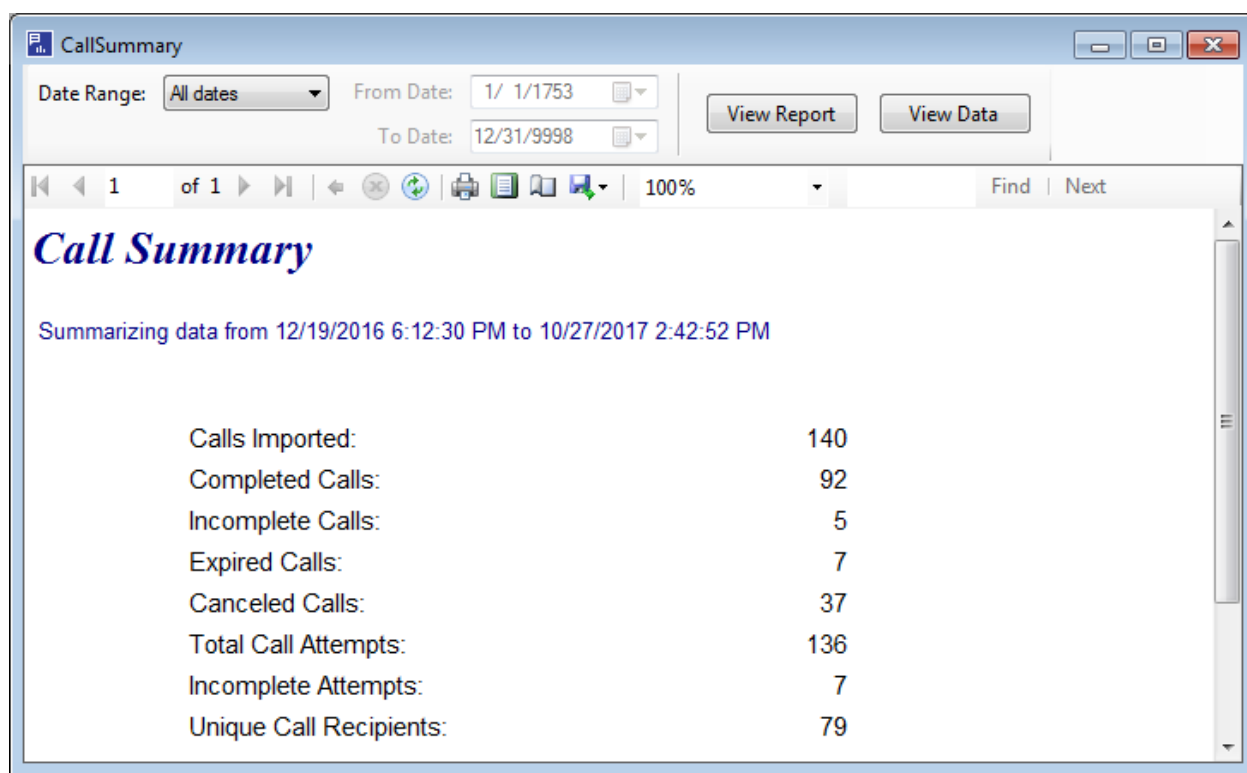


Figure 3. Report Window

Multiple report windows can be open in the [Main Window](#) client document area simultaneously. The report window title bar contains icons for minimizing, restoring, maximizing, and closing the window. The MiCollab AM Notify Reports [Window Menu](#) can be used to arrange all open report windows or activate a specific report window.

Parameters Tool Strip

The **Parameters** tool strip provides several controls that allow users to limit the data included in reports. The tool strip is similar for all reports. To run a report, users can enter the desired values and click on the **View Report** button. To view the filtered data contained in the report, users can click on the **View Data** button.

The Parameters Tool Strip contains the following elements:

- Date Range:** A dropdown menu currently showing "Current month".
- From Date:** A date input field showing "11/ 1/2017" with a calendar icon.
- To Date:** A date input field showing "11/ 6/2017" with a calendar icon.
- View Report:** A button to initiate report creation.
- View Data:** A button to display the data window.

Figure 4. Parameters Tool Strip

Table 10. Parameters Tool Strip Elements

Element	Description
Date Range	Provides a drop-down list of common date ranges, as well as an option for Custom Dates that can be selected.
From Date	The earliest date in the range of dates to include in the report. Enabled only for the Custom Dates date range.
To Date	The latest date in the range of dates to include in the report. Enabled only for the Custom Dates date range.
Filter Parameter	Additional parameters applicable to some reports. Refer to Filter Parameter .
View Report Button	Initiates the report creation and rendering process.
View Data Button	Displays a data window containing data used in the report.

Filter Parameter

In some reports, a filter parameter appropriate for the particular report is displayed.

For example, the [List of All Attempts](#) report displays fields for specifying notification type and control set ID filter parameters.

The Filter Parameter Tool Strip Element contains the following fields:

- Notification Type:** A dropdown menu currently showing "All".
- Control Set:** A text input field.

Figure 5. Filter Parameter Tool Strip Element

Filter parameter entries that accept text input can consist of specific values and can also contain wildcard characters.

- The **%** character can be specified at the beginning or end of the text string and will match any number of characters.

For example, entering a filter parameter of 425% will match all records where the corresponding data field begins with 425.

Report Viewer

The **Report Viewer** area of the **Report** Window displays the rendered report output and includes tools for navigating and otherwise interacting with the report output. The **Report Viewer** area includes a toolbar, a document map, and the report output.

Toolbar

The Report Viewer toolbar provides access to a variety of functions including page navigation, enlarging or shrinking the report output view, searching the report for specific text, exporting the report to Excel, PDF, or Word format, and printing the report using the print functionality of the client operating system.



Figure 6. Report Viewer Toolbar

Table 11. Report Viewer Toolbar Elements

Icon	Element	Description
	Page Navigation	Move forward or backward through pages, directly to the first or last page, or to a specific page in the report.
	Back	Navigate back to the parent report from a child drill-through report.
	Stop Rendering	Cancel the report rendering process.
	Refresh	Trigger the report rendering process.
	Print	Display the print dialog in order to print some or all pages of the report.
	Print Layout	Toggle the report display between print layout mode and interactive mode.
	Page Setup	Display the page setup dialog to specify page dimensions to be used for print output.
	Export	Export the report to a Excel, PDF, or Word file format.

100%

Zoom

Enlarge or shrink the report output.

Find | Next

Find

Search for text within the report output.

Search Notes

To search for content in the report, users can type a target word or phrase into the search field and click **Find**. When performing search, note the following:

- The search is case-insensitive and begins at the page that is currently displayed.
- Wildcards and Boolean search operators are not supported.
- Only visible content is included in a search operation.
- If the report uses show/hide functionality, hidden content is not searched.
- To search for subsequent occurrences of the same value, click **Next**.

Report Output

The **Report Output** area displays the rendered MiCollab AM Notify report.

The toolbar zoom functionality can be used to enlarge or shrink the displayed output and a preview of printed output can be displayed by clicking the toolbar print layout button.

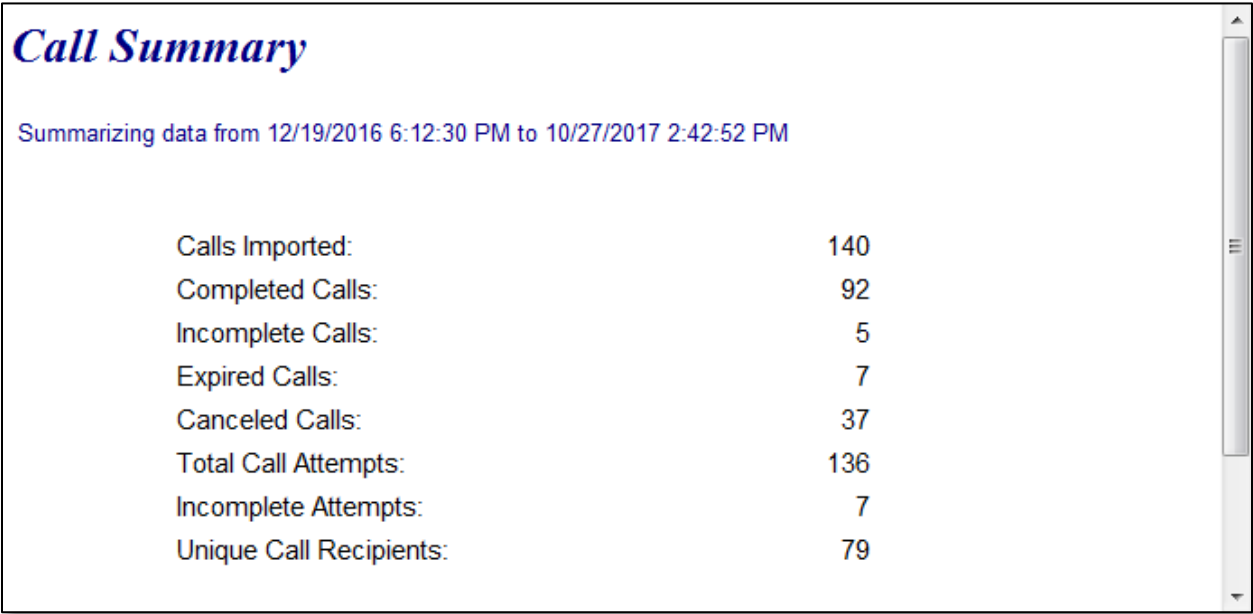


Figure 7. Report Viewer Report Output

Report Data Window

The **Report Data** window allows users to view sub-sets of notification data in a grid based on several parameters.

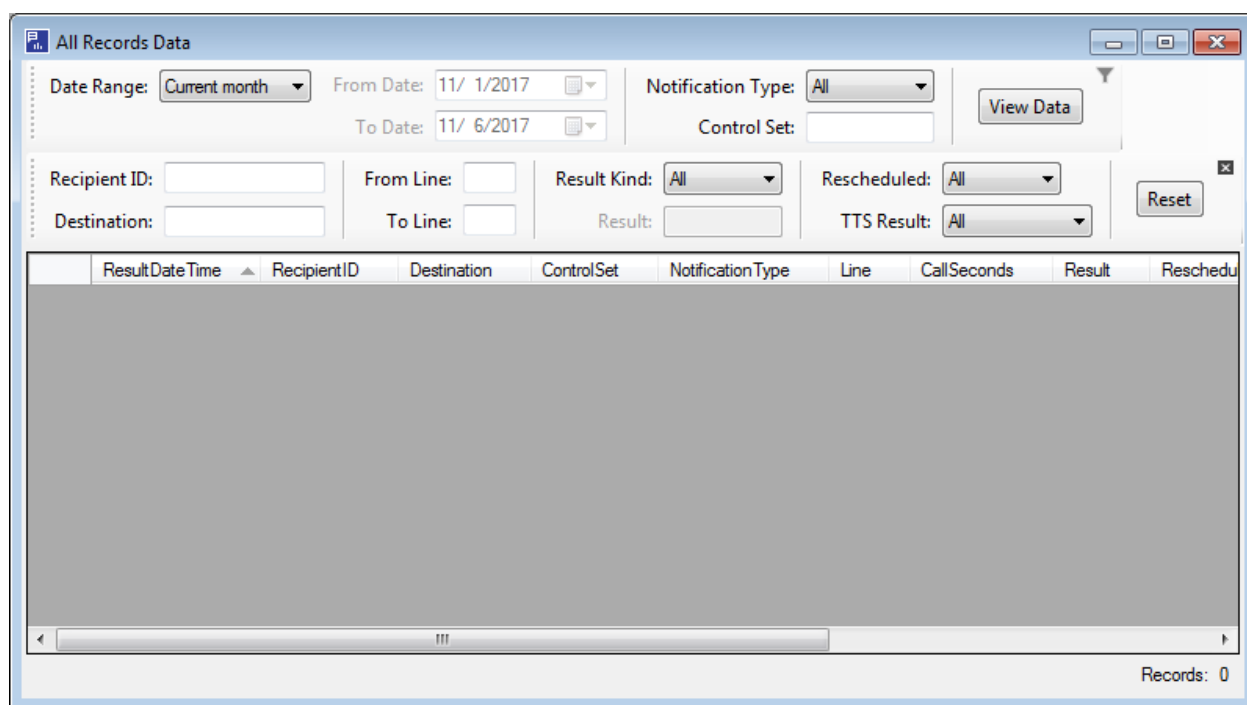


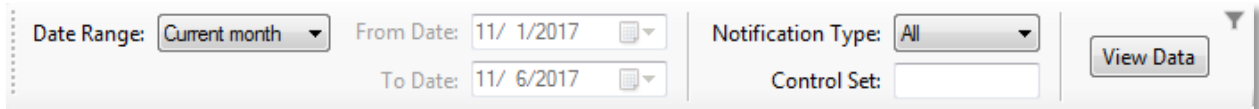
Figure 8. Report Data Window

Multiple report data windows can be open in the [Main Window](#) client document area simultaneously. The report window title bar contains icons for minimizing, restoring, maximizing and closing the window. The MiCollab AM Notify Reports [Window Menu](#) can be used to arrange all open report data windows or activate a specific report data window.

NOTE If the [Filter Tool Strip](#) is not visible, click on the filter button [▼] in the [Parameters Tool Strip](#) to display it. Conversely, the **Filter Tool Strip** can be hidden by clicking on the close button [✕] within the tool strip.

Parameters Tool Strip

The **Parameters** tool strip provides several controls that allow users to limit the data displayed.



The tool strip contains the following elements from left to right:

- Date Range:** A dropdown menu currently showing "Current month".
- From Date:** A text input field showing "11/ 1/2017" with a calendar icon to its right.
- To Date:** A text input field showing "11/ 6/2017" with a calendar icon to its right.
- Notification Type:** A dropdown menu currently showing "All".
- Control Set:** An empty text input field.
- View Data:** A button with a right-pointing arrow icon.

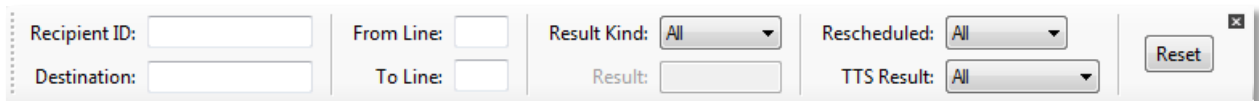
Figure 9. Report Data Parameters Tool Strip

Table 12. Report Data Parameters Tool Strip Elements

Element	Description
Date Range	Provides a drop-down list of common date ranges, as well as an option for "Custom Dates" that can be selected.
From Date	The earliest date in the range of dates to include in the report. Enabled only for the "Custom Dates" date range.
To Date	The latest date in the range of dates to include in the report. Enabled only for the "Custom Dates" date range.
Notification Type	Allows selection of a specific notification type.
Control Set	Allows specification of a control set ID.
View Data Button	Displays a data window containing data used in the report.

Filter Tool Strip

The **Filter** tool strip provides several additional controls that allow users to limit the data displayed.



The tool strip contains the following elements from left to right:

- Recipient ID:** A text input field.
- Destination:** A text input field.
- From Line:** A text input field.
- To Line:** A text input field.
- Result Kind:** A dropdown menu currently showing "All".
- Result:** A text input field.
- Rescheduled:** A dropdown menu currently showing "All".
- TTS Result:** A dropdown menu currently showing "All".
- Reset:** A button with a close (X) icon in its top right corner.

Figure 10. Report Data Filter Tool Strip

Table 13. Report Data Filter Tool Strip Elements

Element	Description
Recipient ID	ID number that uniquely identifies the notification recipient.
Destination	Notification recipient address. Varies based on notification type: <ul style="list-style-type: none"> • Callout Telephone number called. • Message Message recipient subscriber mailbox number. • Text Address to which the text message was sent.
From Line	First line number in subset of MiCollab AM system lines to display.

To Line	Last line number in subset of MiCollab AM system lines to display.
Result Kind	Type of result records to display. <ul style="list-style-type: none"> • All All records regardless of value. • Completed Notification attempt was completed. • Incomplete Notification attempt was not completed. • Concluded All notification attempts have been exhausted, regardless of outcome (complete or incomplete). • Imported Notification records imported. • Specific Include records with specific result value.
Result	Included records with specified result when the Specific result kind is selected.
Rescheduled	Include records with specific rescheduled value: <ul style="list-style-type: none"> • All All records regardless of value. • True Notifications that were rescheduled. • False Notifications that were not rescheduled.
TTS Result	Include records with specific TTS Result value: <ul style="list-style-type: none"> • All Include all TTS Result values. • Not Requested Not requested or not enabled. • Spoken Text successfully spoken. • Timeout Failed due to wait timeout. • Error Failed due to error.
Reset Button	Return all filter parameters to default values.

Report Data Grid

The **Report Data Grid** displays all results matching the criteria specified in the parameters and filter tool strip controls. Ascending or descending sorting by any column can be achieved by clicking on the column header.

Table 14. Report Data Grid Columns

Column	Description
ResultDateTime	Date and time of the attempt result record.
RecipientID	Recipient ID number provided in the import file.

Destination	Address to which the notification was sent. Content varies based on notification type.
ControlSet	ID of the control set used for the notification.
NotificationType	Type of notification performed: <ul style="list-style-type: none"> • 0 Unknown • 1 Callout. • 2 Voice message. • 3 Text message.
Line	MiCollab AM system line on which the outbound call occurred, if applicable.
CallSeconds	Duration of the outbound telephone call in seconds.
Result	Notification attempt result (refer to Notification Result Values).
Rescheduled	Whether an additional, subsequent notification attempt was scheduled.
TTSResult	Text-to-speech usage result. Value is a summation of all TTS elements attempted during the call. Thus, a failure result indicates that at least one attempt to speak an element using TTS failed. <ul style="list-style-type: none"> • 0 Not requested or not enabled. • 1 Text successfully spoken. • 2 Failed due to wait timeout. • 3 Failed due to error.
CallGuid	Internal globally unique identifier for the notification.
TrackGuid	Internal globally unique identifier for the result tracking session, if applicable.
ScriptData	Data string containing values provided in the import file for the notification

Export Report Data

The **Export Report Data** dialog box provides controls and functionality that can be used to export some or all result records from the local application database to a text file in comma-separated values (.csv) format.

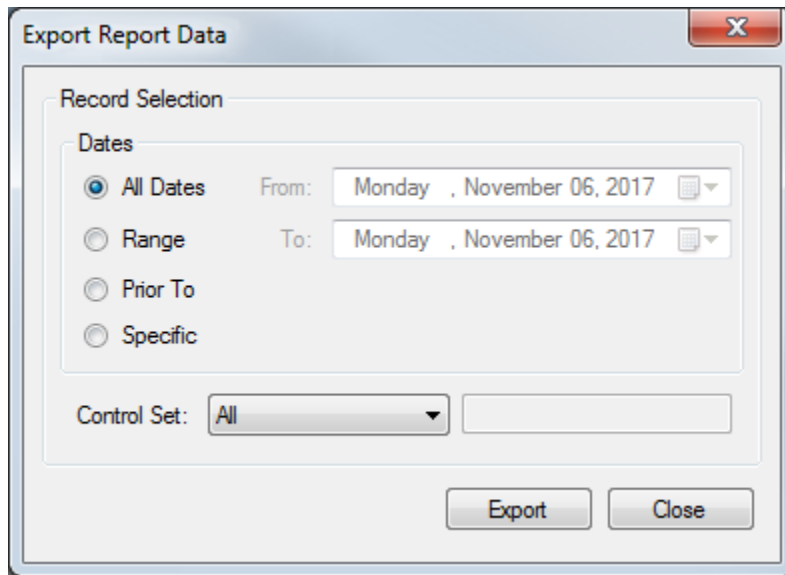


Figure 11. Export Report Data Dialog Box

Manage Report Data

The **Manage Report Data** dialog box provides controls and functionality that can be used to delete some or all result records from the local application database.

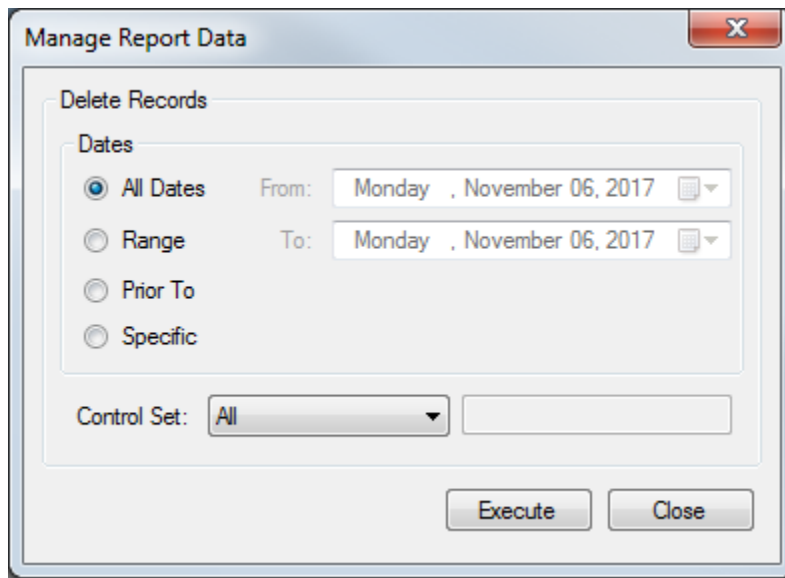


Figure 12. Manage Report Data Dialog Box

Summary Reports

Call Summary

The **Call Summary** report contains high-level summary statistics for all notifications falling within the selected date range.

Table 15. Call Summary Elements

Element	Description
Calls Imported	Total number of notifications imported.
Completed Calls	Number of notifications completed.
Incomplete Calls	Number of notifications not completed.
Expired Calls	Number of notifications that did not complete before the end of the assigned notification period.
Canceled Calls	Number of notifications that were canceled.
Total Call Attempts	Total number of notification attempts. NOTE Multiple attempts may be required to complete a single notification.
Incomplete Attempts	Number of incomplete notification attempts.
Unique Call Recipients	Number of unique recipient ID values.

Call Summary by Control Set

The **Call Summary by Control Set** report is a variation of the [Call Summary](#) report that includes a sub-section for each control set represented in the database for the selected date range.

Attempt Reports

Attempts Aggregate

The **Attempts Aggregate** report contains aggregate statistics for all attempts in the database for the selected date range.

Table 16. Attempts Detail Fields

Field	Description
Total Attempts	Total number of attempts.
Total Seconds	Total number of seconds for all attempts.
Average Seconds	Average number of seconds per attempt.
Earliest Attempt	Date and time of the earliest attempt.
Latest Attempt	Date and time of the latest attempt.

Attempts by Date

The **Attempts by Date** report is a variation of the [Attempts Aggregate](#) report that contains summary statistics for each individual date within the selected date range.

Attempts by Date by Control Set

The **Attempts by Date by Control Set** report is a variation of the [Attempts Aggregate](#) report that contains summary statistics grouped by control set for each date within the selected date range.

Attempts by Date by Hour

The **Attempts by Date by Hour** report is a variation of the [Attempts Aggregate](#) report that contains summary statistics grouped by hour for each date within the selected date range.

Attempts by Date by Line

The **Attempts by Date by Line** report is a variation of the [Attempts Aggregate](#) report that contains summary statistics grouped by MiCollab AM system line for each date within the selected date range.

Attempts by Control Set

The **Attempts by Control Set** report is a variation of the [Attempts Aggregate](#) report that contains summary statistics for each control set with attempt records that fall within the selected date range.

Attempts by Line

The **Attempts by Line** report is a variation of the [Attempts Aggregate](#) report that contains summary statistics for each individual MiCollab AM line with attempt records that fall within the selected date range.

Result Reports

Result Counts Aggregate

The **Result Counts Aggregate** report contains statistics for each notification result value encountered in the database for the selected date range, grouped by result kind.

Table 17. Result Counts Detail Fields

Field	Description
Result	Result value (refer to Notification Result Values).
Total Count	Total count for the corresponding result value.
Total Seconds	Total number of seconds for attempts with the corresponding result value.
Average Seconds	Average number of seconds per attempt for attempts with the corresponding result value.

Result Counts by Date

The **Result Counts by Date** report is a variation of the [Result Counts Aggregate](#) report that contains statistics for each individual date within the selected date range.

Result Counts by Control Set

The **Result Counts by Control Set** report is a variation of the [Result Counts Aggregate](#) report that contains statistics for each control set with attempt records that fall within the selected date range.

Result Counts by Control Set by Date

The **Result Counts by Control Set by Date** report is a variation of the [Result Counts Aggregate](#) report that contains statistics grouped by control set for each date within the selected date range.

Results by Destination

The **Results by Destination** report contains a listing of attempts in chronological order for each destination with attempt records that fall within the selected date range, grouped by destination address.

Results by Recipient

The **Results by Recipient** report contains a listing of attempts in chronological order for each recipient with attempt records that fall within the selected date range, grouped by recipient ID number.

Results by Control Set

The **Results by Control Set** report contains a listing of attempts in chronological order for each control set with attempt records that fall within the selected date range, grouped by control set ID.

Results by Result

The **Results by Result** report contains a listing of attempts in chronological order for each result value with attempt records that fall within the selected date range, grouped by result value.

Result List Reports

List of All Attempts

The **List of All Attempts** report contains a listing of all attempts in chronological order that fall within the selected date range. Results can be filtered by notification type and control set.

Table 18. Result List Detail Fields

Field	Description
Date/Time	Date and time of the attempt result record.
Recipient	Recipient ID number provided in the import file.
Destination	Address to which the notification was sent. Content varies based on notification type.
Line	MiCollab AM system line on which the outbound call occurred, if applicable.
Seconds	Duration of the outbound telephone call in seconds.
Result	Notification attempt result (refer to Notification Result Values).

List of Concluded Calls

The **List of Concluded Calls** report is a variation of the [List of All Attempts](#) report that only contains records for notifications that have concluded, that is, all attempts have been exhausted regardless of whether the notification was successfully completed.

List of Completed Calls

The **List of Completed Calls** report is a variation of the [List of All Attempts](#) report that only contains records for notifications that were successfully completed.

List of Canceled Calls

The **List of Canceled Calls** report is a variation of the [List of All Attempts](#) report that only contains records for notifications with a result of **CANCELED**.

List of Expired Calls

The **List of Expired Calls** report is a variation of the [List of All Attempts](#) report that only contains records for notifications with a result of **EXPIRED**.

List of Incomplete Calls

The **List of Incomplete Calls** report is a variation of the [List of All Attempts](#) report that only contains records for notifications that were not successfully completed.

List of Imported Calls

The **List of Imported Calls** report is a variation of the [List of All Attempts](#) report that only contains records for notifications with a result of **IMPORT**.

List of Import Errors

The **List of Import Errors** report is a variation of the [List of All Attempts](#) report that only contains records for notifications with a result of **IMPORT_ERROR**.

TTS Result Reports

TTS Results Summary

The **TTS Results Summary** report contains high-level summary statistics for text-to-speech usage for all attempts in the database for the selected date range.

Table 19. TTS Results Summary Elements

Element	Description
Total Attempts	Total number of attempts to use text-to-speech.
Total Spoken	Number of times the text-to-speech attempt was successful.
Total Failures	Number of times the text-to-speech attempt was unsuccessful.
Spoken Ratio	Percentage of text-to-speech attempts that were successful.
Failure Ratio	Percentage of text-to-speech attempts that were unsuccessful.

TTS Results Summary by Control Set

The **TTS Results Summary by Control Set** report is a variation of the [TTS Results Summary](#) report that includes a sub-section for each control set represented in the database for the selected date range.

TTS Result Counts Aggregate

The **TTS Result Counts Aggregate** report contains aggregate statistics for text-to-speech usage for all attempts in the database for the selected date range.

Table 20. TTS Result Count Detail Fields

Field	Description
Result	TTS result value.
Description	Corresponding TTS result description.
Count	Count of attempts containing the corresponding TTS result.

TTS Result Counts by Date

The **TTS Result Counts by Date** report is a variation of the [TTS Result Counts Aggregate](#) report that contains statistics for each individual date within the selected date range.

TTS Result Counts by Control Set

The **TTS Result Counts by Control Set** report is a variation of the [TTS Result Counts Aggregate](#) report that contains statistics for each control set with attempt records that fall within the selected date range.

Common Report Values

Notification Result Values

Completed Results (Not Rescheduled)

The result values in the following table indicate that the notification has completed and no additional attempts will be made. The specific result denotes the condition under which the notification was completed.

NOTE As noted bellow, custom call result values implemented within custom menu actions are considered completed calls.

Table 21. Completed Results (Not Rescheduled)

Result	Description
COMPLETE	Call was connected and message playback was completed.
DO_NOT_CALL	Call was connected and call recipient asked to be removed from the calling list.
HANGUP	Call was connected and was disconnected prior to the completion of message playback. Disconnect may have occurred during message playback or recipient PIN processing.
HANGUP_MSG	Answering machine was detected, but the call was disconnected before message playback was completed.
INTERRUPT	Call was connected and the call recipient interrupted message playback by pressing a key. Message playback was not completed.
MESSAGE	Answering machine was detected and a message was successfully left.
MESSAGE_CX	Voice message notification was successfully posted to a MiCollab AM subscriber mailbox.
MESSAGE_TEXT	Text message notification was successfully sent.
PIN_INVALID	Call was connected, but call recipient was unable to enter a valid PIN within the number of attempts dictated by the PIN Input Retries setting.
REJECTED	Call was connected, but call recipient elected to reject the call during presence verification.

Result	Description
TIMEOUT	Call was connected, but the call recipient did not respond to a prompt for PIN or options menu input. Result indicates that no DTMF input was received at any time during the call.
TRANSFER	Call was completed and a call transfer was initiated.
VM_REPLY	Call was connected and message playback was completed, and call recipient left a voice message response.
<Custom Result>	Call was connected and recipient ultimately chose a custom menu option indicating a customized call result value.

Incomplete Results (Possibly Rescheduled)

The result values in the following table indicate that the notification attempt represented by the result record was not successfully completed. Additional attempts for the notification may be scheduled depending upon whether the maximum number of allowable attempts has been reached.

Table 22. Completed Results (Possibly Rescheduled)

Result	Description
BUSY_LINE	Call was not connected because the telephone number was busy.
DIALTONE	Call was not connected because dial tone was detected after the telephone number was dialed.
FAST_BUSY	Call was not connected because a reorder, or fast-busy, tone was detected after the telephone number was dialed.
MAX_GREETING	Call was connected, but the maximum greeting length of 30 seconds was exceeded. The greeting length is defined as the amount of continuous noise detected after the call was connected. This value is only possible when answering machine detection is enabled.
LINE_ERROR	Problem with the MiCollab AM outbound line allocated for the call.
NO_ANSWER	Call was not answered, or an answering machine was detected and the script was instructed not to leave a message.
NO_LINE	No MiCollab AM outbound line available for the call.

Result	Description
NOT_PRESENT	Call was connected, but recipient presence was not verified. The call was either disconnected during presence verification, or a valid response to the presence prompt was not received within the number of attempts dictated by the Presence Input Retries setting.

Incomplete Results (Not Rescheduled)

The result values in the following table indicate that the notification attempt represented by the result record was not successfully completed and will not be attempted again.

Table 23. Incomplete Results (Not Rescheduled)

Result	Description
CANCELED	Notification was canceled by the administrator.
ERROR	Unexpected error occurred during the notification.
EXPIRED	Notification was removed from the database before completion because the end of the notify period was exceeded.

Import Status Results

The result values in the following table indicate the outcome of the attempt to import a notification record into the application database.

Table 24. Import Status Results

Result	Description
IMPORT_ERROR	Notification record was not imported due to a data error. Additional information may be provided.
IMPORTED	Notification record was imported and scheduled.

Reports Program Trace Files

The **MiCollab AM Notify Reports** program writes diagnostic information to an application trace file. Diagnostic information is useful for troubleshooting application issues.

The trace file for the current day is named **NXReports.log**. Trace files for previous days are named **NXReports.YYYY-MM-DD.log**, where **YYYY-MM-DD** is the date on which the file was generated. Trace files are automatically deleted after 30 days.

Application trace files are located in a user profile folder for the Windows user logged onto the desktop and running the client program.

Trace file folder:

```
C:\Users\<UserName>\AppData\Local\AVST\NXReports\Log
```