

MiVoice 5000 Easy Admin User Guide

07/2026



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1. INTRODUCTION

Mitel 5000 **Easy Admin** is a user-friendly interface used to:

- **Manage customisable greeting messages**
- **Manage opening hours**

Prerequisites:

Web browsers: Edge, Firefox, Chrome, Opera, Safari, etc.

Modifiable advertisements and calendars have been previously customised by the administrator of the site(s) concerned according to the company/department pair.

2. LOGGING IN TO THE APPLICATION

You can log in to the application via the dedicated and secure URL (<https://IP address or FQDN/easyadmin/>) provided by the administrator. Depending on the connection type, the user can log in:

- With a local account, using the associated **Login/Password**.
- With an SSO account, using the **Login/Password** linking the Easy Admin and OpenID Connect.

The first time you log in, you will be asked to change your password (mandatory).

Depending on the security policy defined by the administrator, you can also change this password later via Menu **Password modification**.

MiVoice 5000 Web Admin
user8
MiVoice 5000

Changement de votre mot de passe

Login

Ancien mot de passe

Nouveau mot de passe

Confirmer le nouveau mot de passe

The **MiVoice 5000 Web Admin** window then opens:



For Menu **Download the certificate generated by the MiVoice 5000**, contact the Web Admin administrator.

Select Menu **Easy Admin**:



The company name is displayed in the banner at the top of the screen.

The user name is also shown in the top right-hand corner.

3. APPLICATION INTERFACES

MiVoice 5000 Easy Admin exists in two different versions:

- The classic MiVoice 5000 Easy Admin, for:
 - Viewing and editing basic information on internal records,
 - Viewing and editing basic information on external records,
 - Viewing and editing basic information on hunt groups,
 - Viewing and managing the statuses of hunt group members,
 - Viewing and editing interactive voice mail servers,
 - Managing customised greeting messages,
 - Managing closed days/public holidays calendars,
 - Managing rooms.
- MiVoice 5000 Easy Admin Pro which, in addition to the features of the classic MiVoice 5000 Easy Admin, is used for:
 - Viewing and editing technical information on internal records,
 - Viewing and editing programmable keys on internal records,
 - Viewing and editing the forwarding of internal records,
 - Viewing and editing technical information on external records,
 - Viewing and editing technical information on hunt groups,
 - Viewing, adding and removing members from hunt groups.

Depending on the rights the administrator gives to the user, the user may have access to viewing the statistics of the user's associated company/department.

For more information about configurable fields and settings, see Section **6 – Subscriber Management**.

Access to any of the versions and to some menus depend on the MiVoice 5000 administrator configuration. For more information, contact the administrator.

4. EASY ADMIN WITH OR WITHOUT MANAGER

Depending on whether or not a MiVoice 5000 Manager is used with MiVoice 5000, some settings may be locked for modification.

When the system uses MiVoice 5000 Easy Admin only, all sub-menus (**My internal records**, **My external records**, **My hunt groups** and **Interactive Voice Response**) can be viewed and edited.

When the system uses both Easy Admin and a MiVoice 5000 Manager, all sub-menus are available in read-only mode only. For any modifications, please refer to the MiVoice 5000 Manager.

The menus **Voice Messages** and **Calendar** are accessible and configurable, regardless of whether or not a MiVoice 5000 Manager is available.

5. LOGGING OUT

To log out, click the **Web Admin home** button in the upper right-hand corner.

6. SUBSCRIBER MANAGEMENT

Menu **My Subscribers** allows users to manage the various subscribers registered in MiVoice 5000. This menu contains three sub-menus:

- **My Subscribers**, for viewing and managing individual subscribers,
- **My hunt groups**, for viewing and managing hunt groups.
- **Interactive Voice Response (IVR)** for viewing and managing IVR systems



Note: Some actions taken in Menu "My Subscribers" require Easy Admin Pro access. To obtain advanced access, please get in touch with the administrator.

6.1 MENU MY INTERNAL RECORDS

Menu **My Subscribers** allows the following actions:

- Listing subscribers,
- Viewing subscriber records.

With Pro access, Menu My Subscribers allows the following additional actions:

- Editing a subscriber,
- Deleting an internal subscriber.

6.1.1 LISTING INTERNAL RECORDS

The list of subscribers is displayed in form of a table.

Firstname	Name	Number
	ABO 2000	2000
	ABO 2001	2001
	ABO 2003	2003
	ABO 2004	2004
	ABO 2005	2005
	ABO 2006	2006
	ABO 2007	2007
	ABO 2008	2008
	ABO 2009	2009
	ABO 2010	2010

The table displays the following information:

- The subscriber's picture if configured by the administrator,
- The subscriber's first name, if provided,
- The subscriber's surname,
- The subscriber's main number, and the secondary numbers if configured.

For multi-sites, it is possible to sort the internal records by company.

6.1.2 INTERNAL SHEET PAGE

To expand a subscriber's profile, click on the name of the subscriber you want to view.

Mitel | MiVoice 5000 Easy Admin Pro

MENU My internal records

Number	2000
Name	ABO 2000
Firstname	
Gender	
User account	
Telephonic password	Pwd reset
Confidentiality	Green List
E-mail	
Localization	
VIP	☐
Mobile	
Function	
Organization	STE 0/SERV 0
Day category	INTERNATIO.
Night category	INTERNATIO.
Monitoring 1	
Monitoring 2	
List of forbidden numbers	

Modify Delete

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Note: If the editable fields cannot be edited, the internal records must be managed in MiVoice 5000 Manager. For more information, contact the administrator.

For users of basic MiVoice 5000 Easy Admin and MiVoice 5000 Easy Admin Pro

The subscriber page displays the following information:

- **Number** (not editable): subscriber's number
- **Name** (field to be filled in): subscriber's name
- **First name** (field to be filled in): subscriber's name
- **User account** (field to be filled in):
- **Telephone password** (button): click **Reset** to reset the password.
- **Mail** (field to be filled in): subscriber's mail address
- **Mobile** (field to be filled in): subscriber's mobile phone number

For users of MiVoice 5000 Easy Admin Pro only

MiVoice 5000 Easy Admin Pro displays, in addition to the previous fields, the following information:

- **Gender** (dropdown list): subscriber's gender
- **User Portal account** (checkbox): check to activate a User Portal account for the user.
 - **User Portal password** (field to be filled in): displayed if the User Portal account checkbox is checked. Define the user's password for the User Portal.

The content of the field is hidden after saving the modifications.

- **Confidentiality** (dropdown list):
- **Location** (field to be filled in): subscriber's location
- **VIP** (checkbox): check to route subscriber calls through VIP reception.
- **Function** (dropdown list): choice of functions defined by the administrator
- **Organisation** (dropdown list): choice of the subscriber's administrative hierarchy

- **Integrated voicemail box** (dropdown list): choice of the subscriber's integrated voicemail box. Displayed if voicemail boxes are programmed on MiVoice 5000 Server.
- **Day category** (dropdown list): choice of the subscriber's day category.
- **Night category** (dropdown list): choice of the subscriber's night category.
- **Supervision group 1** (dropdown list): choice of functions defined by the administrator
- **Supervision group 2** (dropdown list): choice of functions defined by the administrator
- **Feature class** (dropdown list)
- **Forbidden numbers list** (dropdown list)

Buttons are available at the bottom of the page.

For users of basic MiVoice 5000 Easy Admin and MiVoice 5000 Easy Admin Pro

After modifying data, the **Modify** button appears at the bottom of the page.

- Click **Modify** to save the changes.
- Click **Cancel** to return to the list of subscribers without saving the changes.
- Click the **Keys** button to display the subscriber's programmable keys.

For users of MiVoice 5000 Easy Admin Pro only

- Click **Modify** below the subscriber's picture to select and upload a new image for the profile picture.



Note: Accepted formats: jpg, png.

Maximum size: 200 kb

Recommended dimension: square. If the dimensions are different, Easy Admin automatically crops the image to square.

Click **Delete** below the subscriber's picture to remove the subscriber's current picture.

- Click **Hide picture** to hide the subscriber's picture. Click **Picture** to display the subscriber's picture.
- Click **Custom attributes** to display and edit the settings created by the administrator.
- Click **Keys** to display the list of the subscriber's programmable keys.
 - Click **Terminal type** to display the **Terminal type** section and select the subscriber's terminal model.
 - Click on the line of the key to edit to display the **Key details** section and the key programming settings.

Three buttons are located at the bottom of the **Key details** section:

- Click **Cancel** to close the **Key details** section without saving the changes.
- Click **Delete** to remove all modifications made to the key without closing the **Key details** section.
- Click **Validate** to save the changes and close the **Key details** section.
- Press the **Return** button to return to the subscriber's profile page.
- Click the **Forwards** button to display the subscriber's forwarding settings or to enable **Do Not Disturb** mode.

After modification, the **Modify** button appears at the bottom of the page. Press Modify to save the changes.

Press **Cancel** to return to the subscriber's profile page without saving the changes.



Note: When the subscriber has predefined or immediate call forwarding enabled, Do Not Disturb mode cannot be enabled.

- Click **Terminals** to display the subscriber's terminal list and activate or deactivate the ringing of terminals.

After modification, the **Modify** button appears at the bottom of the page. Press Modify to save the changes.

Press **Cancel** to return to the subscriber's profile page without saving the changes.



Note: If the Easy Admin user modifies a record with a secondary number:

- The saved modifications apply to ever numbers of the record;
- Only the main number's record can configure the keys;
- Secondary numbers can have their own forward settings

6.2 MENU MY EXTERNAL RECORDS

Menu **My external records** allows the following actions:

- Listing external records,
- Displaying an external record,
- Adding an external record,
- Editing an external record,
- Deleting an external record.

6.2.1 LISTING EXTERNAL RECORDS

The list of subscribers is displayed in form of a table.

The screenshot shows the 'My external records' page in the MiVoice 5000 Easy Admin Pro interface. It features a search bar, an 'Add an external contact' button, and a table with two rows of data. The table has four columns: Firstname, Name, Abbreviated number, and Number. The footer contains copyright information for Mitel Networks Corporation.

Firstname	Name	Abbreviated number	Number
Test	Numéro		0123456789
Numéro deux	Testeur		0122334455

The table displays the following information:

1. The subscriber's picture if configured by the administrator,
- The first name associated with the external record, if provided,

- The name associated with the external record,
- The abbreviated number associated with the external record, if provided,
- The number associated with the external record.

An **Add Contact** button appears at the top right of the screen.

6.2.2 EXTERNAL RECORD PAGE

To create a new external record, click the **Add Contact** button.

To expand an external record, click the name of the external record you want to view.

Mitel | MiVoice 5000 Easy Admin Pro

MENU

My external records

Number

0123456789

Name

Numéro

Firstname

Test

Gender

.....

Abbreviated number

Confidentiality

Green List

E-mail

Localization

VIP

☐

SIP URI

Hide photo



Modify

Back

Delete

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Note: If the editable fields are greyed out, the external records must be managed in MiVoice 5000 Manager. For more information, contact the administrator.

For users of basic MiVoice 5000 Easy Admin and MiVoice 5000 Easy Admin Pro

The external record page displays the following information:

- **Number** (field to be filled in): contact's number
- **Name** (field to be filled in) contact's name
- **First name** (field to be filled in) contact's first name
- **Abbreviated number** (field to be filled in): contact's abbreviated number
- **Mail** (field to be filled in): contact's mail address

For users of MiVoice 5000 Easy Admin Pro only

MiVoice 5000 Easy Admin Pro displays, in addition to the previous fields, the following information:

- **Gender** (dropdown list): contact's gender
- **Confidentiality** (dropdown list):
- **Location** (field to be filled in): contact's location
- **VIP** (checkbox): check to route the contact's calls through VIP reception
- **SIP URI** (field to be filled in): contact's mail address

Buttons are available at the bottom of the page:

For users of basic MiVoice 5000 Easy Admin and MiVoice 5000 Easy Admin Pro

- Click **Cancel** to return to the list of subscribers without saving the changes.

After modifying data, the **Modify** button appears at the bottom of the page.

- Click **Modify** to save the changes.

For users of MiVoice 5000 Easy Admin Pro only

- Click **Modify** below the subscriber's picture to select and upload a new image for the profile picture.



Note: Accepted formats: jpg, png.

Maximum size: 200 kb

Recommended dimension: square. If the dimensions are different, Easy Admin automatically crops the image to square.

Click **Delete** below the subscriber's picture to remove the subscriber's current picture.

- Click **Hide picture** to hide the picture. Click **Picture** to display the subscriber's picture.

6.3 MENU MY HUNT GROUPS

Menu **My hunt groups**, based on Company/Department, can be used to:

- List hunt groups,
- Display a hunt group.

For a MiVoice 5000 Easy Admin Pro access, Menu My hunt groups can also be used to:

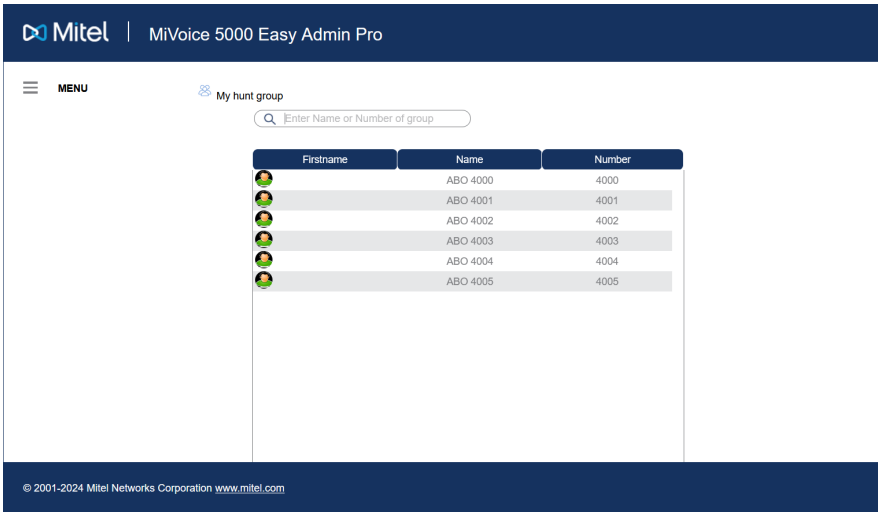
- Edit a hunt group,
- Manage a hunt group's members,
- Manage the status of a hunt group's members,

For multi-sites, it is possible to sort the internal records by company.

6.3.1 LIST HUNT GROUPS

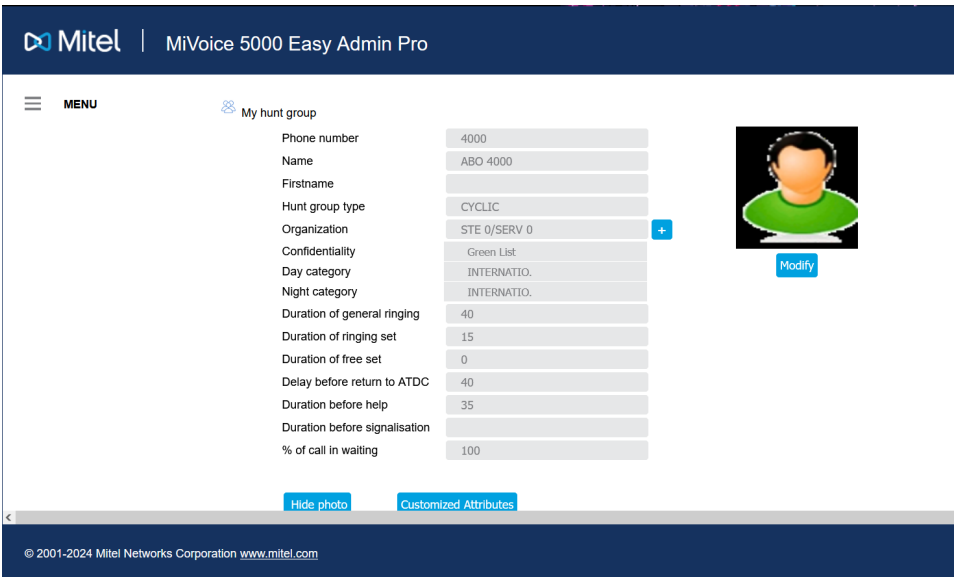
The list of hunt groups is displayed in form of a table. The table displays the following information:

- The hunt group's picture,
- The hunt group's first name,
- The hunt group's name,
- The hunt group's number.



6.3.2 HUNT GROUP PAGE

To expand a hunt group's profile, click on the name of the hunt group you wish to view.



Note: For MiVoice 5000 Easy Admin Pro users, all fields cannot be edited; hunt groups must be managed on MiVoice 5000 Manager. For more information, contact the administrator.

For users of basic MiVoice 5000 Easy Admin and MiVoice 5000 Easy Admin Pro

The hunt group page displays the following information:

- **Number** (not modifiable)
- **Name** (not modifiable)
- **First name** (not modifiable)
- **Hunt group type** (not modifiable)

For users of MiVoice 5000 Easy Admin Pro only

MiVoice 5000 Easy Admin Pro displays, in addition to the previous fields, the following information:

- **Organisation** (modifiable)
- **Confidentiality** (dropdown list)

- **Feature class** (dropdown list)
- **Day category** (dropdown list)
- **Night category** (dropdown list)
- **Global ringing duration (sec)** (field to be filled in)
- **Extension ringing duration (sec)** (field to be filled in)
- **Extension idle delay (sec)** (field to be filled in)
- **Delay before return to ATDC (sec)** (field to be filled in)
- **Delay before mutual aid (sec)** (field to be filled in)
- **Delay before signalling (sec)** (field to be filled in)
- **% calls in waiting** (field to be filled in)

Buttons are available at the bottom of the page:

For users of basic MiVoice 5000 Easy Admin and MiVoice 5000 Easy Admin Pro

- Click **Subscriber state** to display the list of subscribers with their status in the group.
- Click the **Return** button to return to the list of hunt groups without saving.

After data is edited, the **Modify** button appears at the bottom of the page.

- Click **Modify** to save the changes and return to the list of hunt groups.
2. Click **Back** to return to the list of hunt groups without saving the changes.

For users of MiVoice 5000 Easy Admin Pro only

- Click **Modify** below the subscriber's picture to select and upload a new image for the profile picture.



Note: Accepted formats: jpg, png.

Maximum size: 200 kb

Recommended dimension: square. If the dimensions are different, Easy Admin automatically crops the image to square.

Click **Delete** below the subscriber's picture to remove the subscriber's current picture.

- Click **Hide picture** to hide the picture. Click **Picture** to display the subscriber's picture.
- Click **Custom attributes** to display and edit the settings created by the administrator.
- Click **Subscribers in hunting group** to display the members of the hunt group.

To add a subscriber to the hunt group:

- Enter the name or number of the subscriber you wish to add.
- Select the subscriber you wish to add from the search results list.
- Click the **Validate** button at the bottom of the **Hunt group subscribers** section to save the changes.

To remove a subscriber from the hunt group:

- Tick the box next to the subscriber to select them for removal.
- Click the  button to remove the selected subscribers.
- Click the **Validate** button at the bottom of the **Subscribers in hunting group** section to save the changes.

- Click **Subscriber status** to determine whether a hunt group subscriber is active or on standby.

6.4 MENU INTERACTIVE VOICE RESPONSE

Menu **Interactive voice response** is used to:

- List Interactive voice response servers,
- View and modify an interactive voice response (IVR),

6.4.1 LIST INTERACTIVE VOICE RESPONSE SERVERS

The list of Interactive Voice Response (IVR) servers is displayed in a table format, with the following information:

- The IVR picture,
- The IVR name,
- The IVR number.

For multi-sites, it is possible to sort the internal records by company.



6.4.2 INTERACTIVE VOICE RESPONSE PAGE

To expand an IVR profile, click on the IVR line to view it.

The page displays the following information:

- Number (not editable)
- Name (not editable)
- First name (not editable)
- Script name (dropdown list): for selecting the script to apply to the IVR



Note: If the editable field cannot be edited, the IVR must be managed in **MiVoice 5000 Manager**. For more information, contact the administrator.

- Click **Cancel** to return to the list of IVR without saving the changes.

After the Script name field is edited, the **Modify** button appears at the bottom of the page.

- Click **Modify** to save the changes.

For users of MiVoice 5000 Easy Admin Pro only

- Click **Modify** below the subscriber's picture to select and upload a new image for the profile picture.



Note: Accepted formats: jpg, png.

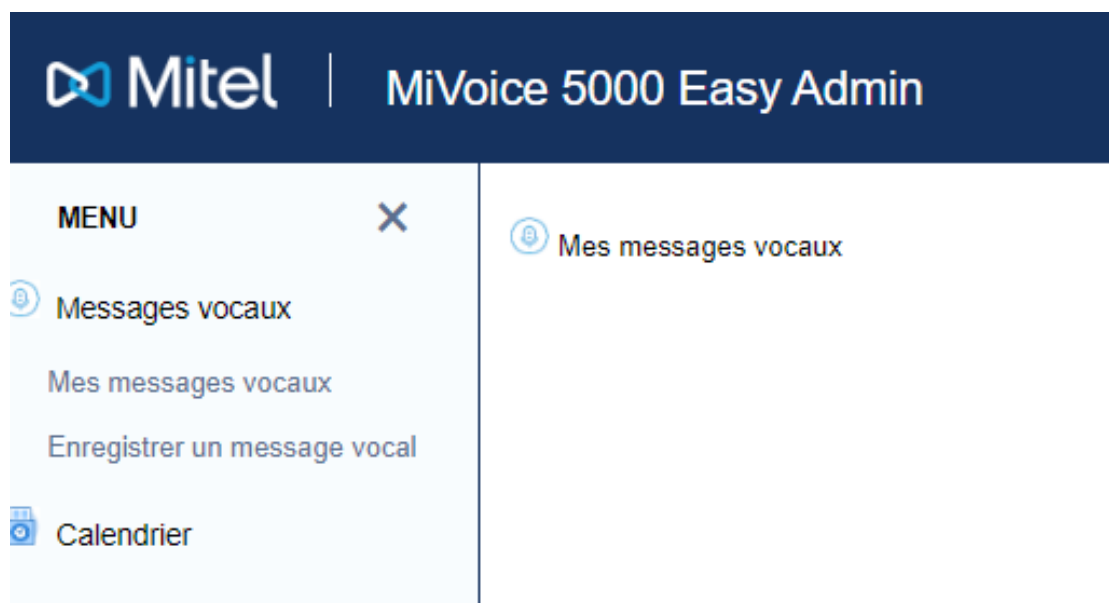
Maximum size: 200 kb

Recommended dimension: square. If the dimensions are different, Easy Admin automatically crops the image to square.

Click **Delete** below the subscriber's picture to remove the subscriber's current picture.

- Click **Hide picture** to hide the picture. Click **Picture** to display the subscriber's picture.

7. MANAGING CUSTOMISABLE GREETING MESSAGES



Menu Voice messages, based on Company/Department, can be used to:

- List messages
- Change a message
- Listen to a message
- Download a message
- Record a voice message

These messages are, for example, on-hold or greeting messages.

The application user can manage the message(s) on a company basis for:

- All departments
- A particular department (list of options).

The messages proposed/displayed are those predefined by the administrator.

7.1 CHANGING A MESSAGE

From Menu **My voice messages**,

- Select the message for the department(s) concerned.

The screenshot shows the MiVoice 5000 Easy Admin interface. At the top, there's a header with the Mitel logo and 'MiVoice 5000 Easy Admin - STE 0'. Below the header, there's a navigation bar with a 'MENU' button and a 'Mes messages vocaux' link. The main content area shows a table of messages. The table has columns: 'Nom du message', 'Changer le message', 'Télécharger', and 'Ecouter le message'. The first row shows a message named 'testgl' with corresponding action buttons: 'Changer', 'Télécharger', and 'Ecouter'.

- Click **Change**.
- Click **Select file**.
- Search for and select the file in question (.wav or .mp3).
- Click **Download**.

The file is downloaded and assigned the message name.

The file is not downloaded if it is not in the correct format (indicated by an error message).

7.2 LISTENING TO A MESSAGE

The screenshot shows the MiVoice 5000 Easy Admin interface. At the top, there's a header with the Mitel logo and 'MiVoice 5000 Easy Admin - STE 0'. Below the header, there's a navigation bar with a 'MENU' button and a 'Mes messages vocaux' link. The main content area shows a table of messages. The table has columns: 'Nom du message', 'Changer le message', 'Télécharger', and 'Ecouter le message'. The first row shows a message named 'testgl' with corresponding action buttons: 'Changer', 'Télécharger', and 'Ecouter'. To the right of the 'Ecouter' button, there's a playback bar showing '0:00 / 0:07' and volume controls.

- Click **Listen**.

The playback bar is displayed on the right.

Possible actions are play, pause and adjust volume only.

7.3 DOWNLOADING A MESSAGE

Downloading allows you to retrieve the current message.

- Click **Download**.

The file is downloaded to the dedicated directory in **.wav** format. The name is the one defined by the Administrator.

7.4 RECORDING A VOICE MESSAGE

- Click **Record voice message** at the top left.



Démarrer votre enregistrement

- Click **Start** your recording.

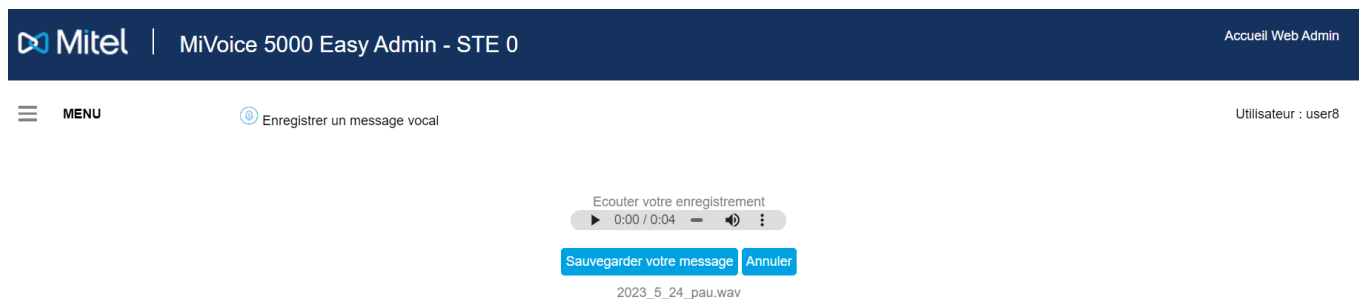
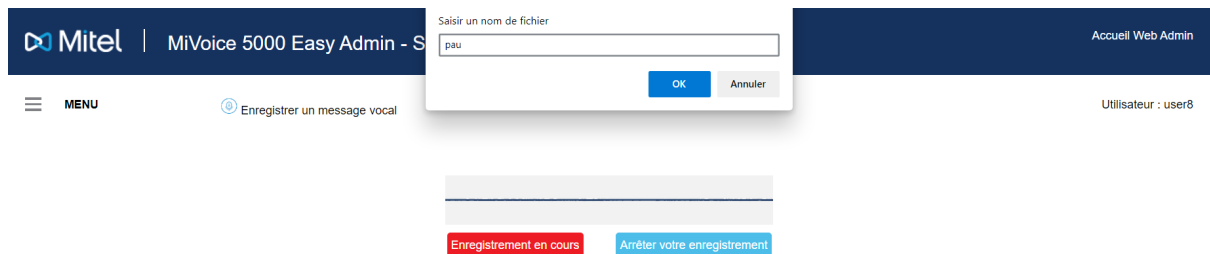


Note: The ergonomics of the recorder depends on the browser used. A microphone is required and its use must be authorised.

The button turns red. Recording is in progress.

To stop the recording, click **Stop your recording**. A window opens, prompting you to enter the name of the audio file corresponding to this recording.

Another section appears, with an audio playback, the file name, a **Save your message** button and a **Cancel** button.



Audio playback allows you to listen to what you have just recorded by clicking the triangle button.

The name of the file entered is preceded by the current date. The file will be downloaded with this name and the **.wav** extension into the download directory when the **Save** button is clicked.

If this date is not suitable, it is always possible to remove and rename it by clicking on the file name.

The **Cancel** button deletes the section and resets the page.

8. MANAGING CLOSED DAYS/PUBLIC HOLIDAYS CALENDARS

This menu enables users logged in to **Easy Admin** to configure the calendars of their companies/departments for call distribution and day/night restrictions.

You can define days as public holidays/non-working days in the calendar used to route calls to operator or group services, as follows:

- Manually define a given day as closed.
- Import a list of closed days.

The corresponding Calendar menu contains the following options:

- Closed days (up to 2,500 days)
- Opening hours.

8.1 MANAGING CLOSED DAYS

Menu **Calendars>Closed days**

Mitel | MiVoice 5000 Easy Admin Pro Web Admin Home

MENU Closed Days User : admin

For company / department
all company / all department

Calendar
CAL.1

Today : Tuesday 24 September 2024

Currently : **OPEN**

Export a calendar

Import a CSV or ICS file

Summary Annual

Add a Closing period from to Label

Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

This menu is used to define days as public holidays/non-working days for the calendars and services of the Easy Admin user in question.

This opening or closing information is then used to route calls to the call distribution or hunt group services and outgoing call restrictions.

This menu allows calendar management for opening and/or closing days.

This management is carried out:

- By **Company/Department**
- By **Calendar**

Management modes are respectively:

- Individual management
- Management by period
- By importing an existing CSV or ICS file
- From an official calendar (French only), downloaded automatically from the government website **data.gouv.fr**, showing the public holidays/non-working days for the different regions defined for France.

An Easy Admin user can have a list of several calendars.

Each calendar can be assigned, according to the option **For the department**:

- To all departments
- To one particular department.



Note: Use the >>> and <<< keys to browse through the various annual and weekly calendars.

The screenshot shows the 'Jours fermés' (Closed days) management interface. On the left, there are filters for 'Pour le service' (SERV 0) and 'Calendrier' (CALENDRIER 0). The current date is 'Aujourd'hui : Lundi 17 Avril 2023' and the status is 'OUVERT'. Buttons for 'Exporter un calendrier', 'Importer un fichier CSV ou ICS', 'Importation de jours fériés officiels', and 'Récapitulatif annuel' are visible. On the right, there is a form to 'Ajouter une période de fermeture' with date pickers and a label. Below this is a calendar grid for April 2023, showing days from 1 to 30. The grid has columns for days of the week (Lun to Dim) and rows for dates.

The different sections displayed:

- **For company / department:** for selecting the department (or all departments) for the calendar in question
- **Calendar:** gives a list of calendars for a particular department or for all departments
- **Today:** indicates the current date: Monday, 17 April 2023 (in the example)
- Indication of the **current** status (**Open**/**Closed**). This is the status at the time indicated. This is the status configured in the two menus: **Calendars** and **Closed days**.

The associated coloured button can be used to switch immediately to the opposite status in case of an unforeseen event, for example. (**Open** > **Closed** or **Closed** > **Open**).

This action switches to the next timeslot if one has been defined.

- **Export a calendar:** see the corresponding section below.
- **Import a CSV or ICS file:** see the corresponding section below.

- **Import official public holidays:** see the corresponding section below.
- **Annual summary:** see the corresponding section below.

8.1.1 INDIVIDUAL MANAGEMENT

8.1.1.1 Creation

Select the department (or all departments) for the calendar in question.

- Select the day in question in the corresponding month.



Note: Boxes with an expiry date cannot be modified.

Mitel

MiVoice 5000 Easy Admin

MENU

Jours fermés

Pour la société / service

Toute société / Tout service

Ajouter une période de fermeture du

jj/mm/aaaa

au

jj/mm/aaaa

Libellé

Calendrier

CAL 1

Aujourd'hui : Mardi 18 Avril 2023

Actuellement :

FERME

Exporter un calendrier

Importer un fichier CSV ou ICS

Importation de jours fériés officiels

Récapitulatif annuel

Saisir un libellé pour ce jour fermé (20 caractères maximum) : Mardi 18 Avril 2023

Inventaire

Valider

Annuler

Avril 2023

Lun

Mar

Mer

Jeu

Ven

Sam

Dim

3

4

5

6

7

8

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10

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30

Enter the label in the field below the monthly calendar.

- Click **Validate**.
- The label is displayed in the box for the corresponding day.

Avril 2023						
Lun	Mar	Mer	Jeu	Ven	Sam	Dim
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18- Inventaire	19	20	21	22	23
24	25	26	27	28	29	30

8.1.1.2 Deletion

Select the department (or all departments) for the calendar in question.

- Select the day in question in the corresponding month.
- Click **Validate** to confirm the deletion.

24

07/2026

8.1.1.3 Modification

Modification successively requires (refer to the sections above):

- Deleting the occurrence in question
- Creating a new label for this closed day.

8.1.2 PERIOD MANAGEMENT

8.1.2.1 Creation

Select the department (or all departments) for the calendar in question.

On the **Add closing period** line:

- Enter the start and end days of the period:
 - In **dd/mm/year** format in the top line
 - From the pop-up calendar
- Enter the label concerned.



Note: Use the >>> and <<< keys to browse through the various annual and weekly calendars.

MiVoice 5000 Easy Admin

Accueil Web Admin

MENU

Jours fermés

Utilisateur : admin

Pour la société / service

Toute société / Tout service

Calendrier

CAL 1

Aujourd'hui : Mardi 18 Avril 2023

Actuellement : FERME

Exporter un calendrier

Importer un fichier CSV ou ICS

Importation de jours fériés officiels

Récapitulatif annuel

Ajouter une période de fermeture du

21/04/2023

au

jj/mm/aaaa

Libellé

Valider

Annuler

Avril 2023

Lu	Ma	Me	Je	Ve	Sa	Di
						1
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Note: Boxes with inaccessible expiry dates.


MiVoice 5000 Easy Admin

 **MENU**
 Jours fermés

Pour la société / service
 Toute société / Tout service ▼

Ajouter une période de fermeture du 20/04/2023 au 22/04/2023 Inventaire 20 caractères maximum Valider Annuler

Calendrier
 CAL 1 ▼

Aujourd'hui : Mardi 18 Avril 2023

Actuellement : **FERME**

Exporter un calendrier

Importer un fichier CSV ou ICS

Importation de jours fériés officiels

Récapitulatif annuel

Avril 2023						
Lun	Mar	Mer	Jeu	Ven	Sam	Dim
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

- Click **Validate**. The calendar is displayed again with the relevant closing period.

Avril 2023						
Lun	Mar	Mer	Jeu	Ven	Sam	Dim
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20- Inventaire	21- Inventaire	22- Inventaire	23
24	25	26	27	28	29	30

8.1.2.2 Deletion and modification

The procedure for deleting or modifying a day in a period is the same as the one described in Section 8.1.1.

8.1.3 IMMEDIATE SWITCHOVER FROM OPEN OR CLOSED STATUS

For example, the Current (Open/Closed) status button can be used to switch the status immediately in case of an unforeseen event.

This action switches to the next timeslot if one has been defined.

This immediate switchover is also available in the timeslot configuration menu. See Section 8.2.

 MiVoice 5000 Easy Admin - STE 0

Accueil Web Admin

 MENU

 Jours fermés

Utilisateur : admin

Pour le service
Commun à tous les services

Calendrier
CALENDRIER 0

Aujourd'hui : Lundi 17 Avril 2023

Actuellement : **OUVERT** Fermer

Exporter un calendrier

Importer un fichier CSV ou ICS

Importation de jours fériés officiels 

Récapitulatif annuel

Ajouter une période de fermeture du au Libellé

Avril 2023						
Lun	Mar	Mer	Jeu	Ven	Sam	Dim
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

- Then confirm the status change (**Validate** button).

8.1.4 ANNUAL SUMMARY OF DAYS CLOSED

The annual summary of days closed is based on Department/Calendar:

Available for viewing an annual summary of the closed days defined by the Easy Admin user in the current session (concerning the department and calendar currently being processed) and also when importing official public holiday calendars.


MiVoice 5000 Easy Admin - COLOR-COMPANY

 Messages vocaux
  Calendrier

Récapitulatif annuel

Pour le service : Commun à tous les services
 Calendrier : CAL.1
 Aujourd'hui : Mercredi 8 Février 2023
 Récapitulatif annuel des jours fermés

2023											
Jan	Fév	Mar	Avr	Mai	Jun	Jul	Aou	Sep	Oct	Nov	Déc
D 01	M 01	M 01	S 01	L 01	J 01	S 01	M 01	V 01	D 01	M 01	V 01
L 02	J 02	J 02	D 02	M 02	V 02	D 02	M 02	S 02	L 02	J 02	S 02
M 03	V 03	V 03	L 03	M 03	S 03	L 03	J 03	D 03	M 03	V 03	D 03
M 04	S 04	S 04	M 04	J 04	D 04	M 04	V 04	L 04	M 04	S 04	L 04
J 05	D 05	D 05	M 05	V 05	L 05	M 05	S 05	M 05	J 05	D 05	M 05
V 06	L 06	L 06	J 06	S 06	M 06	J 06	D 06	M 06	V 06	L 06	M 06
S 07	M 07	M 07	V 07	D 07	M 07	V 07	L 07	J 07	S 07	M 07	J 07
D 08	M 08	M 08	S 08	L 08	J 08	S 08	M 08	V 08	D 08	M 08	V 08
L 09	J 09	J 09	D 09	M 09	V 09	D 09	M 09	S 09	L 09	J 09	S 09
M 10	V 10	V 10	L 10	M 10	S 10	L 10	J 10	D 10	M 10	V 10	D 10
M 11	S 11	S 11	M 11	J 11	D 11	M 11	V 11	L 11	M 11	S 11	L 11
J 12	D 12	D 12	M 12	V 12	L 12	M 12	S 12	M 12	J 12	D 12	M 12
V 13	L 13	L 13	J 13	S 13	M 13	J 13	D 13	M 13	V 13	L 13	M 13
S 14	M 14	M 14	V 14	D 14	M 14	V 14	L 14	J 14	S 14	M 14	J 14
D 15	M 15	M 15	S 15	L 15	J 15	S 15	M 15	V 15	D 15	M 15	V 15
L 16	J 16	J 16	D 16	M 16	V 16	D 16	M 16	S 16	L 16	J 16	S 16
M 17	V 17	V 17	L 17	M 17	S 17	L 17	J 17	D 17	M 17	V 17	D 17
M 18	S 18	S 18	M 18	J 18	D 18	M 18	V 18	L 18	M 18	S 18	L 18
J 19	D 19	D 19	M 19	V 19	L 19	M 19	S 19	M 19	J 19	D 19	M 19
V 20	L 20	L 20	J 20	S 20	M 20	J 20	D 20	M 20	V 20	L 20	M 20
S 21	M 21	M 21	V 21	D 21	M 21	V 21	L 21	J 21	S 21	M 21	J 21
D 22	M 22	M 22	S 22	L 22	J 22	S 22	M 22	V 22	D 22	M 22	V 22
L 23	J 23	J 23	D 23	M 23	V 23	D 23	M 23	S 23	L 23	J 23	S 23
M 24	V 24	V 24	L 24	M 24	S 24	L 24	J 24	D 24	M 24	V 24	D 24
M 25	S 25	S 25	M 25	J 25	D 25	M 25	V 25	L 25	M 25	S 25	L 25
J 26	D 26	D 26	M 26	V 26	L 26	M 26	S 26	M 26	J 26	D 26	M 26
V 27	L 27	L 27	J 27	S 27	M 27	J 27	D 27	M 27	V 27	L 27	M 27
S 28	M 28	M 28	V 28	D 28	M 28	V 28	L 28	J 28	S 28	M 28	J 28
D 29	M 29	M 29	S 29	L 29	J 29	S 29	M 29	V 29	D 29	M 29	V 29
L 30	J 30	J 30	D 30	M 30	V 30	D 30	M 30	S 30	L 30	J 30	S 30
M 31	V 31	V 31	L 31	M 31	S 31	L 31	J 31	D 31	M 31	V 31	D 31



Note: Use the >>> and <<< keys to browse through the various annual calendars.

View only. No modification possible.

8.1.5 EXPORT A CALENDAR

In the current session (concerning the department and calendar currently being processed).

- Click **Export** calendar.
- Name the file and save it in the directory of your choice.

Export is in **.csv** format. This file can then be used by another Easy Admin user on another site, in a multi-site configuration, for example.

8.1.6 IMPORT A CSV OR ICS FILE

This action allows you to import a calendar in **.csv** or **.ics** format.

The ICS format is a file format used for messaging. These files are identified through the **.ics** extension. This file format allows you to import calendar entries into your calendar, send calendar entries to other users, and publish and share calendar entries.

The import file must be in CSV format from a file previously processed in Easy Admin or from a government site. It is then automatically taken into account and displayed.

8.1.7 IMPORT OFFICIAL PUBLIC HOLIDAYS

The import is made from the official government website, which publishes a calendar of public holidays by region (mainland France, overseas departments and territories) each year.

- Select the calendar (the import is calendar-based).
- Select a region.
- Select the year or years by ticking the appropriate boxes.

Mitel | MiVoice 5000 Easy Admin

MENU

- Pour la société / service

Toute société / Tout service ▼
- Calendrier

CAL 1 ▼

Jours fermés

Ajouter une période de fermeture du au Libellé

Aujourd'hui : ...

Actuelle :

Région :

alsa...
alsace-moselle
gadeloupe
guyane
la-réunion
martinique
mayotte
métropole
nouvelle-calédonie
polynésie-francaise
saint-barthélemy
saint-martin
saint-pierre-et-miquelon
wallis-et-futuna

Avril 2023						
Lun	Mar	Mer	Jeu	Ven	Sam	Dim
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20 - Inventaire	21	22 - Inventaire	23
24	25	26	27	28	29	30

Récapitulatif annuel

Région métropole ▼

☒ 2023
 ☐ 2024
 ☐ 2025
 ☐ 2026

Use the >>> and <<< buttons to browse through the various annual and weekly calendars in order to view the imported official days.

MENU

Jours fermés

Pour la société / service

Toute société / Tout service

Calendrier

CAL 1

Aujourd'hui : Mardi 18 Avril 2023

Actuellement :

FERME

Exporter un calendrier

Importer un fichier CSV ou ICS

Importation de jours fériés officiels

Récapitulatif annuel

Ajouter une période de fermeture du

jj/mm/aaaa

au

jj/mm/aaaa

Libellé

<<

<

Mai 2023

>

>>

Lun	Mar	Mer	Jeu	Ven	Sam	Dim
1- 1er mai	2	3	4	5	6	7
8- 8 mai	9	10- toto	11	12	13	14
15	16	17	18- Ascension	19	20	21
22	23	24	25	26	27	28
29- Lundi de Pent...	30	31				

You can also view these days for the year in question by selecting **Annual summary**:

Pour le service :
Commun à tous les services

Calendrier : CAL 1

Aujourd'hui : Mardi 18 Avril 2023

Récapitulatif annuel des jours fermés

[Retour](#)

2023											
Jan	Fév	Mar	Avr	Mai	Jun	Jul	Aou	Sep	Oct	Nov	Déc
D 01	M 01	M 01	S 01	L 01	J 01	S 01	M 01	V 01	D 01	M 01	V 01
L 02	J 02	D 02	M 02	V 02	D 02	M 02	S 02	L 02	J 02	S 02	D 02
M 03	V 03	V 03	L 03	M 03	S 03	L 03	J 03	D 03	M 03	V 03	D 03
M 04	S 04	S 04	M 04	J 04	D 04	M 04	V 04	L 04	M 04	S 04	L 04
J 05	D 05	D 05	M 05	V 05	L 05	M 05	S 05	M 05	J 05	D 05	M 05
V 06	L 06	L 06	J 06	S 06	M 06	J 06	D 06	M 06	V 06	L 06	M 06
S 07	M 07	M 07	V 07	D 07	M 07	V 07	L 07	J 07	S 07	M 07	J 07
D 08	M 08	M 08	S 08	L 08	J 08	S 08	M 08	V 08	D 08	M 08	V 08
L 09	J 09	J 09	D 09	M 09	V 09	D 09	M 09	S 09	L 09	J 09	S 09
M 10	V 10	V 10	L 10	M 10	S 10	L 10	J 10	D 10	M 10	V 10	D 10
M 11	S 11	S 11	M 11	J 11	D 11	M 11	V 11	L 11	M 11	S 11	L 11
J 12	D 12	D 12	M 12	V 12	L 12	M 12	S 12	M 12	J 12	D 12	M 12
V 13	L 13	L 13	J 13	S 13	M 13	J 13	D 13	M 13	V 13	L 13	M 13
S 14	M 14	M 14	V 14	D 14	M 14	V 14	L 14	J 14	S 14	M 14	J 14
D 15	M 15	M 15	S 15	L 15	J 15	S 15	M 15	V 15	D 15	M 15	V 15
L 16	J 16	J 16	D 16	M 16	V 16	D 16	M 16	S 16	L 16	J 16	S 16
M 17	V 17	V 17	L 17	M 17	S 17	L 17	J 17	D 17	M 17	V 17	D 17
M 18	S 18	S 18	M 18	J 18	D 18	M 18	V 18	L 18	M 18	S 18	L 18
J 19	D 19	D 19	M 19	V 19	L 19	M 19	S 19	M 19	J 19	D 19	M 19
V 20	L 20	L 20	J 20	S 20	M 20	J 20	D 20	M 20	V 20	L 20	M 20
S 21	M 21	M 21	V 21	D 21	M 21	V 21	L 21	J 21	S 21	M 21	J 21
D 22	M 22	M 22	S 22	L 22	J 22	S 22	M 22	V 22	D 22	M 22	V 22
L 23	J 23	J 23	D 23	M 23	V 23	D 23	M 23	S 23	L 23	J 23	S 23
M 24	V 24	V 24	L 24	M 24	S 24	L 24	J 24	D 24	M 24	V 24	D 24
M 25	S 25	S 25	M 25	J 25	D 25	M 25	V 25	L 25	M 25	S 25	L 25
J 26	D 26	D 26	M 26	V 26	L 26	M 26	S 26	M 26	J 26	D 26	M 26
V 27	L 27	L 27	J 27	S 27	M 27	J 27	D 27	M 27	V 27	L 27	M 27
S 28	M 28	M 28	V 28	D 28	M 28	V 28	L 28	J 28	S 28	M 28	J 28
D 29		M 29	S 29	L 29	J 29	S 29	M 29	V 29	D 29	M 29	V 29
L 30		J 30	D 30	M 30	V 30	D 30	M 30	S 30	L 30	J 30	S 30
M 31		V 31		M 31		L 31	J 31		M 31		D 31

8.2 MANAGING OPENING HOURS

You can use this menu to manage **Open/Closed** timeslots for a current week, from Monday to Sunday, by department and calendar.

For each day, you can define 4 timeslots (2 slots in open mode and 2 slots in closed mode), independently for each day of the week.

Pour la société / service
Toute société / Tout service

Plages horaires du calendrier :
CAL 1

Aujourd'hui : Mercredi 19 Avril 2023

Actuellement : **OUVERT**

Jour	Début plage 1	Fin plage 1	Début plage 2	Fin plage 2
Lundi	08:00	13:00	14:00	18:00
Mardi	08:00	13:00	14:00	18:00
Mercredi	08:00	13:00	14:00	18:00
Jeudi	08:00	13:00	14:00	18:00
Vendredi	08:00	13:00	14:00	20:00
Samedi	08:00	13:00		
Dimanche				

- Select the department and calendar concerned.
- For each day, enter the timeslot start and end times (2 slots maximum):
- Follow the hh:mm format (example: 09:00)
- Click **Validate** to confirm.

Immediate switchover from Open or Closed status

The **Current (Open/Closed)** status button can be used to switch the status immediately in case of an unforeseen event, for example.

This action switches to the next timeslot if one has been defined.

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MiVoice 5000 Easy Admin - STE 0

Accueil Web Admin

MENU

Horaires d'ouverture

Utilisateur : admin

Pour le service

Commun à tous les services

Plages horaires du calendrier :

CALENDRIER 0

Aujourd'hui : Lundi 17 Avril 2023

Actuellement : FERME

Jour	Début plage 1	Fin plage 1	Début plage 2	Fin plage 2
Lundi				
Mardi				
Mercredi				
Jeudi				
Vendredi				
Samedi				
Dimanche				

Valider

Annuler

9. ROOM MANAGEMENT



Note: The MiVoice 5000 Easy Admin displays this menu after the administrator configured it. If the MiVoice 5000 doesn't display the menu, contact the administrator.

This menu allows the user logged on to **Easy Admin** to manage rooms.

- Managing room check-ins and check-outs
- Setting an alarm (wake-up) for occupied rooms.

Mitel

MiVoice 5000 Easy Admin Pro

Web Admin Home

MENU

Hotel

User : adminen

Enter room or customer name

Programming an alarm clock for multiple rooms

Room number	Availability	Customer's first name	Customer Name	Arrival/Departure	Wake-up
2010	Free			check-in	
2011	Occupied	Paddington	Alice	check-out	

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This menu is displayed in form of a table, with the following Information:

- **Room number**, with the  icon to call an occupied room
- **Availability (Free or Occupied)**
- **Client's first name**
- **Client's surname**
- **Check-in/Check-out**, for managing clients' arrivals and departures
- **Wake-up**, for programming wake-up (alarms) in occupied rooms.

9.1 MANAGING ROOM CHECK-INS AND CHECK-OUTS

9.1.1 CHECKING IN A PERSON INTO A ROOM

From Menu **Hotel>Room management**

- Click **check-in** on the line of the room concerned.

A window opens for entering the client's data:

The screenshot shows a form titled "Room check-in 2010". It contains four input fields: "Customer Name", "Customer's first name", "Customer Language" (with "English" selected), and "Integrated voice box" (with an unchecked checkbox). A blue "Back" button is located at the bottom left of the form.

- Enter the first name and surname of the person who will be staying in the room in the appropriate fields.
- In the **Customer Language field**, select the language spoken by the guest.
- Tick the **Integrated voice box** option to let the guest in the room receive voice messages.

The **Confirm** button appears after the settings are configured.

- Click **Confirm** to save the changes.

After loading, the table displays the room as **Occupied** in the **Availability** column.

- The **Customer's first name** and **Customer name** fields are filled in with the information of the person occupying the room.
- The **Wake-up** field is active.
- The message confirming the action appears below the list of rooms.

9.1.2 CHECKING OUT A PERSON LEAVING A ROOM

From Menu **Hotel>Room management**

- Click **Check-out** on the line of the room concerned.

A confirmation message appears.

The screenshot shows a form titled "Room check-out 2011". It displays two fields: "Customer Name" with the value "Alice" and "Customer's first name" with the value "Paddington". At the bottom left, there are two blue buttons: "Back" and "Validate".

- Click **Validate** to confirm the release of the selected room.

After loading, the table displays the room as **Free** in the **Availability** column.

- The **Customer's first name** and **Customer name** fields are blank.
- The Alarm link is not active.
- The message confirming the action appears below the list of rooms.



Note: For rooms with an integrated voice box, checking-out is impossible if there are unread voice messages in the voice box.

9.2 SCHEDULING WAKE-UP FOR OCCUPIED ROOMS

From Menu **Hotel>Room management**

- Click the  icon on the line of the room concerned.

A window opens so wake-up can be scheduled.

Programming the bedroom alarm clock 2011

Customer Name	Alice
Customer's first name	Paddington
Wake-up time (hh:mm)	-- : --

Back

- In the **Wake-up Time (hh:mm)** field, enter the time the guest wants to be woken up using the 24-hour format.

The **Confirm** button appears after the time is entered.

- Click **Confirm**.

The Easy Admin goes back to the list of rooms and shows the message confirming the action below the list of rooms.

9.3 SCHEDULING WAKE-UP FOR SEVERAL ROOMS

It is also possible to schedule the same wake-up for several rooms.

Click **Schedule wake-up for multiple rooms**.

The window below opens.

Programming an alarm clock for multiple rooms

Wake-up time (hh:mm)

Room number	Customer's first name	Customer Name	
2011	Paddington	Alice	☐

[Back](#)

- Tick the rooms concerned.
- In the **Wake-up Time (hh:mm)** field, enter the time the guest wants to be woken up using the 24-hour format.
The **Confirm** button appears after the time is entered.
- Click **Confirm**.

Easy Admin shows the message **Wake-up scheduling confirmed** below the list of rooms.

10. STATISTICS



Note: This menu is accessible after the administrator gives rights to the user's account. Contact the administrator if nothing is displayed in the menu.

The menu allows the user to display MiVoice 5000 statistics.

The user has access to four types of statistics:

- Call history
- Call statistics by number
- Trunk group analytics
- Hunt group analytics

10.1 CALL HISTORY

This menu displays the call history for the company or department associated with the user.

Internal No.	Remote No.	Direction	Date	Duration	VQ	Auth. Call	Device
3000	4480	outgoing	07/07/2026 14:25:56	00h00m07s	-	-	SIP DECT
4480	3000	incoming	07/07/2026 14:24:45	no response	-	-	-
3000	4480	outgoing	07/07/2026 14:24:45	00h00m02s	-	-	SIP DECT
3000	4480	incoming	07/07/2026 09:51:59	no response	-	-	6000 SIP Phone
4480	3000	outgoing	07/07/2026 09:51:59	no response	-	-	Zoom
3001	7997	outgoing	06/07/2026 13:59:00	00h00m02s	-	-	53xolP
4500	3000	incoming	06/07/2026 13:58:06	00h00m06s	-	-	Microlab
4500	3000	incoming	06/07/2026 13:57:29	00h00m37s	4,1	-	6000 SIP Phone
3000	4500	outgoing	06/07/2026 13:57:26	00h00m43s	-	-	SIP DECT
2001	4500	incoming	06/07/2026 13:50:18	00h03m09s	-	-	SIP EX/GX/TA/AG
4500	2001	outgoing	06/07/2026 13:50:14	00h03m09s	4,1	-	6000 SIP Phone
3002	7997	outgoing	06/07/2026 13:48:27	00h00m04s	-	-	6000 SIP Phone
3001	7997	outgoing	06/07/2026 12:29:52	00h00m03s	-	-	53xolP
2000	3000	incoming	06/07/2026 11:56:13	no response	-	-	-
3000	2000	outgoing	06/07/2026 11:56:13	00h00m01s	-	-	6000 SIP Phone
2000	7997	outgoing	06/07/2026 11:56:06	00h00m03s	-	-	SIP EX/GX/TA/AG

The history is displayed in a table.

The table gives the following information:

- **Internal No.:** the internal number associated with the department
- **Remote No.:** the number in contact with the internal number
- **Direction:** type of call
 - **Incoming:** the internal number received a call from the external number
 - **Outgoing:** the internal number called the external number
- **Date:** date and time of call
- **Duration:** duration of call
- **VQ:** call voice quality, if available. MiVoice 5000 Easy Admin displays voice quality as a score out of 5 with an associated colour code.
 - **Without colour:** voice quality not estimated
 - **Red:** bad voice quality Score between 1 and 3.5 out of 5
 - **Yellow:** average voice quality Score between 3.6 and 3.9 out of 5
 - **Green:** good voice quality Score between 4 and 4.2 out of 5

- **Blue**: excellent voice quality score above or equal to 4.3 out of 5
- **Auth. Call**: STIR/SHAKEN label associated with the remote number
- **Device**: type of terminal used during the call, if available

Several filtering options are available.

To filter the statistics via the internal No. column:

- In the **Filter by subscriber** field, enter the internal number to display.
- Press **Enter** to run the search with the filter.

MiVoice 5000 displays the call list for the specified internal number.

To filter the statistics via the internal No. and Remote No. columns:

- In the **Other filtering** field, enter the number to display.
- Press **Enter** to run the search with the filter.

MiVoice 5000 displays the call list for the specified internal and external numbers.

To display calls for a specific period:

- On the **Analysis period** line, enter the start and end dates of the period to display.
The **Confirm** and **Cancel** buttons are displayed.
- Click **Confirm** to display the call history for the specified period.

To export the call history:

- Click the **Export** button.

The browser downloads the call history as a CSV file.



Note: The file export uses the filters applied in Easy Admin.

10.2 CALL STATISTICS BY NUMBER

Mitel | MiVoice 5000 Easy Admin Pro Web Admin Home

MENU User : admin

Call statistics by number

Search: Analysis period: from to Validate Reset Refresh Export

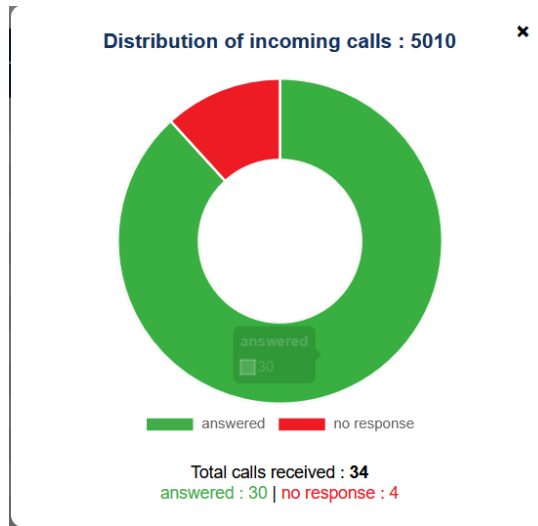
Number	Incoming calls				Outgoing calls		Total	
	Qty	Total duration	Answered (%)	No response (%)	Qty	Total duration	Qty	Total duration
3000	41	01h08m44s	28 (68%)	13 (32%)	99	00h23m40s	140	01h32m24s
4500	53	00h20m51s	48 (91%)	5 (9%)	67	00h10m10s	120	00h31m01s
5010	34	00h14m12s	30 (88%)	4 (12%)	38	00h02m18s	72	00h16m30s
3301	19	00h01m02s	12 (63%)	7 (37%)	19	00h02m29s	38	00h03m31s
3001	3	00h00m06s	2 (67%)	1 (33%)	29	00h03m31s	32	00h03m37s
2001	15	00h06m01s	15 (100%)	0 (0%)	9	00h01m25s	24	00h07m26s
3300	11	00h02m47s	10 (91%)	1 (9%)	7	00h02m16s	18	00h05m03s
4452	0	00h00m00s	0 (0%)	0 (0%)	18	00h04m09s	18	00h04m09s
4450	0	00h00m00s	0 (0%)	0 (0%)	16	00h07m31s	16	00h07m31s
2003	13	00h07m37s	7 (54%)	6 (46%)	1	00h00m21s	14	00h07m58s
2829	0	00h00m00s	0 (0%)	0 (0%)	13	01h05m20s	13	01h05m20s
2000	3	00h00m00s	0 (0%)	3 (100%)	8	00h00m43s	11	00h00m43s
7994	5	00h00m00s	5 (100%)	0 (0%)	5	00h00m00s	10	00h00m00s
7997	5	00h00m00s	5 (100%)	0 (0%)	5	00h00m00s	10	00h00m00s
4001	0	00h00m00s	0 (0%)	0 (0%)	9	00h08m42s	9	00h08m42s
4480	4	00h00m10s	2 (50%)	2 (50%)	3	00h00m00s	7	00h00m10s
3002	1	00h00m01s	1 (100%)	0 (0%)	5	00h00m34s	6	00h00m35s

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Call statistics are displayed in a table with the following information:

- **Number:** internal number of the company/department

Clicking the blue numbers opens a chart showing the number of answered and unanswered calls.



- **Incoming calls:**
 - **Qty:** number of incoming calls received
 - **Total duration:** total duration of incoming calls
 - **Answered (%):** incoming call answer rate
 - **No Answer (%):** rate of unanswered incoming calls
- **Outgoing calls:**
 - **Qty:** number of outgoing calls made
 - **Total duration:** total duration of outgoing calls
- **Total:**
 - **Qty:** total number of incoming and outgoing calls
 - **Total duration:** total duration of incoming calls and outgoing calls

To filter the statistics by number:

- In the **Enter a number** field, enter the number to display.
- Press **Enter** to run the search with the filter.

MiVoice 5000 displays the call list for the specified internal and external numbers.

To export the call history:

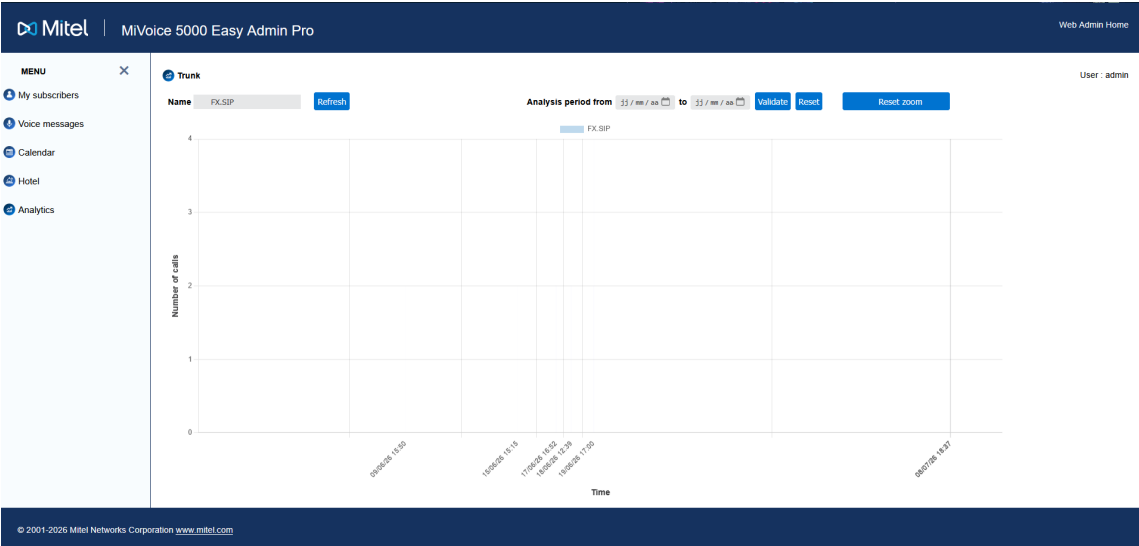
- Click the **Export** button.

The browser downloads the call statistics as a CSV file.



Note: The file export uses the filters applied in Easy Admin.

10.3 TRUNK STATISTICS

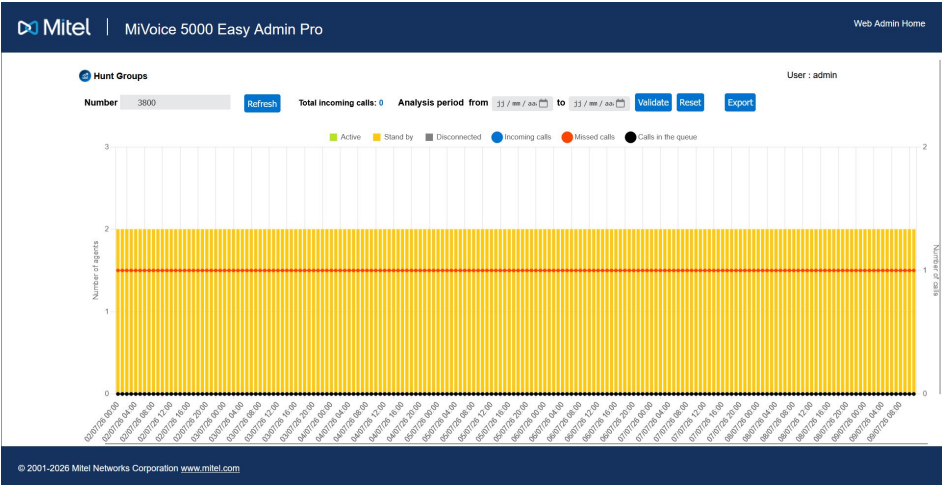


Trunk group statistics are displayed as charts.

The statistics are displayed as bar charts showing the number of calls routed through a trunk group per day over a given period.

- In the **Name** drop-down list, select a trunk group to display its chart.
- Click **Refresh** to update the displayed data.
- On the **Analysis period** line:
- Enter a start and end date.
 - Click **Validate**.
 - The chart is displayed for the selected period.
- Use the mouse wheel to zoom in or out on the chart.
- Click **Reset zoom** to reset the zoom to default.

10.4 HUNT GROUP STATISTICS



Hunt group statistics are displayed as charts.

The chart shows:

- The number of calls routed through a trunk group per day over a given period. The left y-axis indicates the number of agents.
- The number of queued or missed calls routed through a trunk group per day over a given period, shown as a line chart. The right y-axis indicates the number of calls.

In the **Name** drop-down list, select a trunk group number to display its chart.

Click **Refresh** to update the displayed data.

To show or hide a data series on the chart:

- To hide or show an item, click the label in the caption above the chart.

On the **Analysis period** line:

- Enter a start and end date.
- Click **Validate**.
- The chart is displayed for the selected period.

To export the call history:

- Click the **Export** button.

The browser downloads the call statistics as a CSV file.