Xtend Call Billing
[Voice Logger]

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Contents

1. Introduction

This user manual allows you to learn the basics to the advanced features of Xtend Call Billing [Voice Logger]. Refer this document for thorough knowledge on how to use the call billing module with ease. This document gives details on menus and submenus and the various functions/purpose of each with a screenshot of it.

2. Xtend Call Billing [Voice Logger]

The Xtend Call Billing [Voice Logger] System shows the detailed report of all incoming, outgoing, local, long distance and international calls routed through the PBX. Useful information like trunk name, date and time of call, trunk/extension number, caller/called number, call type and the duration with cost of the call are available to facilitate the account management process. The billed information is presented through a user-friendly browser interface accessible from any location on PC/Laptop. While configuring a calling plan in the Call Billing [Voice Logger], the call cost is automatically calculated and presented as report on the web interface.

Call billing and recording helps in improving customer service by enabling managerial staffs and supervisors to review the bill generated for telecommunications and prepare assessment reports for optimising the call cost. It helps to reduce call costs and control the telecom budget in a short time. Continuous evaluation ensures operational efficiency, efficient telecom utilisation and sustained profitability in an organisation.

3. System Requirements

Operating System (32/64-bit)   : Windows 7/8/8.1/10/
                                                        Windows Server 2008/2012/2016/2019
Browser   : Internet Explorer 6.0 or above
Processor Speed   : Dual Core or higher
Memory   : 2 GB or above
Hard Disk Space   : 500 MB for software installation
                                                        1 GB approx. for 175 hrs of recording

Note: The specification mentioned here will vary based on the actual requirement from the client.

4. Configuration Process

Configuration process helps an Administrator to control and track the changes in the Call Billing System. Go to **Start → Programs → Xtend Call Billing [Voice Logger] 1.0 → Login** to activate the browser interface. An option to change the colour theme is available on top right side of the Login page. User can select the desired colour theme from the drop-down list to enhance visual experience. Enter **"Name"** and **"Password"** as "admin" and click ***Login***.
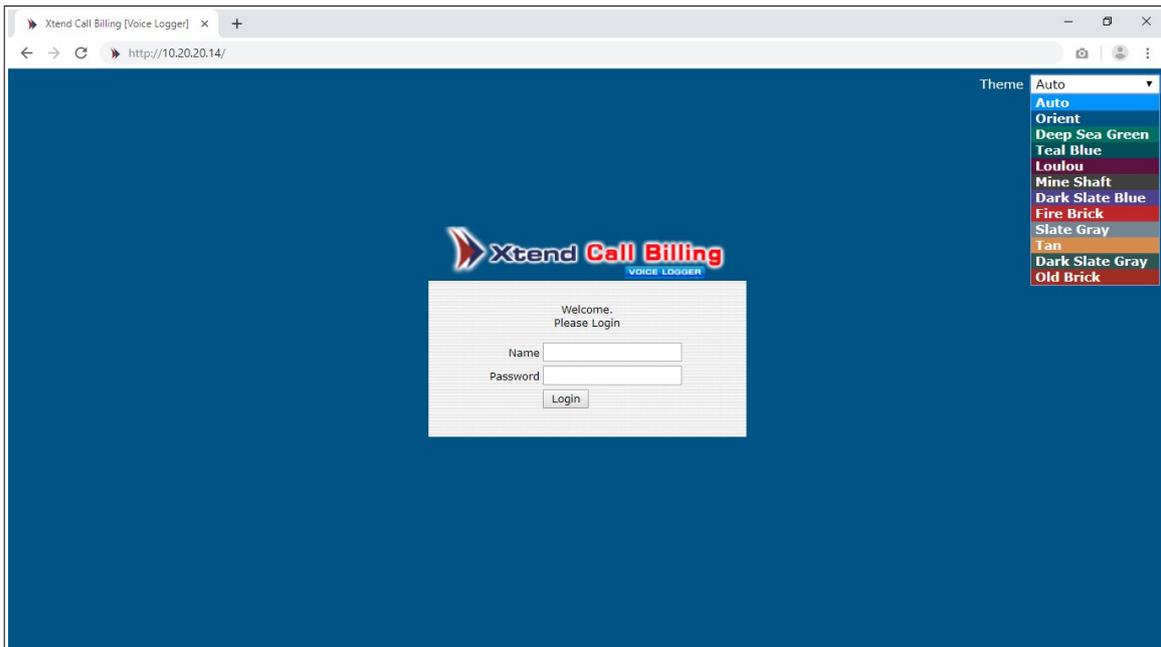
A home page will appear as shown below.
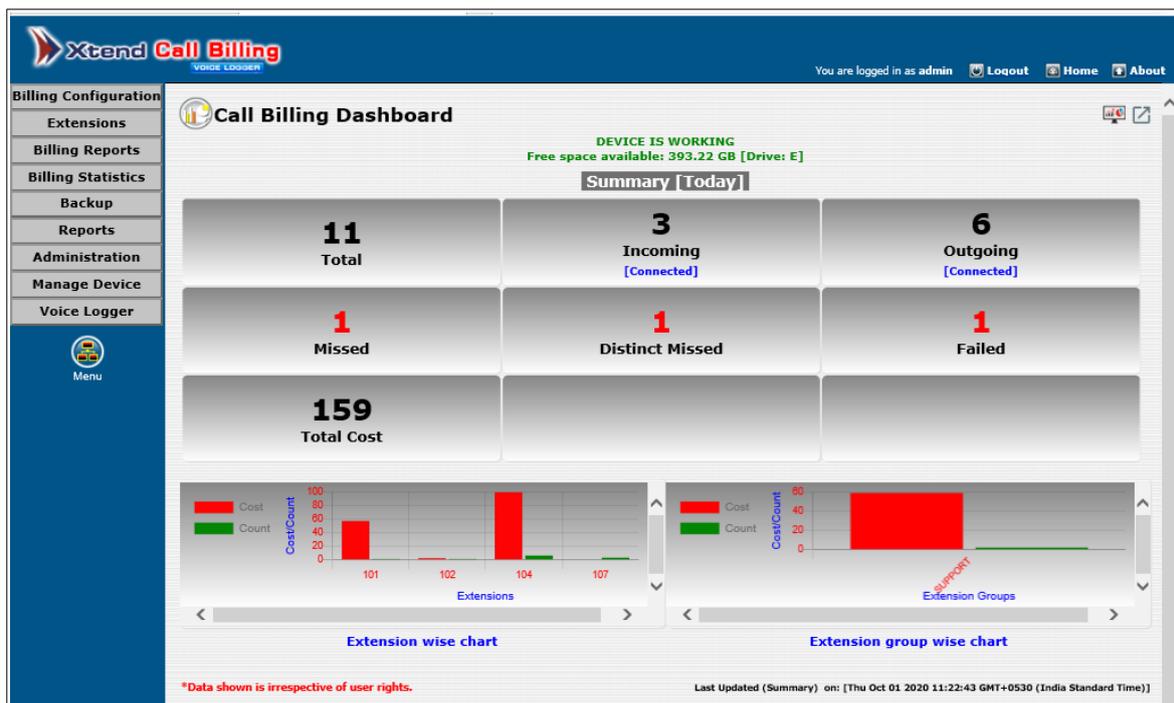
4.1. Location Settings

An Administrator can add the location of an organisation for which the billed report of telecom usage has to be generated and this will help to retrieve reports based on the location. The option to **Add Location** appears as shown below. Enter the **"Name"**, **"Country/Region"**, **"Details"**, **"IP Address"**, **"Port"**, **"Status"** and click *Update*.
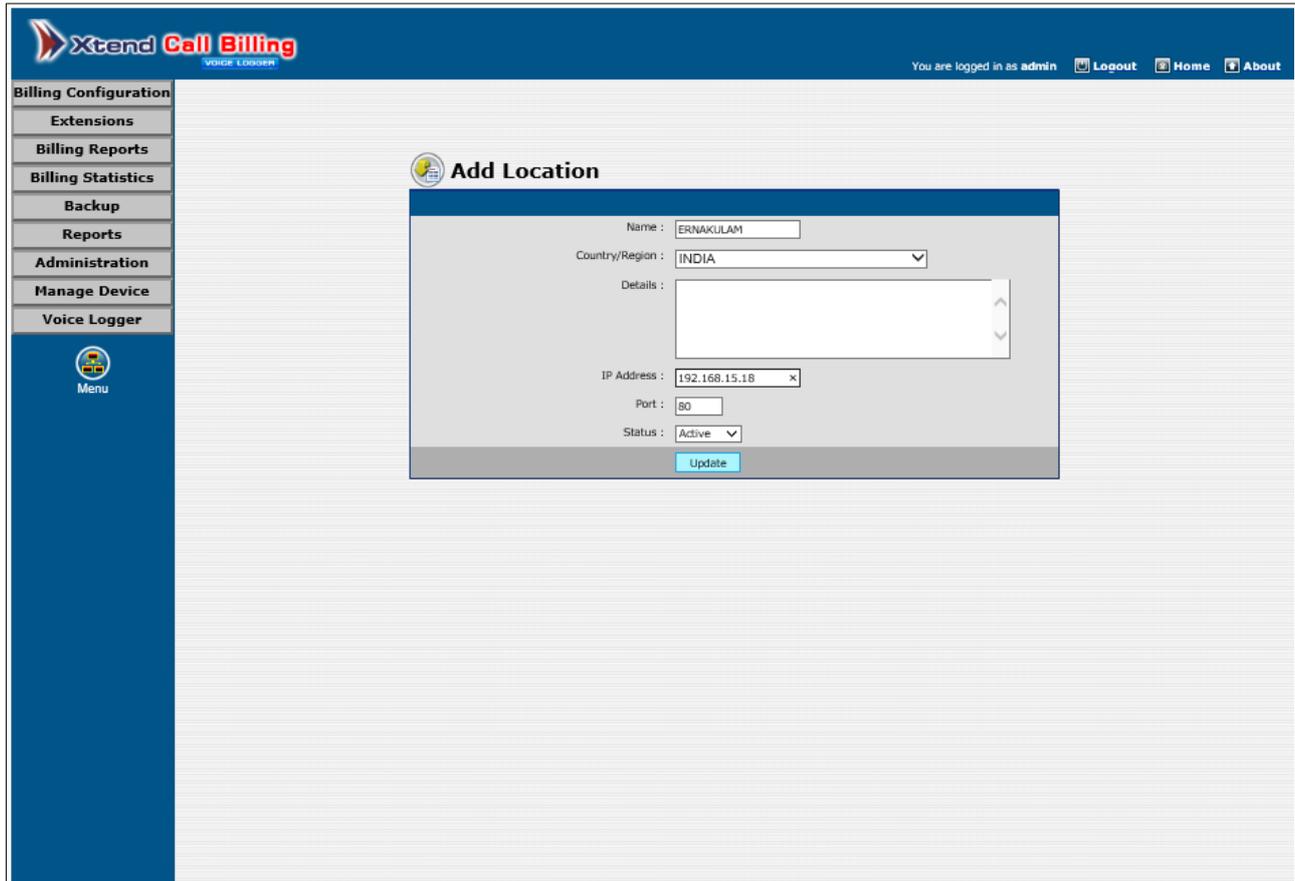
4.2. Area Code Settings

The next step is to configure the area code on the basis of location. Select the submenu **Area Code Settings** from the menu **Billing Configuration**. Here **"Local Number Length"** is a field which defines the total count of digits in the phone number excluding area code. Select the value for **"Local Number Length"** from the drop-down list and select the **"STD/Local Areacode"**.
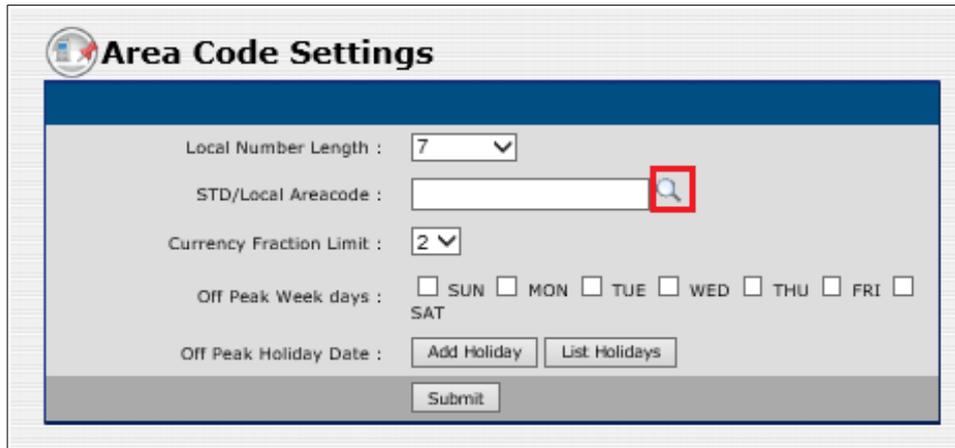
Click the search icon (*highlighted in red*) corresponding to the field **"STD/Local Area Code"** to track the area code. A window appears as shown below. Enter the code and click *Search* button, the code with location and district will be listed. Enable the checkbox corresponding to the area code.
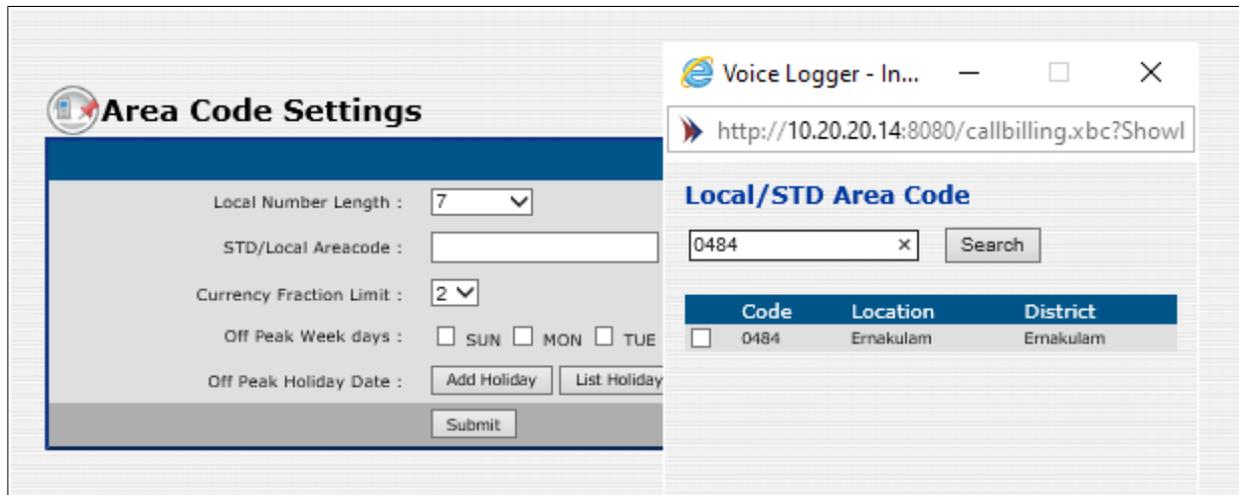
The selected code appears in "**Local/STD Area Code**". The "**Off Peak Week days**" and "**Off Peak Holiday Date**" are the options where user can select a particular day/date and can set a separate rate for call in the **Plan Configuration** section (which will be explained later in this document). Select the days corresponding to **"Off Peak Week days"** if required. To add **"Off Peak Holiday Date"**, click *Add Holiday*.
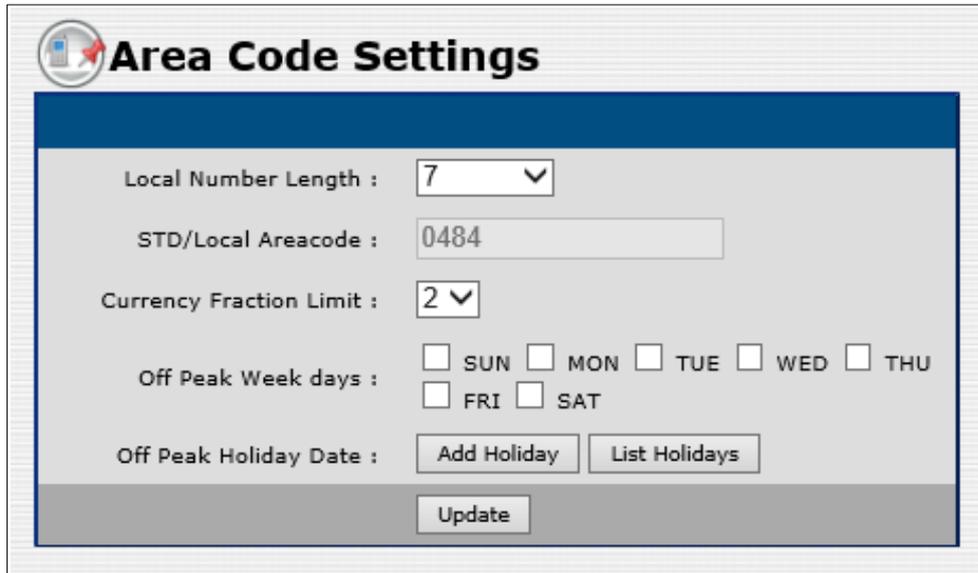
A window as shown below appears.
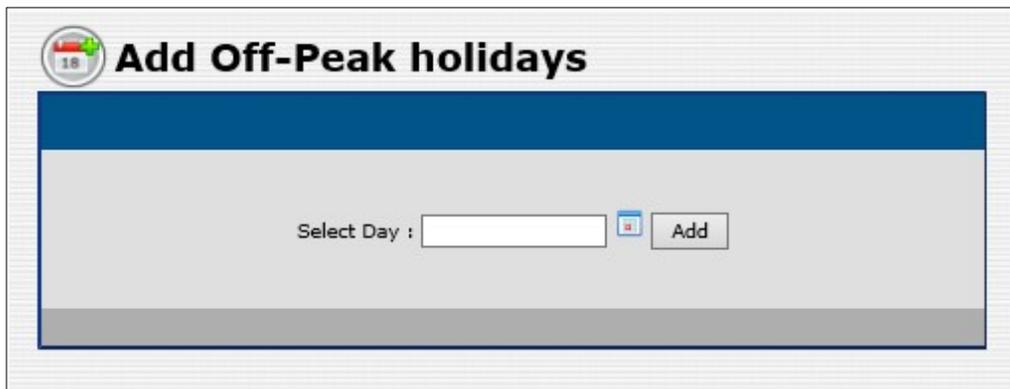
Click on the calendar icon shown against *Select Day*. Pick a date from the calendar shown.
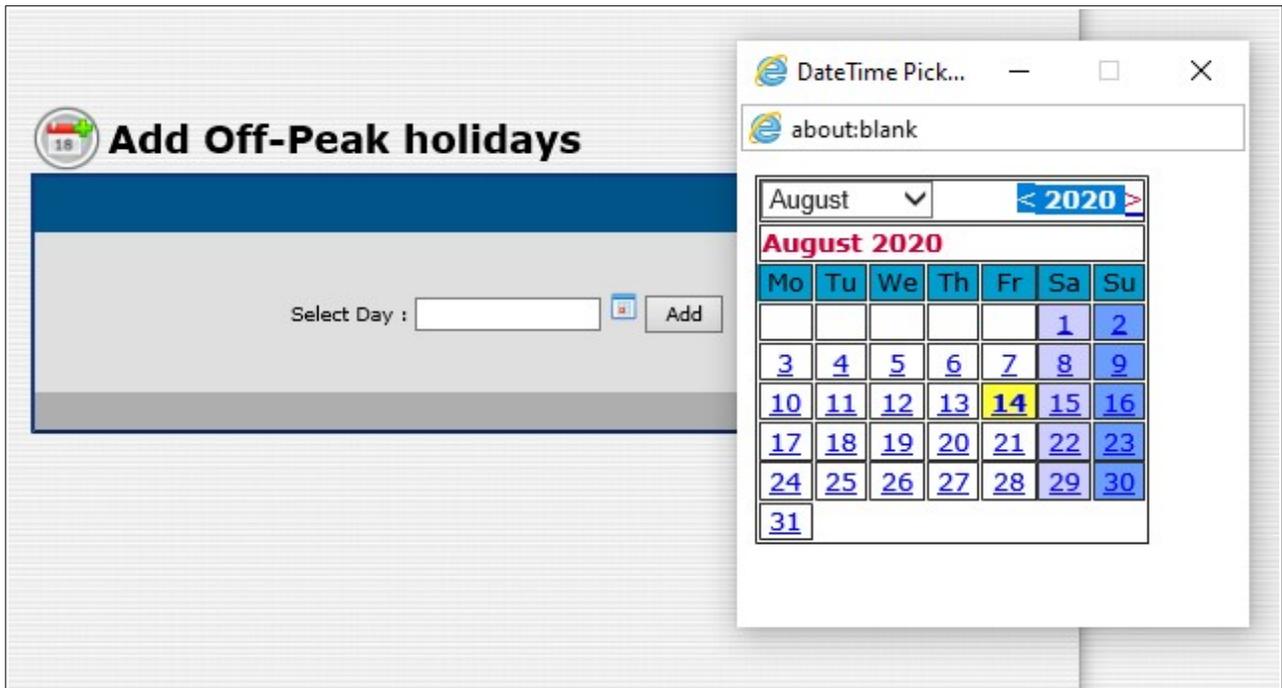
A selected date will appear corresponding to **Select Day**, then click *Add.*
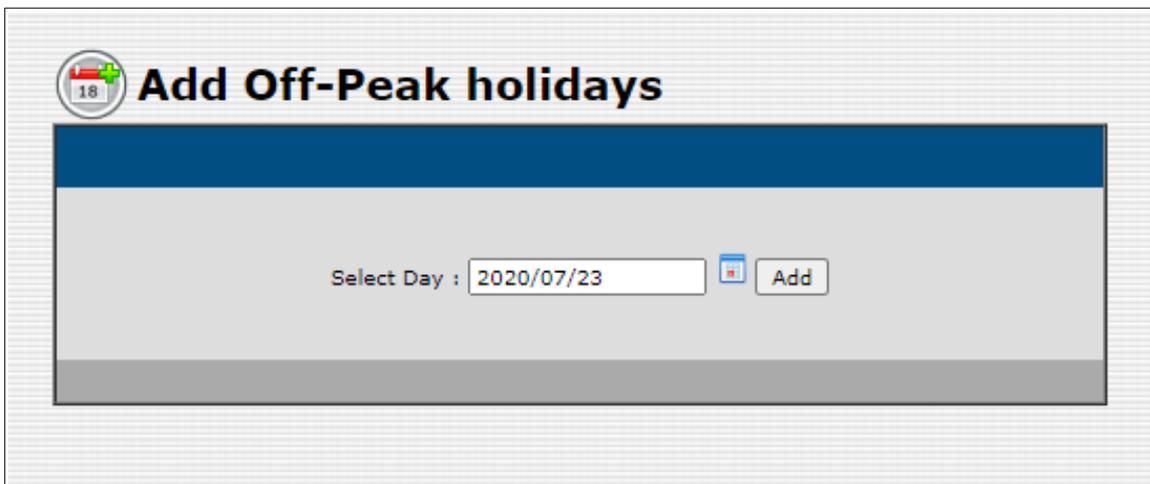
A window appears saying *"OffPeakHoliday added successfully."*.
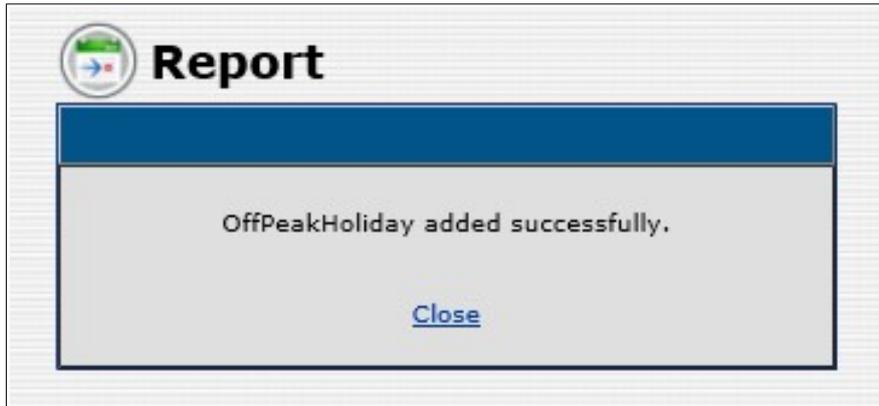
To view the added list of holidays, click **List Holidays**.
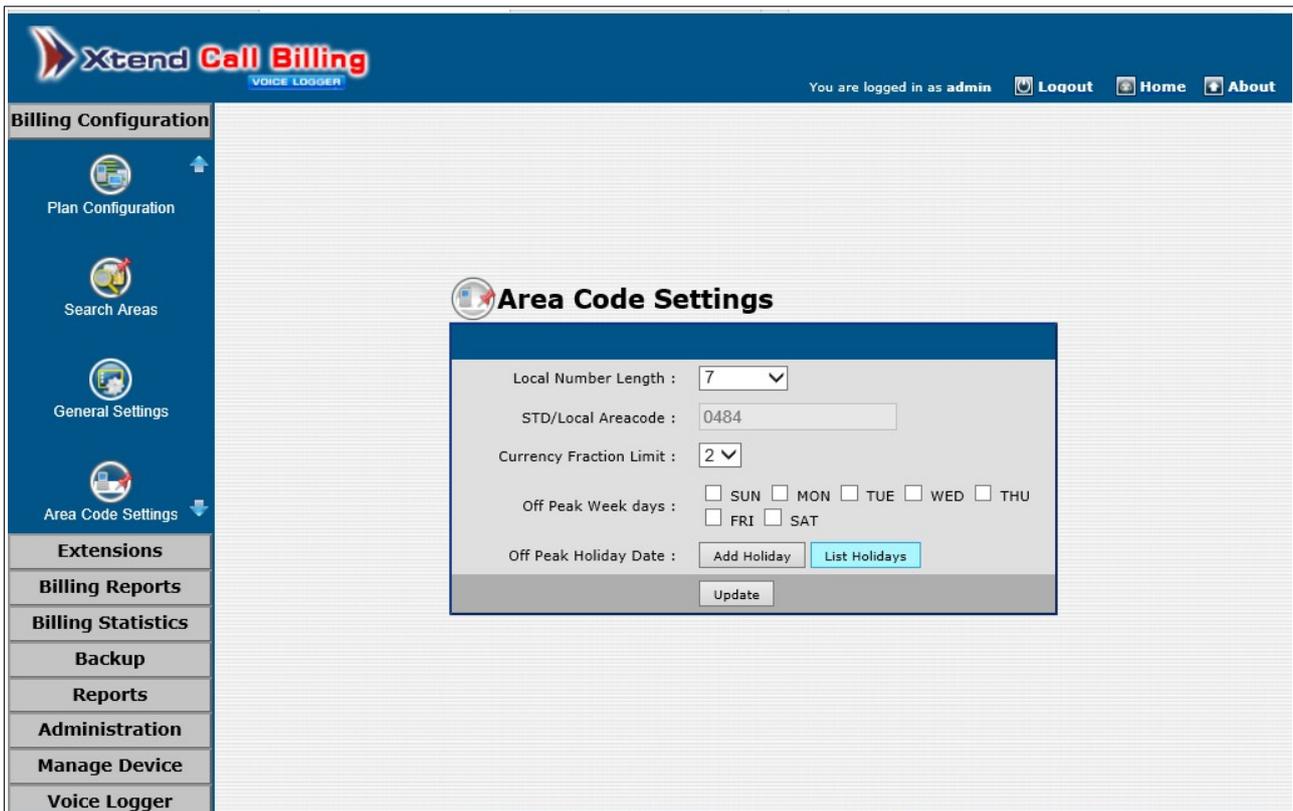
A window appears showing the list of Off-Peak holiday dates.

To delete a holiday date from the list, click the close icon ![x] against each holiday. A prompt appears as shown below to confirm the deletion of the holiday. Click **OK** to confirm.

In the **Area Code Settings**, after entering all the necessary details, click **Submit** to proceed.

A message appears that the STD/Area code once configured, cannot be modified. Click **OK** to proceed with the existing configuration.
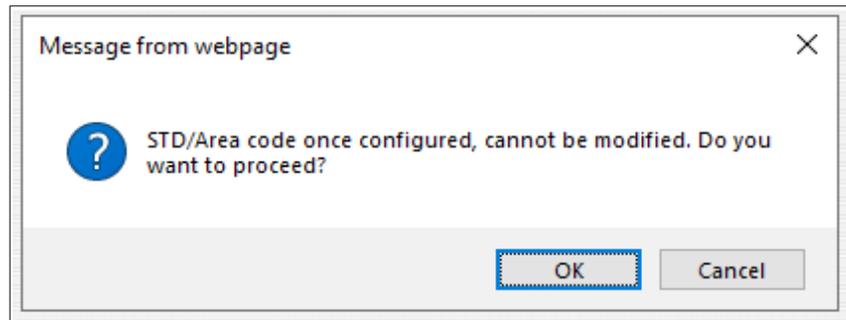
4.3. Devices

The next step is the configuration of the Xtend Call Billing [Voice Logger]. Device configuration is a one-time process during the installation. Click **Devices** to configure Xtend Call Billing then click **Ok**. Note that the billing process will not perform at the time of configuration.
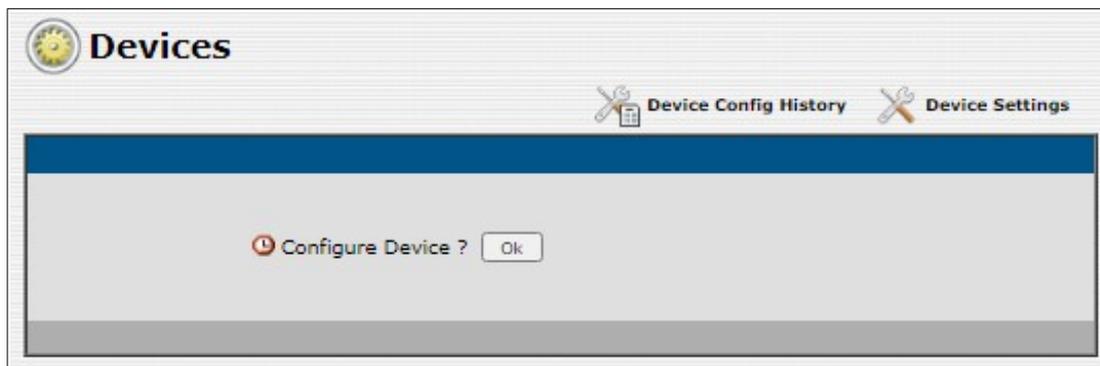
Select the **"Trunk/Extension Name"**, **"Trunk Type"** and **"Log Type"** from the drop-down list. The default-selected **"Log Type"** is "Handset Up To Down". Enable the checkbox corresponding to SMDR processing. There are two options listed to process SMDR data from EPABX, one is using COM Port and other is TCP IP connectivity. If TCP IP connectivity is used, enable **Select IP Address & Port,** enter the EPABX IP and Port corresponding to IP Address & Port. Click *Next* to proceed.

If COM Port is used, enable an option corresponding to **Select Serial Port** and set the **Serial Port Configure Settings**.

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The configured trunk status appears and the count of total number of active calls are also displayed as shown below.

4.4. Trunk-Plan Configuration

Go to **Billing Configuration** → **Trunk-Plan Configuration**, this allows configuration of call cost for each trunk depending on the Service Provider's applicable plan. Entries of each trunk will appear only after making an incoming/outgoing call from that trunk. After processing the call, details will appear as shown in the below screenshot.

Filter: This option present on top right side allows to view the details of the last call along with the trunk details corresponding to the entered phone number. Enter the **"Phone Number"** and click *Filter* to view the details.

After getting the details of the call from filter option, set the call cost related details as shown below. Here, the channel, "**Trunk1**" is a logged channel configured in the Voice Logger. In order to get the billing details in this logged channel, set the **"Line Type"** as "Trunk". Click *Submit* to save the settings.

Message appears as *"Billing configuration done successfully"*.
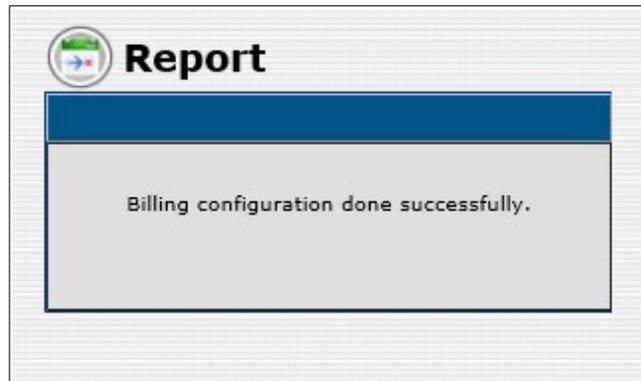
Note that, in future, if there is any other trunk details to be configured in the selected plan, user can go to **Plan Configuration (***refer* Section 5.1.3**)** window and click **Default Plan** icon (*highlighted in red rectangular box*) corresponding to the plan as shown in the below screenshot. This will automatically configure the trunk details in the selected default plan.

Now, make a test call to the configured Trunk/Extension. Go to **Billing Reports → Today** and verify whether the call billing details are logged and displayed. This confirms that the configuration of Xtend Call Billing [Voice Logger] is successfully completed.

Today [27/08/2020]

Total calls	6
Total units	74
Total cost	587.00

Pdf Csv

* Transfered Extensions * Transfered Extension Groups/Extension Names

Sl [Log Id]	Trunk Name	Location	Log Time [SMDR Call Time]	SMDR Trunk	Ext No	Ext Name	Ext Group	Caller No.	Called No.	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1 [14]	SMDR_01	ERNAKULAM	27/8/2020 1:24:20 PM [27/8/2020 1:22:35 PM]	1	101	NA	MEDIA	LOGGER SUPPORT		Incoming	Local	INDIA	Connected	00:00:25	0	0.00
2 [9]	SMDR_01	ERNAKULAM	27/8/2020 1:06:29 PM [27/8/2020 12:52:27 PM]	1	104	MARKETING	SALES	006582997081		Incoming	ISD	SINGAPORE	Connected	00:07:33	0	0.00
3 [10]	SMDR_01	ERNAKULAM	27/8/2020 1:06:38 PM [27/8/2020 10:57:13 AM]	1	105	NA	NA	04842378008		Incoming	Local	INDIA[Ernakulam]	Connected	00:01:34	0	0.00
4 [17]	SMDR_01	ERNAKULAM	27/8/2020 3:55:58 PM [27/8/2020 10:21:35 AM]	1	103 [102]	ADMIN[HR]	ADMINISTRATION [RECRUITMENT]		CALL CENTER	Outgoing	Local	INDIA	Connected	00:00:36	1	1.00
5 [11]	SMDR_01	ERNAKULAM	27/8/2020 1:06:47 PM [27/8/2020 7:22:16 AM]	1	101	NA	MEDIA		UAE SUPPORT	Outgoing	ISD	UAE	Connected	00:56:44	57	570.00
6 [13]	SMDR_01	ERNAKULAM	27/8/2020 1:20:59 PM [27/8/2020 5:34:31 AM]	1	104	MARKETING	SALES		CALL CENTER	Outgoing	Local	INDIA	Connected	00:15:29	16	16.00

Note: It should be noted that the Call Billing Software will show the billing information correctly only if the user has valid License for the required extension numbers and SMDR connectivity should be available.

5. Xtend Call Billing [Voice Logger]: Menus & Submenus

5.1. Billing Configuration

The **Billing Configuration** menu allows to configure the trunk with the applicable plan, execute the area code settings and search for area code-wise report.

The submenus include - **Trunks, Trunk-Plan Configuration, Plan Configuration, Search Areas**, **General Settings**, **Area Code Settings** and **E-mail Settings**.

5.1.1. Trunks

This submenu allows to add trunks and also displays the details of the configured trunks. The user can add, edit and view the trunk related details from this option. To add a new trunk, click *Add Trunk*. Enter the trunk name and select service provider's call plan and then click *Add.* For example, a trunk SMDR_02 is added then a message appears saying 'SMDR_02' added successfully. The user can add multiple trunks. Click any of the trunk to view the details.
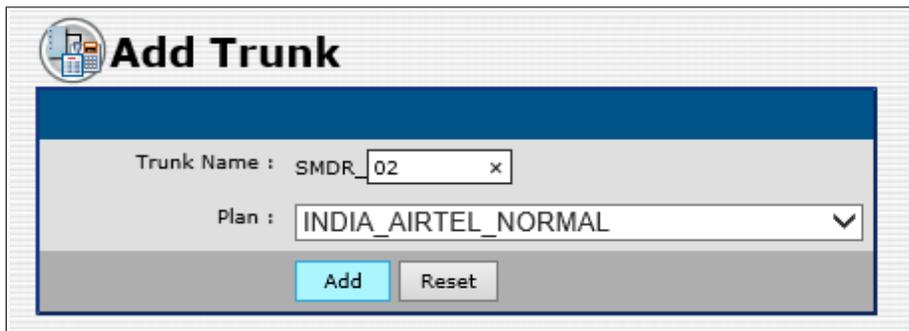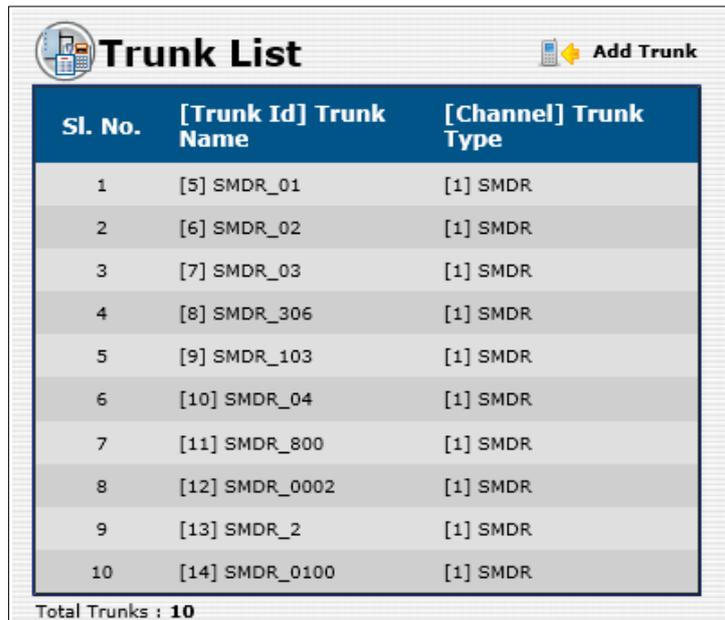
Sl. No.	[Trunk Id] Trunk Name	[Channel] Trunk Type
1	[5] SMDR_01	[1] SMDR
2	[6] SMDR_02	[1] SMDR
3	[7] SMDR_03	[1] SMDR
4	[8] SMDR_306	[1] SMDR
5	[9] SMDR_103	[1] SMDR
6	[10] SMDR_04	[1] SMDR
7	[11] SMDR_800	[1] SMDR
8	[12] SMDR_0002	[1] SMDR
9	[13] SMDR_2	[1] SMDR
10	[14] SMDR_0100	[1] SMDR

Total Trunks : **10**

Click on the trunk to view details and select **Enable E-mail Alert** option to get an e-mail to the provided e-mail address within the field **"E-mail Address"**, when the usage limit in the specific trunk exceeds the value given within the field **"Usage Call Cost Limit"**.
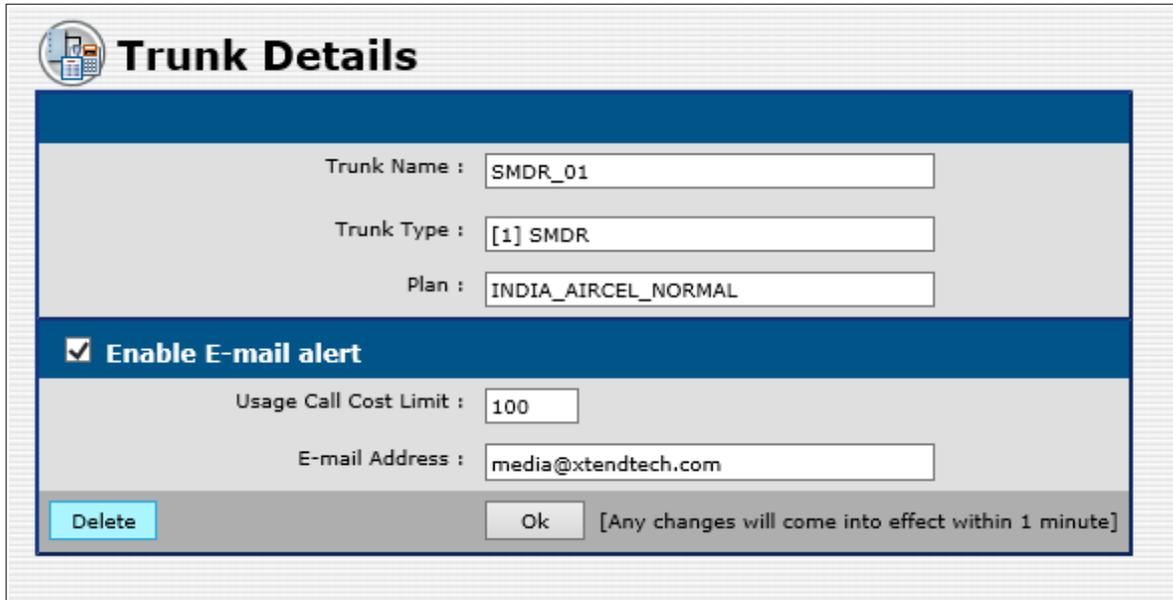
To remove a particular trunk, click ***Delete***. A confirmation prompt appears, click ***OK***.
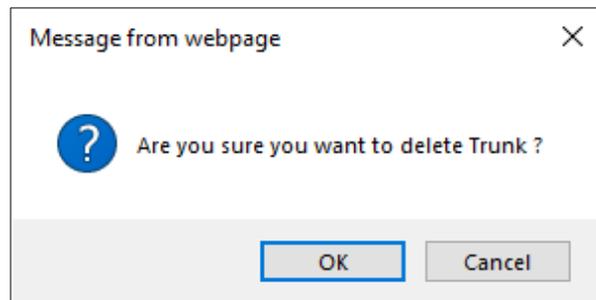
If reports of the trunk exists in SMDR logs, then a report as shown below appears saying, "*This Trunk exists in SMDR Logs. Failed to Delete.*".
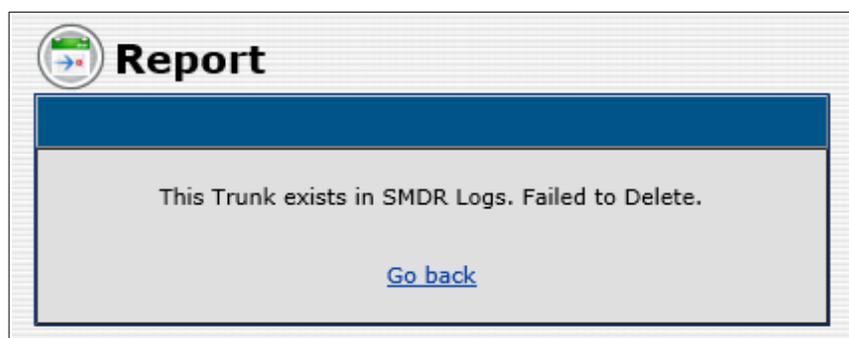
To remove another trunk, click on the respective trunk to view the details (as explained above).
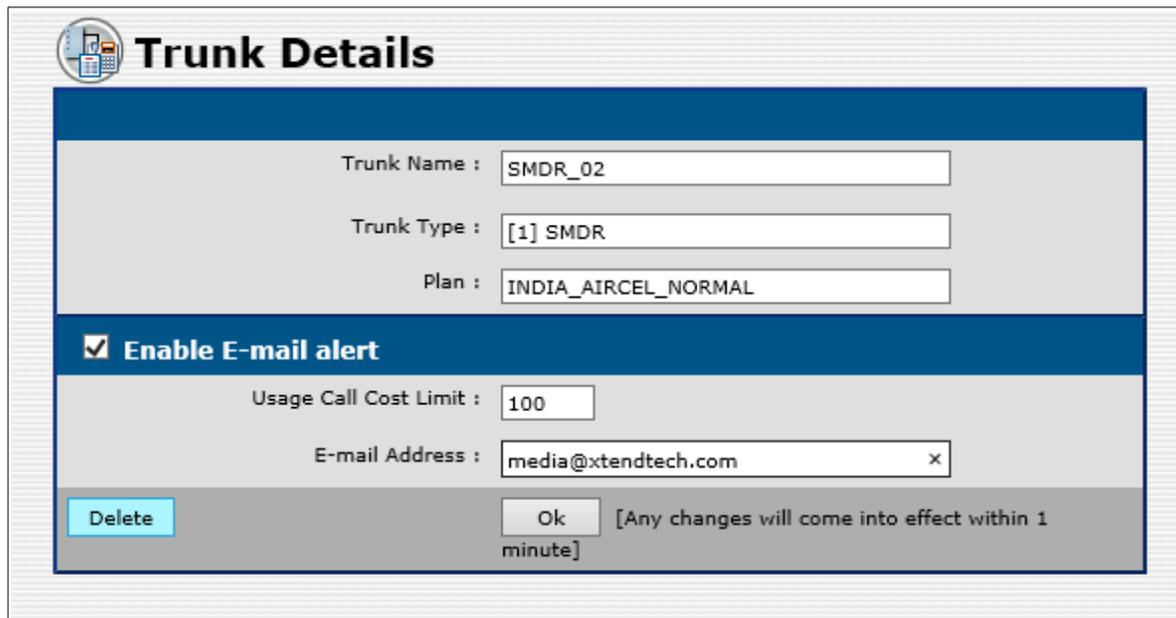
Click *Delete* in the above window to remove the trunk. A confirmation prompt appears, click *OK*.
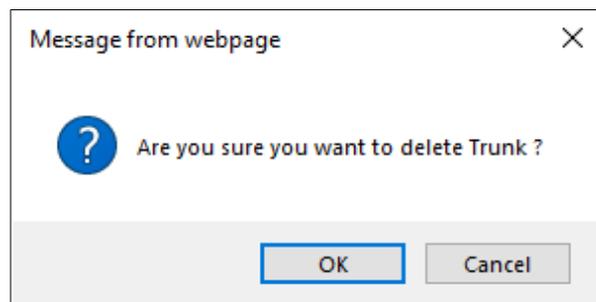
5.1.2. Trunk Plan Configuration

User can refer *Section 4.4* to learn about the trunk plan configuration.

5.1.3. Plan Configuration

This submenu allows the user to set the plan or tariff corresponding to the service provider.

Plan Configuration: **Related Icons**

 Click this icon to set a particular plan as the default plan for future SMDR trunks. A confirmation prompt will appear as shown below. Click *OK*.
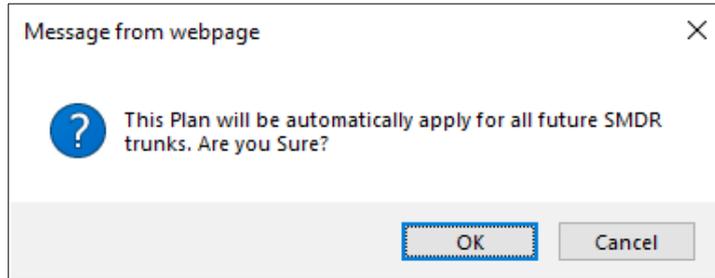
A window will appear by saying the selected plan has been set as the default plan. Click *Close.*

Plan configuration window appears as shown below and the default plan is represented by .

To clear the default plan, click *Clear Default Plan* which appears at the top right corner in the above screenshot. A confirmation prompt appears. Click *OK.*
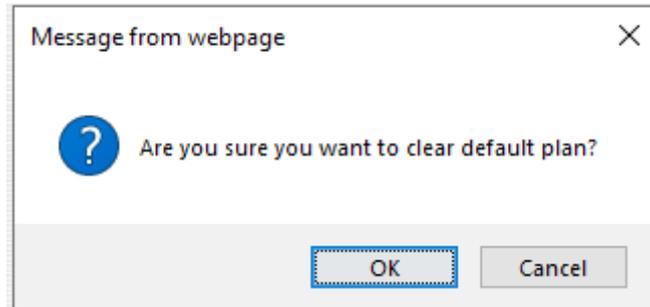
A window will appear by saying that the default plan has been cleared. Click *Close.*

Plan configuration window appears as shown below.

View Tariff: Allows to view the tariff configuration details like **"Tariff"**, **"Tariff Code"**, **"Normal Rate"**, **"Normal Pulse"**, **"Off-Peak Enabled"**, **"Off-Peak Rate"**, **"Off-Peak Pulse"**, **"Off-Peak Start Time"**, **"Off-Peak End Time"**, **"Off-Peak Week Days"** and **"Off-Peak Holidays"**. Click the edit option (*highlighted with blue box in the below screenshot*) to modify the tariff details. Significance of these columns are described in **Edit Tariff** section.

Tariff configuration [Plan wise]

Country/Region : **INDIA**
Provider : **AIRCEL**
Plan : **NORMAL**

Sl. No.	Tariff	Tariff Code	Normal Rate	Normal Pulse	Off-Peak Enabled	Off-Peak Rate	Off-Peak Pulse	Off-Peak Start Time	Off-Peak End Time	Off-Peak Week Days	Off-Peak Holidays	Show In Expense Report ☑
1	LOCAL LANDLINE	0	1	180	No	0	0	NA	NA	☐	☐	☑
2	LOCAL MOBILE	1	1	60	No	0	0	NA	NA	☐	☐	☑
3	INTRA CIRCLE LANDLINE	2	1	180	No	0	0	NA	NA	☐	☐	☑
4	INTRA CIRCLE MOBILE	3	1	60	No	0	0	NA	NA	☐	☐	☑
5	STD LANDLINE	4	1	60	No	0	0	NA	NA	☐	☐	☑
6	STD MOBILE	5	1	60	No	0	0	NA	NA	☐	☐	☑
7	OTHERS_ISD	6	1	10	No	0	0	NA	NA	☐	☐	☑
8	TOLL-FREE	407	0	0	No	0	0	NA	NA	☐	☐	☑
9	AFGHANISTAN_ISD	7	10	60	No	0	0	NA	NA	☐	☐	☑
10	ALBANIA_ISD	8	10	60	No	0	0	NA	NA	☐	☐	☑
11	ALGERIA_ISD	9	20	60	No	0	0	NA	NA	☐	☐	☑
12	ALGERIA-MOBILE_ISD	252	10	60	No	0	0	NA	NA	☐	☐	☑

Edit Tariff: Allows to edit the tariff configuration. Modify the tariff details and click *Update* to save.

Tariff configuration

Country : **INDIA**
Location :
Provider : **AIRCEL**
Plan : **NORMAL**
Type : **LOCAL LANDLINE**
Normal Rate : 1
Normal Pulse : 180
Off-peak Enabled :
No
Yes
Update

In "**Off-peak Enabled**", if *Yes* is selected from the drop-down list, a window as shown below appears. Enter the details like Off-peak Rate, Pulse, Time etc.

Normal Rate	Defines the call charge based on normal pulse.
Normal Pulse	Defines the call duration in seconds.
Off-peak Rate	Represents the telephone call charge during off-peak days.
Off-peak Pulse	Represents the call duration during off-peak days.
Off-peak Start Time	User can set the starting time for the off-peak calls.
Off-peak End Time	User can set the ending time for the off-peak calls.
Off-peak Week Day/ Off-peak Holiday	If enabled, then on that particular day billing will be according to the entered Off-peak Rate and Off-peak Pulse.

To select the Start Time and End Time for billing according to the Off-peak Week Day or for holiday, click on the icon against the respective text boxes as shown below.

After entering the necessary details, click **Update.** A window appears saying *"Tariff configuration done successfully"*.

 Download Tariff: This option allows to download the tariff related details of a particular country and save the file to a particular location.

Do you want to open or save **INDIA_AIRCEL_NORMAL.csv** from **127.0.0.1**?   Open   Save ▼   Cancel   ×

Click *Open* to edit and save the CSV file.

	A	B	C	D	E	F	G
1	ID	Plan	Type	NormalRate	NormalPulse	OffPeakEnabled	OffPeakRate
2	3898	INDIA_AIRCEL_NORMAL	LOCAL	LANDLINE	1	180	0
3	3899	INDIA_AIRCEL_NORMAL	LOCAL	MOBILE	1	60	0
4	3900	INDIA_AIRCEL_NORMAL	INTRA	CIRCLE	LANDLINE	1	180
5	3901	INDIA_AIRCEL_NORMAL	INTRA	CIRCLE	MOBILE	1	60
6	3902	INDIA_AIRCEL_NORMAL	STD	LANDLINE	1	60	0
7	3903	INDIA_AIRCEL_NORMAL	STD	MOBILE	1	60	0
8	3904	INDIA_AIRCEL_NORMAL	OTHERS_ISD	1	10	0	0
9	4305	INDIA_AIRCEL_NORMAL	TOLL-FREE	0	0	0	0
10	3905	INDIA_AIRCEL_NORMAL	AFGHANISTAN_ISD	10	60	0	0
11	3906	INDIA_AIRCEL_NORMAL	ALBANIA_ISD	10	60	0	0
12	3907	INDIA_AIRCEL_NORMAL	ALGERIA_ISD	20	60	0	0
13	4150	INDIA_AIRCEL_NORMAL	ALGERIA-MOBILE_ISD	10	60	0	0
14	4273	INDIA_AIRCEL_NORMAL	ALGERIA-MOBILE-MOBILIS_ISD	10	60	0	0
15	4272	INDIA_AIRCEL_NORMAL	ALGERIA-MOBILE-NEDJMA_ISD	10	60	0	0
16	4274	INDIA_AIRCEL_NORMAL	ALGERIA-MOBILE-ORASCOM_ISD	10	60	0	0
17	3909	INDIA_AIRCEL_NORMAL	ANDORRA_ISD	10	60	0	0

To upload the edited tariff details, click *Upload Tariff*.

 Upload Tariff: This option allows to upload the tariff details in a CSV file format. Click this icon, the **Import Tariff Data** window appears, browse and select the CSV file, click *Ok*.

Import Tariff Data

Specify CSV file   C:\XtendCallBilling\INDIA_AIRCEL   Browse...

Ok
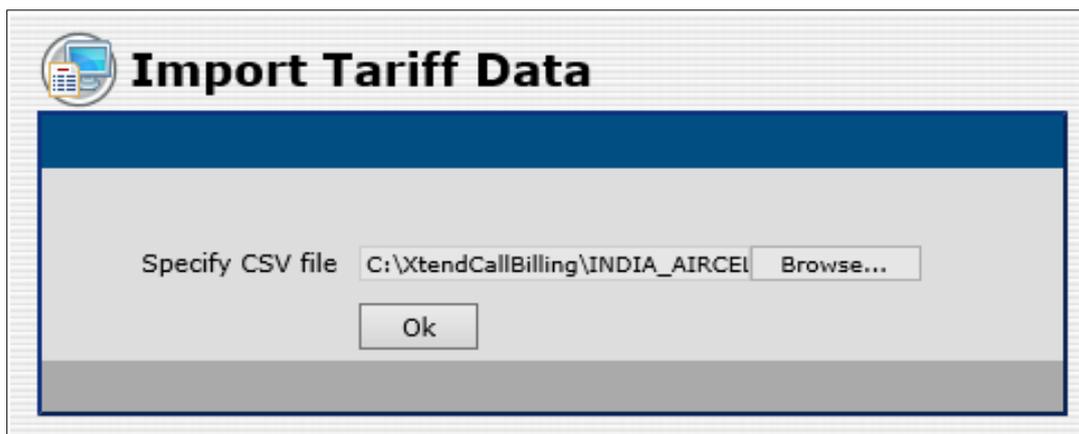
A window appears saying *"Tariff Details updated successfully"*.

5.1.4. Search Areas

This submenu helps the user to search and retrieve report of a particular location/area based on the search parameters such as **"STD/Local Area Code"**, **"Type"**, **"Area"**, **"Location"**, **"District"**, **"State"**, **"Country/Region"** etc. User can also select the ascending or descending sorting order based on multiple parameters like Code/Type/State/Country. Select the search criteria and click *Search* to view the report.
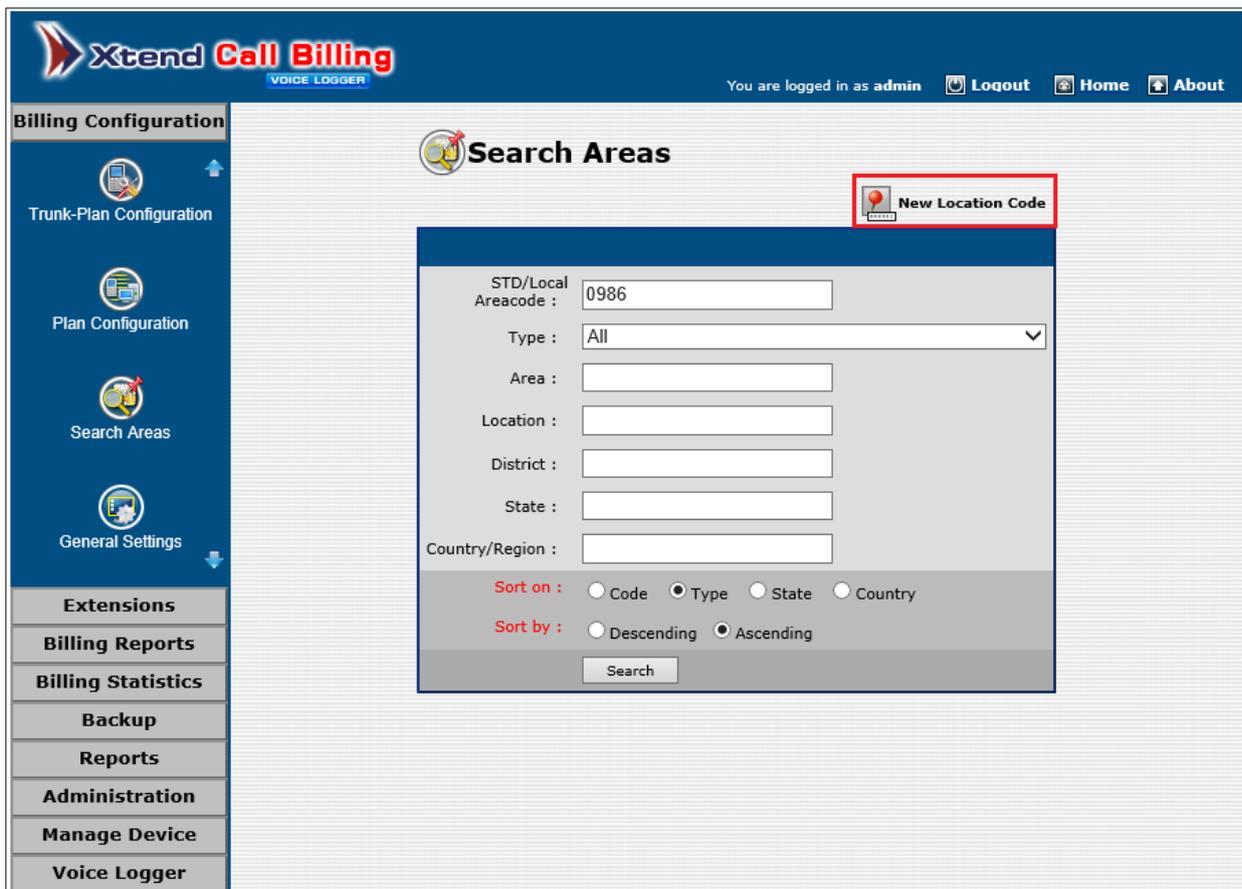
Enter the search details in the **Search Areas** window and click *Search*. The location report appears as shown below.

Sl. No.	Code	Type	Area	Location	District	State	Country/Region
1	09860	STD MOBILE		MH		Maharashtra	INDIA
2	09865	STD MOBILE		TN		TamilNadu	INDIA
3	09868	STD MOBILE		DL		Delhi	INDIA
4	09866	STD MOBILE		AP		AndhraPradesh	INDIA
5	09862	STD MOBILE		NE		NorthEast	INDIA
6	09863	STD MOBILE		NE		NorthEast	INDIA
7	09861	STD MOBILE		OR		Orissa	INDIA
8	09864	STD MOBILE		AS		Assam	INDIA
9	09867	STD MOBILE		MU		Mumbai	INDIA
10	09869	STD MOBILE		MU		Mumbai	INDIA

The *New Location Code (highlighted with red rectangular box in the Search Areas window)* allows to add a new location and the STD/Local Areacode. Add information in related fields and click *Add* to save.

Message appears as "*Area Code added successfully*".
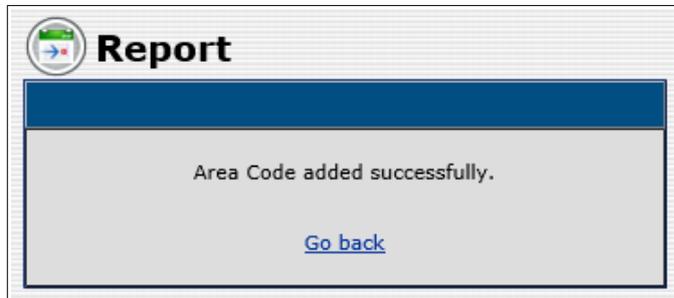
5.1.5. General Settings

General Settings is used to set the basic settings for exclusion of SMDR extension and auto generation of report. The options present in the General Settings are "*Exclude SMDR Extension From Call Billing*", "*E-mail Alert Settings [PBX Link Failure/License limit alert]*", "*Auto Generate Report*" and "*Enable SMDR Processing*".
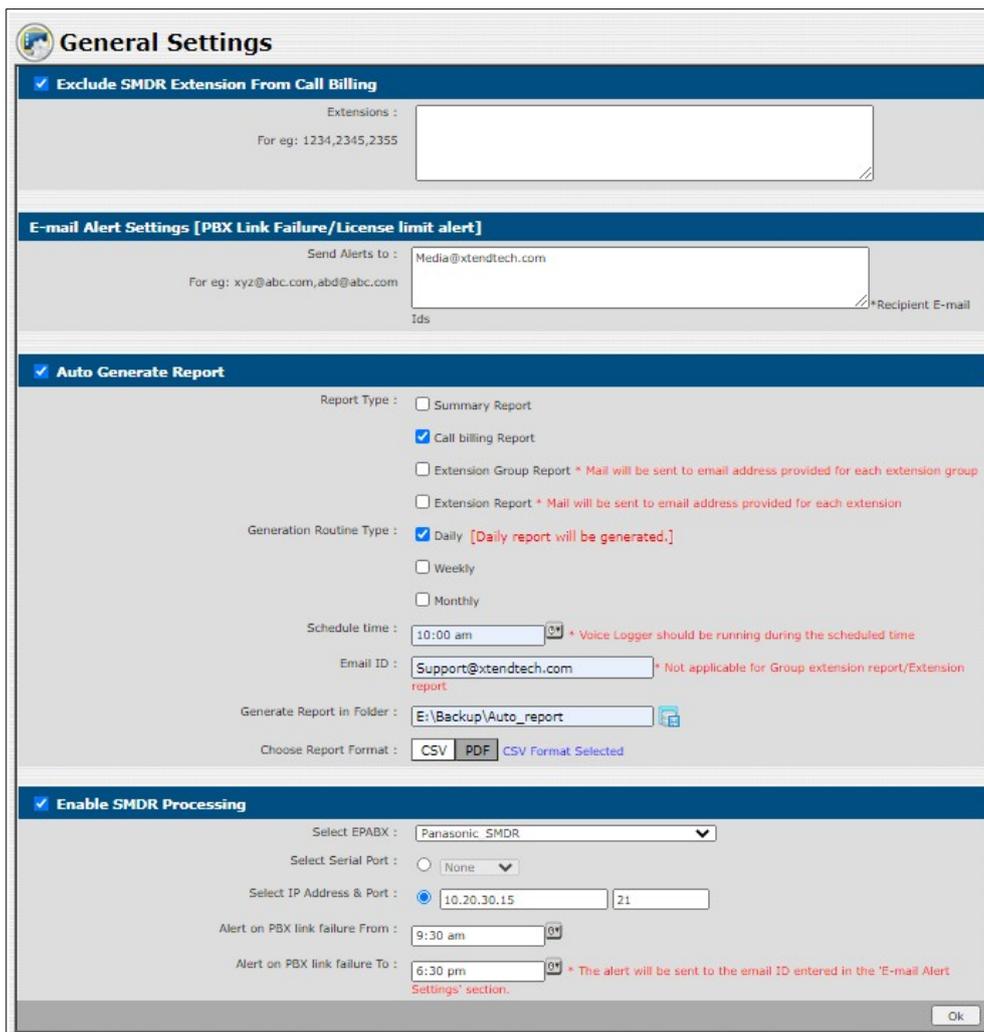
Exclude SMDR Extension From Call Billing

This option is used for the exclusion of the calls from and to the specified extension. The user can enable the option *"Exclude SMDR Extension From Call Billing"* and enter a valid extension number in the field **"Extensions"**. Click *Ok* in **General Settings** window.
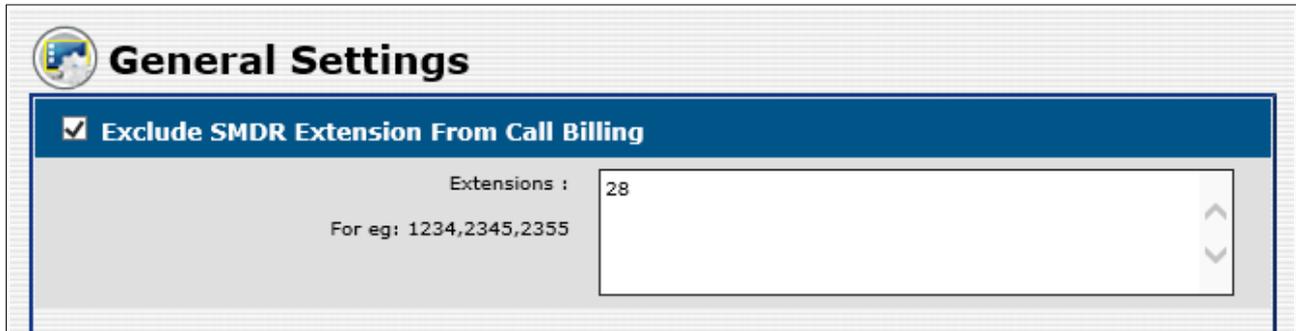
A message appears as given below.
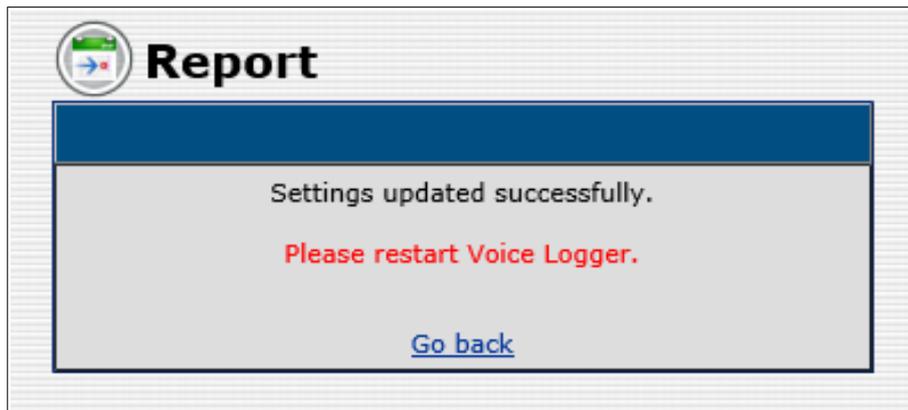
E-mail Alert Settings [PBX Link Failure/License limit alert]

PBX Link Failure or *License Limit Alert* is triggered to specified e-mail address if the SMDR connectivity fails or if the number of extensions reach the license limit respectively. E-mail alert, Popup alert, Client Popup alert are added. User should enter one or more valid e-mail ids of the recipient.
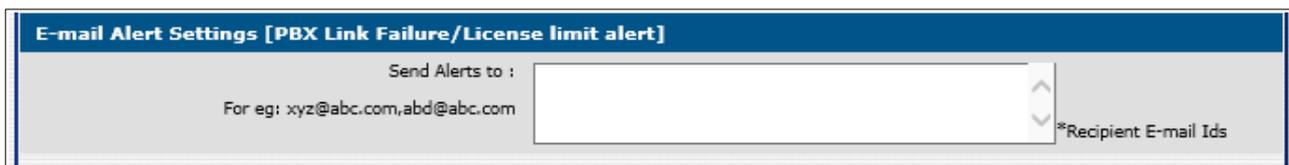
Auto Generate Report

This option helps to get logs report of all calls automatically via e-mail or in a selected folder.
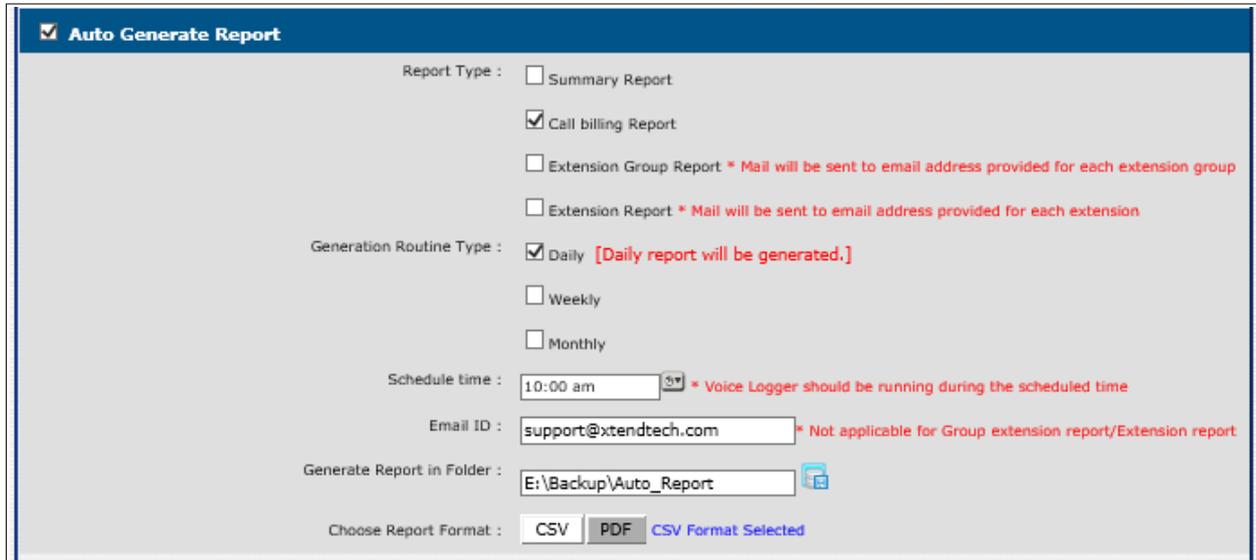
To get the generated reports, enable the checkbox against the desired report, these include -

- Report Type: Following options are included in this field:

  a) Summary Report: Provides summarised report of all logged calls.
  b) Call billing Report: Provides report with billing details of all logs.
  c) Extension Group Report: Provides combined report of all the members in the group.
  d) Extension Report: Provides report based on the specific extension.

- Generation Routine Type: Set this option to generate report based on Daily, Weekly or Monthly as desired, by enabling the corresponding checkbox.

- Schedule time: This option helps to set a time schedule for generating the report and also to receive the report via e-mail.

- Email ID: Enter the e-mail address to which the report should be sent. Multiple E-mail Ids can be specified by separating each with a comma.

- Generate Report in Folder: Specify the folder in which you need a copy of the call report. To view the information within "Generate Report in Folder", go to menu **Voice Logger → Reports → Export**.

- Choose Report Format: Allows to generate report in CSV or PDF format.

User can either provide the e-mail id to get the generated reports via e-mail only if the e-mail settings (*refer Section 5.1.7*) are configured properly or select a folder for saving the generated report. Click **Ok**, a message appears as given below.
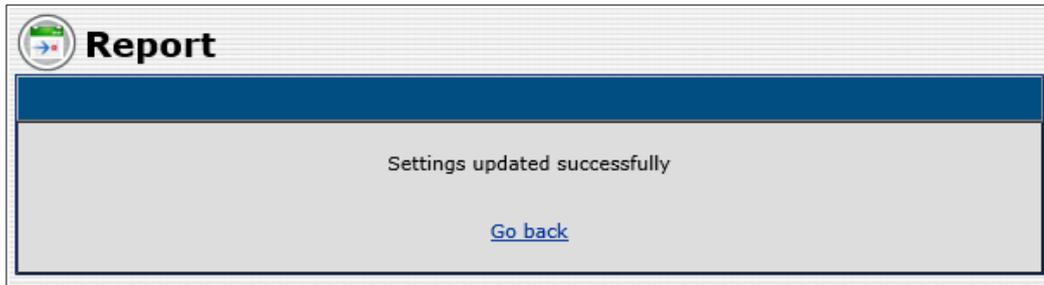
Enable SMDR Processing

Select the checkbox to enable this option. Set the starting and ending time to send alert to the e-mail Id which is mentioned in "*E-mail Alert Settings [PBX Link Failure/License limit alert]*" section. This will sent an alert as well as mail whenever an SMDR connectivity fails. Also, there are two options listed to process SMDR data from EPABX, one is using COM Port and other is TCP IP connectivity. If TCP IP connectivity is used, enable **Select IP Address & Port,** enter the EPABX IP and Port corresponding to IP Address & Port. Click **Ok** to proceed.
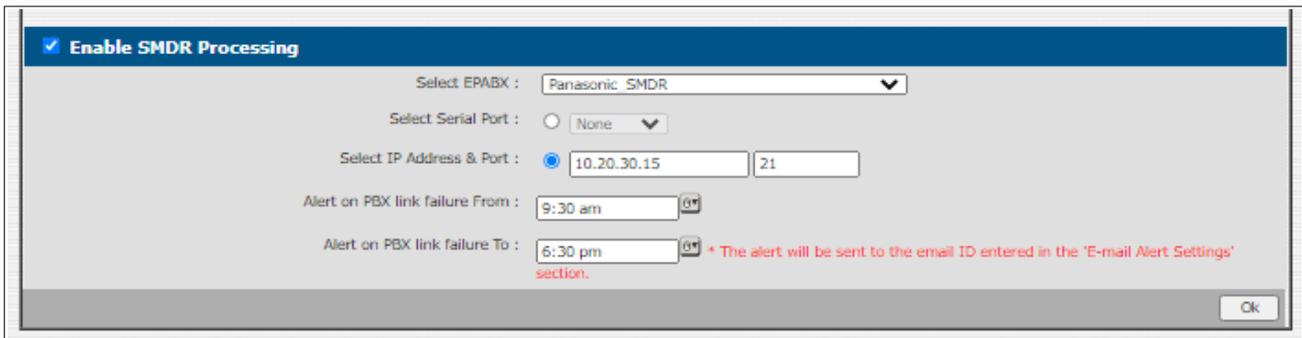
If COM Port is used, enable an option corresponding to **Select Serial Port** and set the **Serial Port Configure Settings**.
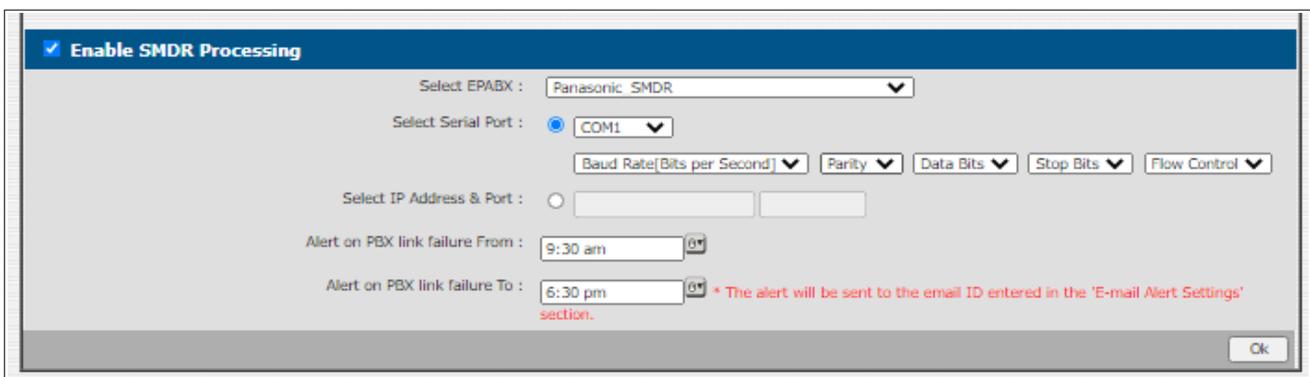
A message appears as given below.
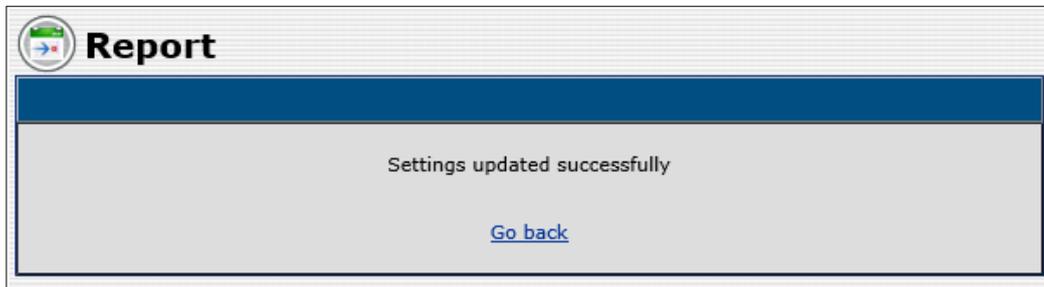
5.1.6. Area Code Settings

User can refer *Section 4.2* to learn about the Area Code Settings.

5.1.7. E-mail Settings

User can set and save the e-mail settings by enabling the E-mail Service. Choose the "Secured Connection" option, enter the "SMTP Server", "SMTP Port" and provide the sender's e-mail address, Username, Password and then click *Ok* to save the settings.
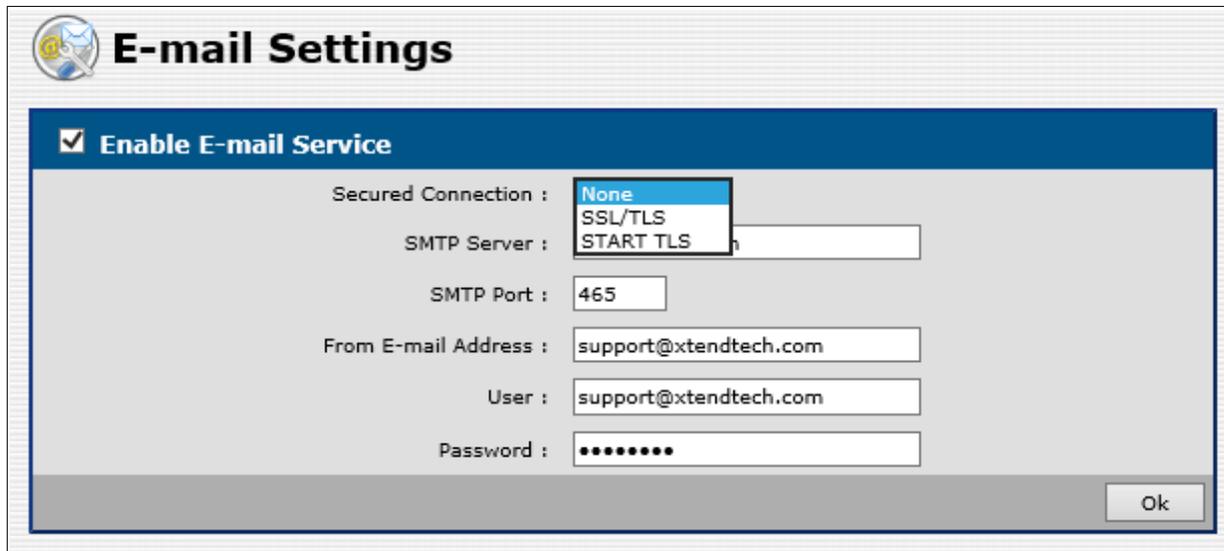
A window appears as shown below reporting the successful updation of E-mail Settings.
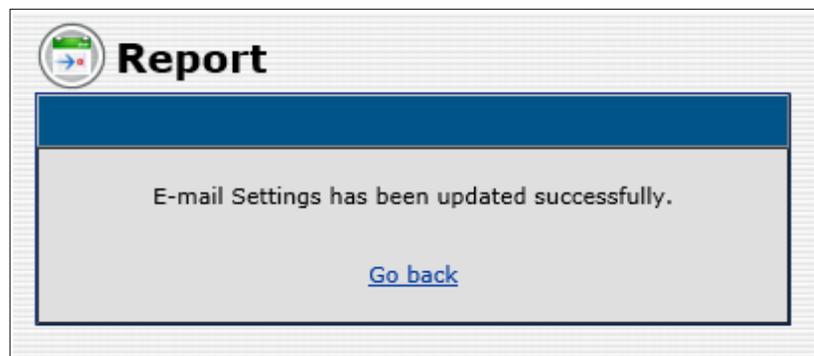
5.2. Extensions

This menu provides option related to extension management, grouping and configuring the account code. The submenus include **Extension Management**, **Extension Grouping** and **Account Code**.

5.2.1. Extension Management

This submenu allows the user to supervise and manage the extensions with ease and convenience. User can add new extension, upload CSV file with extension numbers along with names and export the extension list to an Excel sheet.
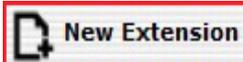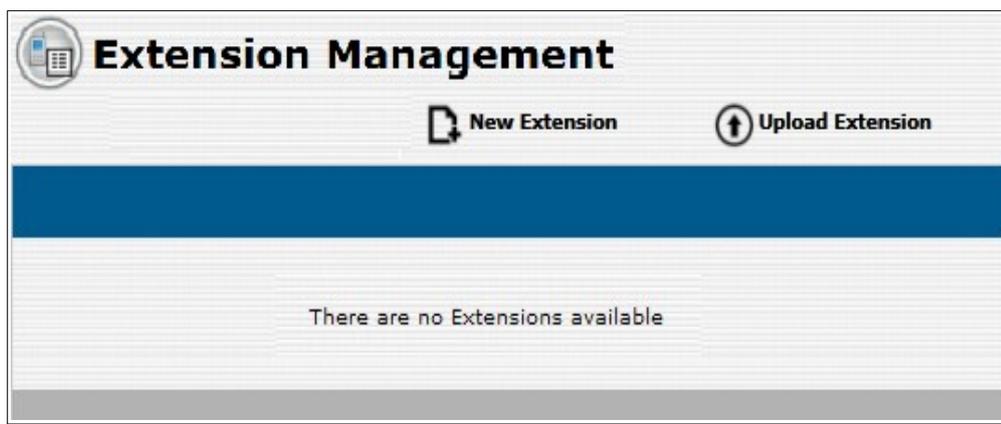
 This option allows to create new extension. A screen as shown below appears. Enter the "Extension No.", "Name" and the "E-mail Address" to get e-mail of extension report, then click **Ok** to continue. Similarly, user can create multiple extensions.
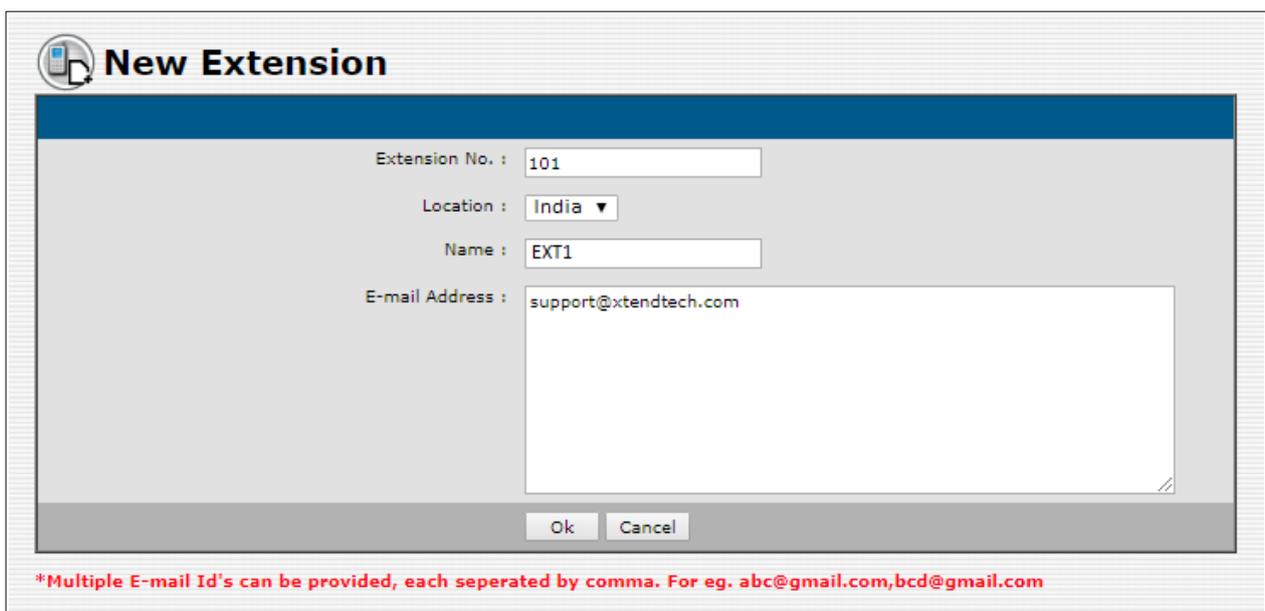
When call arrives from an extension number, the number will get automatically saved if the SMDR integration is enabled. To add a name to that number, edit the extension details. Click **Edit** corresponding to "Select Extension".
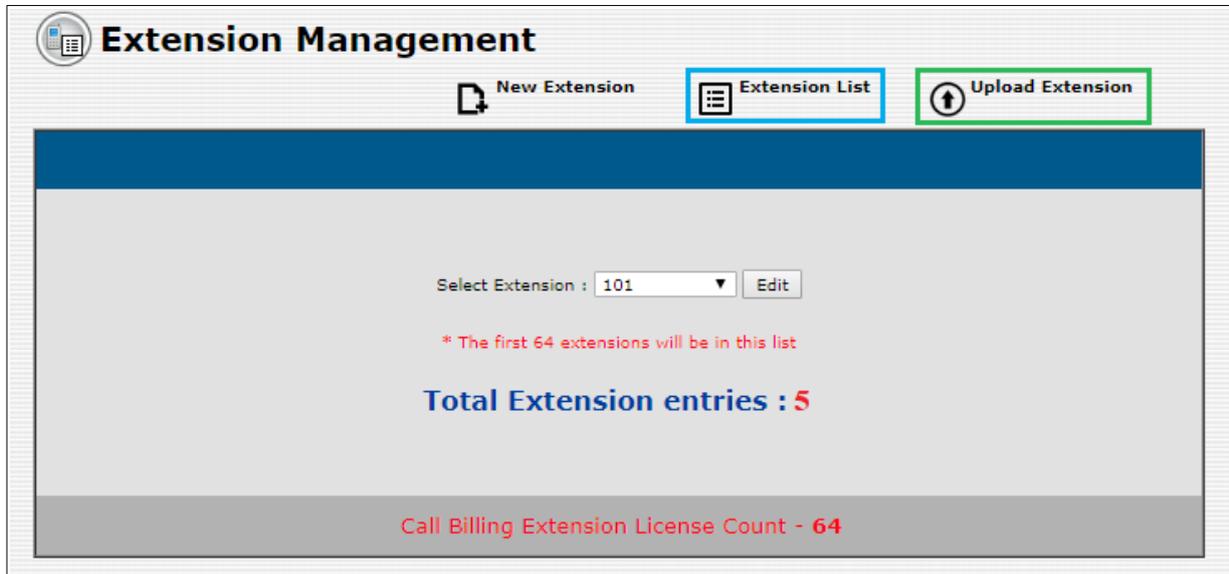
Extension details appear as shown below, modify the changes. Option to delete an extension is also present. Enable the checkbox corresponding to "*Enable E-mail alert*" to get e-mail alerts whenever the call cost exceeds the limit given in the field *"Usage Call Cost Limit"*. Also get the missed call alert through e-mail by enabling the Missed Call Alert option. After entering the details, click **Update**.
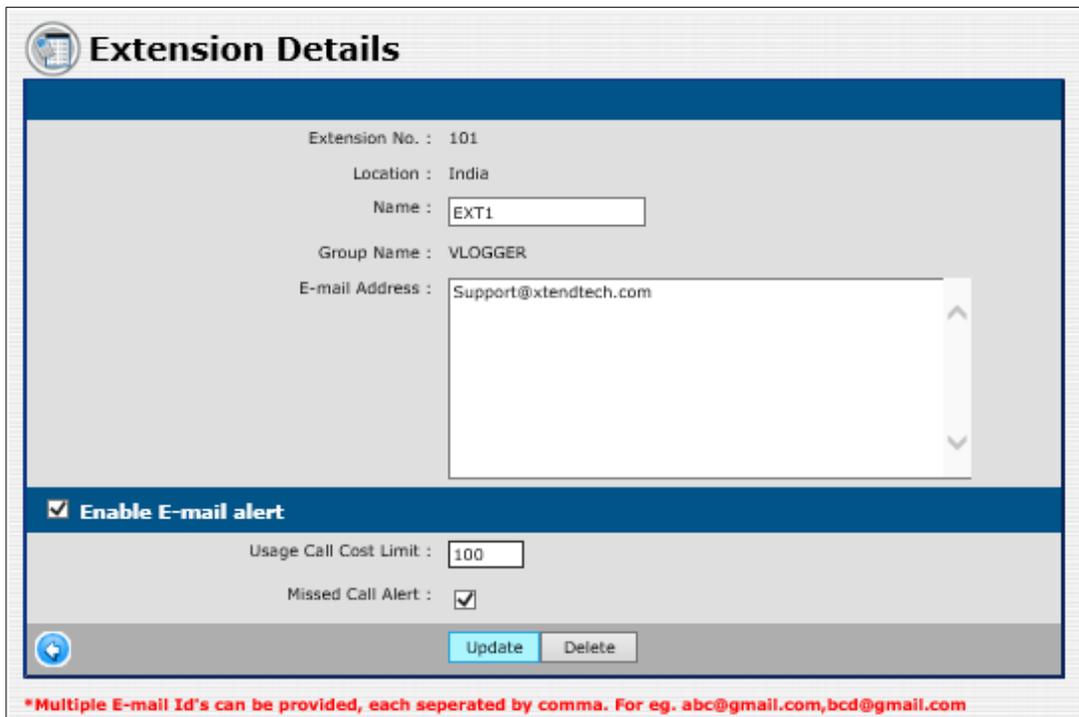
To delete the extension, click **Delete**.
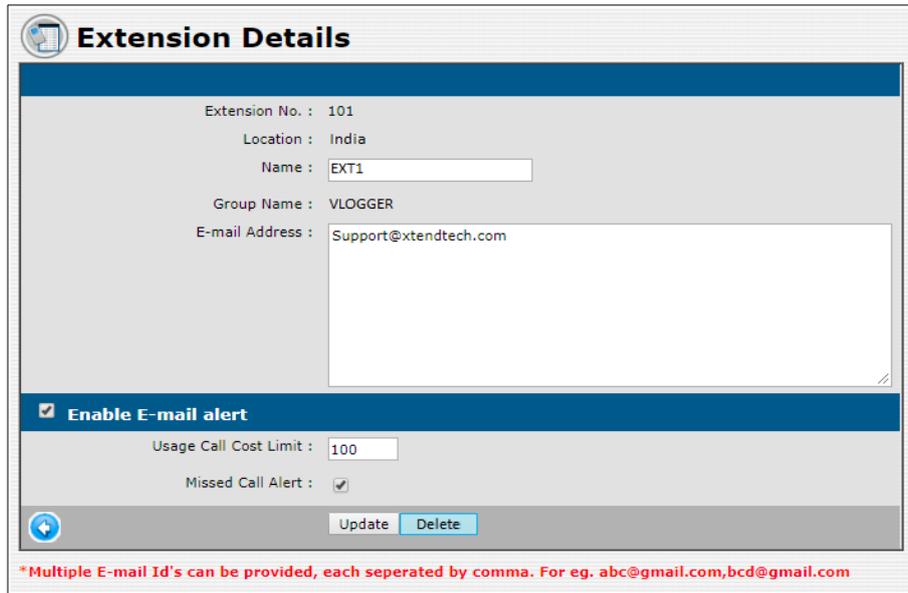
A confirmation prompt like shown below appears. Click **OK**.
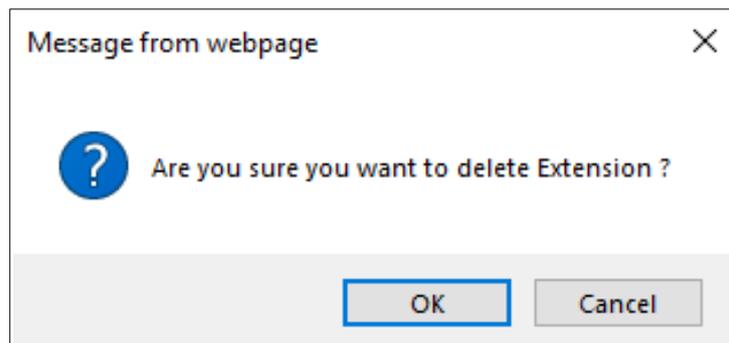
Click this icon to go back to Extension Management window.

Extension List — Click this option to view the list of created extensions with name and group name. Click on the respective row to edit, update or delete a particular extension.

Select the extension and click **Delete** to remove a particular extension number.

A confirmation prompt appears to confirm the deletion of the extension. Click **OK**.

40
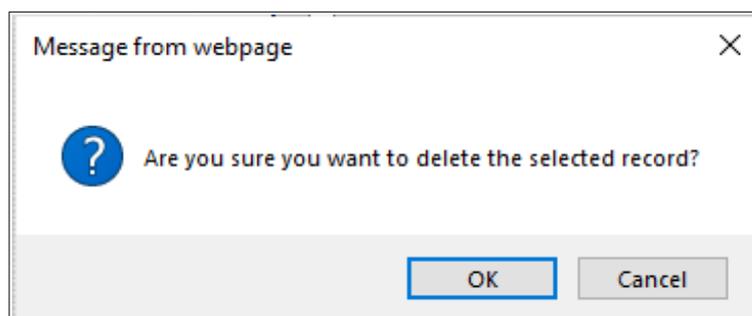
Click **Clear Extension List** *(highlighted in red)* in the below screenshot to remove the entire list of extensions.

A window like shown below appears. Click **Yes** to continue.
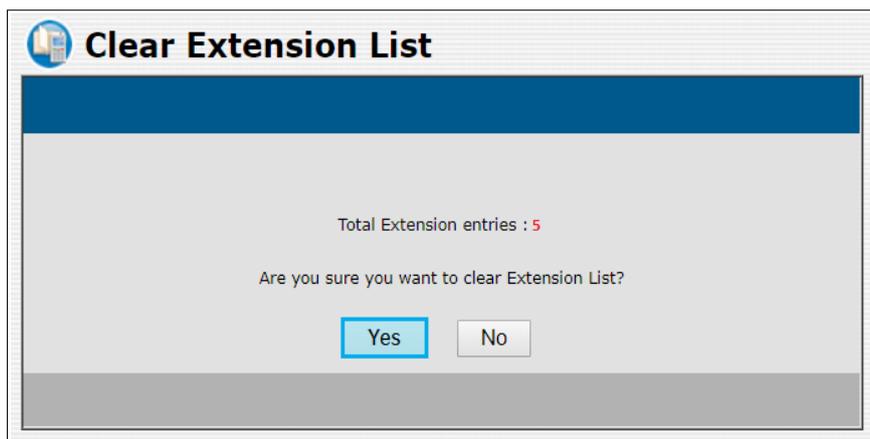
Click **Export All** to export the extension list to a specific location.

A window like shown below appears. By default, the "Destination Type" is "Excel Sheet", enter the "Destination Folder" and click *Ok*. The extension list will be exported to Excel format.
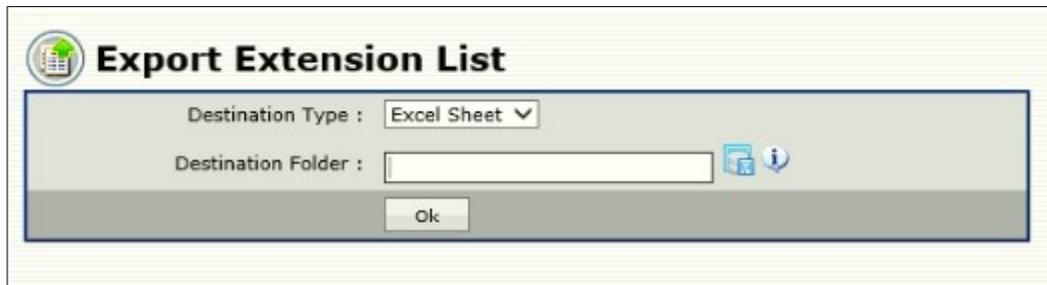
After successfully exporting, a window like shown below appears. Click *Download* to save the exported data.

Upload Extension Go to **Extensions → Extension Management** and click *Upload Extension* to upload CSV file with extension number and name. Choose the file, select the location and then click *Ok* to continue. The CSV contents should have the following format: *Extension Number, Name*. If column heading is present in the CSV file, then enable the checkbox corresponding to "*Has Column Heading*". The remaining extensions in the list can be uploaded depending on the license purchased from Xtend.

Upload Extension

Select **Extension List** file : C:\Users\xtend\Desktop\Extensio Browse...

Location : India

Has Column Heading : ☐

Ok

* The CSV contents should have the following format: Extension Number,Name

A confirmation prompt appears. Click *OK*.

Message from webpage ✕

? The data will be uploaded now. Are you sure?

OK   Cancel
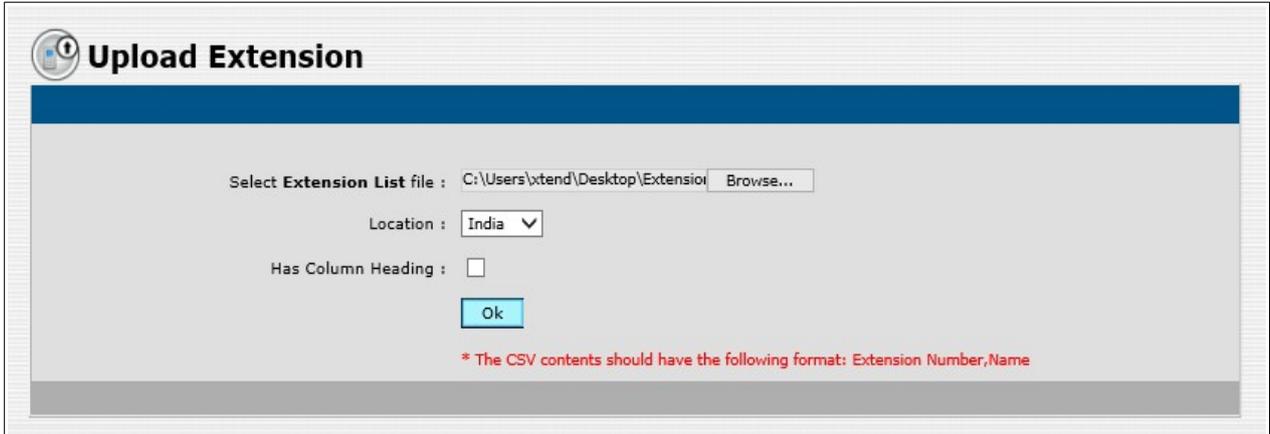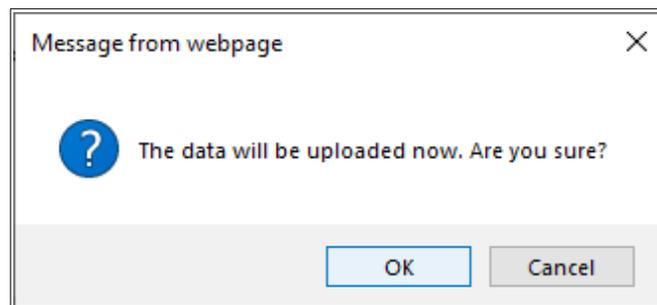
After the file has been uploaded successfully, the total number and error count will appear in the report.

Report

File uploaded successfully. Total - 3
Error Count - 0

5.2.2. Extension Grouping

This submenu allows to create group based on extensions, assign the members to an extension group and also provides editing option to modify the existing details. Click *New Extension Group* to create a group.

Initially, user has to create a group and assign extensions to a group. Enter **"Extension Group Name"** and **"Description"**. Specify the e-mail id to which user want to get extension group report as mentioned in the Auto E-mail option, click *Ok* to save.
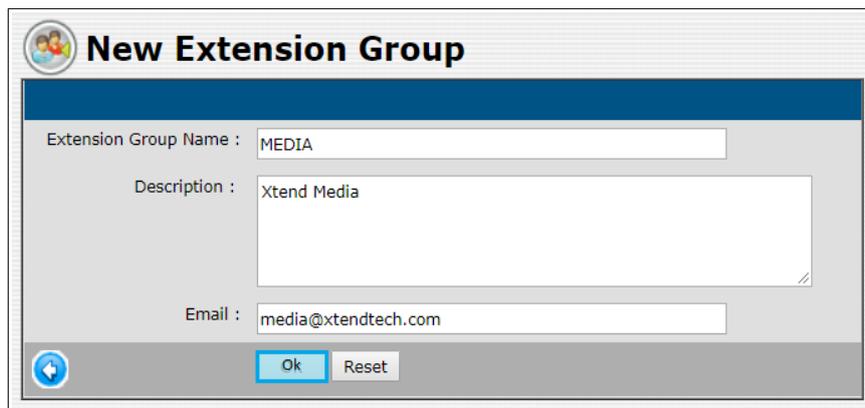
After creating new extension group, the window appears like this. Click *Edit* to modify.
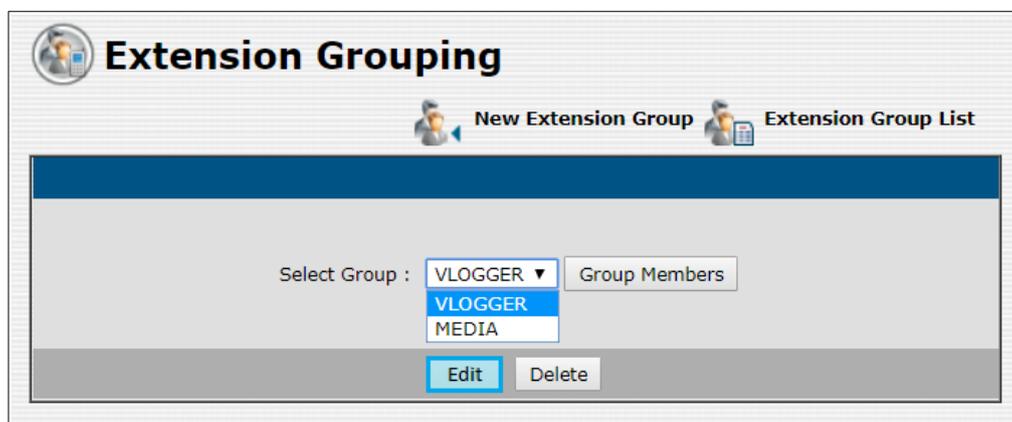
A window like shown below appears for updation. After making changes, click *Update*.

Click *Reset* to clear the newly made changes.

 Extension Group List: Click this icon to view the list of extension groups. There are two links associated with each extension group - *Manage Members* and *Group Members*.

To add extensions in a particular group, click **Manage Members**. Enable the checkbox corresponding to the extension numbers and click **Update** to save the settings.

To view and remove a particular extension group member, click **Group Members**. Enable the checkbox corresponding to an extension group member and click **Delete** to remove member from each group.

A confirmation prompt appears, click *OK*.

To delete an extension group, go to **Extensions → Extension Grouping,** select the extension group name corresponding to **Select Group** and click *Delete*.
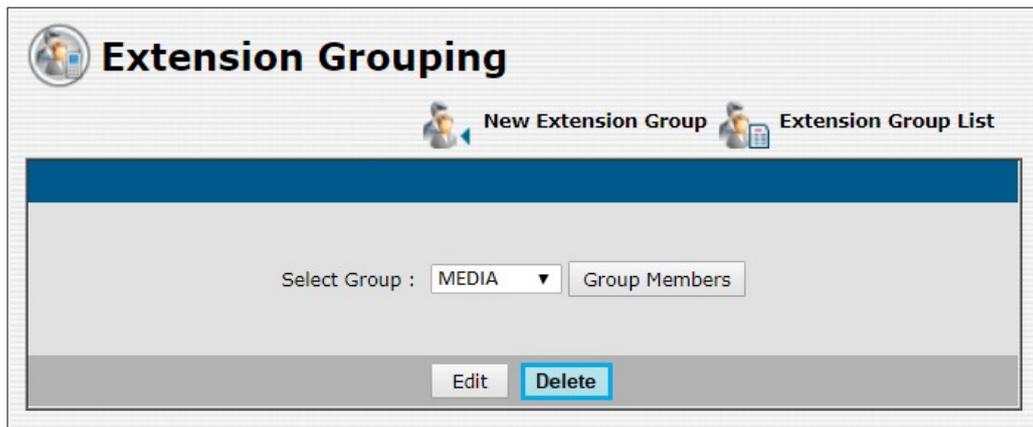
A confirmation prompt appears, click *OK*.
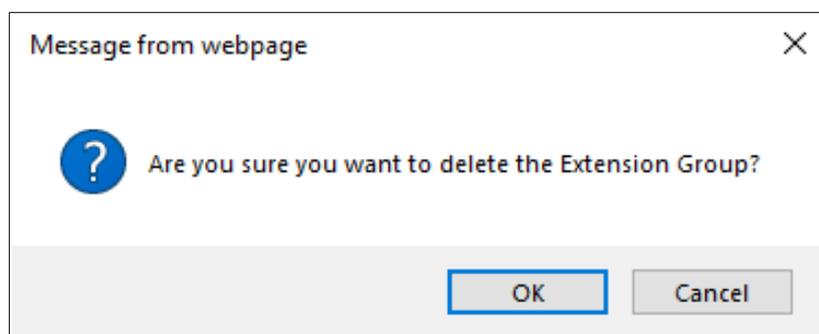
If extensions are mapped to the selected group, a report appears as shown below. In this case, delete all the mapped extensions and then remove the group.
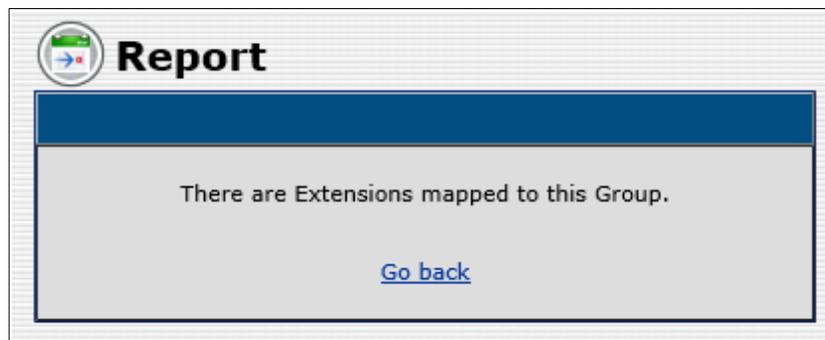
5.2.3. Account Code

This submenu **Account Code** allows the user to assign the account code to the agents in browser interface. The EPABX assigns an account code to each agent. Using this account code, a report can be retrieved through account-based search only if the account code is available in SMDR data. Click *New Account Code Name* to create a new account code.
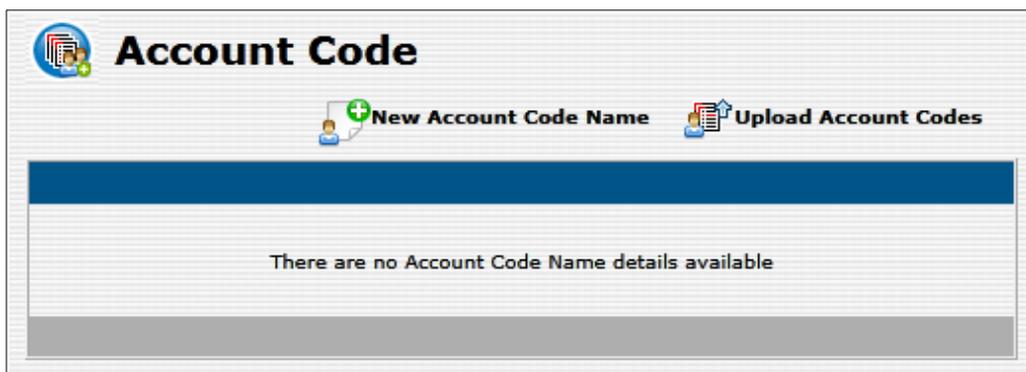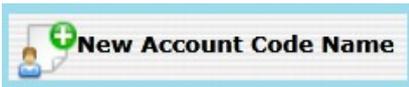
New Account Code Name: This option allows to create a new account code. Enter the **"Account Code Name"** and **"Description"**, click *Ok* to save.
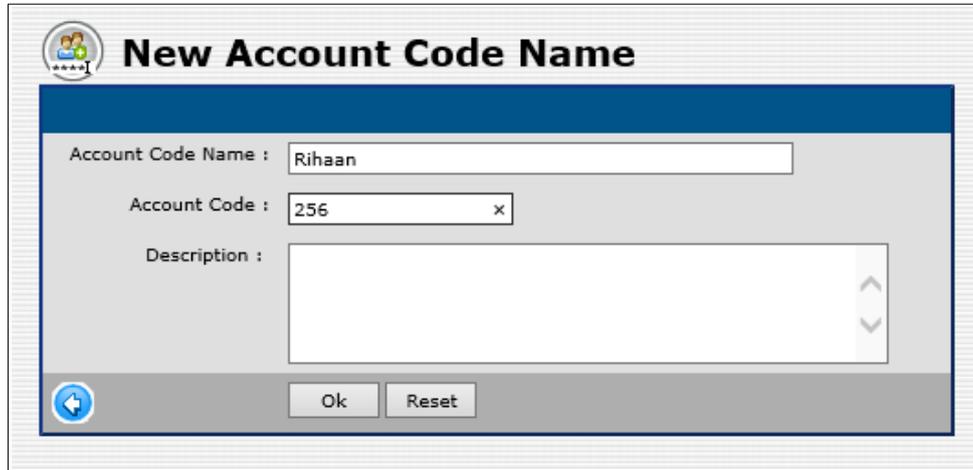
A window appears as shown below. Click *Edit* to modify the details corresponding to **Select Account.**
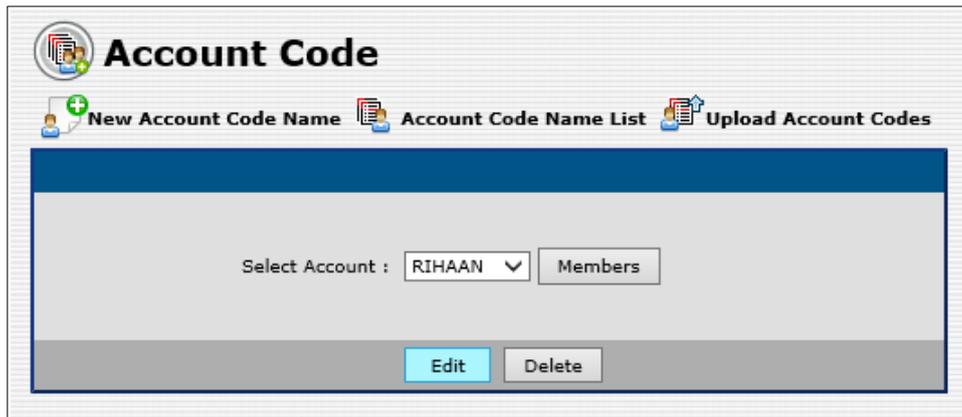
After updation, click *Update* to save the changes.

Account Code Name List: View the list of account code names and the corresponding account code. There are two links corresponding to each account code name: *Add Account Code* and *Account Codes*.

To add a new code to an account, click *Add Account Code*.
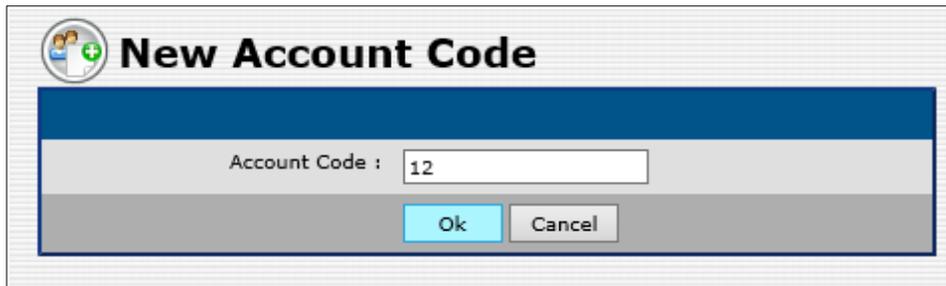
To view the list of account codes mapped to an account, click *Account Codes*. To remove an account code member, select checkbox next to the name and click *Delete*.
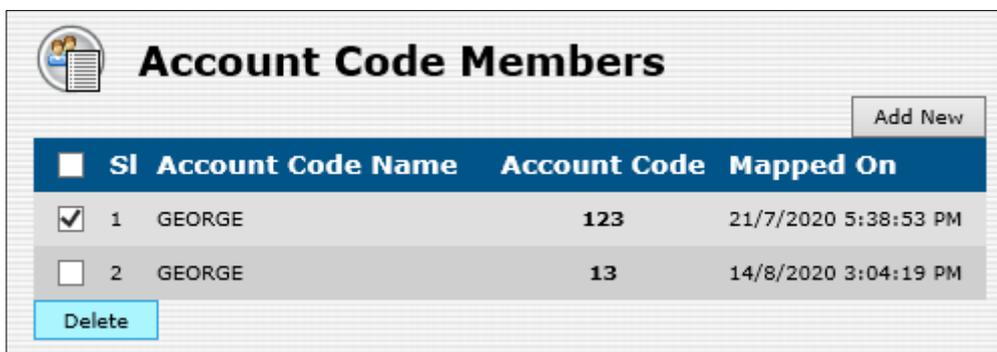
A confirmation prompt appears. Click **OK**.
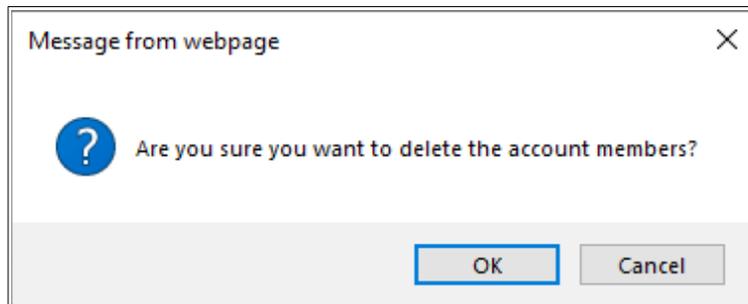
To add new account code, click **Add New** and the **New Account Code** window will appear. Enter the account code and save changes.

 Upload Account Codes: Click this icon to upload a CSV file with account codes. If all columns have headings in CSV file, enable "Has Column Heading" to include these headings. Browse and select the file to be uploaded and click **Ok** to upload.
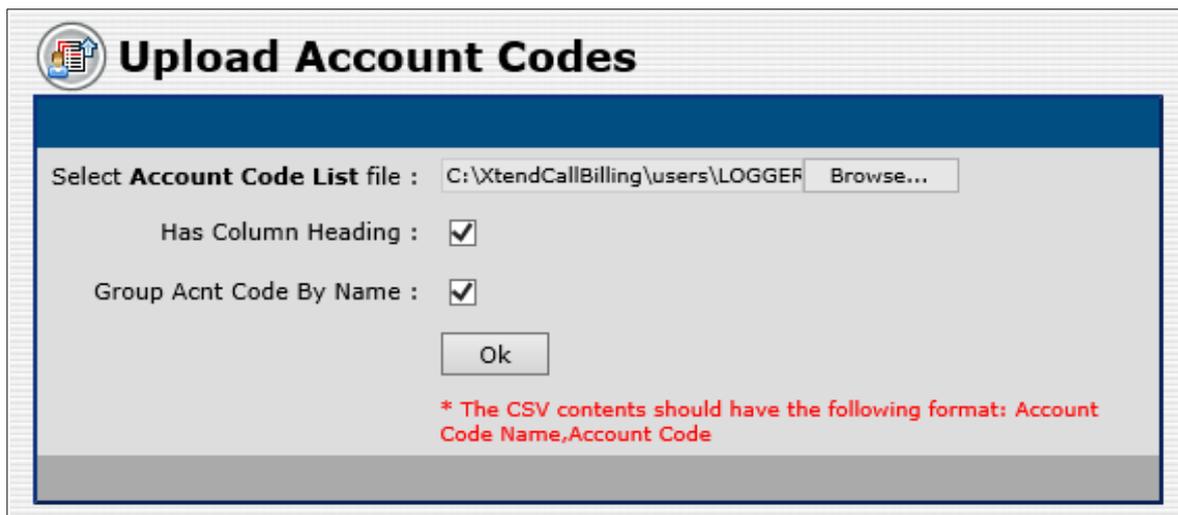
A message prompt appears as shown below, click **OK**.
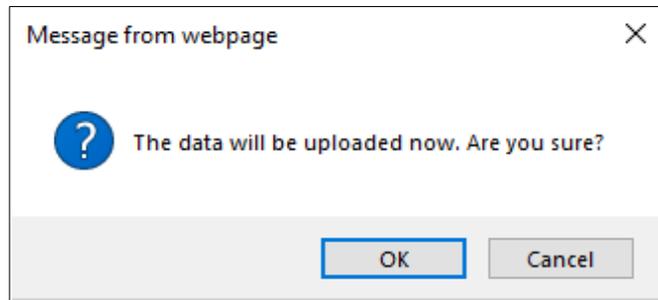
A window appears as shown below saying *"File uploaded successfully"*.

In **Account Code** window, click **Delete** to remove the selected account code name.
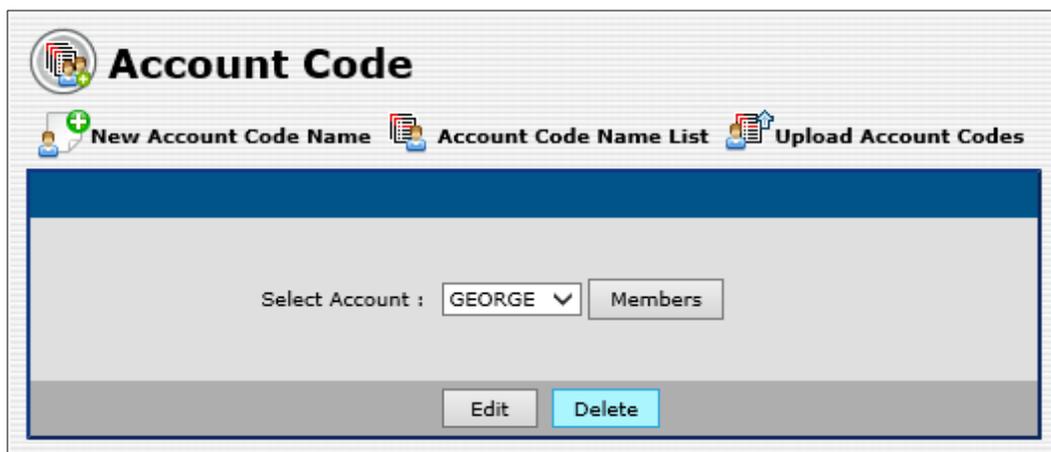
A confirmation prompt appears, click **OK**.
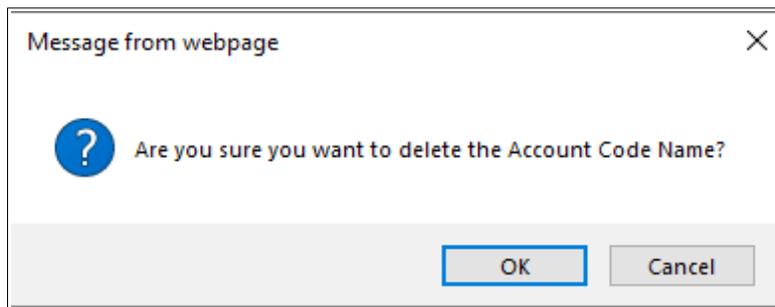
If there are account codes mapped to the group, delete the account codes and then delete the account code name. Click **Go back**.
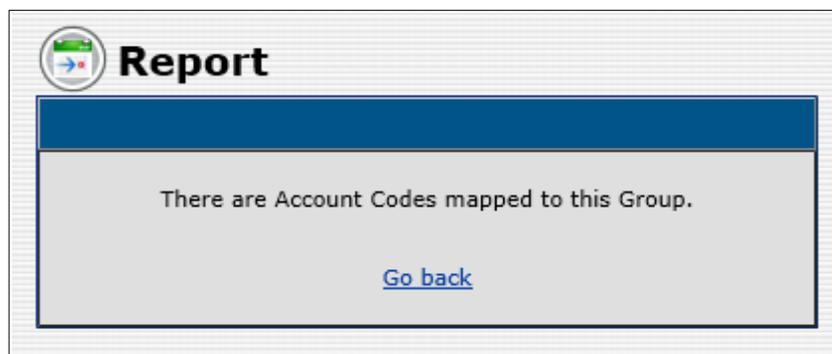
Account code window appears as given below. Click **Account Code Name List.**
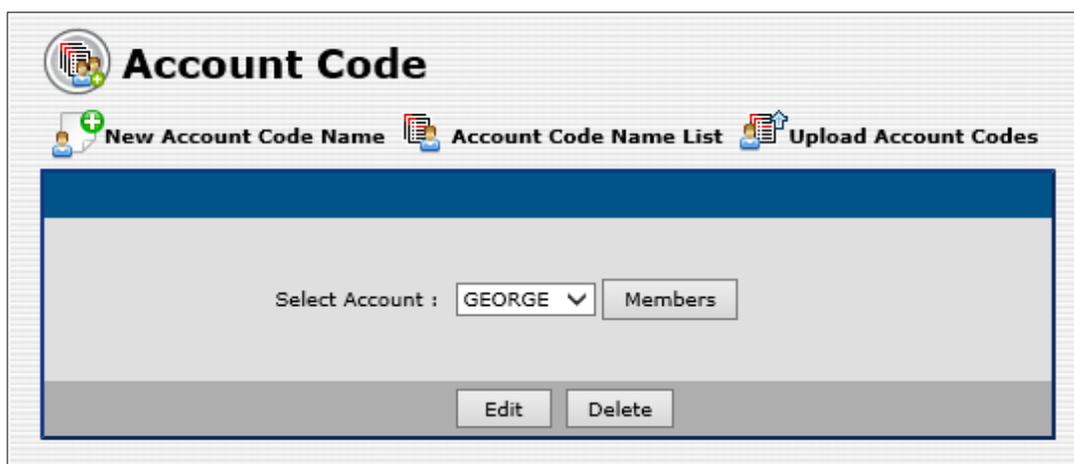
Account code list appears as shown below. Click *Account Codes*.

Enable the checkbox corresponding to **Account Code Name** and click *Delete.*

A confirmation window appears. Click *OK* and the account code will be deleted.
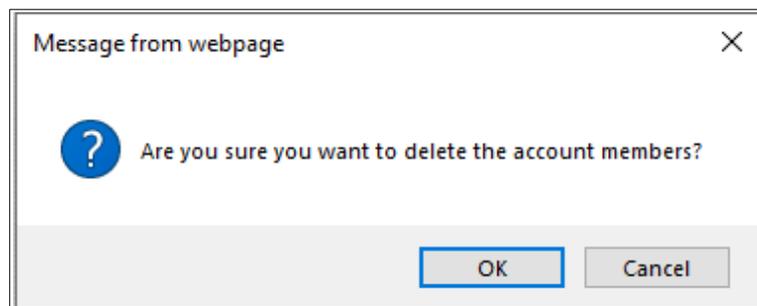
Go back to **Account Code** window. Select the account name to be deleted and click *Delete*.
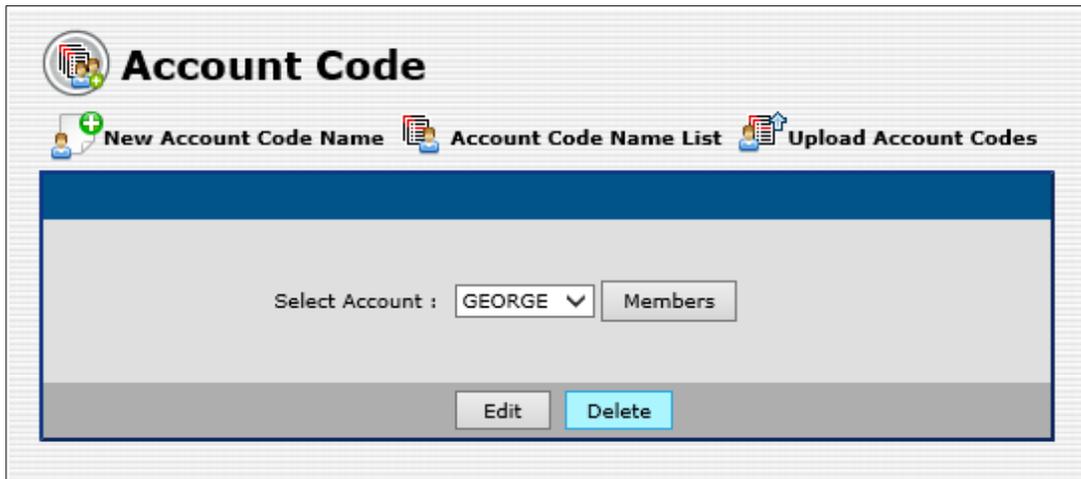
A confirmation messages appear as shown below. Click *OK*.
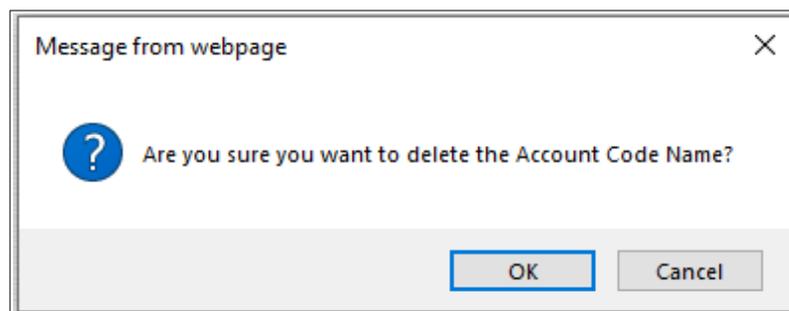
5.3. Billing Reports

This menu shows the detailed billed reports to track the cost incurred for each call. User can search and view the reports corresponding to each day with the help of this menu.

The submenus include **Today, Search, Search/Delete, From To, Distinct Missed Call, Expensive Calls, Top Calls, Top Extension Calls, Account Code wise, Non Billed Report**, **Phonebook Summary Report** and **Custom Report**.

5.3.1. Today

This submenu gives the call billing reports of all the incoming/outgoing calls logged on the present day. The information obtained includes **"Total Calls"**, **"Total Units"**, **"Total Cost"**, **"Log Id"**, **"Trunk Name"**, **"Location"**, **"Log Time[SMDR Call Time]"**, **"SMDR Trunk"**, **"Ext No."**, **"Ext Name"**, **"Ext Group"**, **"Caller No."**, **"Called No."**, **"Call Type"**, **"Number Type"**, **"Country/Region"**, **"Status"**, **"Duration"**, **"Call Unit"** and **"Call Cost"** of the call.

The *Total Calls* shows the entire count of the calls *(in the below given image the total calls is "6")*, *Total Units* shows the total number of units used for calls (*total units in the below given image is "74"*) and *Total Cost* gives information on aggregate cost of all calls.

Today [27/08/2020]

Total calls 6
Total units 74
Total cost 587.00

* Transferred Extensions * Transferred Extension Groups/Extension Names

Sl [Log Id]	Trunk Name	Location	Log Time [SMDR Call Time]	SMDR Trunk	Ext No	Ext Name	Ext Group	Caller No.	Called No.	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost	
1 [14]	SMDR_01	ERNAKULAM	27/8/2020 1:24:20 PM [27/8/2020 1:22:35 PM]	1	101	NA	MEDIA	LOGGER SUPPORT		Incoming	Local	INDIA	Connected	00:00:25	0	0.00	
2 [9]	SMDR_01	ERNAKULAM	27/8/2020 1:06:29 PM [27/8/2020 12:52:27 PM]	1	104	MARKETING	SALES	006582997081		Incoming	ISD	SINGAPORE	Connected	00:07:33	0	0.00	
3 [10]	SMDR_01	ERNAKULAM	27/8/2020 1:06:38 PM [27/8/2020 10:57:13 AM]	1	105	NA	NA	04842378008		Incoming	Local	INDIA[Ernakulam]	Connected	00:01:34	0	0.00	
4 [17]	SMDR_01	ERNAKULAM	27/8/2020 3:55:58 PM [27/8/2020 10:21:35 AM]	1	103 [102]	ADMIN[HR]	ADMINISTRATION [RECRUITMENT]		CALL CENTER	Outgoing	Local	INDIA	Connected	00:00:36	1	1.00	
5 [11]	SMDR_01	ERNAKULAM	27/8/2020 1:06:47 PM [27/8/2020 7:22:16 AM]	1	101	NA	MEDIA		UAE SUPPORT	Outgoing	ISD	UAE	Connected	00:56:44	57	570.00	
6 [13]	SMDR_01	ERNAKULAM	27/8/2020 1:20:59 PM [27/8/2020 5:34:31 AM]	1	104	MARKETING	SALES		CALL CENTER	Outgoing	Local	INDIA	Connected	00:15:29	16	16.00	

The "103" mentioned in the field **"Ext No"** is the extension from which the call was dialled and the number "[102]" which appears as blue in colour is the transferred extension.

Click **Search Call Logs** *(highlighted with red rectangular box)* to search for the logs associated with the SMDR data.

A **Search Call Logs** window appears as shown below. Select the **Log Time From**, **Log Time To**, **Trunk** and enter the **Caller No./Called No.**, **Call Type**, **Call Status** and click **Search**.

In "**Today**" report, click on the logged call details to view the SMDR details corresponding to the trunk.

Today [27/08/2020]

Total calls	6
Total units	74
Total cost	587.00

* Transfered Extensions * Transfered Extension Groups/Extension Names

Sl [Log Id]	Trunk Name	Location	Log Time [SMDR Call Time]	SMDR Trunk	Ext No	Ext Name	Ext Group	Caller No.	Called No.	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1 [14]	SMDR_01	ERNAKULAM	27/8/2020 1:24:20 PM [27/8/2020 1:22:35 PM]	1	101	NA	MEDIA	LOGGER SUPPORT		Incoming	Local	INDIA	Connected	00:00:25	0	0.00
2 [9]	SMDR_01	ERNAKULAM	27/8/2020 1:06:29 PM [27/8/2020 12:52:27 PM]	1	104	MARKETING	SALES	006582997081		Incoming	ISD	SINGAPORE	Connected	00:07:33	0	0.00
3 [10]	SMDR_01	ERNAKULAM	27/8/2020 1:06:38 PM [27/8/2020 10:57:13 AM]	1	105	NA	NA	04842378008		Incoming	Local	INDIA[Ernakulam]	Connected	00:01:34	0	0.00
4 [17]	SMDR_01	ERNAKULAM	27/8/2020 3:55:58 PM [27/8/2020 10:21:35 AM]	1	103 [102]	ADMIN[HR]	ADMINISTRATION [RECRUITMENT]		CALL CENTER	Outgoing	Local	INDIA	Connected	00:00:36	1	1.00
5 [11]	SMDR_01	ERNAKULAM	27/8/2020 1:06:47 PM [27/8/2020 7:22:16 AM]	1	101	NA	MEDIA		UAE SUPPORT	Outgoing	ISD	UAE	Connected	00:56:44	57	570.00
6 [13]	SMDR_01	ERNAKULAM	27/8/2020 1:20:59 PM [27/8/2020 5:34:31 AM]	1	104	MARKETING	SALES		CALL CENTER	Outgoing	Local	INDIA	Connected	00:15:29	16	16.00

A window appears as shown below. User can update as well as delete the SMDR details.

SMDR Details

[ERNAKULAM] Log Id - 17

Trunk Name : SMDR_01
Log Time : 27/8/2020 3:55:58 PM
SMDR Call Time : 27/8/2020 10:21:35 AM
SMDR Trunk : 1
Ext no [Transferred Ext no] : 103 [102]
Ext Name : ADMIN[HR]
Ext Group : ADMINISTRATION [RECRUITMENT]
Call type : Outgoing
Call Status : Connected
Caller No :
Called No : 9020082096
Call Duration : 00:00:36
Number Type Group : Local
Provider : AIRTEL
Plan : INDIA_AIRTEL_NORMAL
Call Unit : 1
Select the Tag : Normal
Select the Sub Tag : Select ..
Account Code Name :
SMDR Call Cost : 0.00
Call Cost : 1.00
Country/Region : INDIA
Area Type : LOCAL MOBILE
Call cost details : [INDIA_AIRTEL_NORMAL]
[LOCAL MOBILE] [Normal Rate]
[Call duration-36][Plan Pulse-60 Plan Rate-1 Pulse Count-1]

Smdr Data : 27/08/20 10:22AM 103 01 9020082096 00:00'25 [27/08/20 10:22AM 102 01 9020082096 00:00'11 TR]

Comment :

Last Updated By :

Update Data   Delete Data

Trunk Name	Shows the trunk name from which the call is made.
Log Time	Displays the date and time when the call starts getting logged.
SMDR Call Time	Displays the date and time when the call lands on PBX.
SMDR Trunk	Unique identification number which defines the trunk.
Ext No. **[Transferred Ext no]**	Shows the extension number and the transferred extension number only if the call is transferred to an another extension. Transferred Extension appears in blue colour.
Ext Name	Shows the name of an extension from which the call is made and Transferred Extension Name appears in red colour.
Ext Group	Shows the name of the extension group associated with the extension from which the call is made and Transferred Extension group appears in red colour.
Call type	Displays the type of call i.e., incoming or outgoing.
Call Status	Displays the status of a call. For example, connected, failed etc.
Caller No.	Displays an incoming telephone/mobile number.
Called No.	Displays an outgoing telephone/mobile number.
Call Duration	Represents the duration of call.
Number Type Group	Represents the types of calling i.e., STD or ISD.
Provider	Displays the service provider's name.
Plan	Displays the service provider's plan name.
Call Unit	Displays the call unit based on the call duration.
Account Code Name	Displays a name of the account code used by an agent.
SMDR Call Cost	It displays the cost if EPABX charge any call.
Call Cost	Total cost of the call will be displayed.
Country/Region	Displays the country/region name of called number (if it is an outgoing call) or caller's number (if it is an incoming call).
Area Type	Defines the type of calling.
Call Cost Details	Details of the call cost appears in this section.
SMDR Data	Displays an information of SMDR.
Last Updated By	Displays the name of user who last updated the data in SMDR details.

Select the Tag *(highlighted with green rectangular box).*

This option is present in the call details. The user can set the tag as "Important", "Normal", "Official", "Personal", "Sms", "UltraPersonal", etc. for a particular call as shown below.
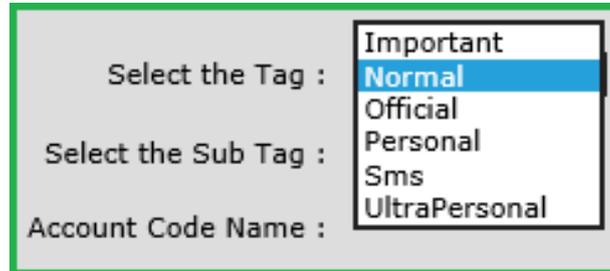
Comment *(highlighted with red rectangular box)*

This option helps the user to add any comment to the call details and this comment can be used to search and retrieve call details faster in **Search** menu.

After making the changes, click *Update Data* to save the changes.

To delete the SMDR details of the call, click *Delete Data*.

A confirmation prompt appears. Click **OK.**

In the **Today** window, there are three icons on the top right corner - **PDF**, **CSV** and **Print**. Click link named **PDF** to download and save the report as PDF file.

Click **CSV** to save the report as a CSV file.

	A	B	C	D	E	F	G	H	I
1	Search Result								
2									
3	Search criteria : Date : 2019/7/1								
4									
5	Sl[Log Id]	Trunk Name	Location	Log Time	SMDR Call Time	SMDR Trunks	Ext No	Ext Name	Ext Group
6	1[19]	SMDR_01	OMAN	1/7/2019 11:32:26	1/7/2019 11:01:42	1	101	EXT-1	GROUP-1
7	2[28]	SMDR_01	OMAN	1/7/2019 11:43:34	1/7/2019 11:01:42	1	101	EXT-1	GROUP-1
8	3[27]	SMDR_02	OMAN	1/7/2019 11:42:30	1/7/2019 10:07:35	2	102	EXT-2	GROUP-1
9	4[15]	SMDR_03	OMAN	1/7/2019 11:29:00	1/7/2019 09:49:35	3	102	EXT-2	GROUP-1
10	5[24]	SMDR_01	OMAN	1/7/2019 11:35:02	1/7/2019 09:10:35	1	102	EXT-2	GROUP-1
11	6[17]	SMDR_02	OMAN	1/7/2019 11:31:37	1/7/2019 07:13:35	2	102	EXT-2	GROUP-1
12	Total								

Click **Print** to take a print of the report.

Note: The PDF, CSV and Print occurs similarly in other reports also. These options perform the same function throughout.

5.3.2. Search

This submenu allows the user to search for the call details based on options like call time, phone number, trunk name, call type, call duration, etc. This submenu allows the user to search the SMDR details on the basis of the following criteria:

SMDR Log Id	Enter the SMDR Log Id to be searched.
Location	Select the location from the drop-down list and search the details on the basis of location.
Smdr Call Time From	Select the SMDR start date and time of the SMDR details to be displayed.
Smdr Call Time To	Select the SMDR end date and time of the SMDR details to be displayed.
Log-time From	Select the start date and time of the SMDR details to be displayed.
Log-time To	Select the end date and time of the SMDR details to be displayed.
Trunk	Select the trunk name from the drop-down list.
Caller No.	Enter the phone number and search the SMDR details on the basis of incoming call.
Called No.	Enter the phone number and search the SMDR details on the basis of outgoing call.
Phone Book Name	Click the corresponding icon and select the name from phonebook.
Call Type	Select the call type as incoming or outgoing.
Call Status	Select the status from the drop-down list and it will display the details accordingly.
Number Type	Select the number type like internal, local phone, local mobile etc. from the drop-down list and retrieve details.
Number Type [combined]	Select the number type internal, local, STD etc from the drop-down list and it will display the details of the particular selected type.
Provider	Select the service provider name from the drop-down list.
Plan	Select the service provider plan from the drop-down list.
Select the Tag	Select the tag from the drop-down list and retrieve the details.
Select the Sub Tag	Select the sub tag from the drop-down list and retrieve the details.
Comments	User can search the details on the basis of comments.
Ext Group	Enter the extension group name and retrieve the SMDR details on the basis of group name.
Ext no.	Enter the extension number and retrieve the SMDR details on the basis of entered extension number.
Transferred Ext no	Enter the extension number and it will display the SMDR details based on particular extension to which the call was transferred.

Acnt Code Name	Select the account code name from the drop-down list and the corresponding details will be displayed. To display the SMDR details of active account codes, enable *Active Acnt code* corresponding to *Acnt Code Name*.
Acnt Code	Enter the account code and the corresponding details will be displayed.
Call duration greater than	Enter the duration of call and it will display the details greater than the given call duration.
Call duration less than	Enter the duration of call and it will display the details less than the given call duration.
Call cost greater than	Enter the call cost and it will display the details along with the call cost which is greater than the given value.
Call cost less than	Enter the call cost and it will display the details along with the call cost which is less than the given value.

Enter the details in the screen given below and click *Search*.

The Search results appear as shown below with details like **"Trunk Name"**, **"Location"**, **"Log Time[SMDR Call Time]"**, **"SMDR Trunk"**, **"Ext No"**, **"Ext Name"**, **"Ext Group"**, **"Caller No."**, **"Called No."**, **"Call Type"**, **"Number Type"**, **"Country/Region"**, **"Status"**, **"Duration"**, **"Call Unit"** and **"Call Cost"**.

Number appears in blue colour is the 'Transferred Extensions' and the name appears in red colour is "Transferred Extension Groups/Extension Names" as shown in the above screenshot. The "103" mentioned in the field **"Ext No"** is the extension from which the call was dialled and the number "[102]" which appears as blue in colour is the transferred extension.

There are three options on the top right corner - *PDF*, *CSV* and *Print*. Select *PDF* to download and save report in *PDF* format. Similarly, when the *CSV* is selected, a *CSV* file of the call logs will be generated and saved. The option *Print* allows the user to take the print of the current page.

5.3.3. Search/Delete

This submenu allows the user to search and delete the call details based on options like call time, phone number, trunk name, call type, call duration etc. Enter the details in the screen given below and click *Search*.

The Search results appear as shown below with details like **"Trunk Name"**, **"Location"**, **"Log Time[SMDR Call Time]"**, **"SMDR Trunk"**, **"Ext No"**, **"Ext Name"**, **"Ext Group"**, **"Caller No."**, **"Called No."**, **"Call Type"**, **"Number Type"**, **"Country/Region"**, **"Status"**, **"Duration"**, **"Call Unit"** and **"Call Cost"**.

To delete call billing details, enable the checkbox against the particular call details and then click **Delete**.

A confirmation prompt appears. Click **OK**

To delete the call billing details of a particular date or of a date range, enter the date range in the **Search & Delete** page and click *Delete All* to delete the entire data of the specified range.

A window as shown below appears. Click *Ok* to confirm deletion.

A confirmation prompt appears. Click *OK*.

After successful deletion a window appears.

5.3.4. From To

This submenu allows the user to view the date-wise report. Enter the "Start date", "End date", "Call Type" and "Call Status", then click **Ok** to view the call details.
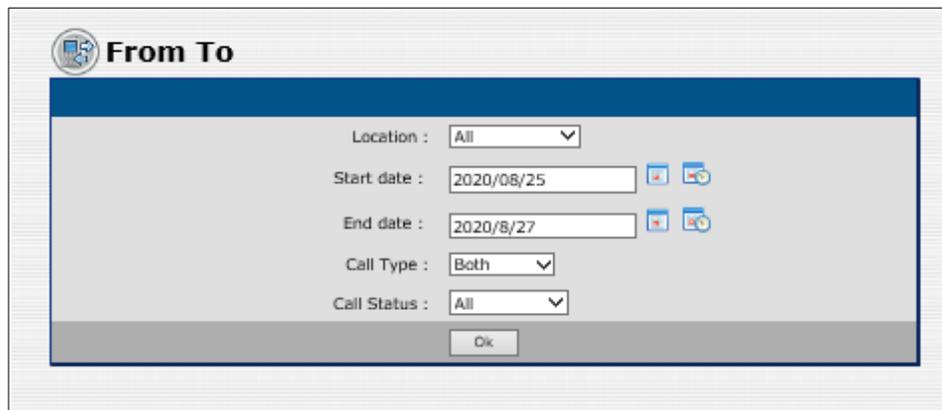
The date-wise report page appears as shown below with details like **"Trunk Name"**, **"Location"**, **"Log Time[SMDR Call Time]"**, **"SMDR Trunk"**, **"Ext No"**, **"Ext Name"**, **"Ext Group"**, **"Caller No."**, **"Called No."**, **"Call Type"**, **"Number Type"**, **"Country/Region"**, **"Status"**, **"Duration"**, **"Call Unit"** and **"Call Cost"**. The count of calls with total cost, units and duration are displayed on the top.

Date wise Report [From:25/08/2020 To:27/08/2020]

Total Calls : 8
Total Duration : 01:31:11
Total Units : 82
Total Cost : 651.00

* Transfered Extensions   * Transfered Extension Groups/Extension Names

Sl [Log Id]	Trunk Name	Location	Log Time [SMDR Call Time]	SMDR Trunk	Ext No	Ext Name	Ext Group	Caller No.	Called No.	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost	
1 [14]	SMDR_01	ERNAKULAM	27/8/2020 1:24:20 PM [27/8/2020 1:22:35 PM]	1	101	NA	MEDIA	9388746081		Incoming	Local	INDIA	Connected	00:00:25	0	0.00	🔊
2 [9]	SMDR_01	ERNAKULAM	27/8/2020 1:06:29 PM [27/8/2020 12:52:27 PM]	1	104	MARKETING	SALES	006582997081		Incoming	ISD	SINGAPORE	Connected	00:07:33	0	0.00	
3 [10]	SMDR_01	ERNAKULAM	27/8/2020 1:06:38 PM [27/8/2020 10:57:13 AM]	1	105	NA	NA	04842378008		Incoming	Local	INDIA[Ernakulam]	Connected	00:01:34	0	0.00	
4 [17]	SMDR_01	ERNAKULAM	27/8/2020 3:55:58 PM [27/8/2020 10:21:35 AM]	1	103 [102]	ADMIN[HR]	ADMINISTRATION [RECRUITMENT]		9020082096	Outgoing	Local	INDIA	Connected	00:00:36	1	1.00	
5 [11]	SMDR_01	ERNAKULAM	27/8/2020 1:06:47 PM [27/8/2020 7:22:16 AM]	1	101	NA	MEDIA		00971564219916	Outgoing	ISD	UAE	Connected	00:56:44	57	570.00	
6 [13]	SMDR_01	ERNAKULAM	27/8/2020 1:20:59 PM [27/8/2020 5:34:31 AM]	1	104	MARKETING	SALES		9020082096	Outgoing	Local	INDIA	Connected	00:15:29	16	16.00	
7 [8]	SMDR_01	ERNAKULAM	27/8/2020 1:06:01 PM [26/8/2020 3:56:35 PM]	1	104	MARKETING	SALES	006582997081		Incoming	ISD	SINGAPORE	Connected	00:01:25	0	0.00	
8 [12]	SMDR_01	ERNAKULAM	27/8/2020 1:07:05 PM [26/8/2020 11:50:35 AM]	1	104	MARKETING	SALES		006582997081	Outgoing	ISD	SINGAPORE	Connected	00:07:25	8	64.00	

5.3.5. Distinct Missed Call

This submenu allows the user to view the external missed call details. The report displays missed call details which do not have any later incoming/outgoing connected calls on each day within the specified date range. Enter the location, start date, end date and click *Ok.*

From To

Location :   All

Start date :   2020/10/01

End date :   2020/10/03

Ok

* This report is applicable for External missed calls and not internal extension calls.This report displays those missed calls which do not have any later incoming or outgoing connected calls on each day within the specified date range.

A report as shown below appears with details like **"Trunk Name", "Location", "Log Time[SMDR Call Time]", "SMDR Trunk", "Ext No", "Ext Name", "Ext Group", "Caller No.", "Called No.", "Call Type", "Number Type", "Country/Region", "Status", "Duration", "Call Unit"** and **"Call Cost"**. Click on the link (*highlighted with a red rectangular box*) to view the total number of calls missed by that particular phone number.

Distinct Missed Calls[From:01/10/2020 To:03/10/2020]

Total: 1

Sl [Log Id]	Trunk Name	Location	Log Time [SMDR Call Time]	SMDR Trunk	Ext No	Ext Name	Ext Group	Caller No.	Called No.	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1 [12]	SMDR_01	ERNAKULAM	1/10/2020 11:13:30 AM [1/10/2020 11:16:00 AM]	1	107	NA	NA	938874608 [1]		Incoming	Local	INDIA	Missed Call	00:00:00	0	0

A window will appear as shown below. To export the report, click **Export** which appears on bottom-left corner.

Search Results [From:01/10/2020 To:]

Total Calls   1
Total Units   0
Total Cost   0.00

* Transfered Extensions * Transfered Extension Groups/Extension Names

Sl [Log Id]	Trunk Name	Location	Log Time [SMDR Call Time]	SMDR Trunk	Ext No	Ext Name	Ext Group	Caller No.	Called No.	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1 [12]	SMDR_01	ERNAKULAM	1/10/2020 11:13:30 AM [1/10/2020 11:16:00 AM]	1	107	NA	NA	9388746081		Incoming	Local	INDIA	Missed Call	00:00:00	0	0.00

Export

A message prompt appears as shown below, click **OK**.

Message from webpage ✕

? Are you sure you want to export the report ?

OK   Cancel

A window appears as shown below.

Export Data

Export done successfully.

Download

100%
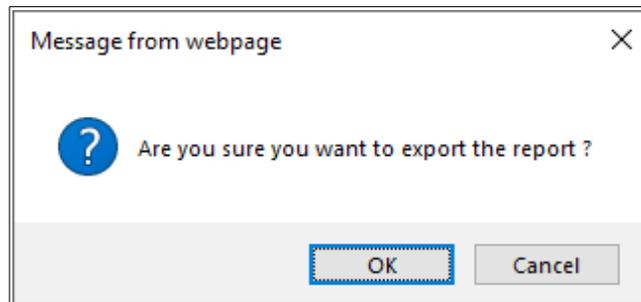
5.3.6. Expensive Calls

This submenu allows the user to view the billed report based on the cost of calls that are higher than the normal charges. Enter the search terms in the fields and click **Ok**.
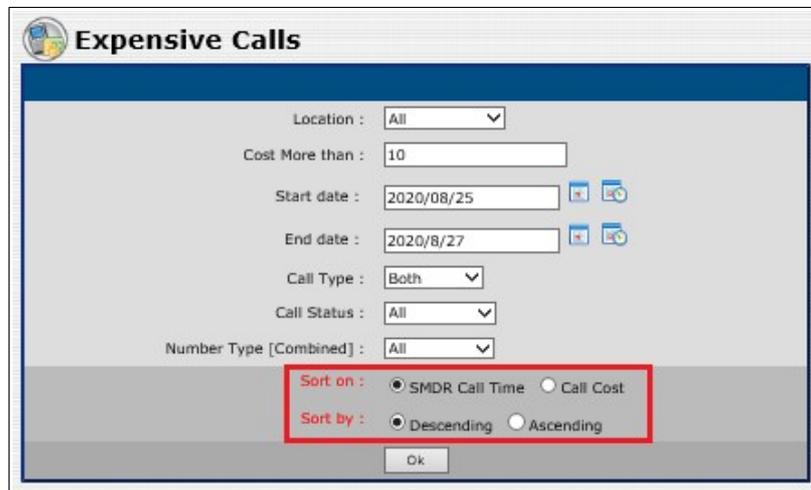
Sort the call reports using the options "Sort on" and "Sort by" shown in the red highlighted area in above screenshot.

A report as shown below appears with details like **"SMDR Call Time"**, **"SMDR Trunk"**, **"Location"**, **"Ext No"**, **"Ext Name"**, **"Ext Group"**, **"Phone No."**, **"Call Type"**, **"Number Type"**, **"Country/Region"**, **"Status"**, **"Duration"**, **"Call Unit"** and **"Call Cost"**.

5.3.7. Top Calls

This submenu allows the user to search and view a particular extension number or the phone numbers handling maximum number of calls with the billed information. Enter the extension and the other related search terms for getting a report of that specific phone number. Sort the report using the options "Sort on" and "Sort by". Click **Detail Report** to view the detailed report of the specified extension number.

A **Top Call Details Report** window appears as shown below. In this report, a detailed report of all incoming/outgoing calls of each phone number is shown.

Top Call Details Report [27/08/2020]

* Transfered Extensions * Transfered Extension Groups/Extension Names   Pdf   Csv

Phone No.- 9020082096

Sl. No.	SMDR Call Time	SMDR Trunk	Location	Ext No.	Ext Name	Ext Group	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1	27/8/2020 05:34:31	1	ERNAKULAM	104	MARKETING	SALES	Outgoing	Local	INDIA	Connected	00:15:29	16	16.00
2	27/8/2020 10:21:35	1	ERNAKULAM	103 [102]	ADMIN[HR]	ADMINISTRATION [RECRUITMENT]	Outgoing	Local	INDIA	Connected	00:00:36	1	1.00

[Incoming-0   Outgoing-2]   Total Calls : 2   Total Duration : 00:16:05   Total Units : 17   Total Call Cost : 17.00

Phone No.- 9388746081

| Sl. No.	SMDR Call Time	SMDR Trunk	Location	Ext No.	Ext Name	Ext Group	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1	27/8/2020 13:22:35	1	ERNAKULAM	101	NA	MEDIA	Incoming	Local	INDIA	Connected	00:00:25	0	0.00

[Incoming-1   Outgoing-0]   Total Calls : 1   Total Duration : 00:00:25   Total Units : 0   Total Call Cost : 0.00

Phone No.- 04842378008

Sl. No.	SMDR Call Time	SMDR Trunk	Location	Ext No.	Ext Name	Ext Group	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1	27/8/2020 10:57:13	1	ERNAKULAM	105	NA	NA	Incoming	Local	INDIA[Ernakulam]	Connected	00:01:34	0	0.00

[Incoming-1   Outgoing-0]   Total Calls : 1   Total Duration : 00:01:34   Total Units : 0   Total Call Cost : 0.00

Phone No.- 006582997081

Sl. No.	SMDR Call Time	SMDR Trunk	Location	Ext No.	Ext Name	Ext Group	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1	27/8/2020 12:52:27	1	ERNAKULAM	104	MARKETING	SALES	Incoming	ISD	SINGAPORE	Connected	00:07:33	0	0.00

[Incoming-1   Outgoing-0]   Total Calls : 1   Total Duration : 00:07:33   Total Units : 0   Total Call Cost : 0.00

Phone No.- 00971564219916

Sl. No.	SMDR Call Time	SMDR Trunk	Location	Ext No.	Ext Name	Ext Group	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1	27/8/2020 07:22:16	1	ERNAKULAM	101	NA	MEDIA	Outgoing	ISD	UAE	Connected	00:56:44	57	570.00

[Incoming-0   Outgoing-1]   Total Calls : 1   Total Duration : 00:56:44   Total Units : 57   Total Call Cost : 570.00

Grand Total - [Incoming-3   Outgoing-3]   Total Calls : 6   Total Duration : 01:22:21   Total Call Unit : 74   Total Call Cost : 587.00

Click **Summary Report** to view the brief summary of the calls corresponding to the entered extension or to get the complete details like explained above.

A **Top Call Summary Report** window appears as shown below. In this report only details like "**Phone No.**", "**Tot. Incoming Calls**", "**Tot. Outgoing Calls**", "**Total Calls**", "**Total Duration**", "**Total Units**" and "**Total Cost**" are shown.

Top Call Summary Report [27/08/2020]

Sl. No.	Phone No	Tot. Incoming Calls	Tot. Outgoing Calls	Total Calls	Total Duration	Total Units	Total Cost
1	9020082096	0	2	2	00:16:05	17	17.00
2	9388746081	1	0	1	00:00:25	0	0.00
3	04842378008	1	0	1	00:01:34	0	0.00
4	006582997081	1	0	1	00:07:33	0	0.00
5	00971564219916	0	1	1	00:56:44	57	570.00

Click View Graph to view the statistical representation of the summary report.

5.3.8. Top Extension Calls

This submenu allows the user to search and view a particular extension number handling maximum number of calls with the billed information. Enter the extension number and the other related search terms for getting a report of that specific extension. Sort the report using the options "Sort on" and "Sort by". Click *Detail Report* to view the detailed report of the specified extension number.
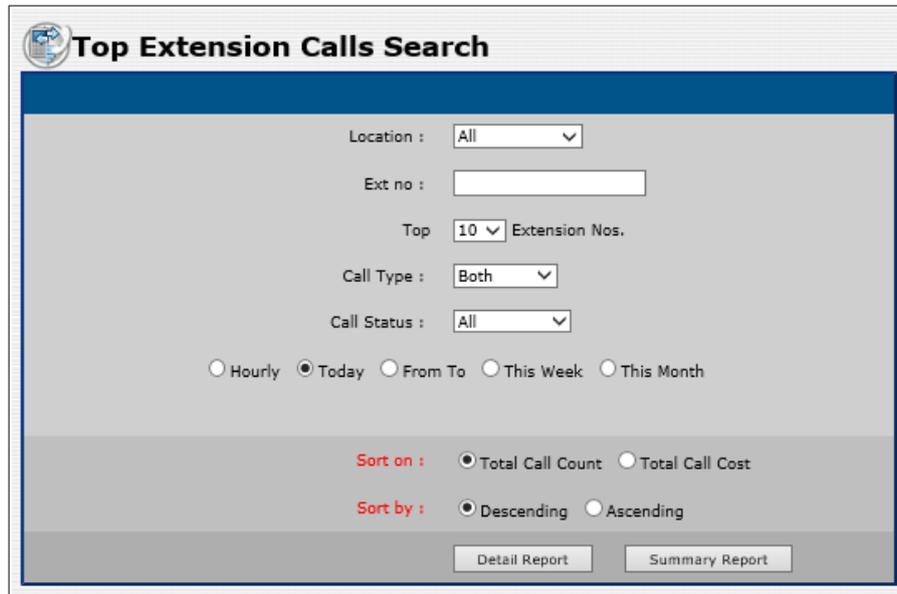

A **Top Extension Call Details Report** window appears as shown below. In this report, a detailed report of all incoming/outgoing calls of each extension number is shown.

Click **Summary Report** to view the brief summary of the calls corresponding to the entered extension or to get the complete details like explained above.


A **Top Extension Call Summary Report** window appears as shown below. In this report only details like "**Extension No.**", "**Tot. Incoming Calls**", "**Tot. Outgoing Calls**", "**Total Calls**", "**Total Duration**", "**Total Units**" and "**Total Cost**" are shown.
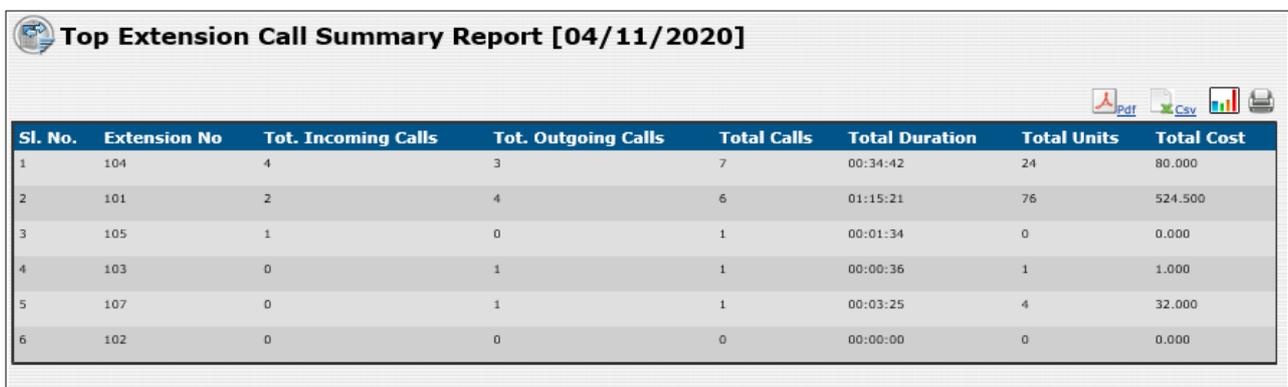
Sl. No.	Extension No	Tot. Incoming Calls	Tot. Outgoing Calls	Total Calls	Total Duration	Total Units	Total Cost
1	104	4	3	7	00:34:42	24	80.000
2	101	2	4	6	01:15:21	76	524.500
3	105	1	0	1	00:01:34	0	0.000
4	103	0	1	1	00:00:36	1	1.000
5	107	0	1	1	00:03:25	4	32.000
6	102	0	0	0	00:00:00	0	0.000

Click View Graph to view the statistical representation of the summary report.

Top Extension Call Summary Report From - 4/11/2020 To - 5/11/2020   Show/hide chart   Hide table

Extension No	Total calls	Total Cost
104	7	80.000
101	6	524.500
105	1	0.000
103	1	1.000
107	1	32.000
102	0	0.000
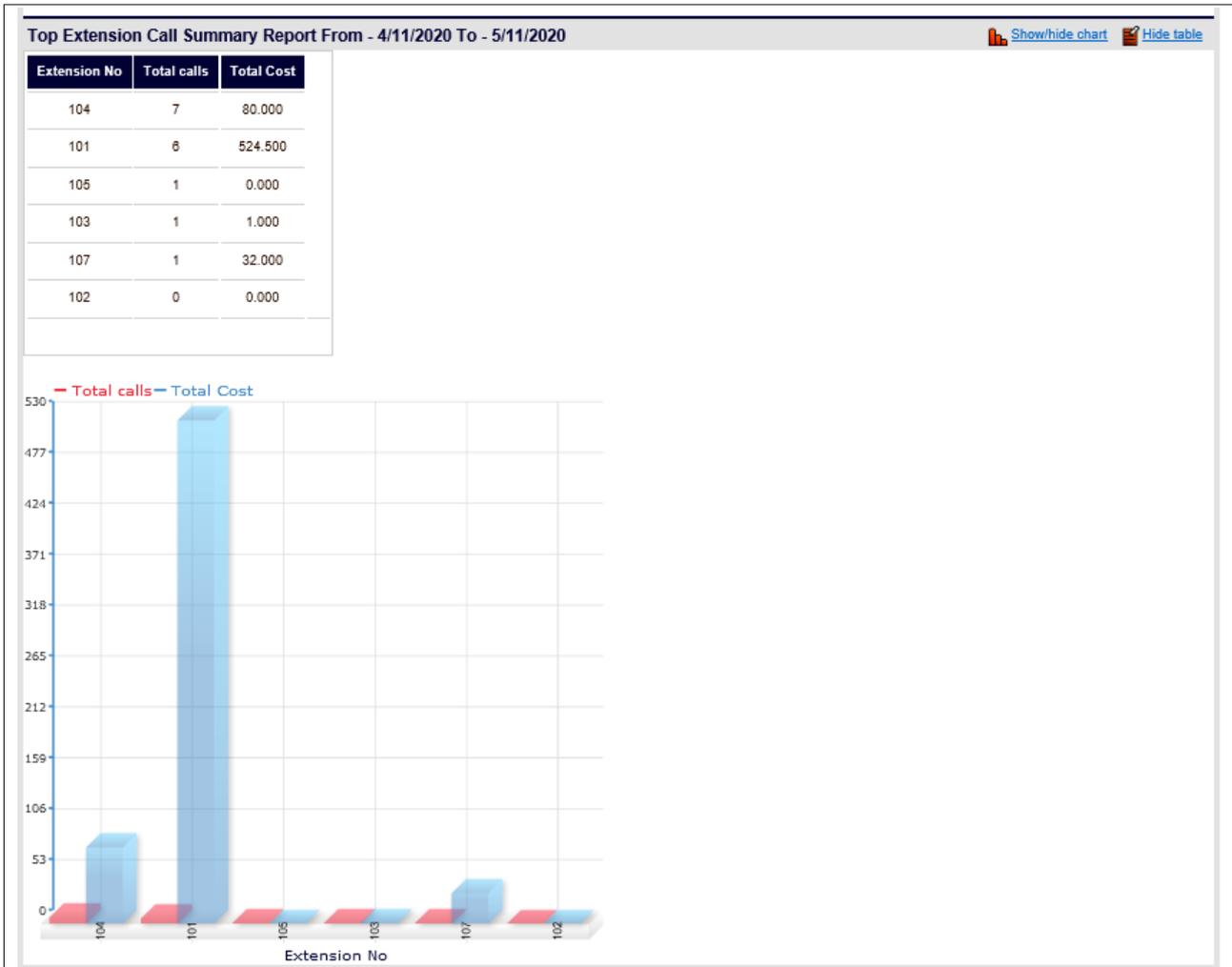
5.3.9. Account Code Wise

This submenu allows the user to view the reports on the basis of account codes. Enter the details in relevant fields and click **Detail Report**.

The **Account Code wise Detail Report** appear as shown below.

Click *Summary Report* to view the brief summary of the calls corresponding to the account code.

The **Account Code wise Summary Report** appear as shown below.

5.3.10. Non Billed Report

This submenu allows the user to view the reports of unbilled calls i.e., call cost is equal to zero. Enter the location and date, then click *Ok*.
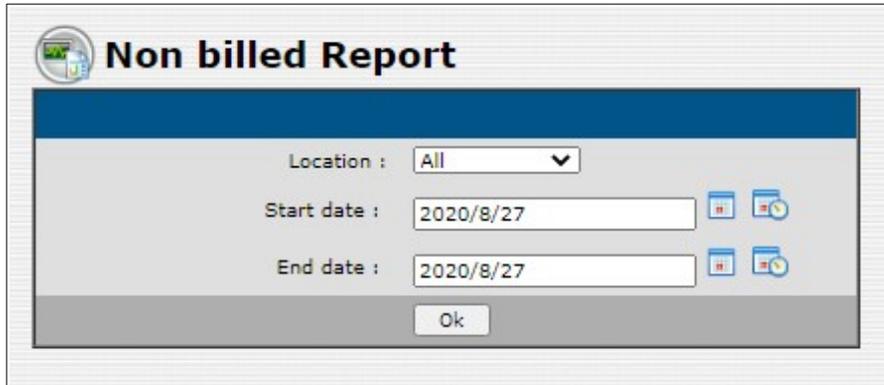

A report appears as shown below with details like **"Trunk Name"**, **"Log Time [SMDR Call Time]"**, **"SMDR Trunk"**, **"Ext No"**, **"Ext Name"**, **"Ext Group"**, **"Caller No."**, **"Called No."**, **"Call Type"**, **"Number Type"**, **"Country/Region"**, **"Status"**, **"Duration"**, **"Call Unit"** and **"Call Cost"**.

5.3.11. Phonebook Summary Report

This submenu allows the user to view the reports of Phonebook. Enter the location and date, then click **Ok**.
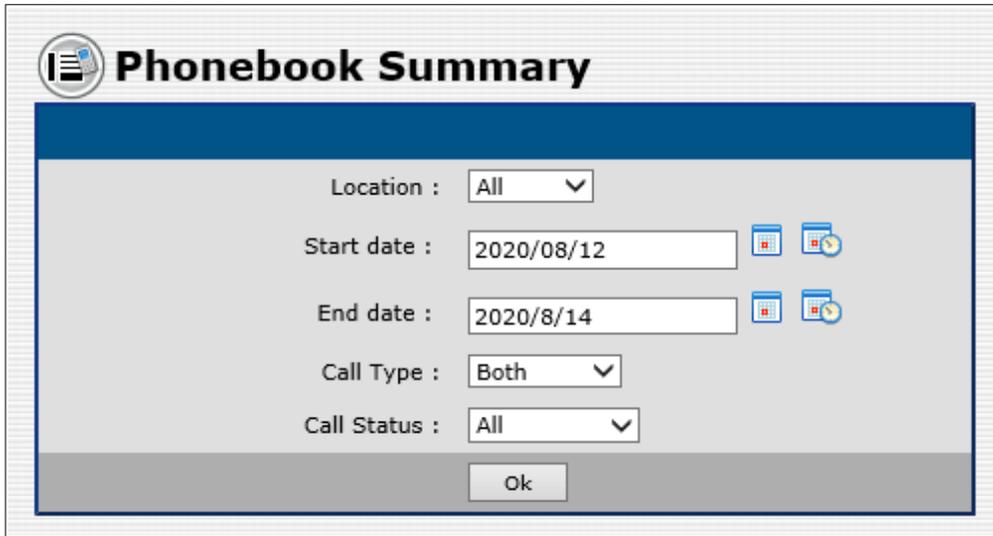
A report appears as shown below with details like **"Name"**, **"Phone No."**, **"Tot. Incoming Calls"**, **"Tot. Outgoing Calls"**, **"Total Calls"**, **"Total Duration"**, **"Total Unit"** and **"Total Cost"**.

5.3.12. Custom Report

This submenu allows the user to search for the call details based on options like call time, phone number, trunk name, call type, call duration, etc. Also, user can choose the required columns to be displayed in search result.

The Search results appear as shown below with details like **"Trunk Name"**, **"Location"**, **"Log Time [SMDR Call Time]"**, **"SMDR Trunk"**, **"Ext No"**, **"Ext Name"**, **"Ext Group"**, **"Caller No."**, **"Called No."**, **"Call Type"**, **"Number Type"**, **"Country/Region"**, **"Status"**, **"Duration"**, **"Call Unit"**, **"Call Cost"** and **"Comment"**.


Now, click **_Customize columns_** and select the desired columns to be displayed in the search result as shown below.

In the above screenshot, there are three icons on the top right corner - **PDF**, **CSV** and **Print**. Click link named **PDF**, a window will appear as shown below.

Now, click the icon named **Download** and save the report as PDF file.

Similarly, click **CSV** to save the report as a CSV file or click **Print** to take a print of the report.

5.4. Billing Statistics

This menu provides the statistical report for each submenu in graphical and tabular formats. User can view the report based on the date range and time as per the requirement.

The submenus include **Dashboard**, **Dashboard Report**, **Ext/Group Wise**, **Peak Hour**, **Total Expense Report** and **Statistic Report**.

5.4.1. Dashboard

Shows the live information about the total number of incoming and outgoing calls. Total calls, Incoming calls, Incoming missed calls, Outgoing calls, Failed outgoing calls and the Total call cost are displayed block-wise along with graphical representation to analyse calls made from extensions.

Click [icon] (Dashboard Separate) to open a same dashboard in a separate window so that agent can view real-time information.
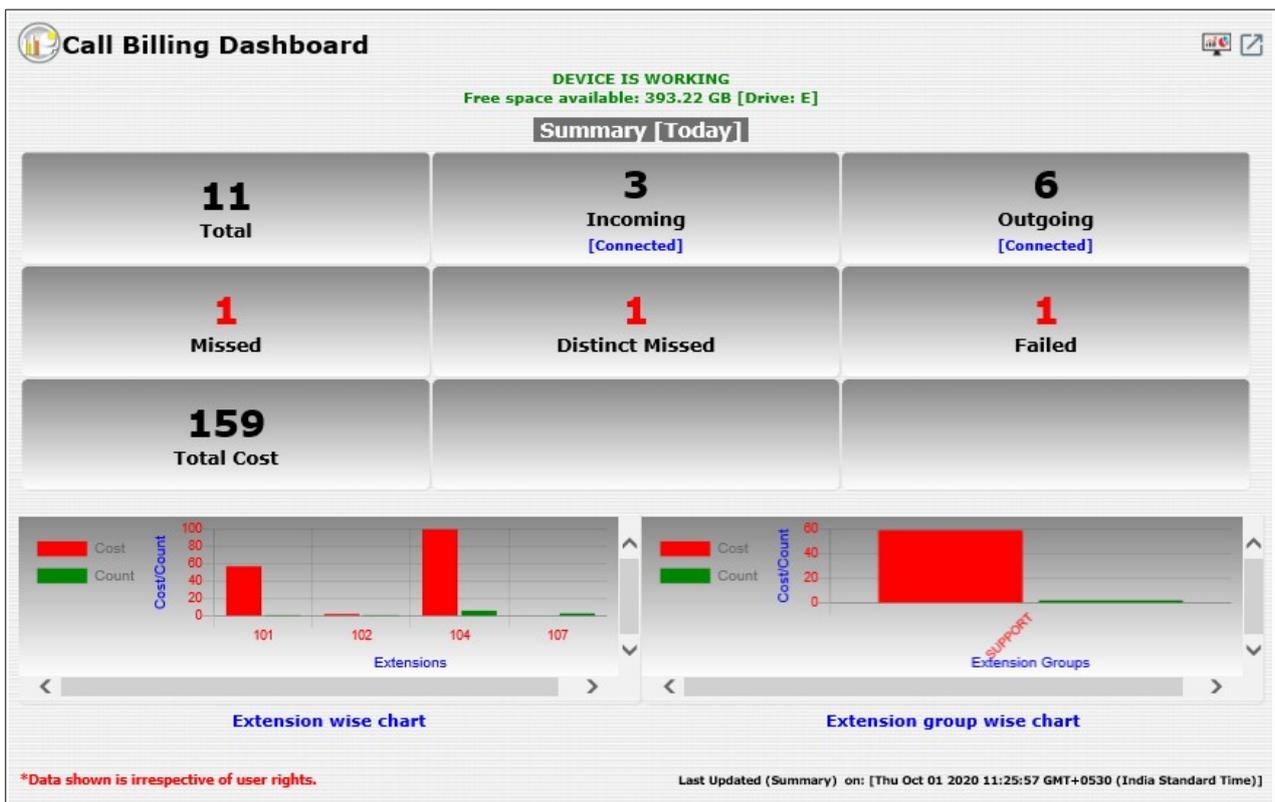
Click (Customize Dashboard) to view the selected options only on the screen. Select the options from **Available Elements** and click the arrow button to move the elements in **Selected Block Elements** as shown below. Now, click *Update*.
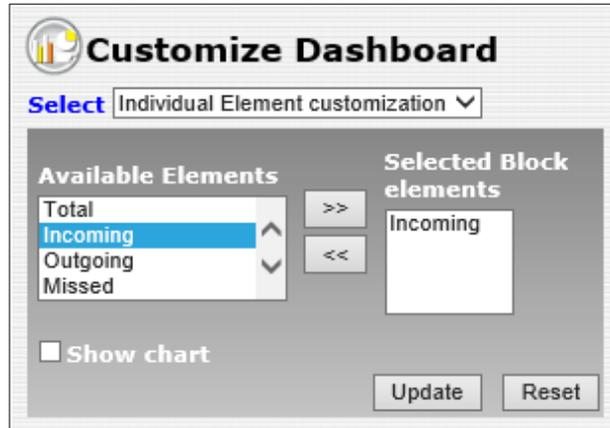
Click *OK* on the message box that appears.
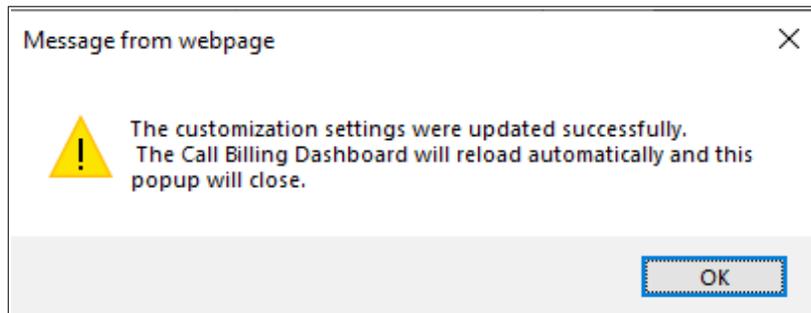
A Dashboard window will appear as shown below.
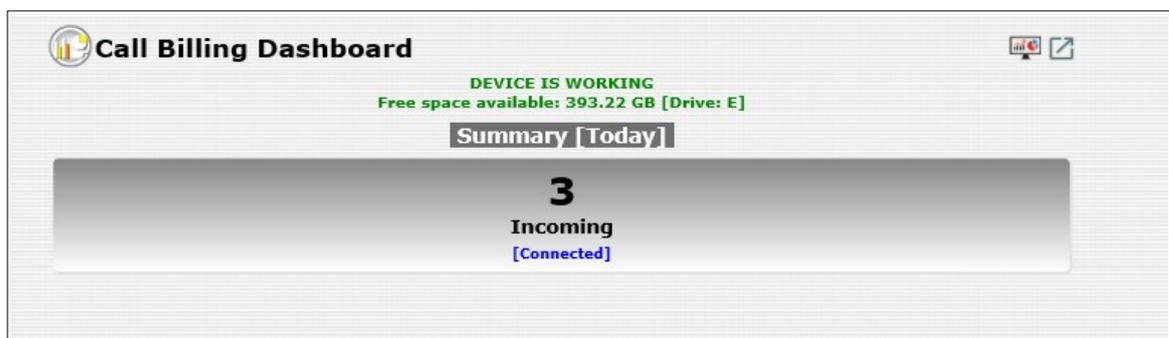
To reset the Dashboard, click on the same **Customize Dashboard** icon and a window will appear as shown below. Click *Reset*.
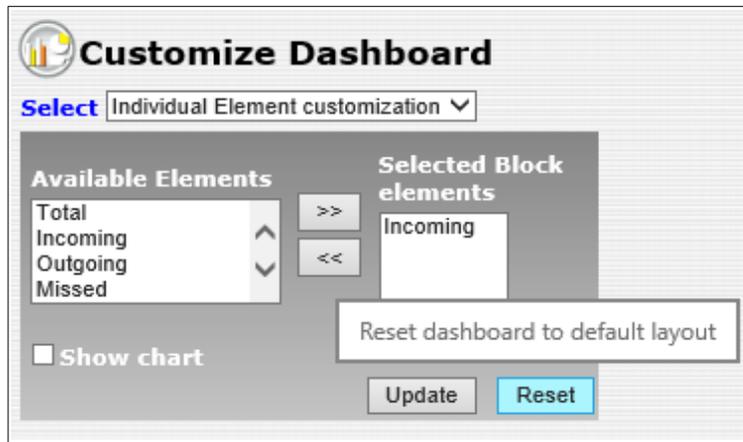
A confirmation message appears as "*Remove all customizations made by user?*". Click **OK**.
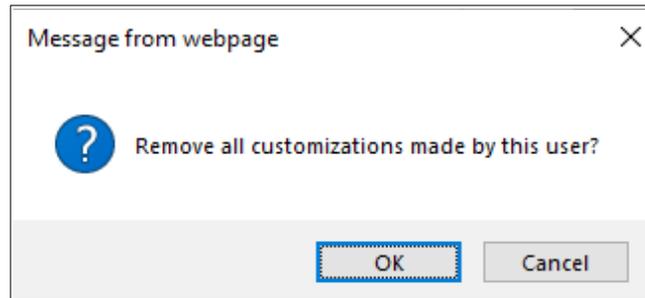
A Dashboard window will reset to the default layout.
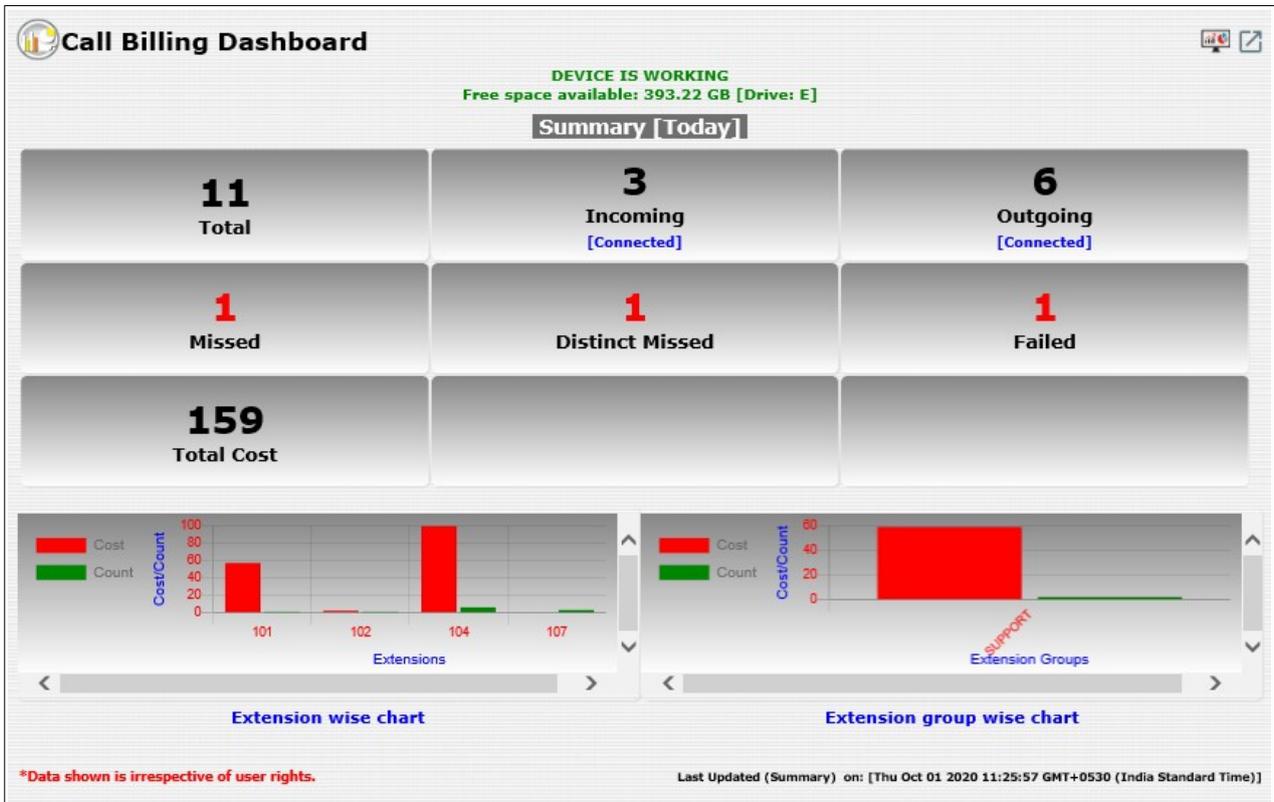
User can click on the numbers that is shown on the Dashboard as Total, Incoming, Outgoing, Missed, Distinct Missed, Failed, Total Cost to view the corresponding billing report. For example, click '3', then a report based on incoming calls will be displayed as shown below.

5.4.2. Dashboard Reports

Retrieve results based on calls made or received Today, This Week, This Month, This Year and on the basis of date range. Select the corresponding field and click **Go**.
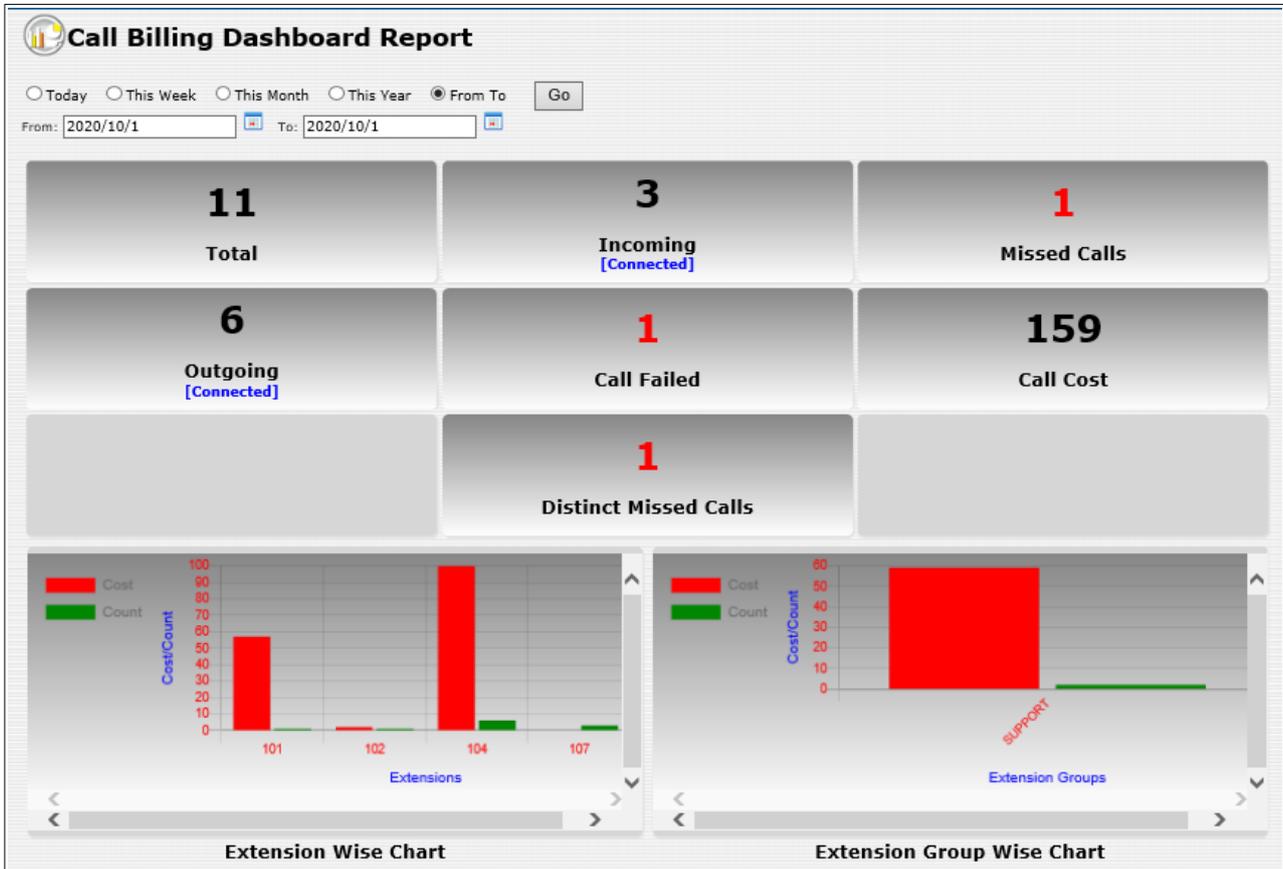
Click on the number displayed on each block to view the corresponding billing report.

5.4.3. Ext/Group wise

This submenu shows extension-based or group-wise reports and their respective call statistics. Enter the extension and the other related search terms for getting a report of that specific extension. Sort the report using the options "Sort summary report based on total call count" and "Sort by" ascending/descending order. Click *Detail Report* to view the detailed report of specified extension number.

A window appears as shown below with the billed details of the corresponding extension number.

Extension wise Detail Report [From:25/08/2020 To:27/08/2020]

Pdf Csv

Ext No.- 101 [Ext Group- MEDIA]

| Sl. No.	SMDR Call Time	SMDR Trunk	Location	Phone No.	Ext Name	Ext Group	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1	27/8/2020 1:22:35 PM	1	ERNAKULAM	LOGGER SUPPORT	NA	MEDIA	Incoming	Local	INDIA	Connected	00:00:25	0	0.00
2	27/8/2020 7:22:16 AM	1	ERNAKULAM	UAE SUPPORT	NA	MEDIA	Outgoing	ISD	UAE	Connected	00:56:44	57	570.00

[Incoming-1   Outgoing-1]   Total Calls : 2   Total Call Cost : 570.00   Total Duration : 00:57:09

Ext No.- 102 [HR] [Ext Group- RECRUITMENT]

Sl. No.	SMDR Call Time	SMDR Trunk	Location	Phone No.	Ext Name	Ext Group	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1	27/8/2020 10:21:35 AM	1	ERNAKULAM	CALL CENTER	ADMIN[HR]	ADMINISTRATION	Outgoing [Transfered]	Local	INDIA	Connected	00:00:36	1	1.00

[Incoming-0   Outgoing-1]   Total Calls : 1   Total Call Cost : 0.00   Total Duration : 00:00:00

Ext No.- 103 [ADMIN] [Ext Group- ADMINISTRATION]

Sl. No.	SMDR Call Time	SMDR Trunk	Location	Phone No.	Ext Name	Ext Group	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1	27/8/2020 10:21:35 AM	1	ERNAKULAM	CALL CENTER	ADMIN[HR]	ADMINISTRATION	Outgoing	Local	INDIA	Connected	00:00:36	1	1.00

[Incoming-0   Outgoing-1]   Total Calls : 1   Total Call Cost : 1.00   Total Duration : 00:00:36

Ext No.- 104 [MARKETING] [Ext Group- SALES]

Sl. No.	SMDR Call Time	SMDR Trunk	Location	Phone No.	Ext Name	Ext Group	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1	27/8/2020 12:52:27 PM	1	ERNAKULAM	006582997081	MARKETING	SALES	Incoming	ISD	SINGAPORE	Connected	00:07:33	0	0.00
2	27/8/2020 5:34:31 AM	1	ERNAKULAM	CALL CENTER	MARKETING	SALES	Outgoing	Local	INDIA	Connected	00:15:29	16	16.00
3	26/8/2020 3:56:35 PM	1	ERNAKULAM	006582997081	MARKETING	SALES	Incoming	ISD	SINGAPORE	Connected	00:01:25	0	0.00
4	26/8/2020 11:50:35 AM	1	ERNAKULAM	006582997081	MARKETING	SALES	Outgoing	ISD	SINGAPORE	Connected	00:07:25	8	64.00

[Incoming-2   Outgoing-2]   Total Calls : 4   Total Call Cost : 80.00   Total Duration : 00:31:52

Ext No.- 105

Sl. No.	SMDR Call Time	SMDR Trunk	Location	Phone No.	Ext Name	Ext Group	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1	27/8/2020 10:57:13 AM	1	ERNAKULAM	04842378008	NA	NA	Incoming	Local	INDIA[Ernakulam]	Connected	00:01:34	0	0.00

[Incoming-1   Outgoing-0]   Total Calls : 1   Total Call Cost : 0.00   Total Duration : 00:01:34

Ext No.- 107

Sl. No.	SMDR Call Time	SMDR Trunk	Location	Phone No.	Ext Name	Ext Group	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1	27/8/2020 7:54:35 AM	1	ERNAKULAM	006582997081	NA	NA	Outgoing	ISD	SINGAPORE	Connected	00:03:25	4	32.00
2	27/8/2020 7:54:35 AM	8	ERNAKULAM	006582997081	NA	NA	Outgoing			Connected	00:03:25	0	0.00

[Incoming-0   Outgoing-2]   Total Calls : 2   Total Call Cost : 32.00   Total Duration : 00:06:50

Grand Total - [Incoming-4   Outgoing-7]   Total Calls : 11   Total Call Cost : 683.00   Total Duration : 01:38:01

Click *View Graph* to view the statistical representation of the displayed report.
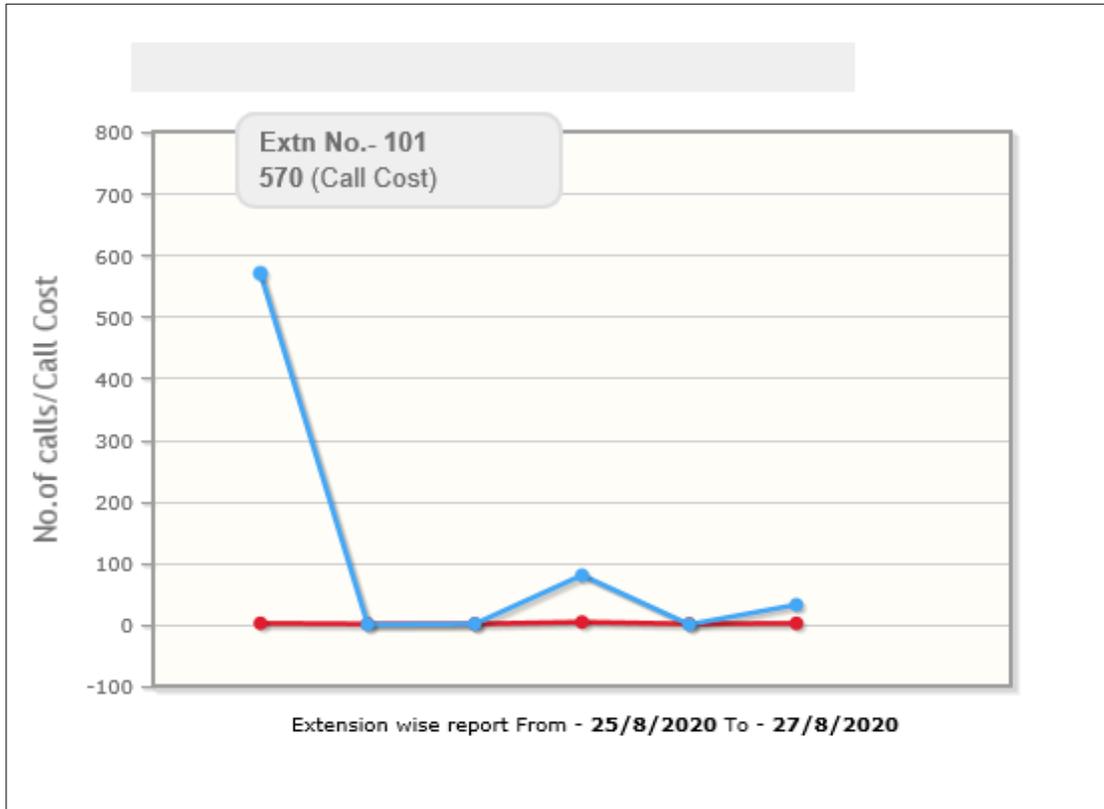
The blue line in the above graph gives the total cost of extensions and the bubbled end of the line represent each extension *(in the above screenshot, when the mouse cursor is pointed at the top bubbled end of the blue line, the information on the total call cost of the extension is shown)*. Likewise, the red line in the graph gives the total number of calls of both the extensions at the bubbled end.

Click the link **Bar Chart** to view the graphical representation of the report. The *Hide Chart* and *Hide Table* will hide the related options from being displayed on the screen.
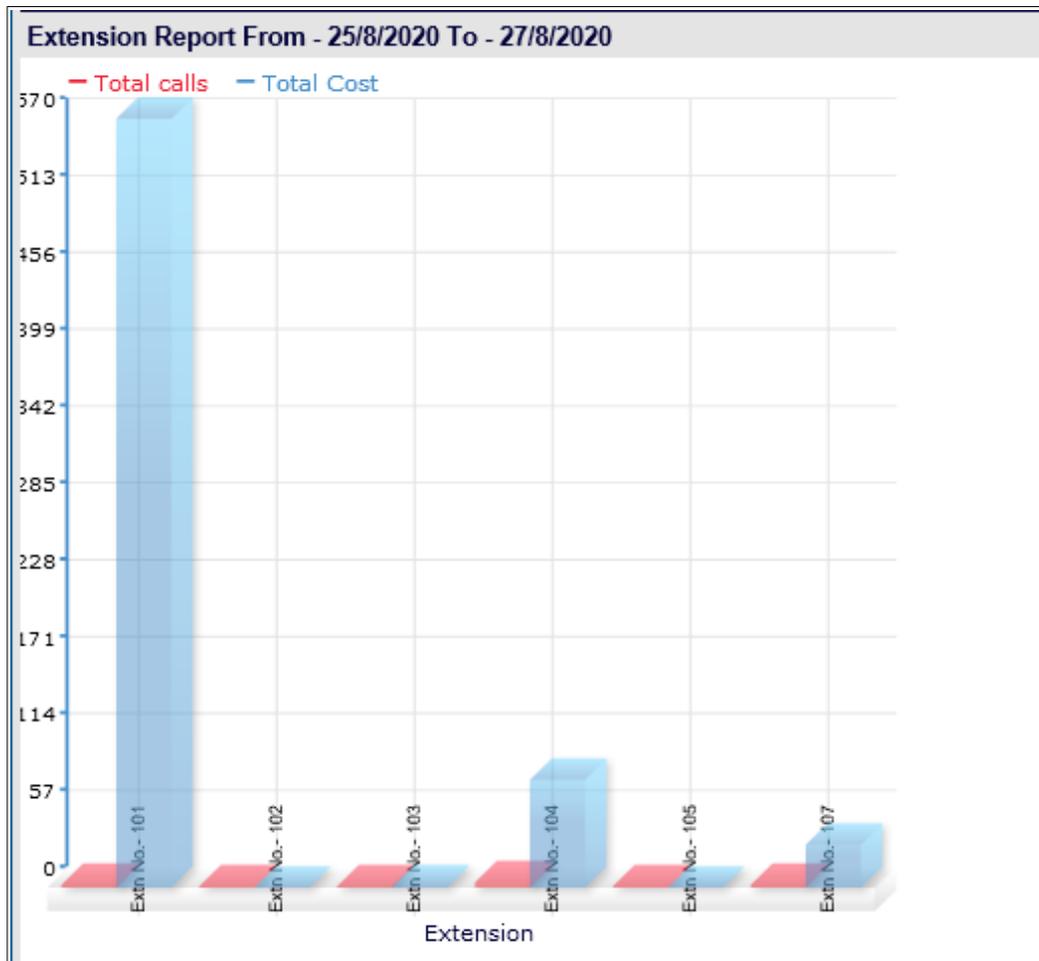
Click **Summary Report** to view the extension-wise call summary report corresponding to the entered extension or to get the complete reports of all extension/group wise as explained above.

A window appears as shown below with the billed details of the corresponding extension number.

Extension wise Summary Report [From:25/08/2020 To:27/08/2020]

Sl. No.	Ext No	Ext Name	Ext Group	Tot. Incoming Calls	Tot. Outgoing Calls	Total Calls	Total Duration	Total Units	Total Cost
1	104	MARKETING	SALES	4	3	7	00:34:42	24	80.00
2	101		MEDIA	2	3	5	02:00:37	121	1,004.50
3	107			0	2	2	00:06:50	4	32.00
4	105			1	0	1	00:01:34	0	0.00
5	103	ADMIN	ADMINISTRATION	0	1	1	00:00:36	1	1.00

Grand Total - [Incoming-7   Outgoing-9]   Total Calls : 16   Total Call Cost : 1,117.50   Total Duration : 02:44:19

5.4.4. Peak Hour

This submenu allows the user to view the call specific peak hour report, i.e., the time of the day during which maximum calls are observed. Complete the fields and click **Ok** to view report.
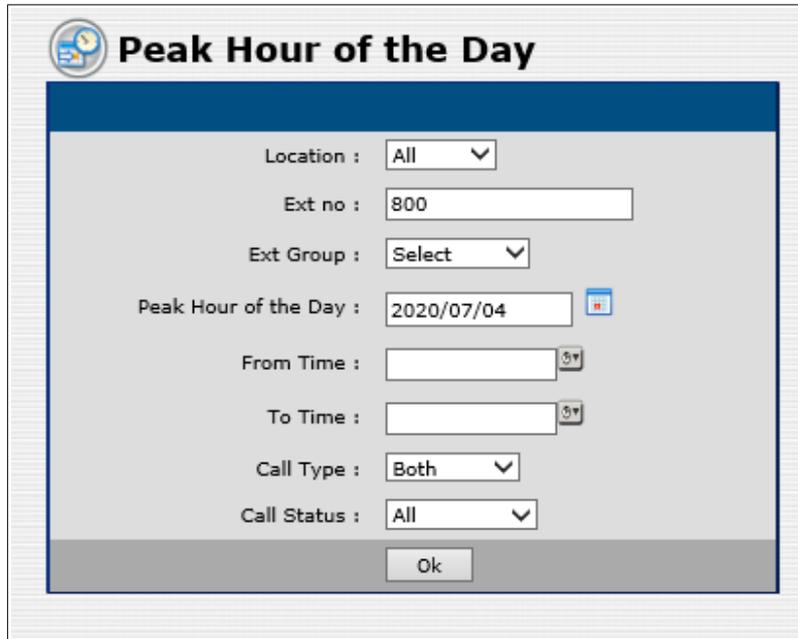
A window as shown below with details like **"Hour"**, **"Call Count"**, **"Duration"**, **"Call Unit"** and **"Cost"** appears.

5.4.5. Total Expense Report

This submenu allows the user to view the report of the total cost of the calls for a specified date range. Enter the details and click *Ok*.
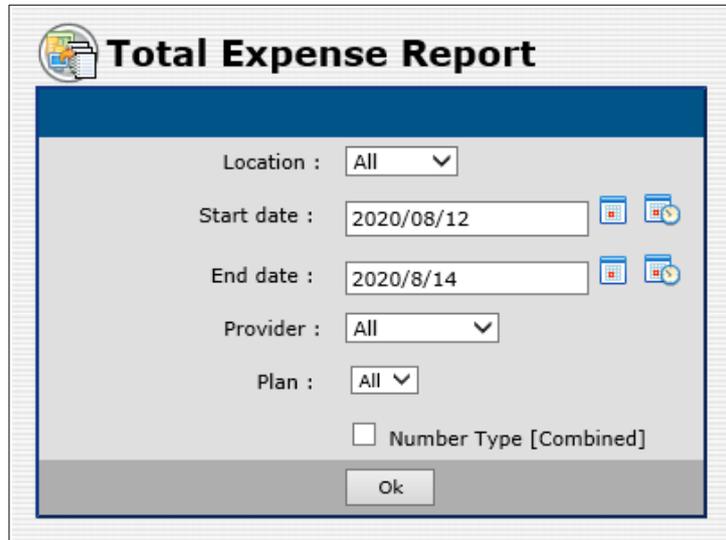
The report appears as shown below with details like **"Type"**, **"No. of Calls"**, **"Call [%]"**, **"Call Unit"**, **"Unit [%]"**, **"Cost"** and **"Cost [%]"**.

Total Expense Report [From:12/08/2020 To:14/08/2020]
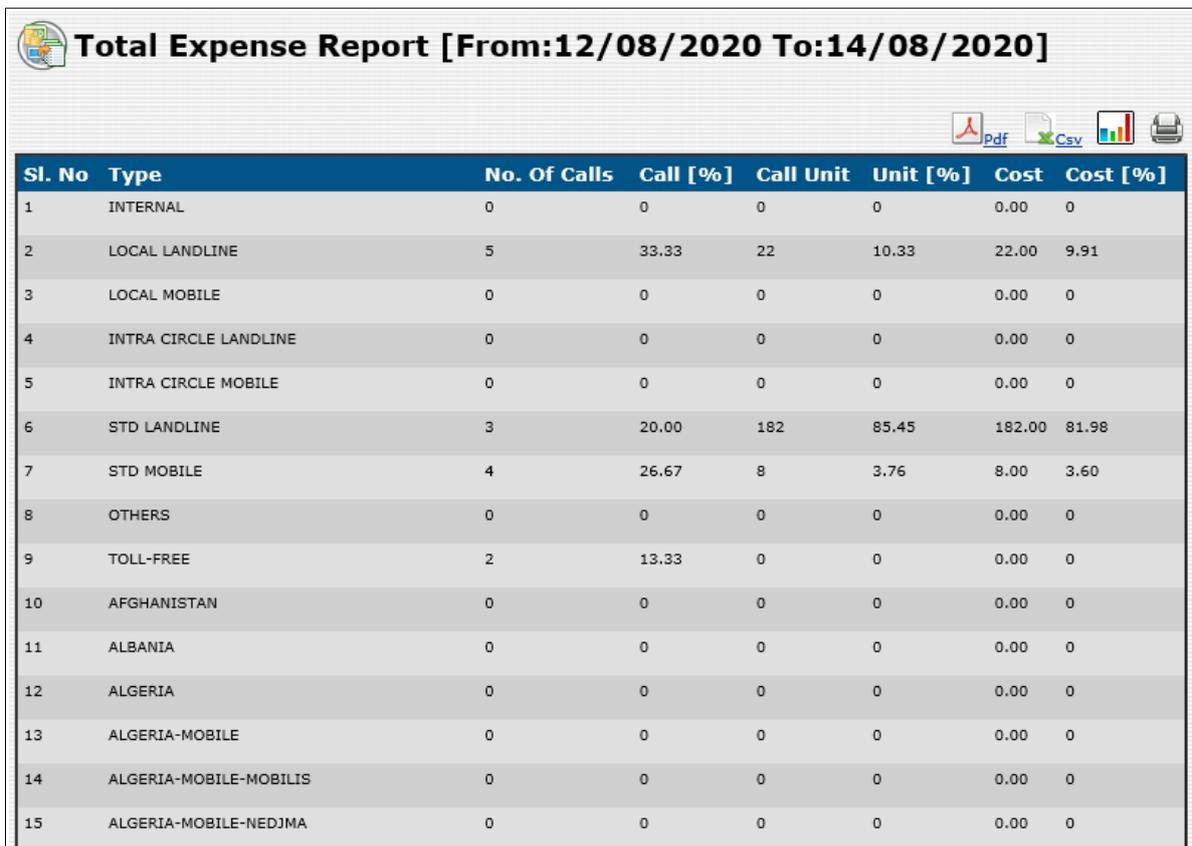
Sl. No	Type	No. Of Calls	Call [%]	Call Unit	Unit [%]	Cost	Cost [%]
1	INTERNAL	0	0	0	0	0.00	0
2	LOCAL LANDLINE	5	33.33	22	10.33	22.00	9.91
3	LOCAL MOBILE	0	0	0	0	0.00	0
4	INTRA CIRCLE LANDLINE	0	0	0	0	0.00	0
5	INTRA CIRCLE MOBILE	0	0	0	0	0.00	0
6	STD LANDLINE	3	20.00	182	85.45	182.00	81.98
7	STD MOBILE	4	26.67	8	3.76	8.00	3.60
8	OTHERS	0	0	0	0	0.00	0
9	TOLL-FREE	2	13.33	0	0	0.00	0
10	AFGHANISTAN	0	0	0	0	0.00	0
11	ALBANIA	0	0	0	0	0.00	0
12	ALGERIA	0	0	0	0	0.00	0
13	ALGERIA-MOBILE	0	0	0	0	0.00	0
14	ALGERIA-MOBILE-MOBILIS	0	0	0	0	0.00	0
15	ALGERIA-MOBILE-NEDJMA	0	0	0	0	0.00	0

The *View Graph* option shows the statistical representation of the report as given below.

Hide Chart | Hide Table

Type	Total calls	Total Cost
INTERNAL	0	0
LOCAL LANDLINE	5	22
LOCAL MOBILE	0	0
INTRA CIRCLE LANDLINE	0	0
INTRA CIRCLE MOBILE	0	0
STD LANDLINE	3	182
STD MOBILE	4	8
OTHERS	0	0
TOLL-FREE	2	0
AFGHANISTAN	0	0
ALBANIA	0	0
ALGERIA	0	0
ALGERIA-MOBILE	0	0

Hide Chart | Show Table
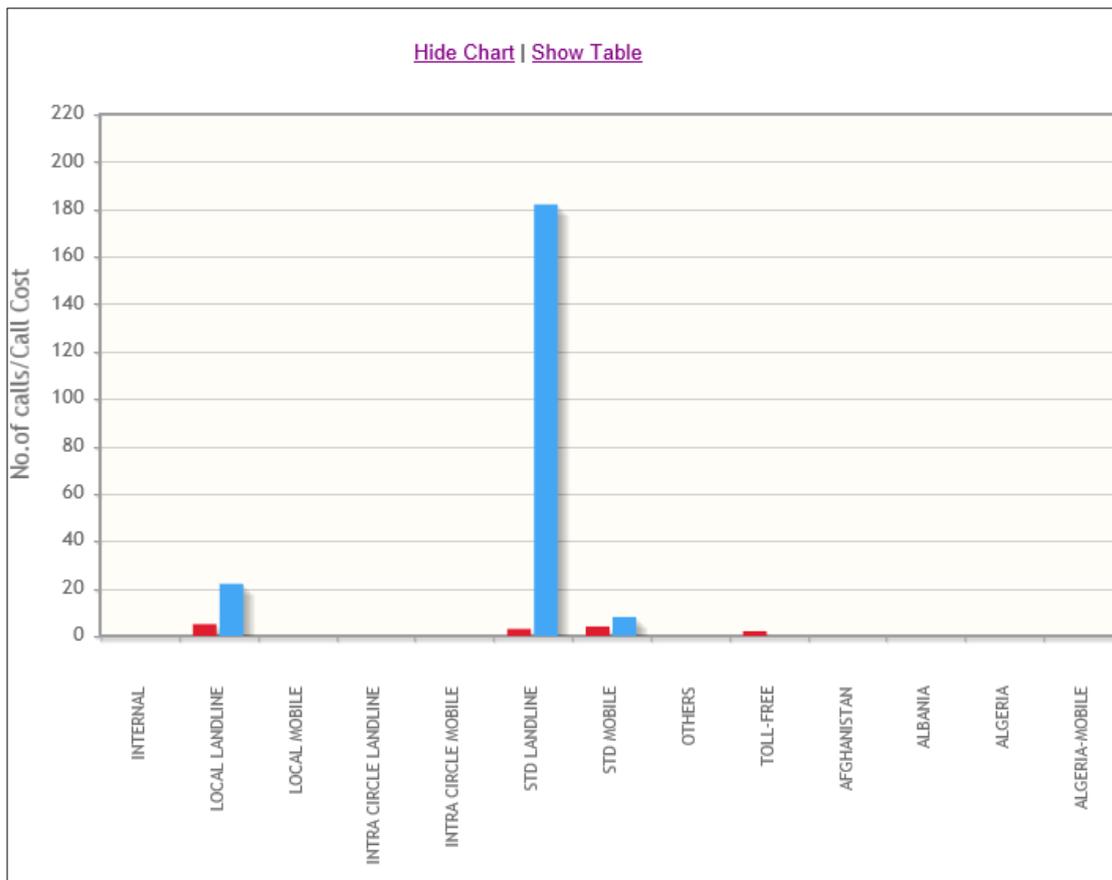
5.4.6. Statistics Report

This submenu shows the statistical report of the calls depending on the search criteria. Enter the details and click **Show Statistics**.
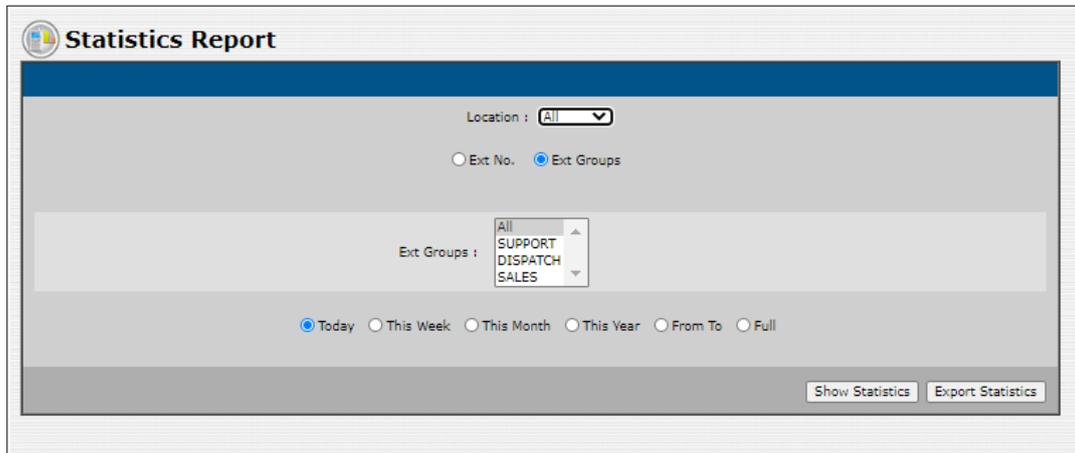
The statistical report appears as shown below.

Extn Name/Extn Group	Total calls	Total Incoming	Total Outgoing	Total Duration	Total Incoming Duration	Total Outgoing Duration	Total Call Unit	Total Cost
SUPPORT	3	2	1	00:02:25	00:01:26	00:00:59	1	1
DISPATCH	1	0	1	00:07:25	00:00:00	00:07:25	8	8
SALES	2	1	1	00:02:24	00:01:25	00:00:59	1	10
	6	3	3	00:12:14	00:02:51	00:09:23	10	19
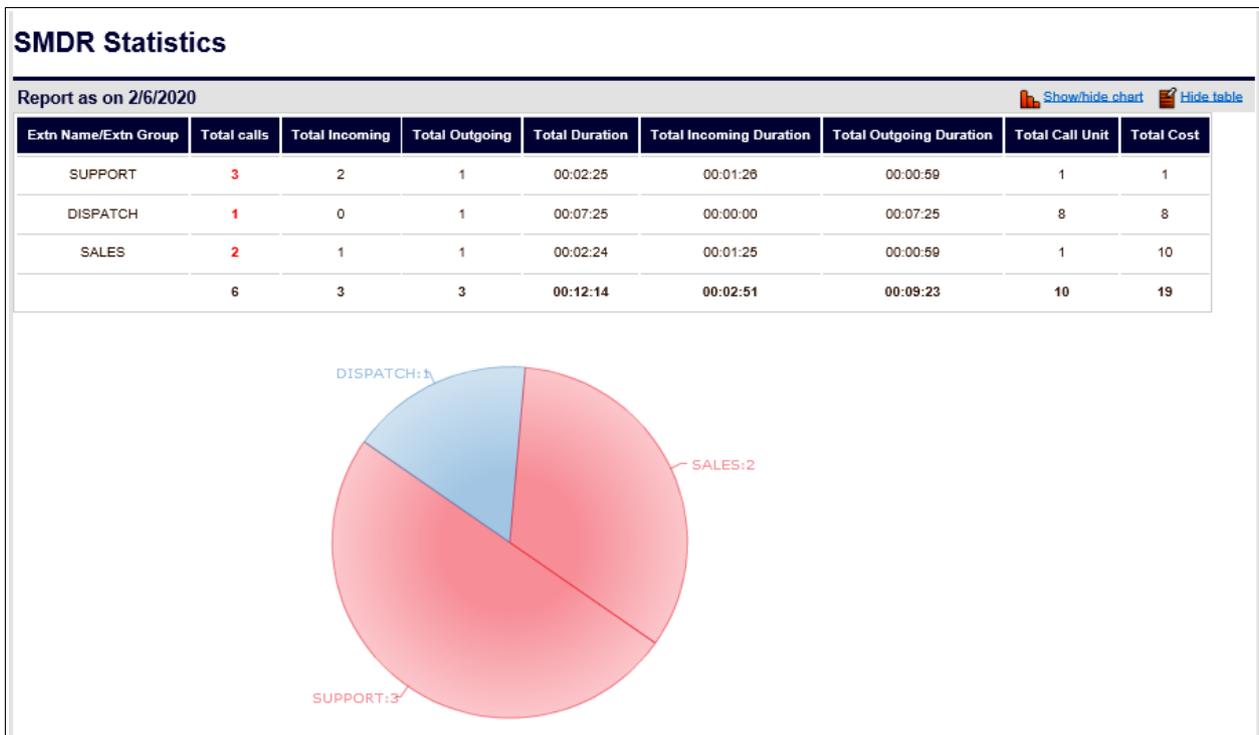
Click **Export Statistics** to download and save the details.

Before exporting the details, a confirmation prompt appears. Click **OK.**
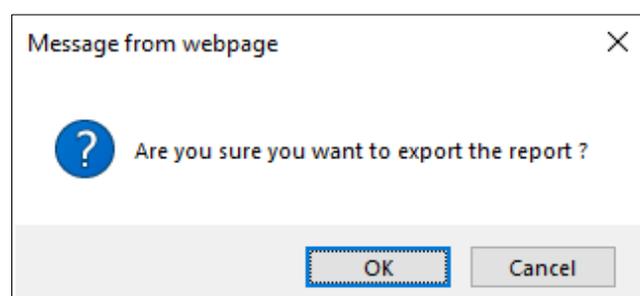
A window appears saying *"Export done successfully"*. Click **Download** and save the report for future reference.

5.5. Backup

This menu addresses the backup and restoration process in the Call Billing [Voice Logger].

The submenus include **Backup Data**, **Restore Data** and **Import Settings**.

5.5.1. Backup Data

This submenu helps the user to take backup of the data to ensure the safety of critical data from being lost. Complete the relevant entries for taking the backup. Select the option *"Backup Settings only"* to backup the details like Area Code, Call Costing details, Tariff details etc. excluding call details. If this option is not selected, the entire call billing details will get backed up. Click **Ok** to carry out the data backup.
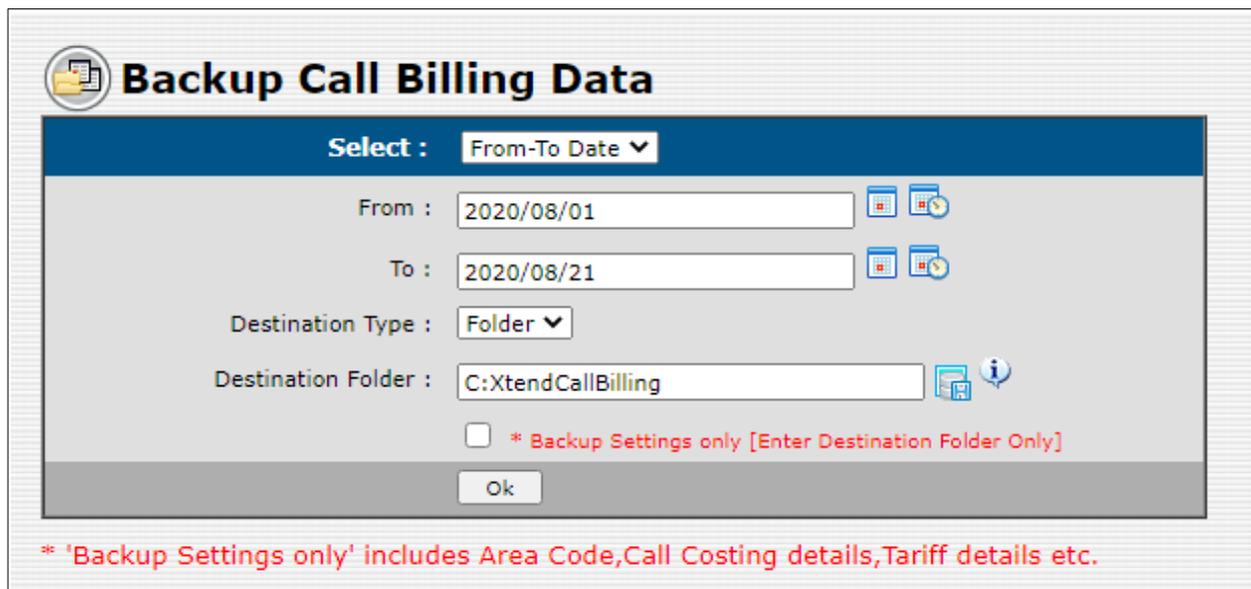
A message appears as shown below.
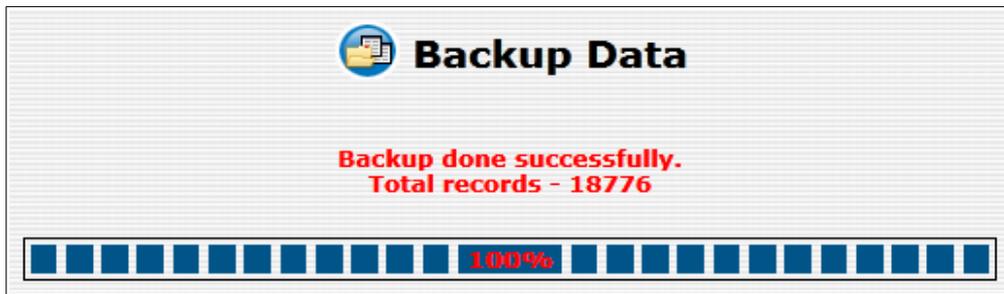
5.5.2. Restore Data

This submenu allows the user to retrieve call details from the backup folder/zip file. Enter the file/folder that needs to be restored and click **Ok**.
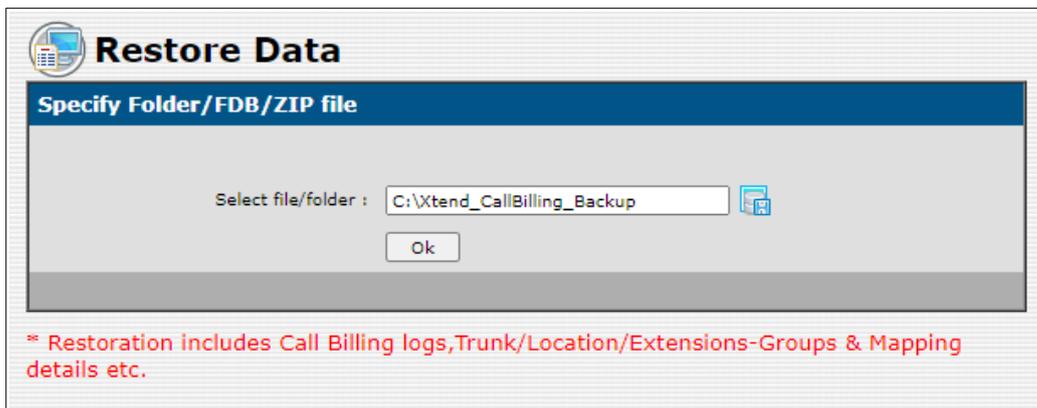
A window appears as shown below choose the "From-To" date range to restore the records.
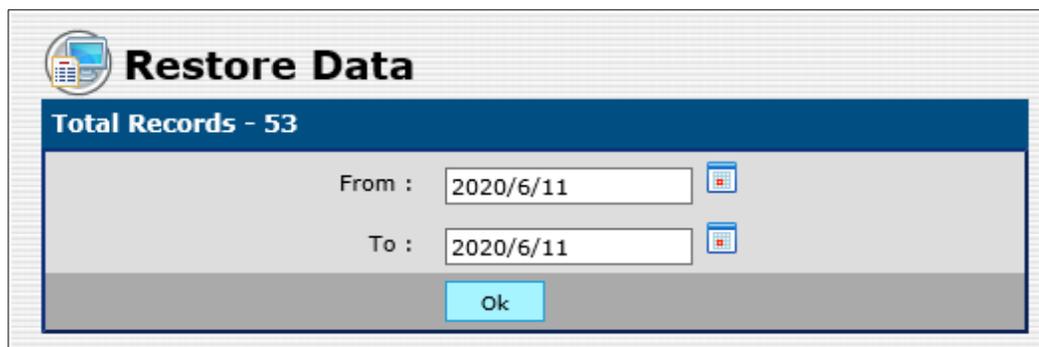
A confirmation prompt appears, click **OK**.
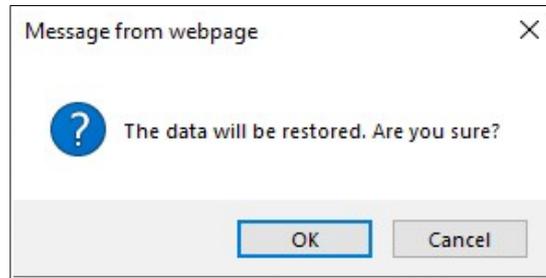
A message appears as shown below after successful restoration.

5.5.3. Import Settings

This submenu allows the user to restore the files that are backed up using the "Backup Settings only" during the backup process *(refer 5.5.1.)*. Select the file/folder to import and click **Ok**.
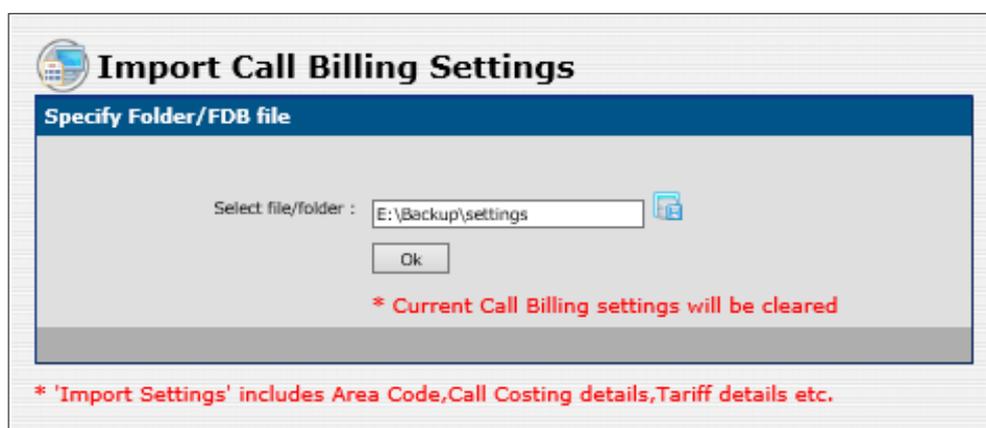
A confirmation message box appears, click **OK** to continue.
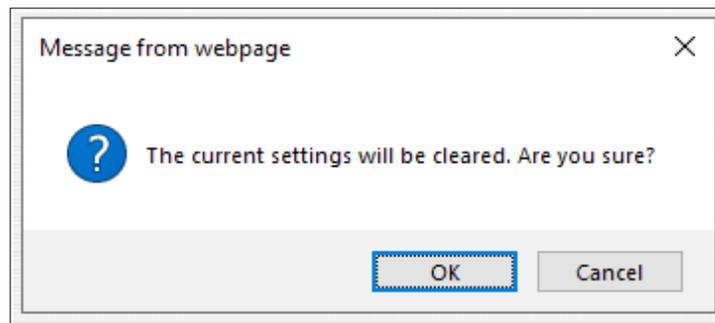
A window appears as shown below after successful restoration.

5.6. Reports

This menu helps to take reports related to status of backup, restore, delete and e-mail reports.

The submenus include **Backup**, **Restore**, **Delete, Export** and **E-mail Report**.

5.6.1. Backup

This submenu helps to get the detailed report regarding the backed-up data. Enter the "From-To" date and click **Ok**.
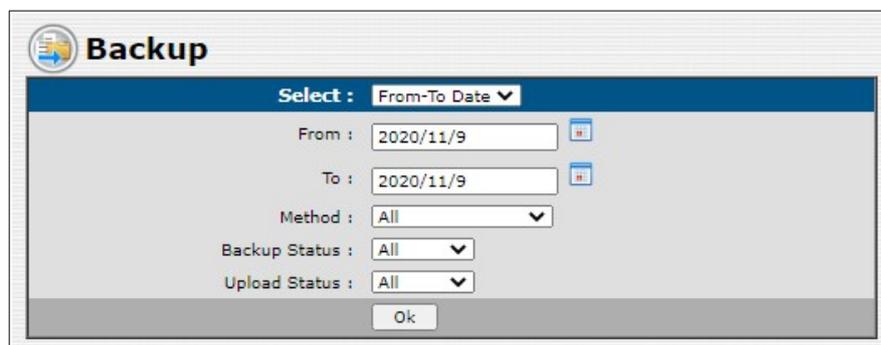
The **Backup Report** show details like **"Time"**, **"Call Billing From"**, **"Call Billing To"**, **"Call Billing Total"**, **"Type"**, **"User"**, **"Drive"**, **"Location"**, **"Status"**, **"Method"**, **"Upload Status"**, **"Wave Upload Status"** and **"Backup Type"**.

Backup Report

Total Number of entries : 3

Sl. No.	Time	Call Billing From	Call Billing To	Call Billing Total	Type	User	Drive	Location	Status	Method	Upload Status	Wave Upload Status	Backup Type
1	9/11/2020 13:52:17	1/9/2020	30/11/2020	16	Folder	admin		D:\XtendBackup	Success	Manual	N/A	N/A	Call Billing
2	9/11/2020 13:49:04	0	0	0	Folder	admin		D:\XtendBackup\LOGGER.FDB	Success	Manual	N/A	N/A	Call Billing
3	9/11/2020 13:47:11	4/11/2020 05:34:31	4/11/2020 15:56:35	16	Folder	admin		D:\XtendBackup	Success	Manual	N/A	N/A	Call Billing

5.6.2. Restore

This submenu helps to get reports related to the status of restored data. Enter the "From-To" date and click *Ok*.

Restore

Select :	From-To Date ▼
From :	2020/05/27
To :	2020/05/27
	Ok

The **Restore Report** include details like **"Time"**, **"Call Billing From"**, **"Call Billing To"**, **"Call Billing Total"**, **"Type"**, **"User"**, **"Drive"**, **"Location"**, **"Status"**, and **"Method"**.

Restore Report

Total Number of entries : 1

Sl. No.	Time	Call Billing From	Call Billing To	Call Billing Total	Type	User	Drive	Location	Status	Method
1	27/5/2020 11:33:29 AM	1	11	11	Folder	admin		C:\Users\DEMO\Desktop\Bckuppp\Logger.fdb	Success	Manual

5.6.3. Delete

This submenu helps to get report related to the status of deleted data. Enter the "From-To" date and click **Ok**.
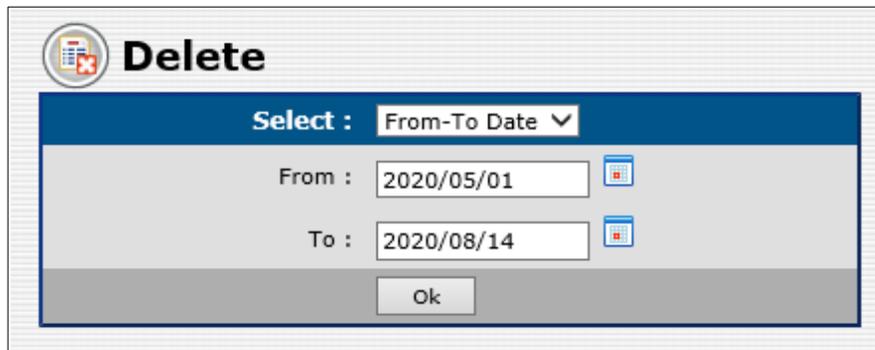
The **Delete Report** include details like **"Time"**, **"Call Billing From"**, **"Call Billing To"**, **"Call Billing Total"**, **"User"**, **"Drive"**, **"Status"**, and **"Method"**.

Delete Report

Total Number of entries : 1
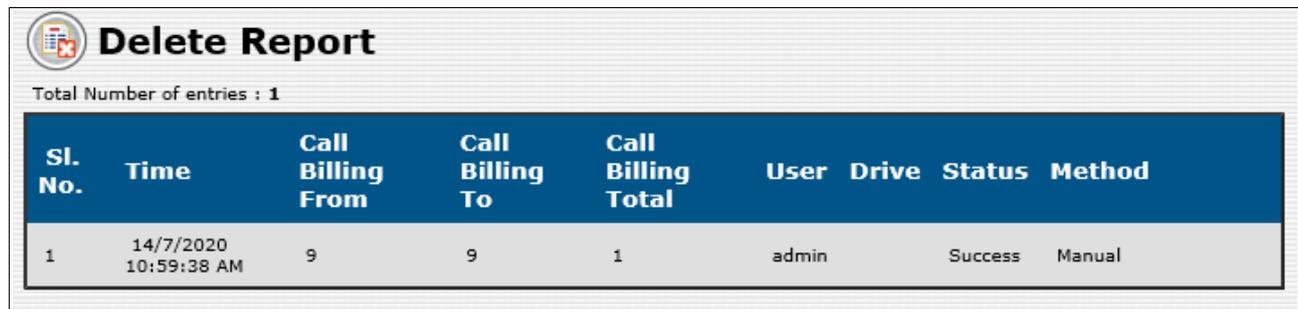
Sl. No.	Time	Call Billing From	Call Billing To	Call Billing Total	User	Drive	Status	Method
1	14/7/2020 10:59:38 AM	9	9	1	admin		Success	Manual

5.6.4. Export

This submenu helps to get report related to the status of exported data. Enter the "From-To" date, select **Status** from drop-down list and click **Ok**.
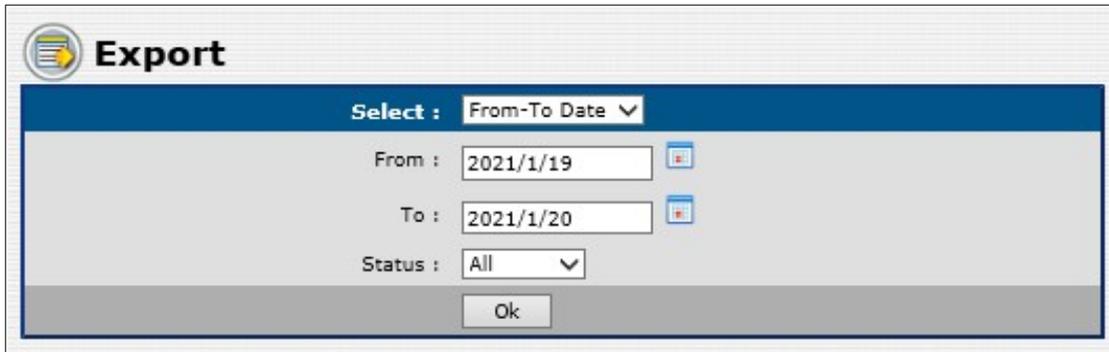
The **Export Report** include details like **"Time"**, **"Call Billing From"**, **"Call Billing To"**, **"Call Billing Total"**, "**Type**", "**User**", "**Drive**", "**Location**", "**Status**", and **"Method"**.

Sl. No.	Time	Call Billing From	Call Billing To	Call Billing Total	Type	User	Drive	Location	Status	Method
1	19/1/2021 12:25:00	0	0	0	Excel Sheet	SYSTEM		E:\XtendCallBilling_27167\27167 \web\Export\CallBilling_20210119_122500_20210119_122501_0.7055475.csv	Success	Auto

5.6.5. E-mail Report

This submenu helps to get report regarding e-mail status. Enter the "From-To" date and click **Ok**.
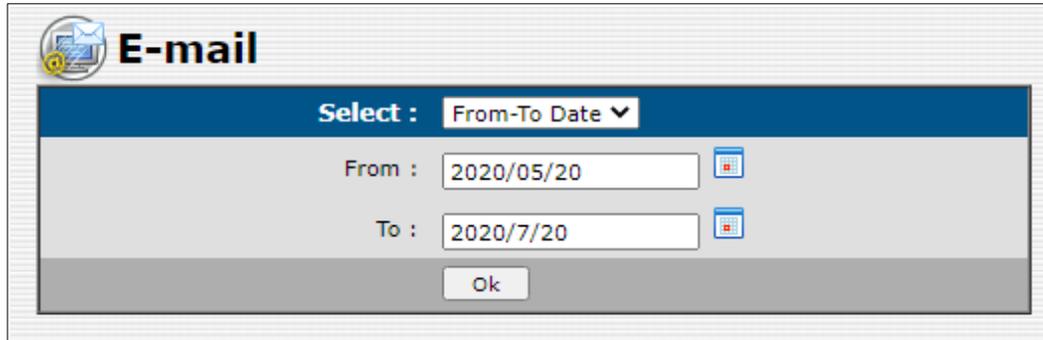
A window like shown below appears with status of e-mails.
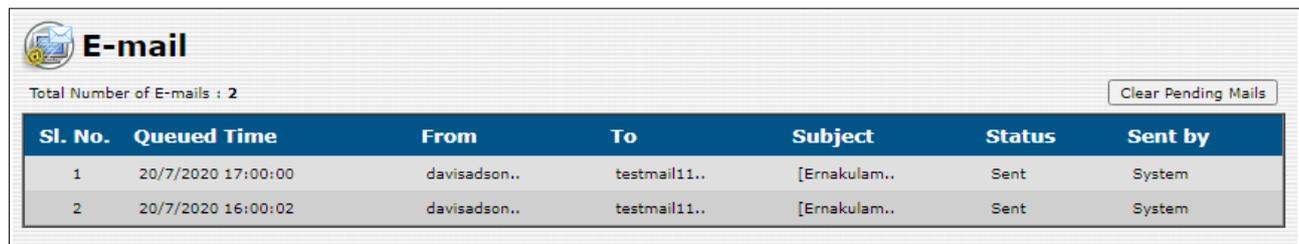
Click **Clear Pending Mails** which appears on top-right corner to remove the pending mails. A confirmation prompt appears, click **OK**.
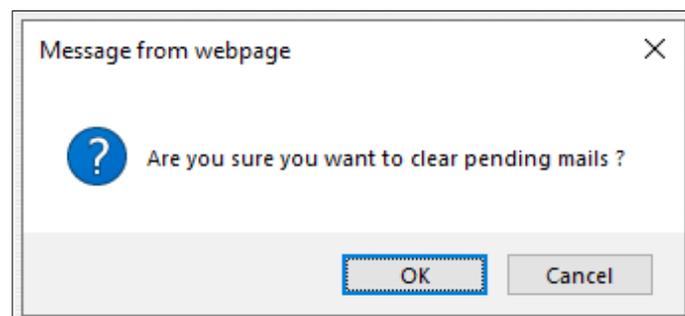
Click the specific row to get the details of that particular e-mail.
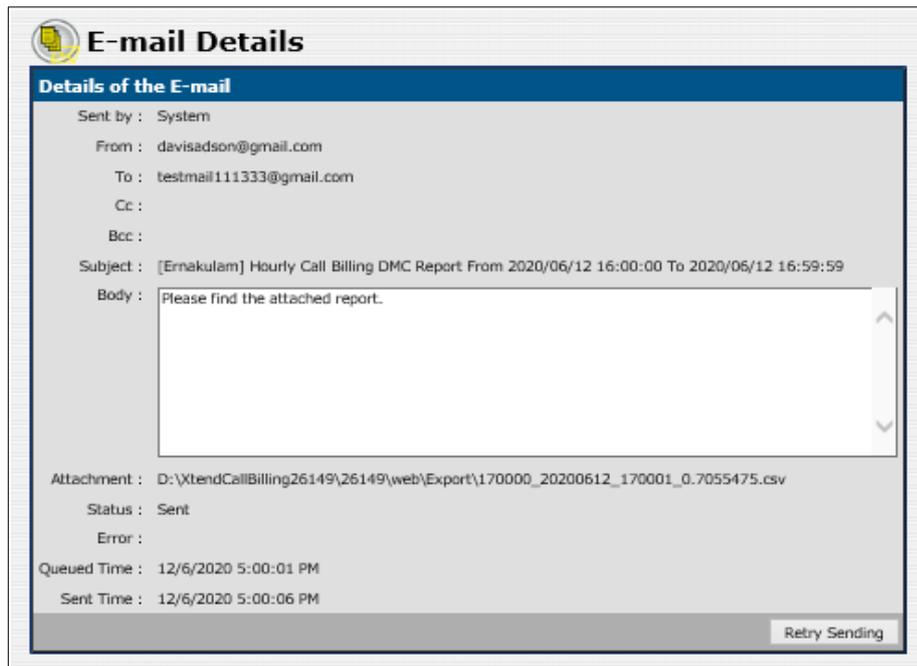
In the above screenshot, if the status of the e-mail is "Queued" then to resend the mail, click **Retry Sending** available in the bottom most right corner of the above screenshot.

A confirmation prompt appears, click **OK**.

5.7. Administration

This menu is related to the creation, modification and deletion of User Accounts. Note that, an Administrator can create, modify or delete a user account. Also, an Administrator can change name, reset password and set session duration from the **Administration** menu.

5.7.1. User Accounts

This submenu helps the user to modify the General Settings and create new accounts.
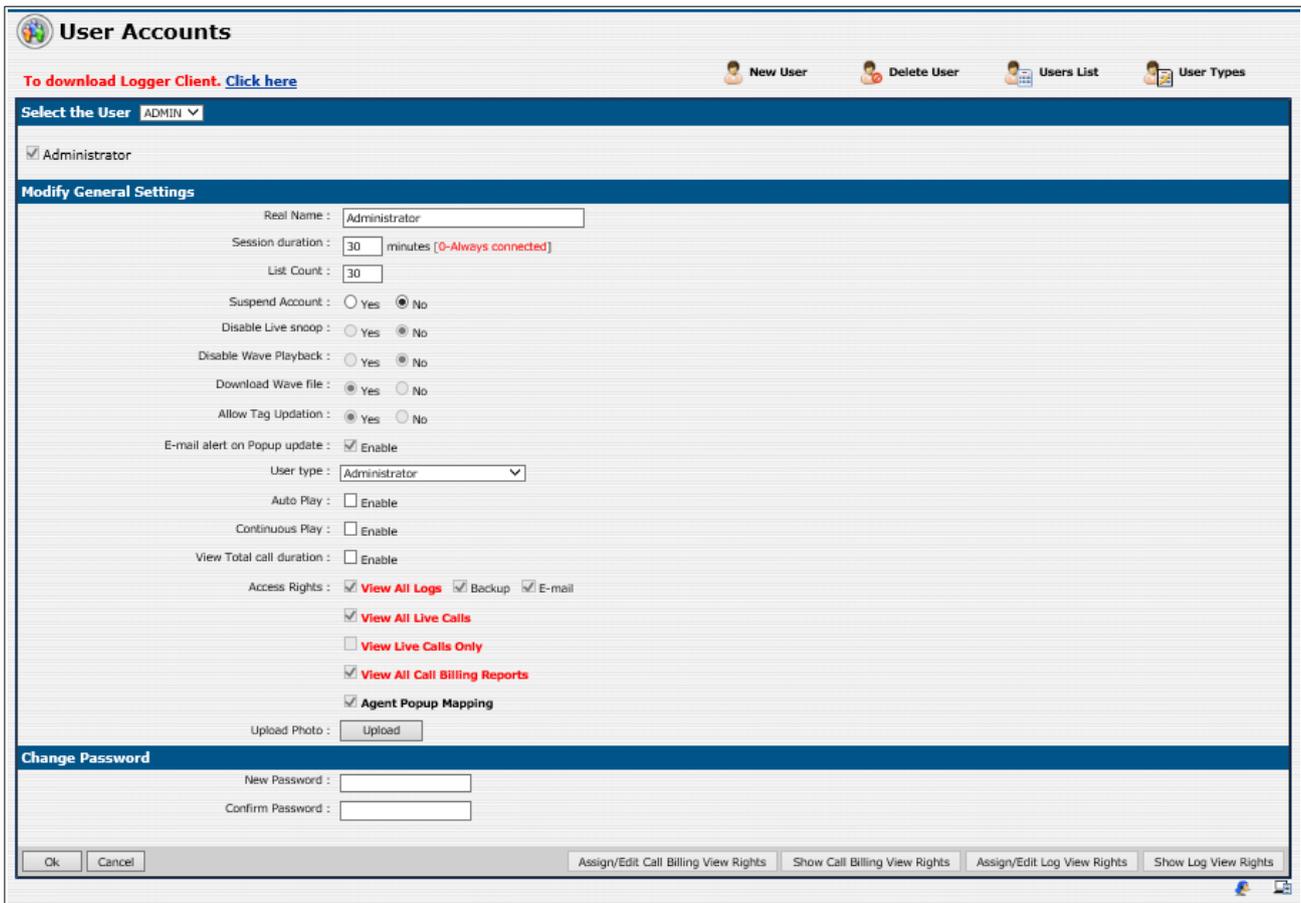
Select the User

Select the login name from the drop-down list to view the account details of the selected user.

Modify General Settings

An Administrator can add/modify the settings of each user from the below given options:

• Real Name	Enter the real name of the user.
• Session duration	Set the active time duration for the selected user.
• List Count	Set the number of records to be displayed per page. For example, if the limit specified is 10, then 10 call billed details will be displayed in the Call Billing Report.
• Suspend Account	Select "Yes" to disable the user account or select "No" to enable the user account. When a suspended user tries to enter the browser interface, a message is displayed as *"Your account is blocked"*.
• Disable Live snoop	Select "Yes" to deactivate the live snooping feature and select "No" to enable live snooping.
• Disable Wave Playback	Select "Yes" to deactivate wave playback feature and select "No" to keep the wave playback enabled.
• Download Wave file	Click the checkbox next to "Yes" to download the wave file.
• Allow Tag Updation	Selecting the "Yes" option enables the user to update the tags.
• E-mail alert on Popup update	Enable this option to get an e-mail alert when the popup is updated.
• User Type	Select the type of user from the drop down list. Each user can be assigned access rights as per their user types.
• Auto Play	Enable the option to play the waves automatically when the user click on the wave player icon.
• Continuous Play	Enable the option to play the wave files continuously one after the other automatically.
• View total call duration	Enable the option to view the total call duration along with the total number of calls.
• Access Rights	The following types of access rights can be allotted to a user. • View all Logs: This option allows the user to

	view the logged calls.
	• Backup: Allows to take the backup of the logged calls.
	• E-mail: Allows sending e-mails.
	• View All Live Calls: Allows the user to view all the live calls assigned to the trunk with option to view the SMDR data of the call.
	• View Live Calls Only: Allows the user to view only the live calls from assigned trunks.
	• View All Call Billing Reports: Allows the user to view all the call billing reports.
	• Agent Popup Mapping: This option is provided for all user type except Admin.
• Upload Photo	Allows to upload the photograph of a user/agent.

New user: Click this icon and create a new user account as shown below with **"Login Name"**, **"Real Name"**, **"User Type"**, **"Session Duration"** and **"Password"**. The **"User Type"** should be set as "Call Reports-Limited Access", because only the user with user type "Call Reports-Limited Access" can be assigned the rights. Click *Ok*.

A window appears as shown below.

 Click this link to delete the user account. The delete option is allowed for a user with administrative rights. Click **Ok** on the confirmation message that appears.
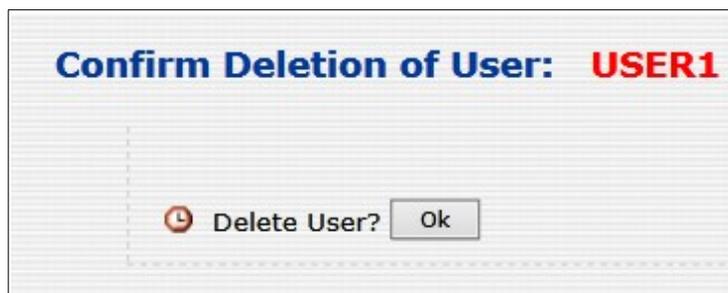
A confirmation prompt appears again, click **OK**.
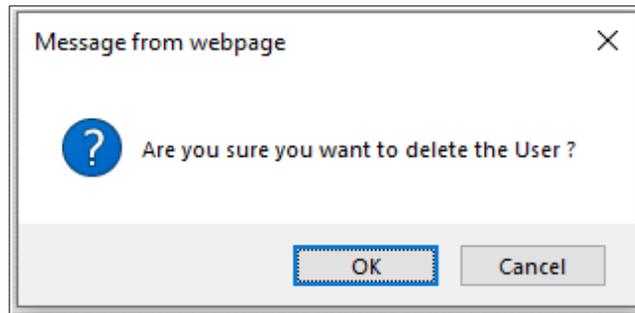
A report appears after successful deletion.
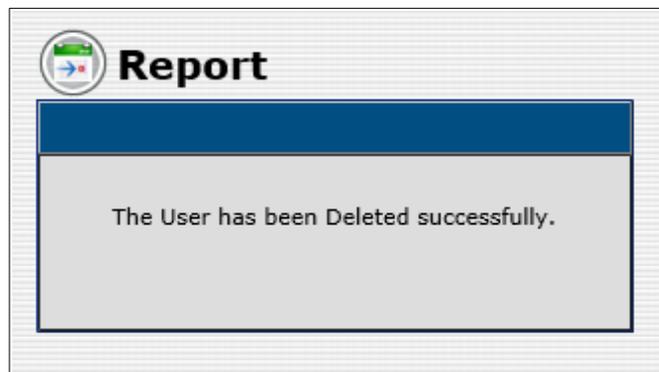
Click this link to view the list of users. The information obtained includes **"User Name"**, **"Real Name"**, **"Session [Minutes]"**, **"List Count"**, **"Live Snoop"**, **"Wave Play"** and **"Auto Play"**. The count of total users can be also seen.

Users List

Total Users : 8   Create User Type   List User Types

Sl	User Name	Real Name	Session [Minutes]	List Count	Live Snoop	Wave Play	Auto Play
1	ADMIN [Administrator]	Administrator	30	30	Enabled	Enabled	Enabled
2	GUEST	Guest	30	30	Enabled	Enabled	Disabled
3	M1 [Administrator]	m1	30	30	Enabled	Enabled	Disabled
4	MEDIA [Administrator]	media	30	30	Enabled	Enabled	Disabled
5	SALES [Administrator]	sales	30	30	Enabled	Enabled	Disabled
6	TEST	TEST	30	30	Disabled	Enabled	Disabled
7	TOJY	Tojy	30	30	Disabled	Enabled	Disabled
8	TOJY1	Tojy T	30	30	Enabled	Enabled	Disabled

Export

View the list of created user types and the official's name who has created the user type.

User Types

Total User Types : 6   Create User Type

Sl	User Type Name	Created By	
1	CALL REPORTS-LIMITED ACCESS	SYSTEM	
2	CALL REPORTS-MINIMUM ACCESS	SYSTEM	
3	DATA BACKUP	SYSTEM	
4	CALL REPORTS-FULL ACCESS	SYSTEM	
5	SUPERVISOR	SYSTEM	
6	ADMINISTRATOR	SYSTEM	

 Click this icon to view the user type details.
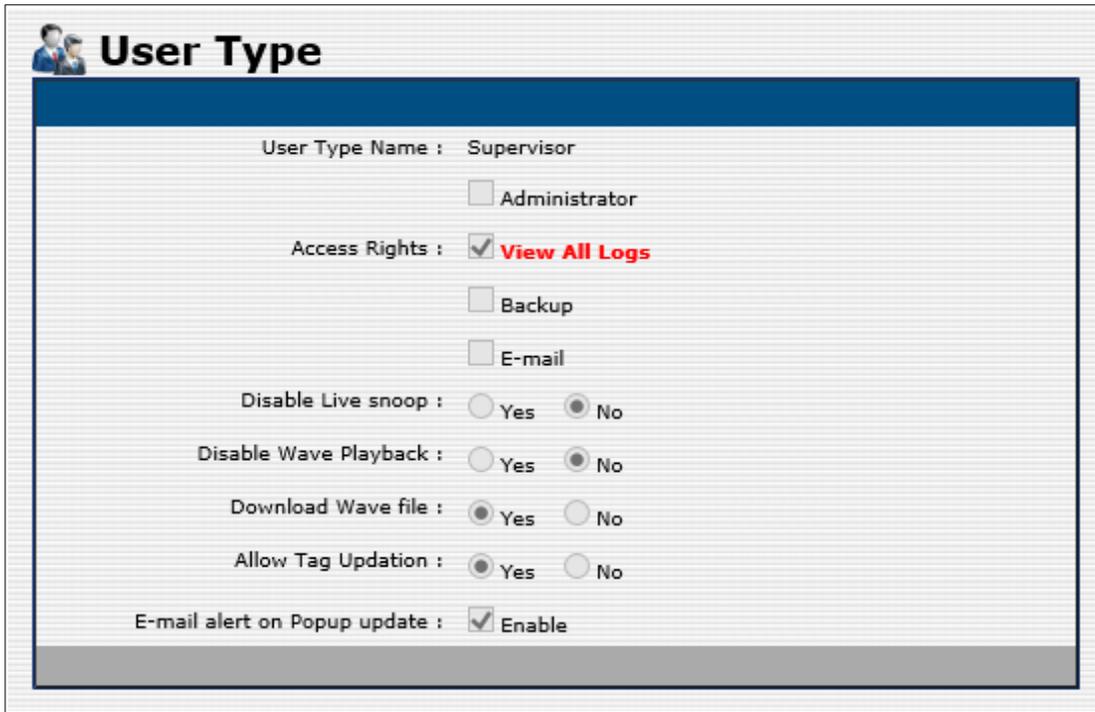
To create a new user type, click **Create User Type** *(highlighted with red in **User Types** window)*, enter the details and click **Ok** to save.
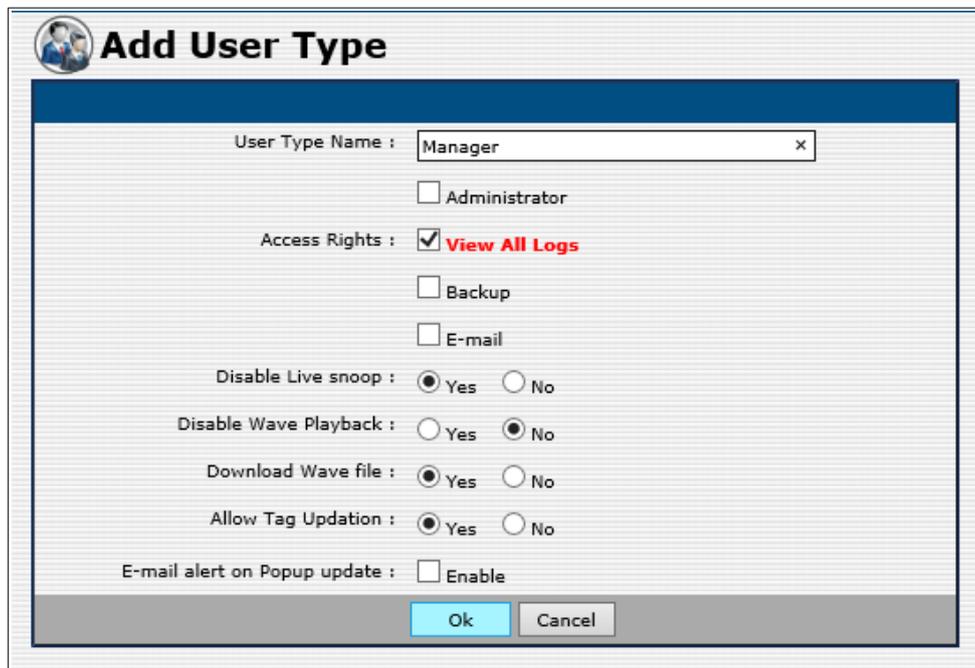
After creating a new user type, to delete the user type click close icon " ✖ " appearing along with each created user type.

Assign/Edit Call Billing View Rights

An Administrator can assign certain rights to the user that allows the user to view the call billing details of a particular extension. Select the user and click *Assign/Edit Call Billing View Rights* to open this option.

A window appears as given below. Select the **"Type"** from the drop down list and set **"Extension No./Extension Group/Location"** corresponding to it. Then, click *Configure*.

A window appears as shown below saying *"Rights updated successfully"*. To delete the rights of a user, select the checkbox against the rights and click *Delete Rights*.

A confirmation prompt appears, click *OK*.
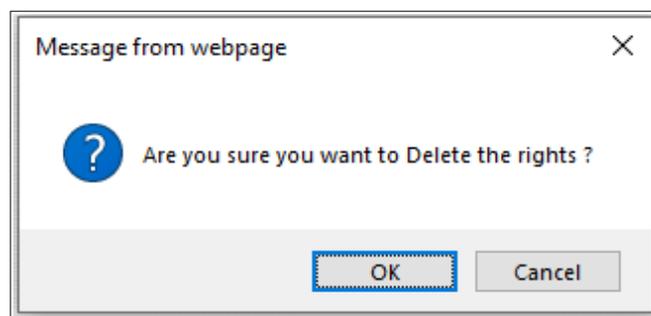
A window appears as shown below.

To edit the rights of a particular user, click **Edit Rights**, make the changes and click **Ok** to save.
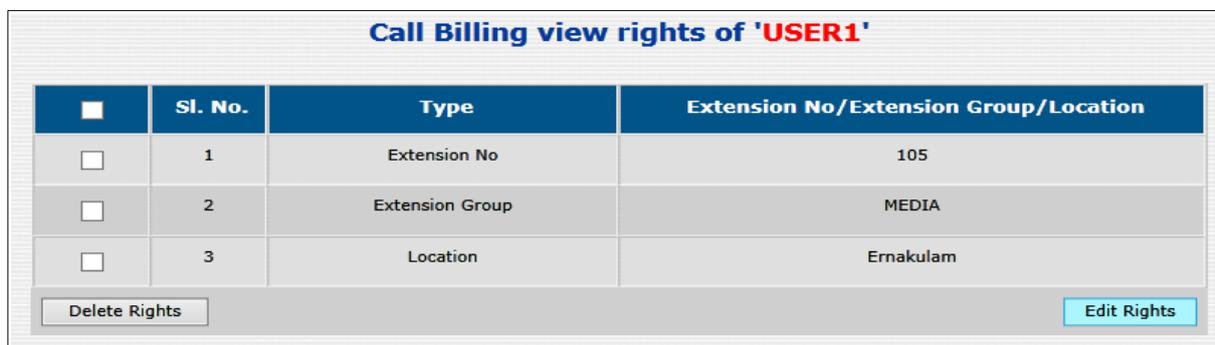
Select type as "Extension No./Extension Group/Location" and then select the corresponding fields from the drop down list.
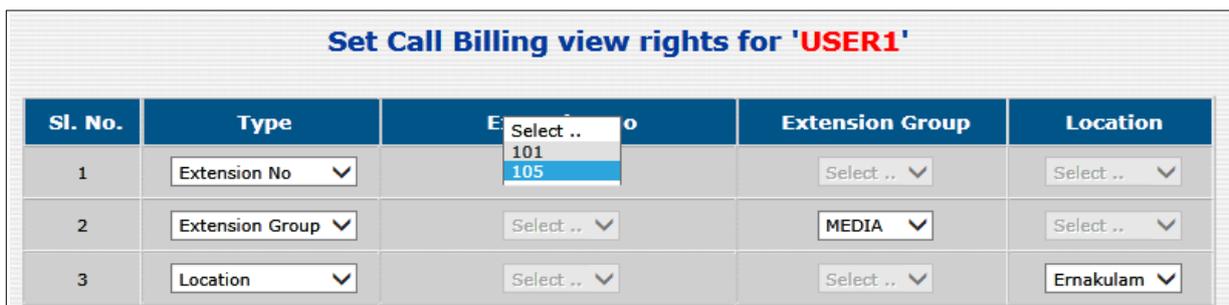
Then, click **Ok**.

A window as shown below appears, this shows the rights that are assigned to the user.

Rights updated successfully.

Call Billing view rights of 'USER1'

■	Sl. No.	Type	Extension No/Extension Group/Location
☐	1	Extension No	105
☐	2	Extension Group	MEDIA
☐	3	Location	Ernakulam

Delete Rights | Edit Rights

Click *Show Call Billing View Rights* in **User Accounts** window to open this option.

Rights updated successfully.

Call Billing view rights of 'USER1'

■	Sl. No.	Type	Extension No/Extension Group/Location
☐	1	Extension No	105
☐	2	Extension Group	MEDIA
☐	3	Location	Ernakulam

Delete Rights | Edit Rights

5.7.2. Phone Book

This submenu helps the user to store the name and details of the customers. This facility helps an official to have a quick identification of the caller whenever a call arrives.

Phone Book

New Address   Upload Address

There are no addresses available

Click the link **New Address** to add a new entry to the Phone Book. Provide the Name, Phone Number and Address, then, click **Ok**. Enable the checkbox next to *"Alert on Incoming call"* to receive the alerts whenever an incoming call is generated.
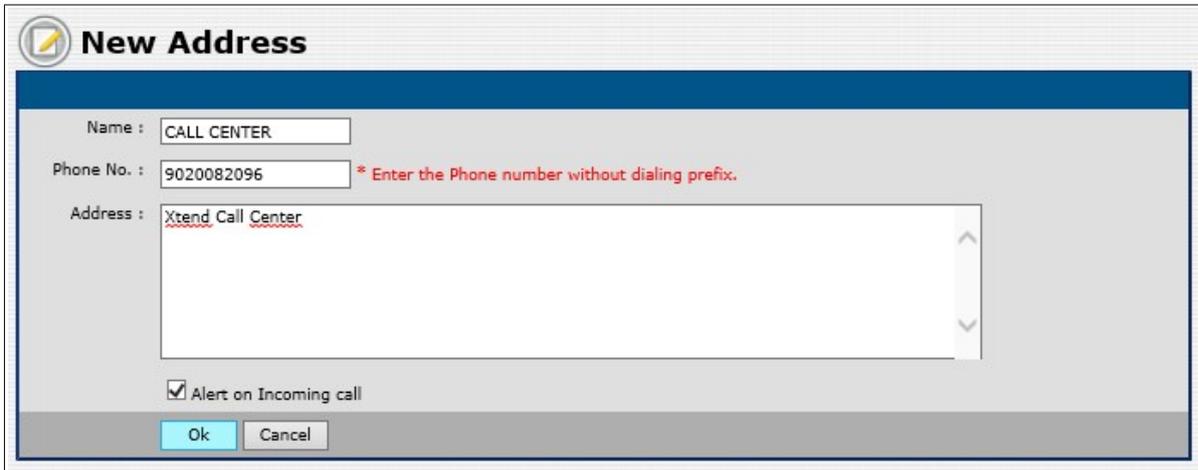
The **Phone Book** window appears after creating new address.
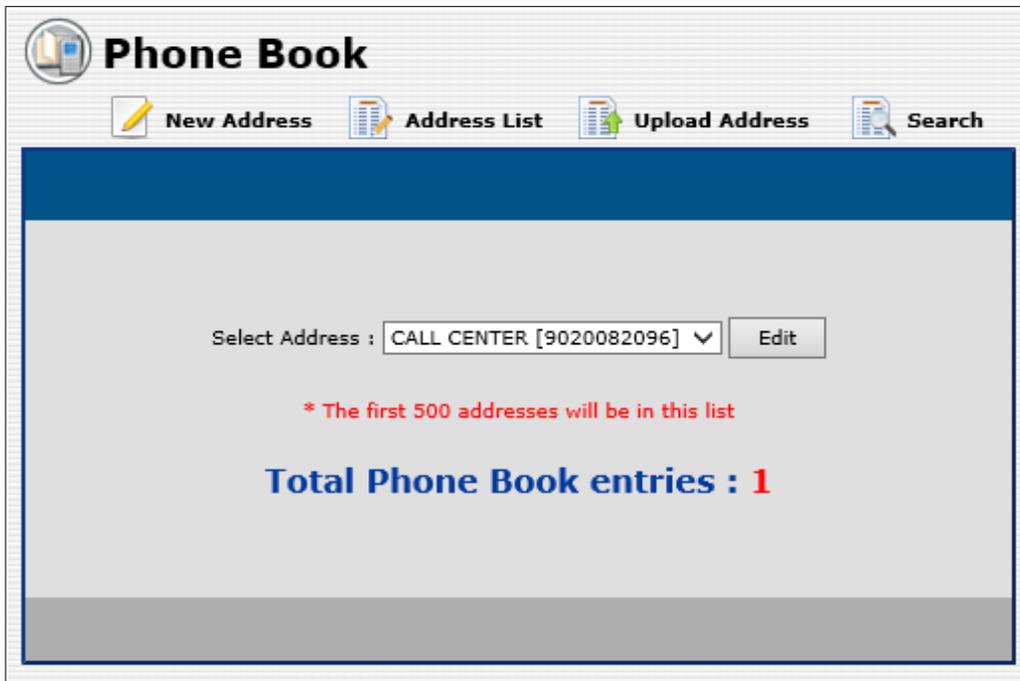
To create another address, follow the above steps again.

 Click the link **Address List** to view the list of contact numbers entered in the Phone Book.

Click **Export All** to export and save the details in an Excel sheet.

Enter the **"Destination Type"** and **"Destination Folder"**, then click **Ok**.

A window appears as shown below saying *"Export of Phone Book done successfully"*.
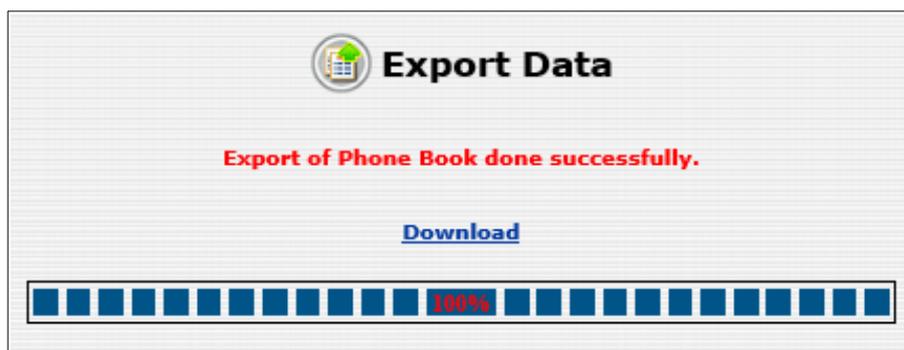
To delete the address, select the address as shown below and click *Delete*.

A confirmation prompt appears, click *OK*

Click *Clear Phone Book* on top of the **Address List** window to delete all the addresses.

A window as shown below appears. Click *Yes*.

A confirmation prompt appears, click *OK*.
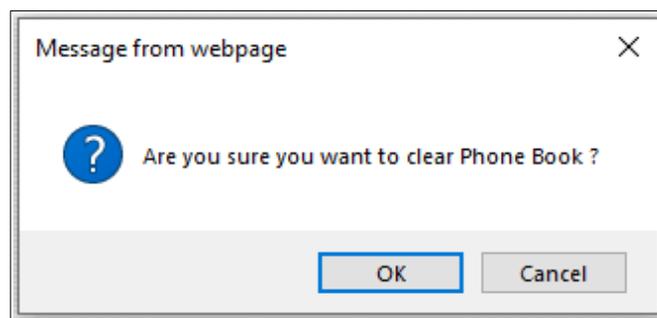
A report appears as shown below after successful deletion.
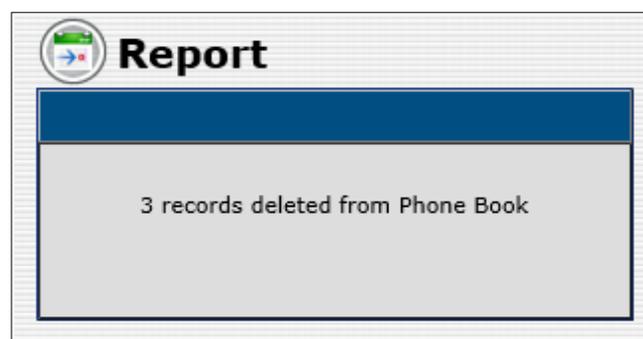
 Click the link *Upload Address* to upload a list of numbers to the Phone Book. The data to be uploaded should have the following format: Phone Number, Name and Address.
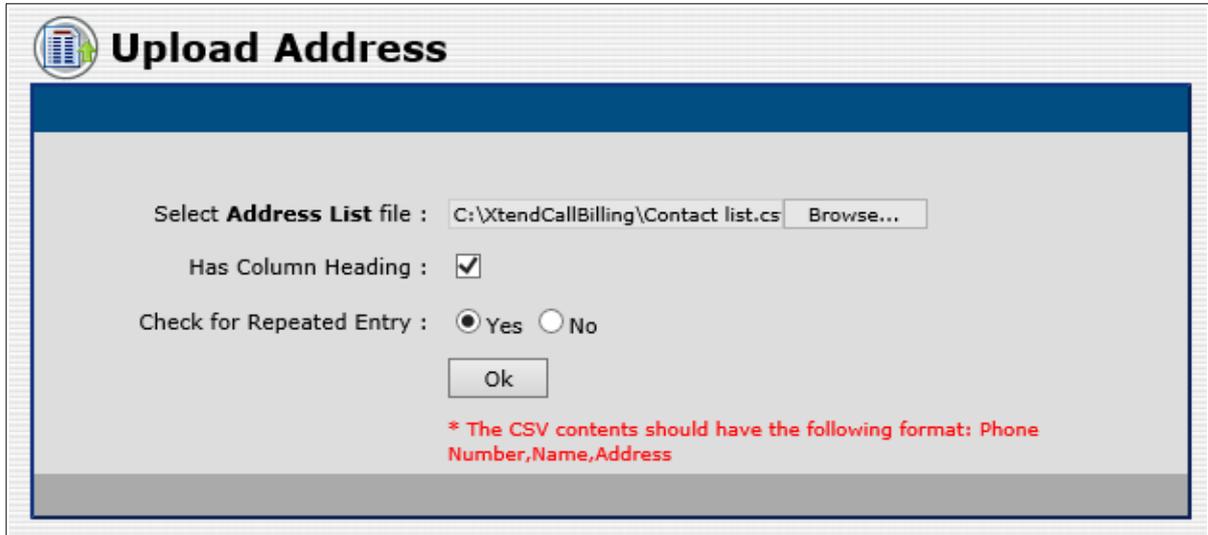
A confirmation prompt appears, click *OK*.
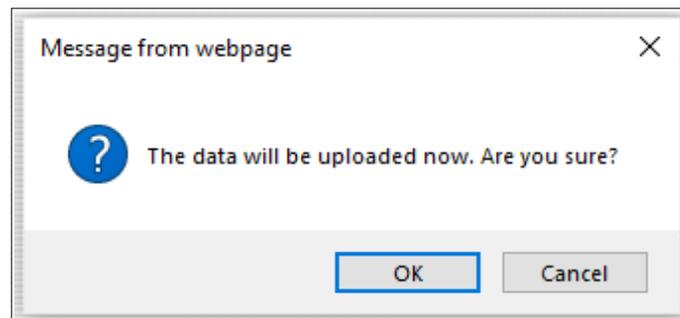
A report appears as shown below after successful updation.
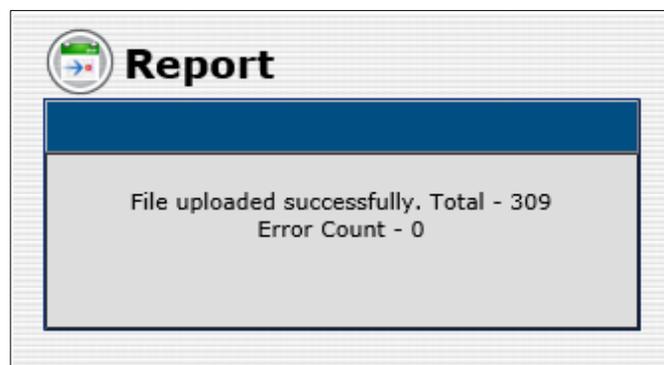
The user can search for the entries present in the Phone Book. Click **Search** present in the **Phone Book** window. Specify the Phone Number, Name or Address to be searched and click **Search**.
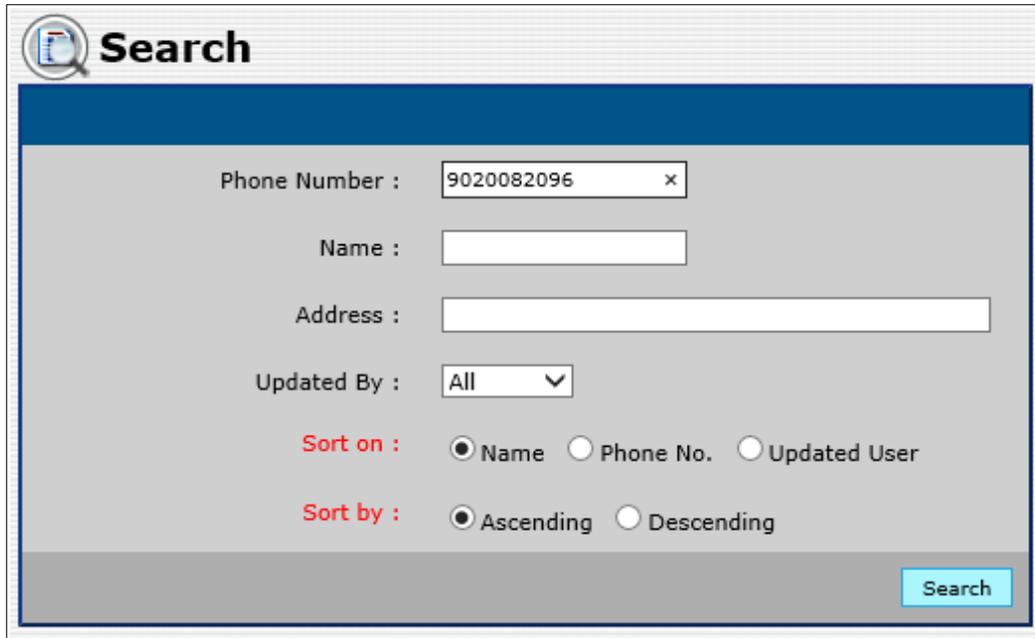
The Address List page with the specified Phone Book entry appears as shown below.
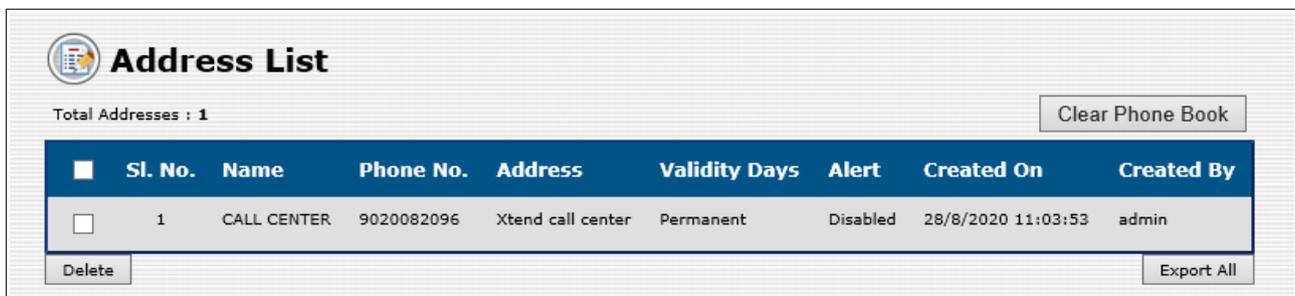
5.8. Manage Device

This menu will help the user to start and shutdown the Voice Logger device from the browser interface. The submenus include **Start, Shutdown** and **Restart**.

5.8.1. Start

This submenu is used to start the device. Click *Start*, a confirmation message appears asking to start the Voice Logger. Click *Ok* to confirm.
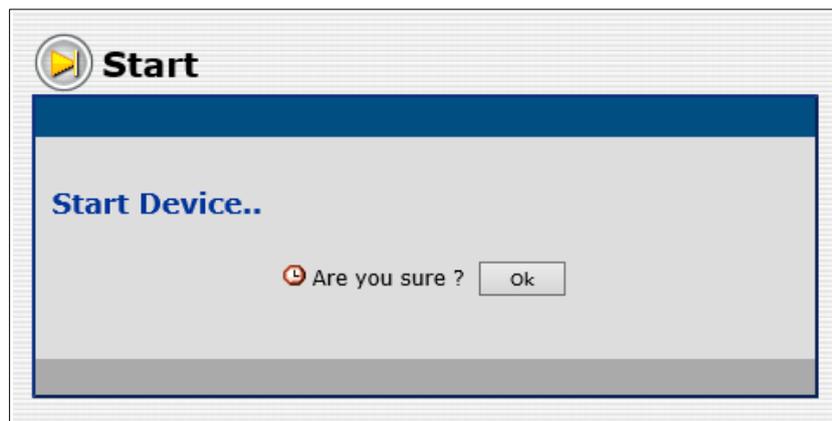
Again, click *OK* on the message box that appears.
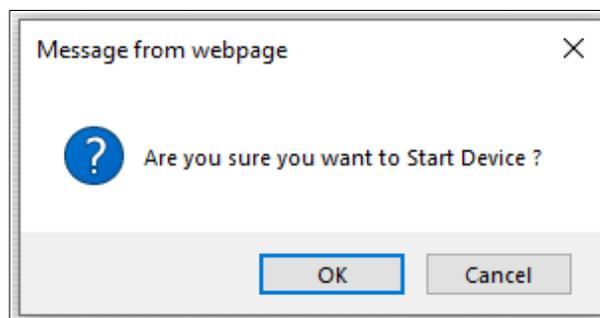
A message appears as *"Device started successfully"* as shown below.
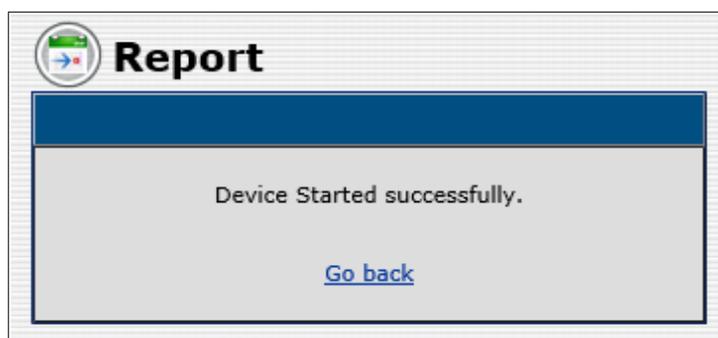
5.8.2. Shutdown

This submenu is used to shutdown the device. Confirmation message appears asking to shutdown the Voice Logger. Click **Ok**.
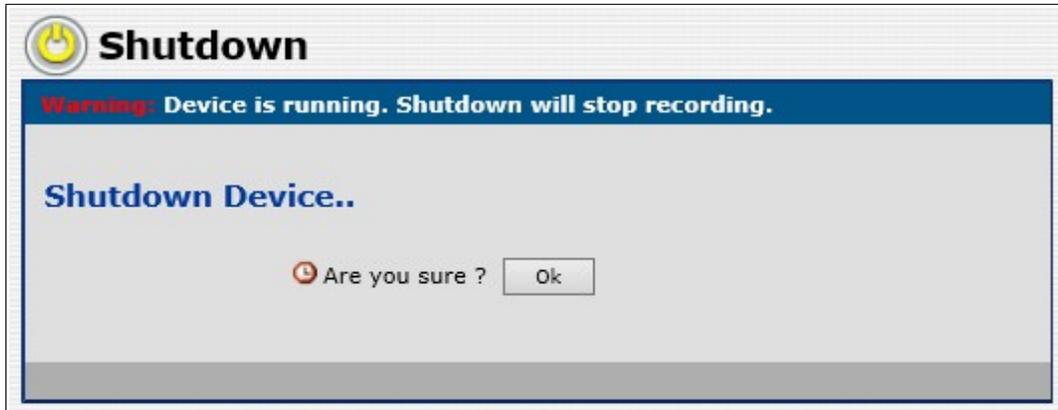


Again, click **OK** on the message box that appears.
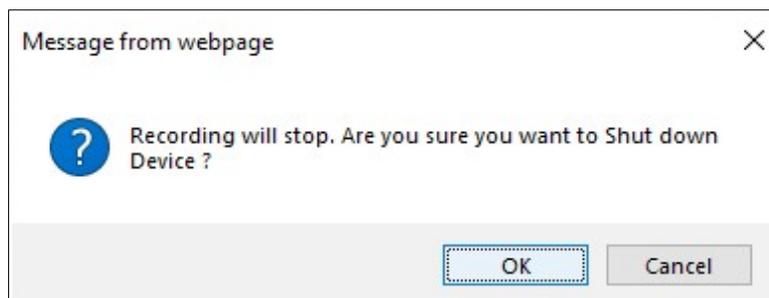
A message appears as *"Device has been shutdown successfully"* as shown below.

5.8.3. Restart

This submenu is used to restart the device. Confirmation message appears asking to restart the Voice Logger. Click *Ok*.
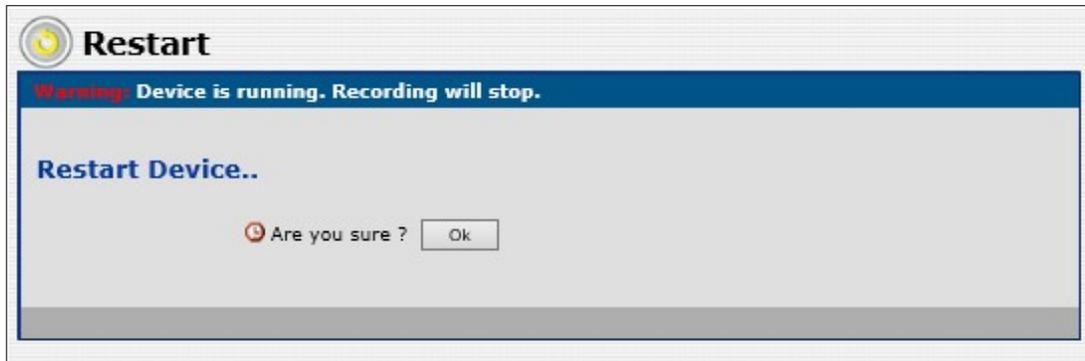
Again, click *OK* on the message box that appears.
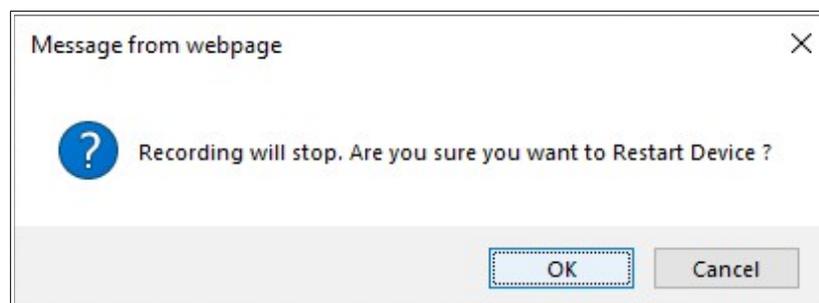
A message appears as *"Device has been restarted successfully."* as shown below.
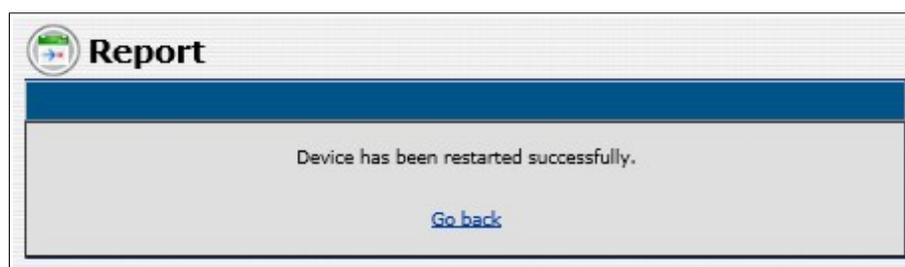
5.9. Voice Logger

Click **Voice Logger → Menu** to view the options corresponding to the details of voice logged channels. Refer the **"User Manual of Xtend Voice Logger"** to understand the call logging based menus and submenus.
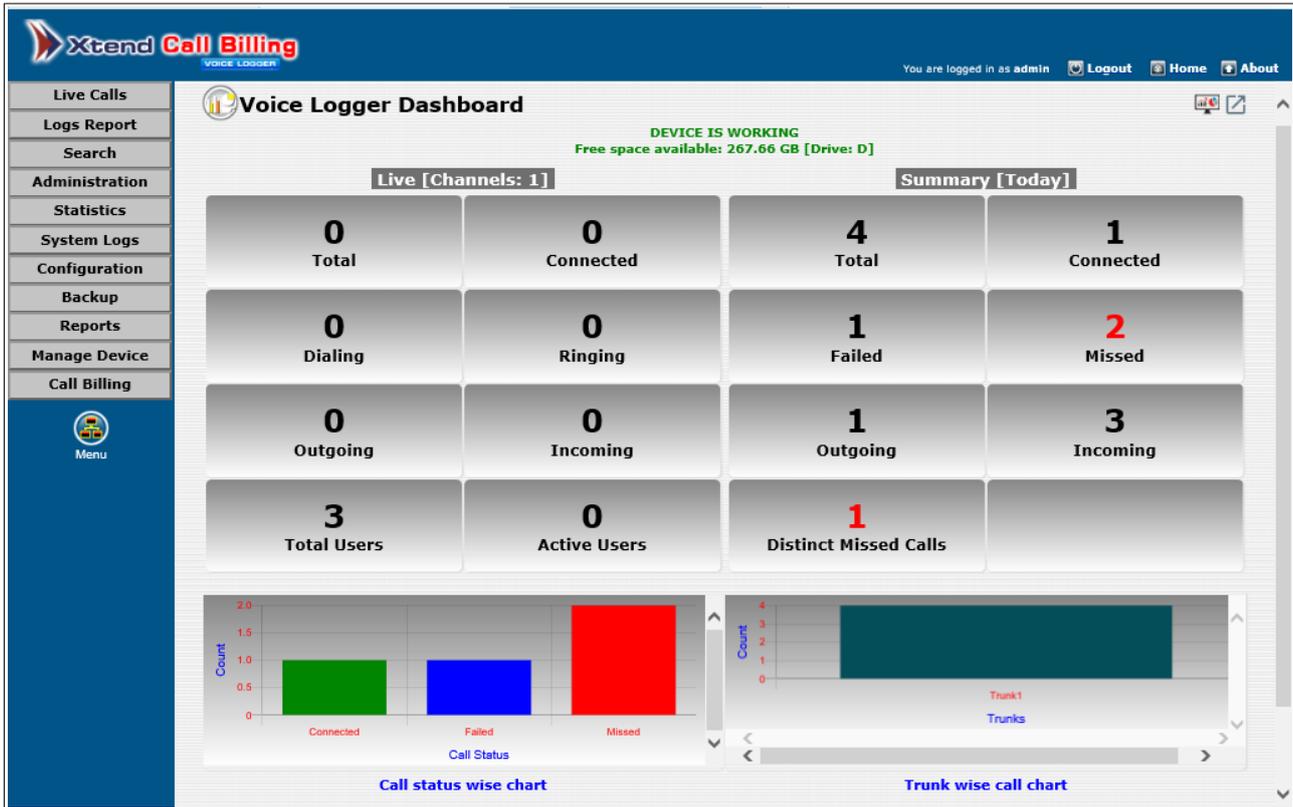
To go back to the call billing section, click **Call Billing → Menu** to view the related menus and submenus.

6. Technical Assistance

For support related queries, user has to download Xtend Remote Support. Go to **Start → Programs → Xtend Call Billing [Voice Logger] 1.0 → Xtend Support**.
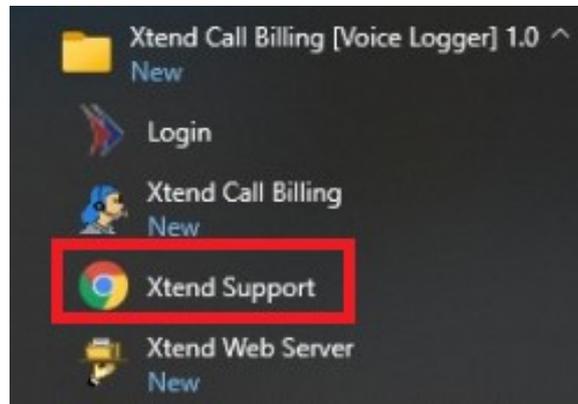
Alternatively, user can double click the **Xtend Support** shortcut icon on the desktop to download this application.
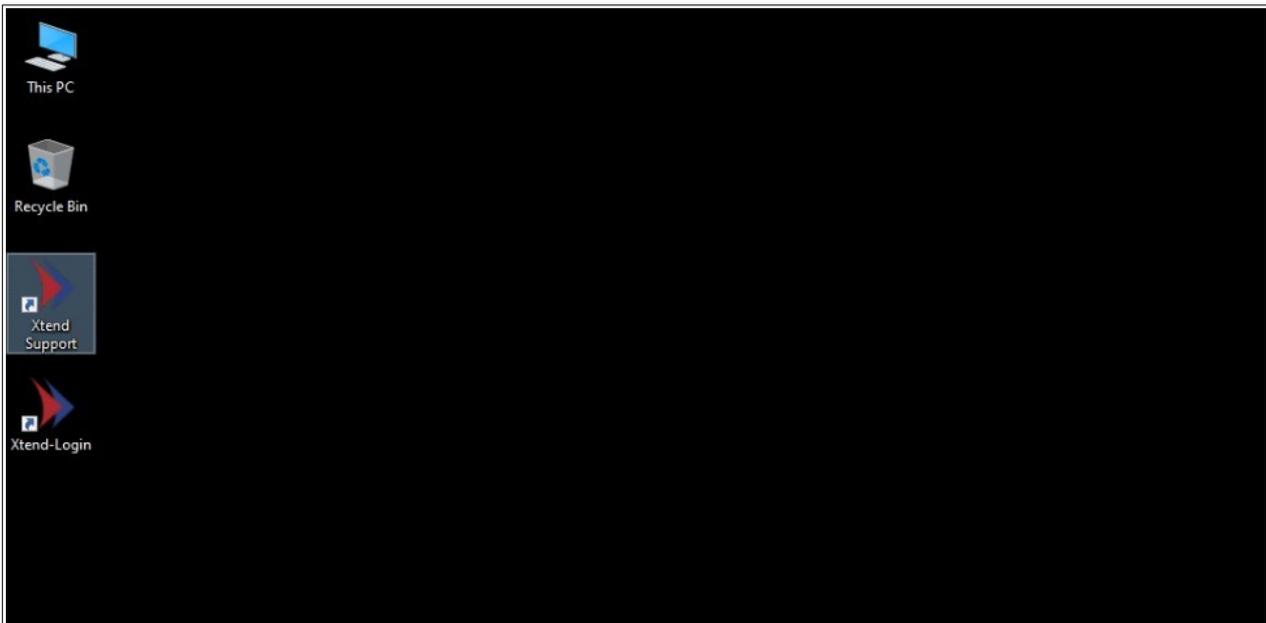
In the above two cases, user will be redirected to *https://xtendtech.com/support/index.htm* as shown below. Download and run the **Xtend Remote Support** setup in your PC/Laptop. Note down and inform the displayed ID number on the screen to Xtend Support personnel to enable remote support.
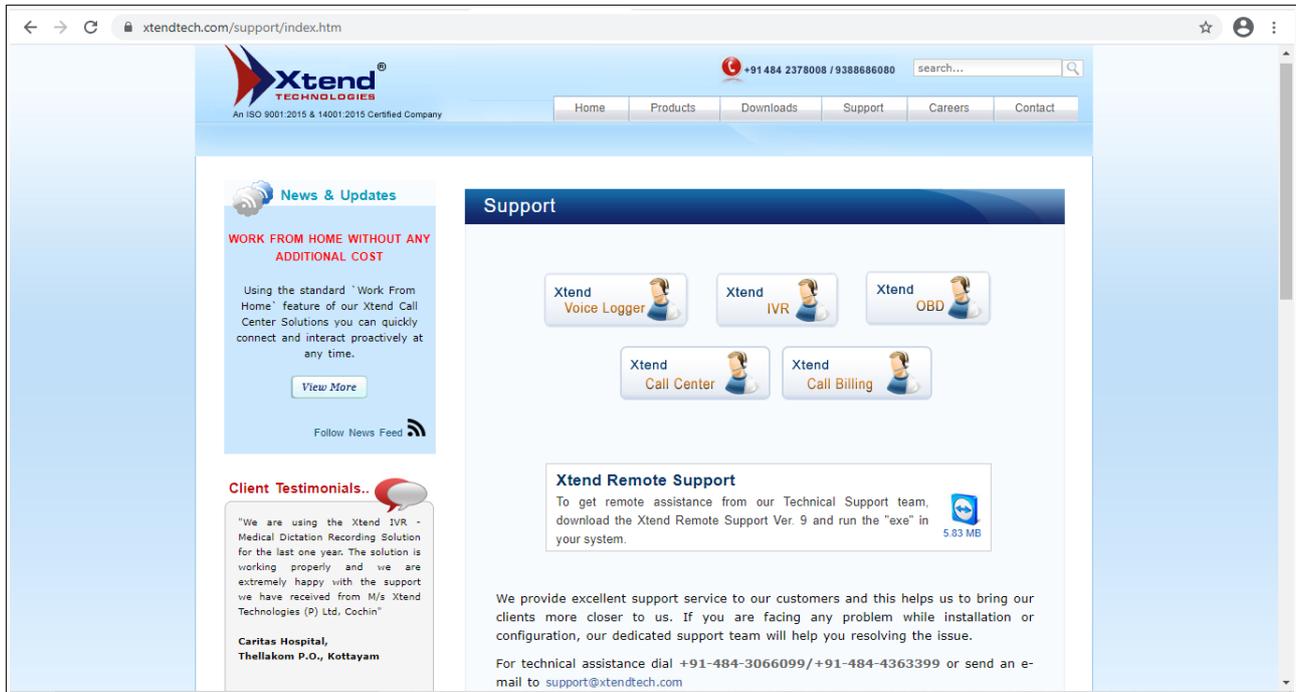
7. Conclusion

This user manual gives an overview of the different features of the Xtend Call Billing [Voice Logger]. The menus and the related submenus provides information on each and every aspect of the call cost incurred in your organisation through detailed reports with the help of a screenshot. Use this manual to understand the purpose and usage of each option and keep this manual for future references. It is recommended to refer the user manual of Voice Logger to familiarise with the options given in the menu named "Voice Logger". This is brought to kind notice of the reader that the features and screenshots shown in this user manual are subjected to vary depending on the version updates.

8. Contact Us

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