

# CALLBILL3

Call Accounting Made Easy



Software by  
**PHONEWARE**  
*Our Software - Your Solution*

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## INTRODUCTION

The conventional telephone system is still very much a part of the modern business, and the telephone bill still makes up a significant part of the monthly costs of running a business. Monitoring and controlling these costs would be almost impossible by trying to allocate costs from a telephone bill. CallBill, on the other hand, is an easy-to-use Windows-based software application that collects call records from a telephone system and stores them in a database. CallBill's Reports Module allows you to run reports that will present the information you require from the database in a format that is easy to read and understand.

CallBill is a single product that comprises four main modules, each of which is described below. All modules are included when you purchase a copy of CallBill.



### Logger Module

The Logger Module collects call records from the telephone system and stores them locally until they are retrieved by the Record Processor Module. Once the call records have been retrieved by the Record Processor Module, they are archived locally on the Logger Module PC.



### Record Processor Module

The Record Processor Module periodically retrieves call records from the Logger Module and stores these call records in a CallBill site database. The cost of each call is calculated during processing and is based on tariffs applicable to the site from which the records were retrieved. The Record Processor can be configured to periodically retrieve call records from multiple sites.



### Reports Module

The CallBill Reports Module is the module which allows the user to retrieve information from the CallBill databases by running reports. Reports can either be run ad hoc, or they can be attached to a schedule which will run them automatically when the schedule activates.



## Report Design Module

The Report Design Module allows you to create your own reports so that you can be sure that your reports will provide you with the data you require, in the format that you require. Each Report is made up of one or more Modules, each Module is made up of one or more Sections, and each Section comprises a selection of Fields which you choose from the list of available Fields.

## LOGGER MODULE



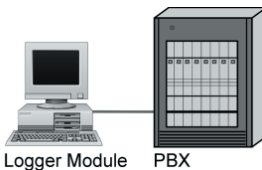
### Description

The Logger Module is responsible for collecting call records from the telephone system and storing them locally until they are retrieved by the Record Processor Module. Once the call records have been retrieved by the Record Processor Module, they are archived locally on the Logger Module PC. The Logger Module is PC-based which allows its functionality to be enhanced and upgraded easily.

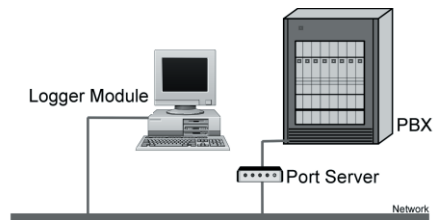
### Connection To Telephone System

The Logger Module can be connected to the telephone system directly via a serial port on the Logger Module PC, or via an Ethernet or Token Ring network using a TCP/IP port server.

Direct Connection via Serial Port



Connection via Port Server on Network



## Archive

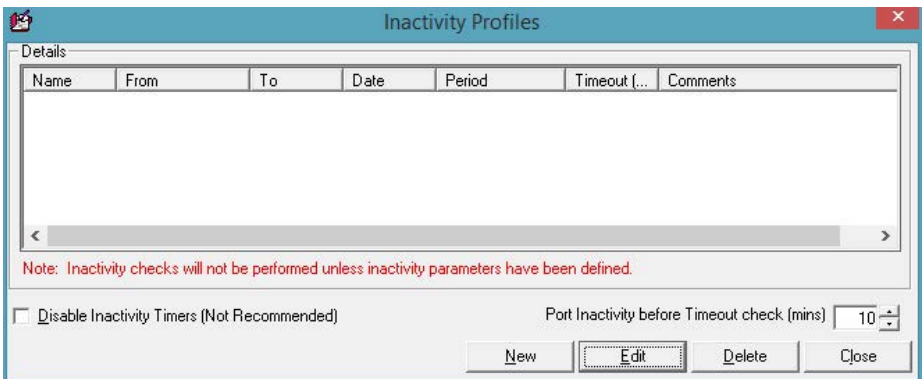
When call records have been transferred successfully from the Logger Module to the Record Processor Module, they are archived locally on the Logger PC and can later be retrieved and reprocessed by the Record Processor Module if required. If the Logger Module and the Record Processor Module are on separate PCs, the Logger Module serves as a valuable backup source for historical call records.

## Port Test

The Logger Module can test the connection to the telephone system to ensure that the connection is still active. This is useful during installation or reconfiguration of the connection to the telephone system, or when an Exception Alert has been raised by the Logger Module indicating that a port inactivity threshold has been exceeded.

## Port Inactivity Warning

The Logger Module can be configured to raise an Exception Alert if no call records are received during a pre-defined period of time. The Inactivity Profile section of the Logger Module allows you to configure different inactivity thresholds for different periods of the day and different days of the week to suit your site's operational schedule, for example, the Inactivity Timeout Period may be set to 30 minutes from 9am to 6pm, Monday to Friday, when an office is operational, but it may be set to zero outside of these times when the office is normally closed.



Port Inactivity Profiles

## **Error Log**

The Logger Module has an Error Log file which can be used to identify problems with the Logger Module or with the connection to the telephone system.

## **RECORD PROCESSOR MODULE**



### **Description**

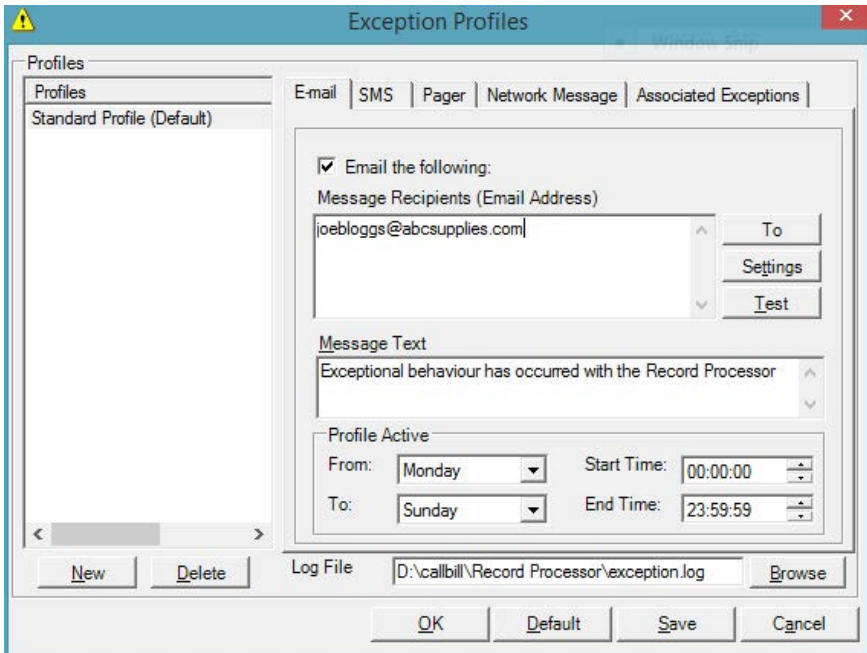
The Record Processor Module is responsible for retrieving call records from the Logger Module and storing these call records in a CallBill site database. The cost of each call is calculated during processing and is based on tariffs applicable to the site from which the records were retrieved. The Record Processor can be configured to periodically retrieve call records from multiple sites.

### **Database Technology**

CallBill uses Microsoft SQL Server® database technology to store call records, delivering the performance, scalability and reliability that you would expect from a top quality database solution. CallBill also offers the option of storing records in a Microsoft Jet Engine database for sites where the daily volume of call records is low.

## Exception Alert

The Record Processor Module allows you to configure exception criteria for each site. If a call record reaches an exception criterion during processing, an Exception Alert notification is sent according to the Exception Profile associated with the exception. For example, an exception criterion might be set for calls which exceed a certain cost, and if a call cost exceeds the specified cost during processing of call records, then an exception alert is sent. Exception Profiles allow Exception Alerts to be sent by email, SMS mobile telephone text messages, or by pager. Other exception criterion fields available include Digits Dialed, Date/Time of Call, Originating Extension, Terminating Extension.



**Exception Profiles**

Profiles

- Profiles
- Standard Profile (Default)

E-mail | SMS | Pager | Network Message | Associated Exceptions

Email the following:

Message Recipients (Email Address)

joebloggs@abcsupplies.com

To

Settings

Test

Message Text

Exceptional behaviour has occurred with the Record Processor

Profile Active

From: Monday Start Time: 00:00:00

To: Sunday End Time: 23:59:59

New Delete Log File D:\callbill\Record Processor\exception.log Browse

OK Default Save Cancel

## **Post-Processing Of Call Records**

Competition between telecommunications carriers has resulted in a culture of ever-changing call charges and tariffs. System Administrators cannot always get the latest tariff information before it becomes active and this results in inaccurate calculation of call charges. To counter this, CallBill allows you to post-process call records once the tariff information has been updated.

## **Telephone System Port Test**

The connection from the Logger Module to the telephone system can be tested remotely from the Record Processor Module to ensure that it is still active. This is particularly useful when the system administrator receives an Exception Alert indicating that an Inactivity Timeout Period has been exceeded at a site. In multi-site installations, this feature enables the system administrator to perform Port Tests on remote sites from one central location.

## **Log File**

The Record Processor Module maintains a log file of all file transfers and call record processing, and any problems encountered during file transfer or record processing can be easily identified.

## **Backup And Recovery**

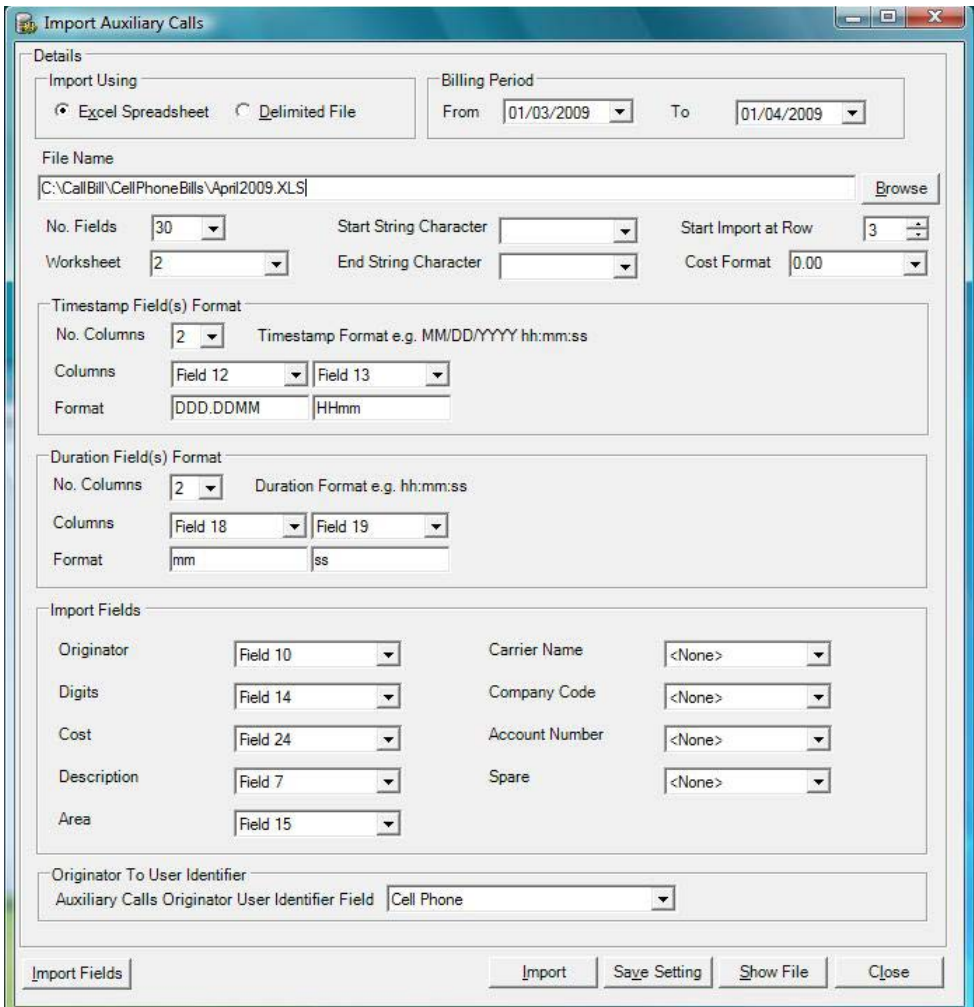
Once the Record Processor Module has retrieved call record files and processed them, the transfer files are archived and can later be used to recreate parts or all of a CallBill site database if required. The transfer files are also archived on the Logger Module PC, and this provides a separate backup/recovery source where the Logger Module and Record Processor Module are on separate PCs.



## Import Auxiliary Calls From Other Bills

Up to now, CallBill has only been keeping track of telephone calls made through your PBX, but now you can also import external bills into CallBill, such as your cell phone bills. The full reporting capabilities of CallBill are available for you to use on any imported data, so you get the benefit of CallBill's easy-to-use Reports Module and Report Design Module on your imported data.

CallBill's Import  
Auxiliary Calls Screen



**Import Auxiliary Calls**

**Details**

Import Using  
 Excel Spreadsheet    Delimited File

Billing Period  
 From: 01/03/2009   To: 01/04/2009

File Name  
 C:\CallBill\CellPhoneBills\April2009.XLS   [Browse](#)

No. Fields: 30   Start String Character:   Start Import at Row: 3  
 Worksheet: 2   End String Character:   Cost Format: 0.00

**Timestamp Field(s) Format**

No. Columns: 2   Timestamp Format e.g. MM/DD/YYYY hh:mm:ss  
 Columns: Field 12   Field 13  
 Format: DDD.DDMM   HHmm

**Duration Field(s) Format**

No. Columns: 2   Duration Format e.g. hh:mm:ss  
 Columns: Field 18   Field 19  
 Format: mm   ss

**Import Fields**

Originator: Field 10   Carrier Name: <None>  
 Digits: Field 14   Company Code: <None>  
 Cost: Field 24   Account Number: <None>  
 Description: Field 7   Spare: <None>  
 Area: Field 15

Originator To User Identifier  
 Auxiliary Calls Originator User Identifier Field: Cell Phone

[Import Fields](#)   [Import](#)   [Save Setting](#)   [Show File](#)   [Close](#)

Call Details Fixed Line & Cellular - ABC Supplies Inc

Report Parameters  
 Generated On: 18 Sep 2014 16:43  
 Report Period Start: 01 Sep 2014 00:00:00  
 Report Period End: 08 Sep 2014 23:59:59  
 Call Type: Outgoing Only  
 Duration (hh:mm:ss): > 00:04:00  
 Last Name (Call Origin): Duncil

Date/Time	From (Ext.)	First Name	Last Name	Department	Number Dialed	Area Dialed	Country Dialed	Call Duration	Call Cost
02 Sep 14 10:29:10	2000	Larry	Duncil	Technical Support	9052579353	WOODBRIIDGE	Canada	0:04:34	\$0.00
05 Sep 14 10:26:09	2000	Larry	Duncil	Technical Support	9056304291	MALTON	Canada	0:06:32	\$0.00
05 Sep 14 11:49:34	2000	Larry	Duncil	Technical Support	4164397977	MALTON	Canada	0:21:34	\$0.00

Duration Cost Total

No. Calls	Total Duration	Total Cost
3	0:33:00	\$0.00

Cellular Calls Detailed

First Name	Last Name	Department	Originator	Timestamp	Duration	Digit Area	Call Cost
Larry	Duncil	Technical Support	9058569248	08 Sep 14 23:04:00	0:24:00	4167589057 Canada	\$3.04
Larry	Duncil	Technical Support	9058569248	08 Sep 14 13:04:00	0:37:00	9053645513 Canada	\$4.09
Larry	Duncil	Technical Support	9058569248	08 Sep 14 09:09:00	0:50:00	9057041514 Canada	\$5.53
Larry	Duncil	Technical Support	9058569248	04 Sep 14 17:31:00	0:17:00	4165505288 Canada	\$1.87
Larry	Duncil	Technical Support	9058569248	04 Sep 14 14:04:00	0:20:00	9057898094 Canada	\$2.20
Larry	Duncil	Technical Support	9058569248	04 Sep 14 10:11:00	0:32:00	4162183250 Canada	\$3.52
Larry	Duncil	Technical Support	9058569248	01 Sep 14 11:14:00	0:22:00	9057987724 Canada	\$2.42
Larry	Duncil	Technical Support	9058569248	01 Sep 14 09:04:00	0:43:00	9057488644 Canada	\$4.73

Cellular Calls Summary

First Name	Last Name	Originator	No. Calls	Total Duration	Total Cost
Larry	Duncil	9058569248	8	4:05:00	\$27.40

Runtime Statistics  
 13 Rows Returned, Report Runtime: 00:00:00 (hh:mm:ss), Server Time : 00:00:00 (hh:mm:ss), Client Time : 00:00:00 (hh:mm:ss)

Sample Auxiliary Calls Report

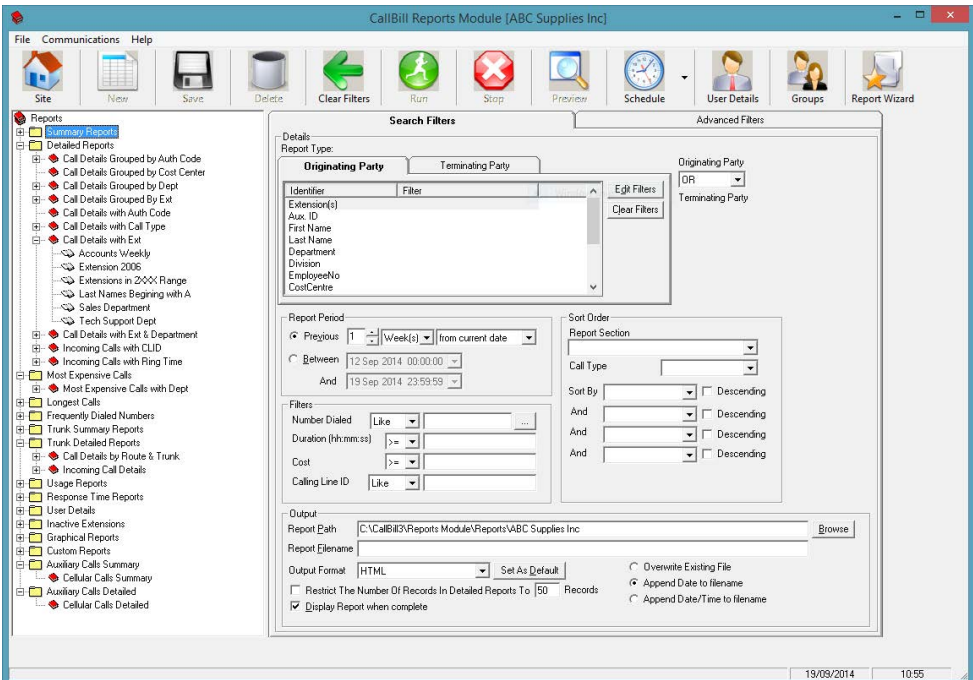
## REPORTS MODULE



### Description

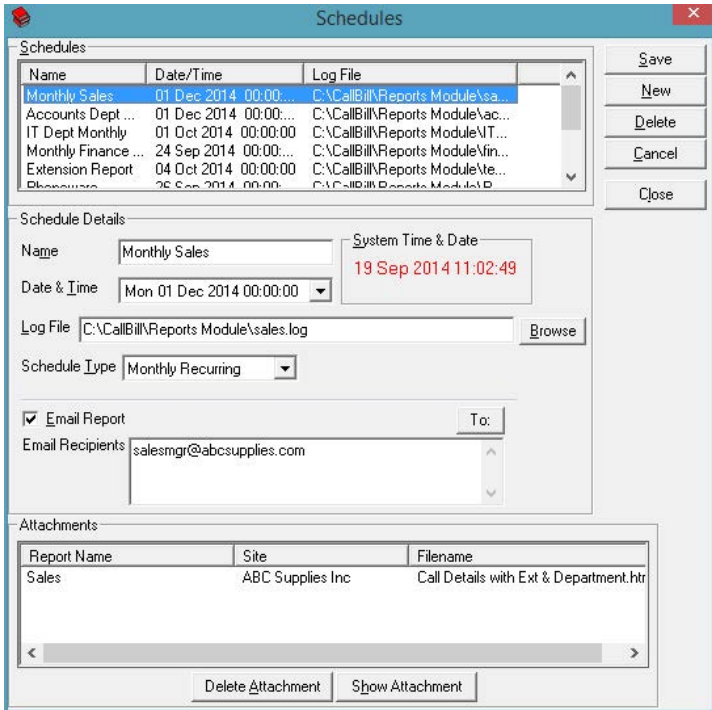
The CallBill Reports Module is the module which allows the user to retrieve information from the CallBill databases by running reports. Reports can either be run ad hoc, or they can be attached to a schedule which will run them automatically when the schedule activates.

### CallBill Reports Module



## Scheduled Reports

All of the reports available in the Reports Module may be attached to a schedule which will run all attached reports when the schedule activates. CallBill allows you to configure multiple schedules and each schedule may have multiple reports attached. Schedules can be run once only, or may be set up to recur periodically, e.g. weekly or monthly. When a report is run from a schedule, the report results can be sent to a list of email recipients.



**Schedules**

Name	Date/Time	Log File
Monthly Sales	01 Dec 2014 00:00:...	C:\CallBill\Reports Module\s...
Accounts Dept ...	01 Dec 2014 00:00:...	C:\CallBill\Reports Module\ac...
IT Dept Monthly	01 Oct 2014 00:00:00	C:\CallBill\Reports Module\IT...
Monthly Finance ...	24 Sep 2014 00:00:...	C:\CallBill\Reports Module\fin...
Extension Report	04 Oct 2014 00:00:00	C:\CallBill\Reports Module\te...
Phone...	26 Sep 2014 00:00:...	C:\CallBill\Reports Module\p...

**Schedule Details**

Name: Monthly Sales

Date & Time: Mon 01 Dec 2014 00:00:00

Log File: C:\CallBill\Reports Module\sales.log

Schedule Type: Monthly Recurring

Email Report

Email Recipients: salesmgr@abcsupplies.com

System Time & Date: 19 Sep 2014 11:02:49

**Attachments**

Report Name	Site	Filename
Sales	ABC Supplies Inc	Call Details with Ext & Department.htm

## Ad hoc Reports

Any of the reports available in the Reports Module can be run ad hoc in real-time. Once the report has been run successfully, the results will be displayed. Running reports in this manner does not effect the scheduled running of reports. Running Ad hoc Reports is useful for fine-tuning reports for scheduled running, or for responding to specific requests for information which is not contained in the scheduled periodic reports.

## Customized Reports

The Reports Module allows you to create Custom Reports by adding Search Filters to standard report formats. These Search Filters will be applied to the Custom Report each time it is run. The CallBill Report Design Module also allows you to create new report formats and to modify existing report formats.

## Search Filters

The comprehensive range of Search Filters which can be applied to reports ensures that your reports only return the data you require. The Search Filters available include Name, Extension Number, Department, Division, Cost Center, Number Dialed, Call Duration, Call Cost, and many more.

**Search Filters**
Advanced Filters

---

Details  
Report Type:

**Originating Party**

Identifier	Filter
Extension(s)	
Aux. ID	
First Name	
Last Name	
Department	
Division	
EmployeeNo	
CostCentre	

↑

↓

Edit Filters

Clear Filters

Originating Party  
OR

Terminating Party

Report Period

Previous 1  Week(s) from current date

Between 12 Sep 2014 00:00:00

And 19 Sep 2014 23:59:59

Filters

Number Dialed Like

Duration (hh:mm:ss) >=

Cost >=

Calling Line ID Like

Sort Order

Report Section

Call Type

Sort By   Descending

And   Descending

And   Descending

And   Descending

Output

Report Path C:\CallBill3\Reports Module\Reports\ABC Supplies Inc Browse

Report Filename

Output Format HTML Set As Default

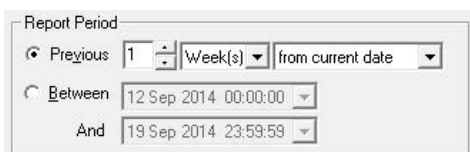
Restrict The Number Of Records In Detailed Reports To 50 Records

Display Report when complete

Overwrite Existing File  
 Append Date to filename  
 Append Date/Time to filename

## Report Period

The Reports Module offers different ways in which to specify the time period for which a report is to be run. A report can be run between specific dates and times, or for a specific number of days, weeks, months or years from the current date or from the previous calendar period.

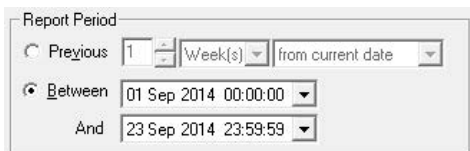


Report Period

Previous 1 Week(s) from current date

Between 12 Sep 2014 00:00:00

And 19 Sep 2014 23:59:59



Report Period

Previous 1 Week(s) from current date

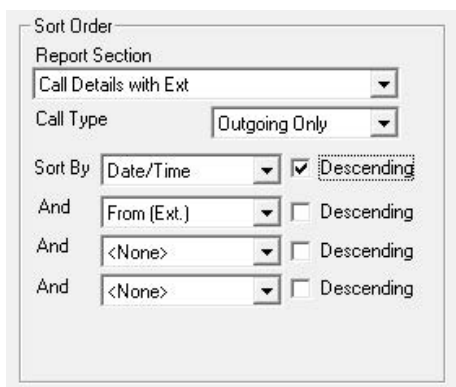
Between 01 Sep 2014 00:00:00

And 23 Sep 2014 23:59:59

Report Period

## Sort Order

CallBill allows you to independently specify the Sort Order for each section of a report. Each section can have up to four levels of sorting, with each level having one of the report output fields as a sort criterion.



Sort Order

Report Section: Call Details with Ext

Call Type: Outgoing Only

Sort By: Date/Time  Descending

And: From (Ext.)  Descending

And: <None>  Descending

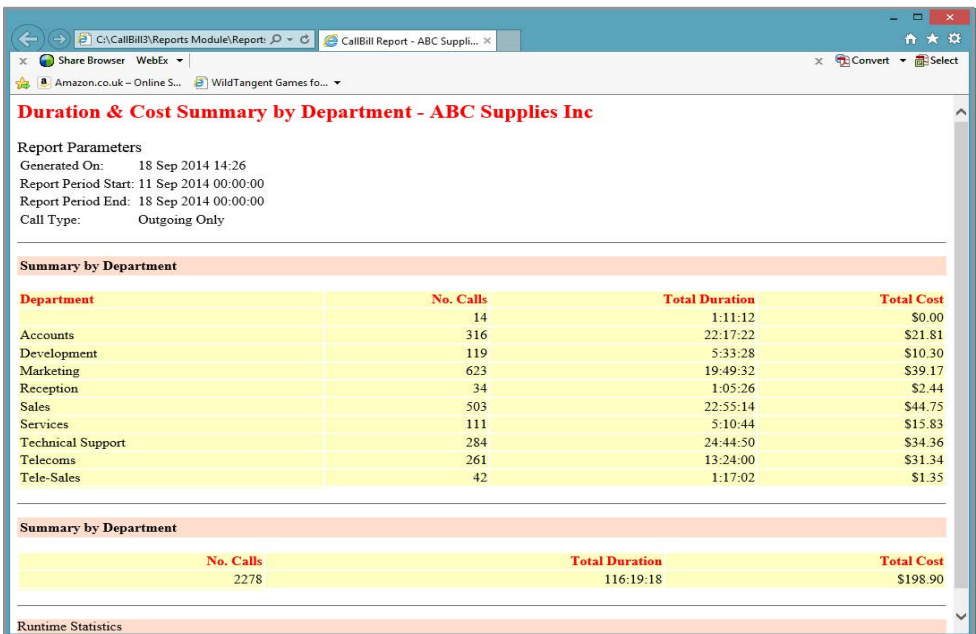
And: <None>  Descending

## Output Formats

The results of a report can be outputted in a number of different formats including graphical, HTML, plain text file, comma-delimited text file, tab-delimited text file, and Microsoft Excel® Spreadsheet.

## Summary and Detailed Reports

Summary Reports are reports containing aggregate fields, for example Total Cost, Total Duration, Average Cost. Detailed Reports are reports containing itemized call details, for example Date/Time Of Call, Number Dialed, Call Cost. A report can contain sections with both Summary and Detailed data, for example, a report may have a Summary section with a breakdown of costs by Department followed by a Detailed section with a list of all calls by Department.



**Duration & Cost Summary by Department - ABC Supplies Inc**

Report Parameters  
 Generated On: 18 Sep 2014 14:26  
 Report Period Start: 11 Sep 2014 00:00:00  
 Report Period End: 18 Sep 2014 00:00:00  
 Call Type: Outgoing Only

Department	No. Calls	Total Duration	Total Cost
Accounts	14	1:11:12	\$0.00
Accounts	316	22:17:22	\$21.81
Development	119	5:33:28	\$10.30
Marketing	623	19:49:32	\$39.17
Reception	34	1:05:26	\$2.44
Sales	503	22:55:14	\$44.75
Services	111	5:10:44	\$15.83
Technical Support	284	24:44:50	\$34.36
Telecoms	261	13:24:00	\$31.34
Tele-Sales	42	1:17:02	\$1.35

No. Calls	Total Duration	Total Cost
2278	116:19:18	\$198.90

Runtime Statistics

Sample Summary Report

Call Details with Ext - ABC Supplies Inc

Report Parameters  
 Generated On: 18 Sep 2014 16:48  
 Report Period Start: 11 Sep 2014 00:00:00  
 Report Period End: 18 Sep 2014 00:00:00  
 Call Type: Outgoing Only  
 Duration (hh:mm:ss): > 00:10:00  
 Department (Call Origin): Sales

Date/Time	From (Ext.)	First Name	Last Name	Department	Number Dialed	Area Dialed	Country Dialed	Call Duration	Call Cost
11 Sep 14 07:37:07	6013	Ron	McDonald	Sales	1506892173	New Brunswick	US	0:12:52	\$0.74
11 Sep 14 13:21:55	4013	Sales	Desk13	Sales	4167217672	TORONTO	Canada	0:14:02	\$0.00
11 Sep 14 16:59:59	4004	Sales	Desk4	Sales	12502154331	TORONTO	Canada	0:13:00	\$0.00
11 Sep 14 17:40:40	4509	Jackie	Eastman	Sales	4162177308	British Columbia	Canada	0:10:40	\$0.61
12 Sep 14 13:09:06	4013	Sales	Desk13	Sales	4165980545	TORONTO	Canada	0:18:36	\$0.00
12 Sep 14 13:11:24	6015	Andrew	Highamth	Sales	4163173819	TORONTO	Canada	0:38:48	\$0.00
12 Sep 14 13:27:32	4509	Jackie	Eastman	Sales	15199937970	Ontario	Canada	0:13:46	\$0.79
12 Sep 14 13:33:32	4509	Jackie	Eastman	Sales	17804712550	Alberta	Canada	0:18:30	\$1.06
12 Sep 14 17:38:22	3004	Hugh	Perry	Sales	4169840532	TORONTO	Canada	0:17:44	\$0.00
13 Sep 14 17:49:04	6013	Ron	McDonald	Sales	14188065483	Quebec	Canada	0:10:06	\$0.58
13 Sep 14 14:12:55	2070	Bob	Duval	Sales	9056813901	ALANPKRING	Canada	0:20:34	\$0.00
13 Sep 14 16:49:01	2092	Beverly	Tor	Sales	15149997083	Quebec	Canada	0:11:14	\$0.65
14 Sep 14 09:05:02	6013	Ron	McDonald	Sales	17052338301	Ontario	Canada	0:17:46	\$1.02
14 Sep 14 10:45:40	4002	Sales	Desk3	Sales	13066981657	Saskatchewan	Canada	0:19:12	\$1.10
14 Sep 14 12:38:11	4509	Jackie	Eastman	Sales	14032002990	Alberta	Canada	0:14:12	\$0.82
14 Sep 14 13:36:39	2070	Bob	Duval	Sales	4167400593	COOKSVILLE	Canada	0:18:14	\$0.00
14 Sep 14 13:41:28	6007	Robert	Posvar	Sales	4169931403	TORONTO	Canada	0:14:54	\$0.00
14 Sep 14 15:53:25	4002	Sales	Desk3	Sales	17805353580	Alberta	Canada	0:10:52	\$0.62
14 Sep 14 16:33:09	6013	Ron	McDonald	Sales	18193963104	Quebec	Canada	0:30:36	\$1.76
15 Sep 14 14:32:02	6009	Eddie	Young	Sales	4162136289	TORONTO	Canada	0:11:30	\$0.00
16 Sep 14 08:04:39	4002	Sales	Desk3	Sales	4162794904	TORONTO	Canada	0:23:30	\$0.00
16 Sep 14 11:17:56	4010	Sales	Desk10	Sales	4169138610	TORONTO	Canada	0:17:42	\$0.00
16 Sep 14 11:38:29	6013	Ron	McDonald	Sales	14032637504	Alberta	Canada	0:10:38	\$0.61
16 Sep 14 16:21:26	4004	Sales	Desk4	Sales	4163705887	TORONTO	Canada	0:46:12	\$0.00
17 Sep 14 10:10:42	4004	Sales	Desk4	Sales	1519520900	Ontario	Canada	0:13:54	\$0.80
17 Sep 14 11:15:58	6015	Andrew	Highamth	Sales	4164880430	TORONTO	Canada	0:40:28	\$0.00

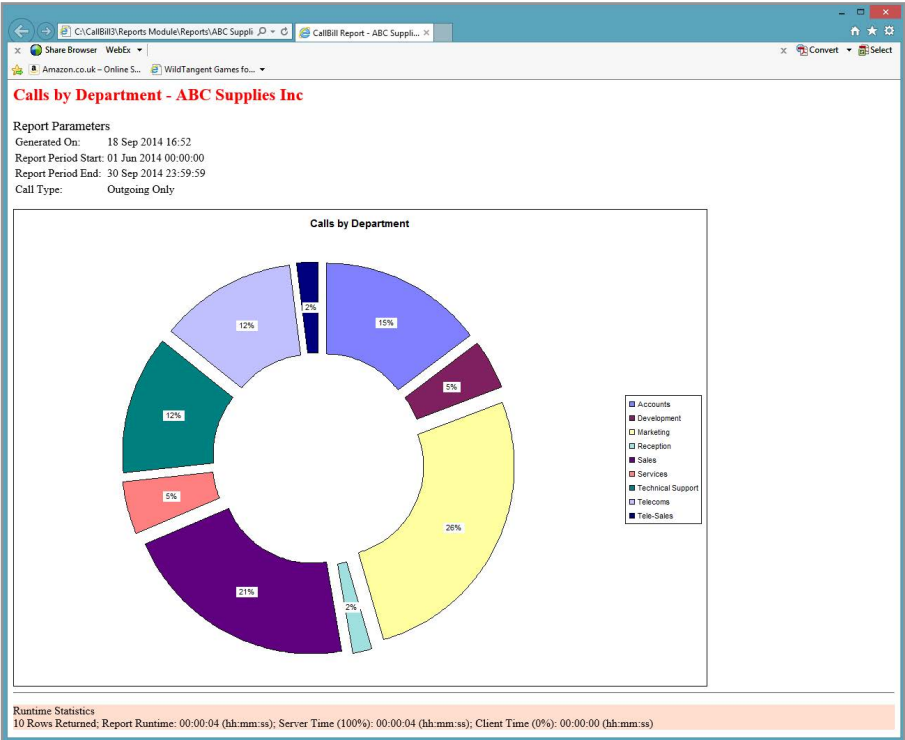
Runtime Statistics  
 26 Rows Returned, Report Runtime: 00:00:00 (hh:mm:ss), Server Time : 00:00:00 (hh:mm:ss), Client Time : 00:00:00 (hh:mm:ss)

Sample Detailed Report



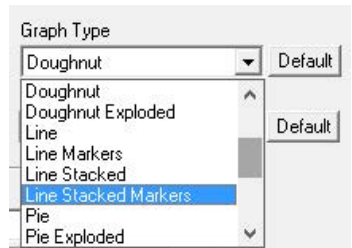
## Graphical Reports

CallBill 3 now has the capability to generate graphical reports. This new feature makes it even easier for you to identify trends in usage and costs.



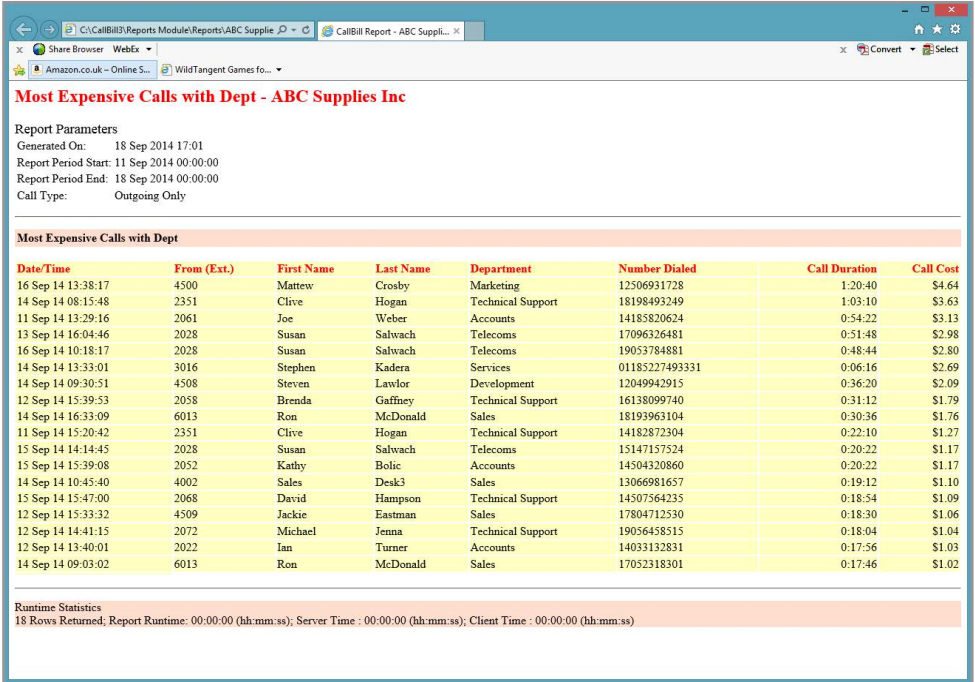
Sample Pie Chart Report

There are over 20 different Graph Types, so you will be sure to find a format which best suits the trend or data you would like to display.



## Other Reports

CallBill also provides reports that produce a detailed list of Most Expensive Calls, Longest Calls, Frequently Dialed Numbers, Trunk Reports and Usage Reports.



**Most Expensive Calls with Dept - ABC Supplies Inc**

Report Parameters  
 Generated On: 18 Sep 2014 17:01  
 Report Period Start: 11 Sep 2014 00:00:00  
 Report Period End: 18 Sep 2014 00:00:00  
 Call Type: Outgoing Only

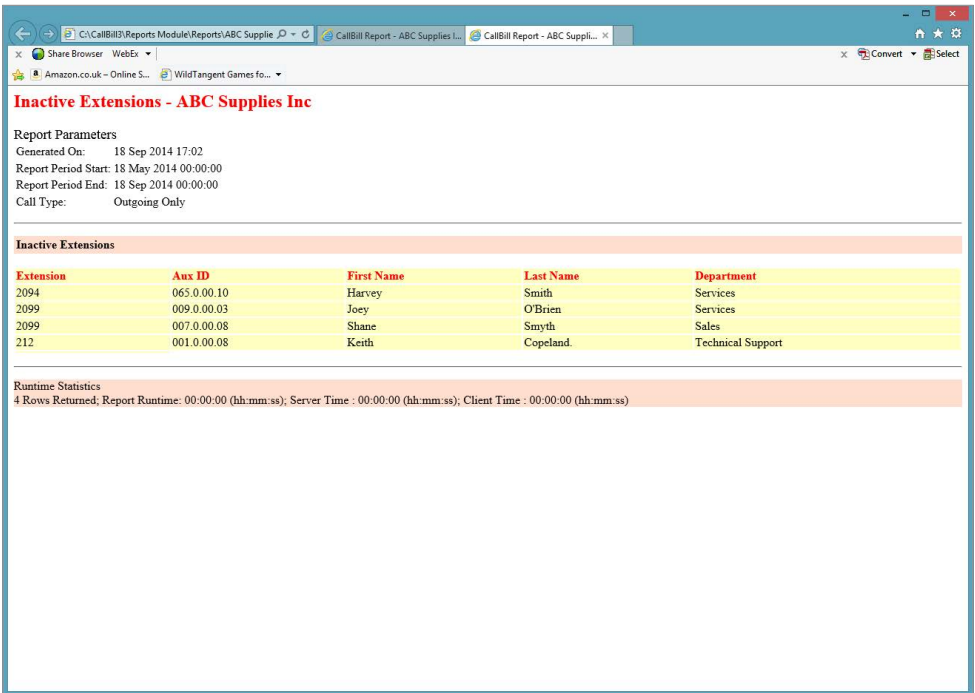
Date/Time	From (Ext.)	First Name	Last Name	Department	Number Dialed	Call Duration	Call Cost
16 Sep 14 13:38:17	4500	Matthew	Crosby	Marketing	12506931728	1:20:40	\$4.64
14 Sep 14 08:15:48	2351	Clive	Hogan	Technical Support	18198493249	1:03:10	\$3.63
11 Sep 14 13:29:16	2061	Joe	Weber	Accounts	14185820624	0:54:22	\$3.13
13 Sep 14 16:04:46	2028	Susan	Salwach	Telecoms	17096326481	0:51:48	\$2.98
16 Sep 14 10:18:17	2028	Susan	Salwach	Telecoms	19053784881	0:48:44	\$2.80
14 Sep 14 13:33:01	3016	Stephen	Kadera	Services	01185227493331	0:06:16	\$2.69
14 Sep 14 09:30:51	4508	Steven	Lawlor	Development	12049942915	0:36:20	\$2.09
12 Sep 14 15:39:53	2058	Brenda	Gaffney	Technical Support	16138099740	0:31:12	\$1.79
14 Sep 14 16:33:09	6013	Ron	McDonald	Sales	18193963104	0:30:36	\$1.76
11 Sep 14 15:20:42	2351	Clive	Hogan	Technical Support	14182872304	0:22:10	\$1.27
15 Sep 14 14:14:45	2028	Susan	Salwach	Telecoms	15147157524	0:20:22	\$1.17
15 Sep 14 15:39:08	2052	Kathy	Bolic	Accounts	14504320860	0:20:22	\$1.17
14 Sep 14 10:45:40	4002	Sales	Desk3	Sales	13066981657	0:19:12	\$1.10
15 Sep 14 15:47:00	2068	David	Hampson	Technical Support	14507564235	0:18:54	\$1.09
12 Sep 14 15:33:32	4509	Jackie	Eastman	Sales	17804712530	0:18:30	\$1.06
12 Sep 14 14:41:15	2072	Michael	Jenna	Technical Support	19056458515	0:18:04	\$1.04
12 Sep 14 13:40:01	2022	Ian	Turner	Accounts	14033132831	0:17:56	\$1.03
14 Sep 14 09:03:02	6013	Ron	McDonald	Sales	17052318301	0:17:46	\$1.02

Runtime Statistics  
 18 Rows Returned; Report Runtime: 00:00:00 (hh:mm:ss); Server Time : 00:00:00 (hh:mm:ss); Client Time : 00:00:00 (hh:mm:ss)

Sample Expensive Calls Report

## Report To Show Inactive Extensions

As your telephone system expands over time, you may find it hard to find spare extension numbers in your numbering plan. In many cases, this may be because there are numbers configured on your system which were used in the past, but are no longer valid. CallBill now has a report which will identify Inactive Extensions which have not had a valid call record against them for a user-specified period of time.



**Inactive Extensions - ABC Supplies Inc**

Report Parameters  
 Generated On: 18 Sep 2014 17:02  
 Report Period Start: 18 May 2014 00:00:00  
 Report Period End: 18 Sep 2014 00:00:00  
 Call Type: Outgoing Only

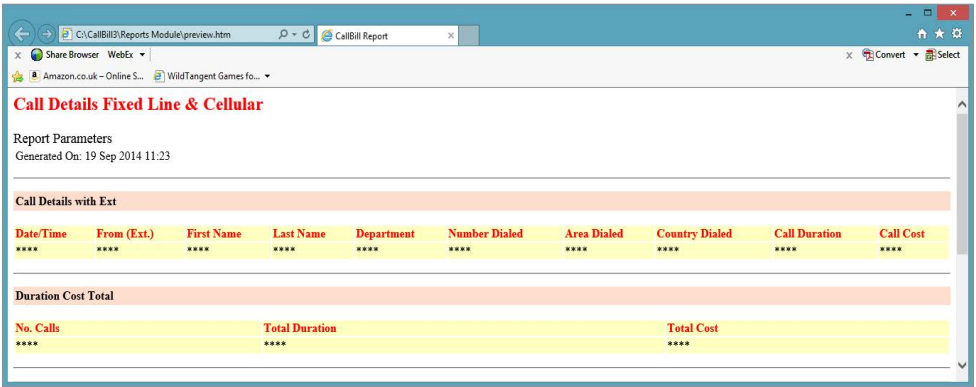
Extension	Aux ID	First Name	Last Name	Department
2094	065.0.00.10	Harvey	Smith	Services
2099	009.0.00.03	Joey	O'Brien	Services
2099	007.0.00.08	Shane	Smyth	Sales
212	001.0.00.08	Keith	Copeland	Technical Support

Runtime Statistics  
 4 Rows Returned; Report Runtime: 00:00:00 (hh:mm:ss); Server Time : 00:00:00 (hh:mm:ss); Client Time : 00:00:00 (hh:mm:ss)

Inactive Extension Report

## Report Preview

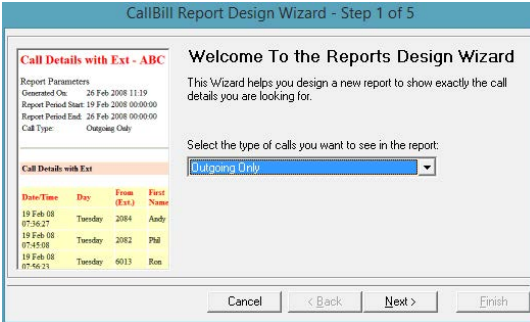
The Report Preview feature allows you to view the format of a report before you run it, to ensure that you have selected a suitable report to meet your requirements. The Preview shows all the report fields as they will appear in the report output for each section of the report.



Report Preview

## Report Design Wizard

It is now easier than ever to generate a report with CallBill 3's new Report Design Wizard, which guides you through creating a new report in 5 easy steps without having to leave the Reports Module.



CallBill Report Design Wizard - Step 1 of 5

**Call Details with Ext - ABC**

Report Parameters  
Generated On: 26 Feb 2008 11:19  
Report Period Start: 19 Feb 2008 00:00:00  
Report Period End: 26 Feb 2008 00:00:00  
Call Type: Outgoing Only

**Welcome To the Reports Design Wizard**

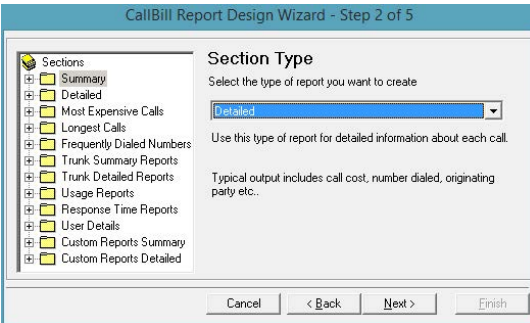
This Wizard helps you design a new report to show exactly the call details you are looking for.

Select the type of calls you want to see in the report:  
Outgoing Only

Date/Time	Day	From (Ext.)	First Name
19 Feb 08 07:36:27	Tuesday	2084	Andy
19 Feb 08 07:45:08	Tuesday	2082	Phil
19 Feb 08 07:46:21	Tuesday	6013	Ron

Buttons: Cancel, < Back, Next >, Finish

**Step 1:** Select the Type of Calls for the Report, e.g. Outgoing Only, or All Calls



CallBill Report Design Wizard - Step 2 of 5

**Sections**

- Summary
- Detailed
- Most Expensive Calls
- Longest Calls
- Frequently Dialed Numbers
- Trunk Summary Reports
- Trunk Detailed Reports
- Usage Reports
- Response Time Reports
- User Details
- Custom Reports Summary
- Custom Reports Detailed

**Section Type**

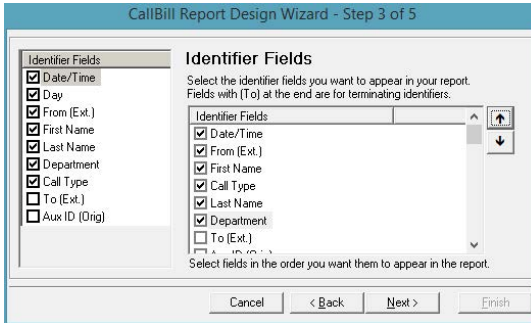
Select the type of report you want to create  
Detailed

Use this type of report for detailed information about each call.

Typical output includes call cost, number dialed, originating party etc..

Buttons: Cancel, < Back, Next >, Finish

**Step 2:** Select the Type of Report you would like to create, i.e. Detailed or Summary



**CallBill Report Design Wizard - Step 3 of 5**

**Identifier Fields**

Select the identifier fields you want to appear in your report. Fields with (To) at the end are for terminating identifiers.

**Identifier Fields**

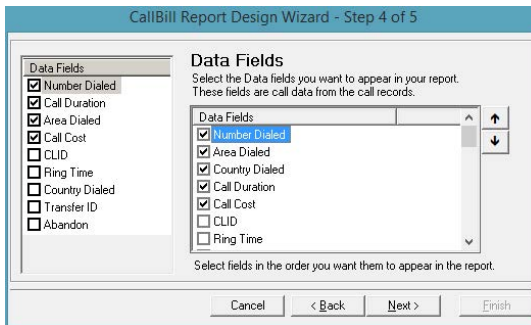
Select fields in the order you want them to appear in the report.

Date/Time  
 Day  
 From (Ext.)  
 First Name  
 Last Name  
 Department  
 Call Type  
 To (Ext.)  
 Aux ID (Orig)

Date/Time  
 From (Ext.)  
 First Name  
 Call Type  
 Last Name  
 Department  
 To (Ext.)

Cancel < Back Next > Finish

**Step 3:** Select the Identifier Fields for the Report, such as First Name, Last Name, Extension Number, Department



**CallBill Report Design Wizard - Step 4 of 5**

**Data Fields**

Select the Data fields you want to appear in your report. These fields are call data from the call records.

**Data Fields**

Select fields in the order you want them to appear in the report.

Number Dialed  
 Call Duration  
 Area Dialed  
 Call Cost  
 CLID  
 Ring Time  
 Country Dialed  
 Transfer ID  
 Abandon

Number Dialed  
 Area Dialed  
 Country Dialed  
 Call Duration  
 Call Cost  
 CLID  
 Ring Time

Cancel < Back Next > Finish

**Step 4:** Select the Data Fields for the Report, such as Call Cost, Call Duration, Number Dialed



**CallBill Report Design Wizard - Step 5 of 5**

**Report Name**

Finally we need to give the report a meaningful name. While you can give it any name it is advisable to give it a name that will easily identify the type of report it is.

Report Name:  
My Custom Report

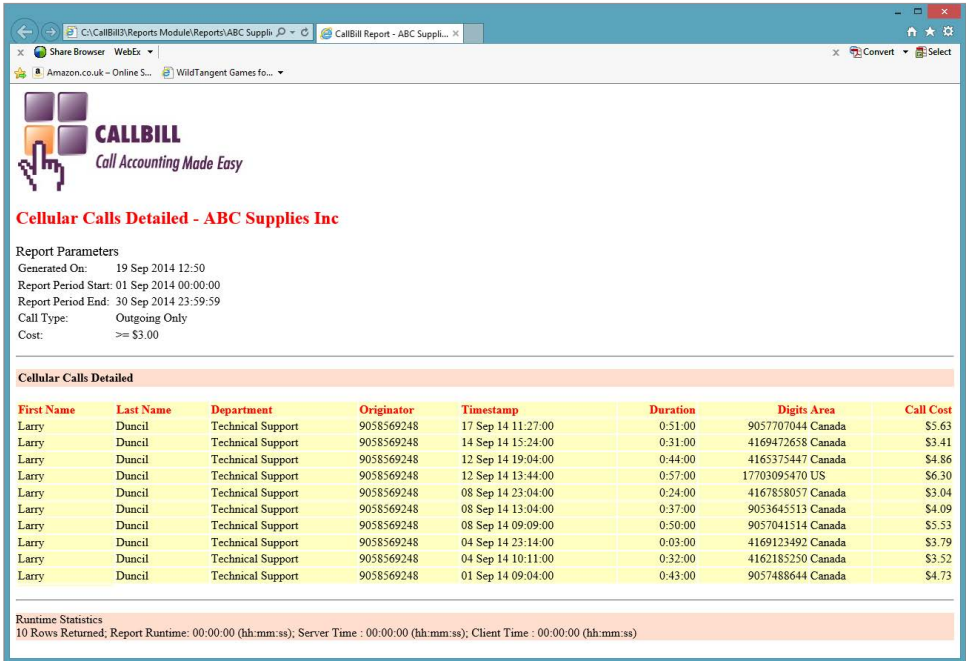
Click Finish to create your new report.

Cancel < Back Next > Finish

**Step 5:** Finally, give your Report a Name and that's it! You can now run your new Report.

## Add Logo To Report Header

You can now add a Corporate Logo to your Report Header.



The screenshot shows a web browser window with the following content:

Address bar: C:\CallBill\Reports Module\Reports\ABC Suppl... | CallBill Report - ABC Suppl... | Convert | Select

Share Browser | WebEx | Amazon.co.uk - Online S... | WildTangent Games fo...

**CALLBILL**  
Call Accounting Made Easy

**Cellular Calls Detailed - ABC Supplies Inc**

Report Parameters  
 Generated On: 19 Sep 2014 12:50  
 Report Period Start: 01 Sep 2014 00:00:00  
 Report Period End: 30 Sep 2014 23:59:59  
 Call Type: Outgoing Only  
 Cost: >= \$3.00

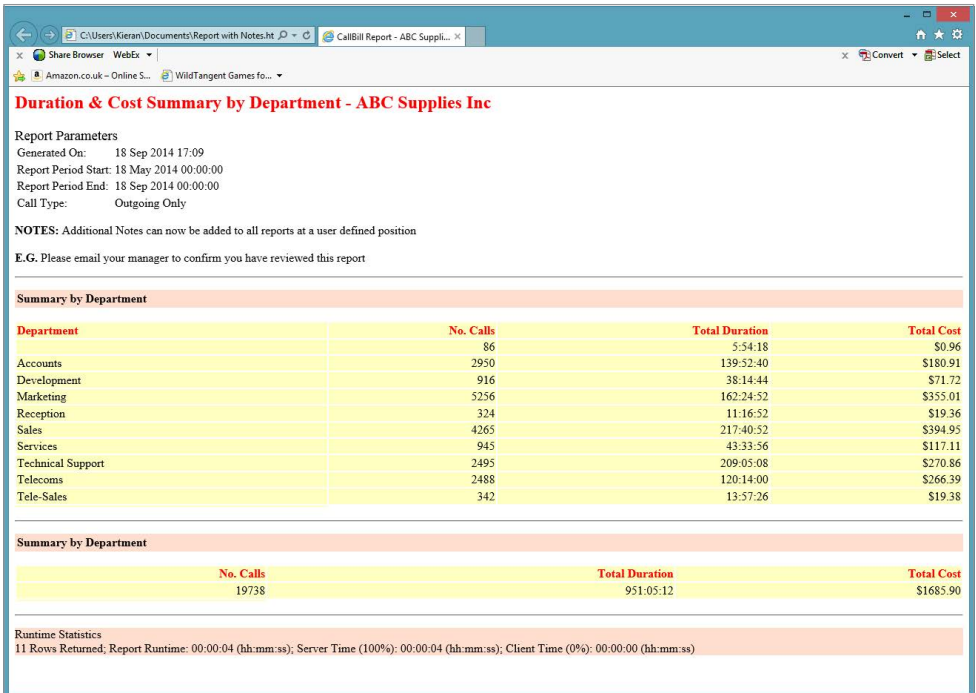
First Name	Last Name	Department	Originator	Timestamp	Duration	Digits Area	Call Cost
Larry	Duncil	Technical Support	9058569248	17 Sep 14 11:27:00	0:51:00	9057707044 Canada	\$5.63
Larry	Duncil	Technical Support	9058569248	14 Sep 14 15:24:00	0:31:00	4169472658 Canada	\$3.41
Larry	Duncil	Technical Support	9058569248	12 Sep 14 19:04:00	0:44:00	4165375447 Canada	\$4.86
Larry	Duncil	Technical Support	9058569248	12 Sep 14 13:44:00	0:57:00	17703095470 US	\$6.30
Larry	Duncil	Technical Support	9058569248	08 Sep 14 23:04:00	0:24:00	4167858057 Canada	\$3.04
Larry	Duncil	Technical Support	9058569248	08 Sep 14 13:04:00	0:37:00	9053645513 Canada	\$4.09
Larry	Duncil	Technical Support	9058569248	08 Sep 14 09:09:00	0:50:00	9057041514 Canada	\$5.53
Larry	Duncil	Technical Support	9058569248	04 Sep 14 23:14:00	0:03:00	4169123492 Canada	\$3.79
Larry	Duncil	Technical Support	9058569248	04 Sep 14 10:11:00	0:32:00	4162185250 Canada	\$3.52
Larry	Duncil	Technical Support	9058569248	01 Sep 14 09:04:00	0:43:00	9057488644 Canada	\$4.73

Runtime Statistics  
 10 Rows Returned; Report Runtime: 00:00:00 (hh:mm:ss); Server Time : 00:00:00 (hh:mm:ss); Client Time : 00:00:00 (hh:mm:ss)

Sample Report with the CallBill Logo as a Header – you can add your own Header Logo

## Add Notes To Report Header

You can also add Notes to a Report Header which will appear at the top of your Report.



**Duration & Cost Summary by Department - ABC Supplies Inc**

Report Parameters  
 Generated On: 18 Sep 2014 17:09  
 Report Period Start: 18 May 2014 00:00:00  
 Report Period End: 18 Sep 2014 00:00:00  
 Call Type: Outgoing Only

NOTES: Additional Notes can now be added to all reports at a user defined position  
 E.G. Please email your manager to confirm you have reviewed this report

Summary by Department			
Department	No. Calls	Total Duration	Total Cost
Accounts	86	5:54:18	\$0.96
Development	2950	139:52:40	\$180.91
Marketing	916	38:14:44	\$71.72
Reception	5256	162:24:52	\$355.01
Sales	324	11:16:52	\$19.36
Services	4265	217:40:52	\$394.95
Technical Support	945	43:33:56	\$117.11
Telecoms	2495	209:05:08	\$270.86
Tele-Sales	2488	120:14:00	\$266.39
	342	13:57:26	\$19.38

Summary by Department			
No. Calls	Total Duration	Total Cost	
19738	951:05:12	\$1685.90	

Runtime Statistics  
 11 Rows Returned; Report Runtime: 00:00:04 (hh:mm:ss); Server Time (100%): 00:00:04 (hh:mm:ss); Client Time (0%): 00:00:00 (hh:mm:ss)

Sample Report with Notes added to the Report Header



## Multi-site Reporting

CallBill can now run consolidated reports over multiple sites. This means that you can, say, run Departmental Reports over several different sites and the report will consolidate the data over the sites chosen.



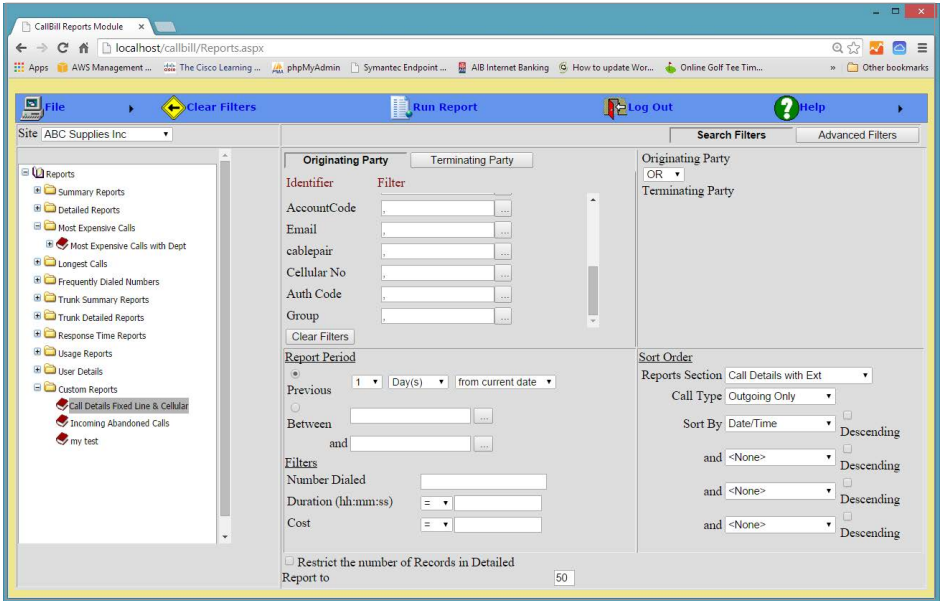
Details  
Report Type:

Originating Party	Terminating Party	Sites
Name (Only Run Report on Selected Sites)		Select All
<input checked="" type="checkbox"/>	Head Office	Clear All
<input checked="" type="checkbox"/>	Demo Site	
<input checked="" type="checkbox"/>	New York Office	
<input type="checkbox"/>	LA Office	
<input type="checkbox"/>	Dublin Office	
<input type="checkbox"/>	Toronto Office	

Consolidated Multi-Site Reporting

## Browser-based Reports Module

CallBill 3 has a new Browser-based Reports Module, which you can run anywhere on your network without having to have Reports Module installed on the workstation you're working on.



Browser-based Reports Module

## Report Distribution By Email

Scheduled Reports can be configured so that the report results are sent to a list of email recipients once the report has been run. Daily, Weekly and Monthly recurring schedules can be set up and reports attached to them to be run periodically with the results being distributed to a list of email recipients. In this way, CallBill can be configured so that all reports are scheduled and ran automatically, with the report results being distributed automatically, so that no user input is required once the system has been set up.

## **Authenticated SMTP Email Support**

CallBill 3 security has been enhanced with the addition of Authenticated SMTP Email Support.

## **Runtime Statistics**

At the end of each report, CallBill adds Runtime Statistics for the report including the number of Rows Returned and the Report Runtime broken down into Server Time and Client Time. Because CallBill is a client/server solution, these statistics can help network administrators to assess performance.

1102 Rows Returned; Report Runtime: 00:00:10 (hh:mm:ss); Server Time (30%): 00:00:03 (hh:mm:ss); Client Time (70%): 00:00:07 (hh:mm:ss)

## **Multiple Clients**

CallBill allows multiple Reports Module clients to run simultaneously, with the only requirement being that all clients must have access to the CallBill databases.

## **Bulk Update Of User Identifiers**

You can now make bulk changes to a group of User Identifiers. This allows you to change, for example, the Department field of several hundred Users at once.

## REPORT DESIGN MODULE



The Report Design Module allows you to create your own reports so that you can be sure that your reports will provide you with the data you require, in the format that you require. Each Report is made up of one or more Modules, each Module is made up of one or more Sections, and each Section comprises a selection of Fields which you choose from the list of available Fields.

**Cellular Calls Detailed**

First Name	Last Name	Department	Originator	Timestamp	Duration	Digits	Area	Call Cost
****	****	****	****	****	****	****	****	****

**Section Definitions**

- Sections
  - Summary
  - Detailed
  - Most Expensive Calls
  - Longest Calls
  - Frequently Dialed Numbers
  - Trunk Summary Reports
  - Trunk Detailed Reports
  - Usage Reports
  - Response Time Reports
  - User Details
  - Inactive Extensions
  - Graphical Reports
  - Custom Reports Summary
  - Custom Reports Detailed
  - Auxiliary Calls Summary
  - Cellular Calls Summary
    - Cellular Calls Detailed
  - Auxiliary Calls Detailed

**Module Definitions**

Identifier Fields

- First Name
- Last Name
- Department
- From (Ext.)
- To (Ext.)
- First Name (To)
- Last Name (To)
- Department (To)
- Division
- Division (To)
- EmployeeNo
- EmployeeNo (To)

Fixed Cost Fields

**Report Definitions**

Data Fields

- Originator
- Timestamp
- Duration
- Digits
- Area
- Call Charge
- <Column Spacer 1>
- <Column Spacer 2>
- <Column Spacer 3>
- <Column Spacer 4>
- <Column Spacer 5>
- Rec. Type

Call Type: [Outgoing Only]

Quick Report: [Create Report From Section] [Go]

Custom Fields | Help

19/09/2014 | 11:56

Report Design Module

CallBill 3 has a new Report Design Preview Window which lets you see how your report will look as you're designing it. As you add or delete fields from your Report Design, the Report Design Preview will change to show you how your new Report will look.

### **Copy Report Designs**

You can now Copy Report Designs in CallBill 3, which makes it even easier to create your own custom reports. Simply copy a report which is close to what you want and make the required changes to the report design.

## CONFIGURATION OPTIONS

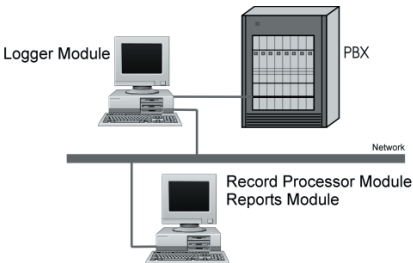
### Option 1: All Modules On The Same PC

In this configuration, all of the CallBill modules are installed on a single dedicated PC. Because all of the modules are on the same PC, there is no requirement for the PC to be connected to a network, unless reports need to be saved on the network instead of on the CallBill PC. The PC needs access to an email account if scheduled reports are to be emailed to recipients.

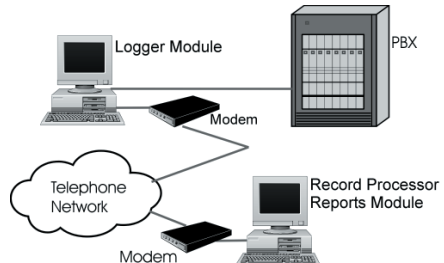


### Option 2: Logger Module On A Separate PC

In this configuration, the Logger Module is installed on a dedicated PC and the Record Processor Module and Reports Module are installed on a separate PC. The Record Processor Module needs access to the Logger Module, either by dial-up connection or via a network.



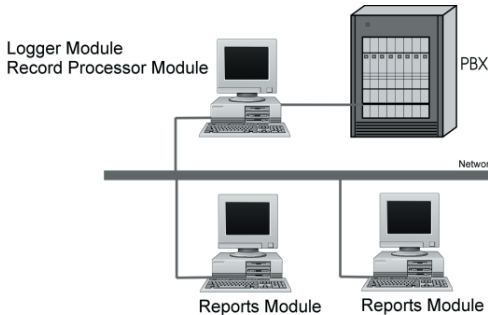
With Network Connection



With Dial-Up Connection

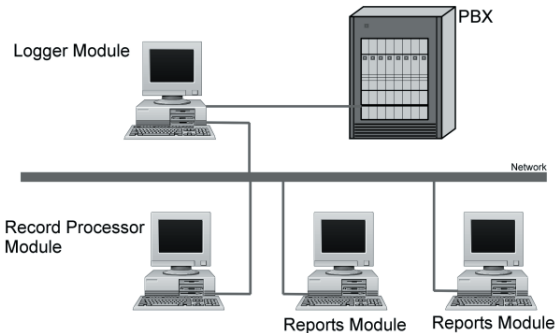
### Option 3: Logger Module And Record Processor Module On The Same PC

In this configuration, the Logger Module and the Record Processor Module are installed on the same PC and the Reports Module client or clients are installed on separate PCs. The Reports Module clients need access to the CallBill databases across a network.



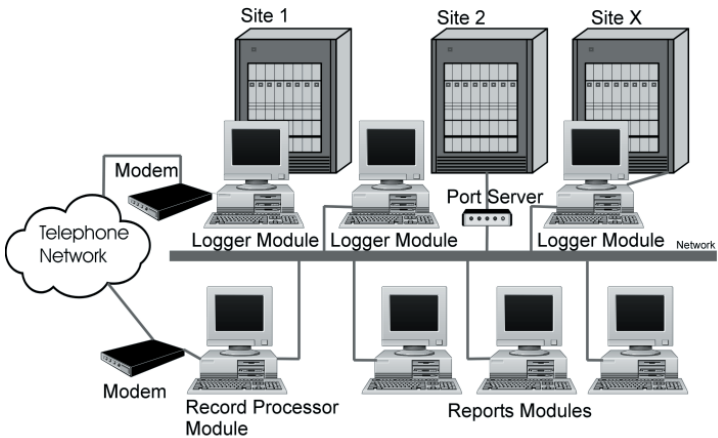
### Option 4: All Modules On Separate PCs

In this configuration, all of the CallBill modules are installed on separate PCs. The Record Processor Module needs access to the Logger Module, either by dial-up connection or via a network. The Reports Module clients need access to the CallBill databases across a network.



## Multi-Site Configuration

In a multi-site configuration, the Logger Module is installed on a dedicated PC at each site. The Record Processor Module needs access to each of the Logger Modules, either by dial-up connection or via a network. The Reports Module clients need access to the CallBill databases across a network.





## MINIMUM SPECIFICATIONS

### Logger Module

PC with Pentium® III Processor

512 Mb RAM

Operating System: Windows XP/Vista/2000/2003/2008

1 Free Serial Port if connected directly to telephone system

1 Modem Connection if connection to Record Processor Module is dial-up

1 Network Connection if connection to Record Processor Module is via network or if connection to telephone system is via network and port server

### Record Processor Module

PC with Pentium® III Processor

512 Mb RAM

Operating System: Windows XP/Vista/2000/2003/2008

1 Modem Connection if connection to Logger Module is dial-up

1 Network Connection if connection to Logger Module is via network

Parallel port or free USB port for security dongle attachment

### Reports Module

PC with Pentium® III Processor

512 Mb RAM

Operating System: Windows XP/Vista/2000/2003/2008

1 Network Connection if CallBill databases are not on the same PC

### Microsoft SQL Server®

Microsoft SQL Server 7 or higher

## OTHER PHONWARE PRODUCTS

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**Phonemaster** is an administration tool for Nortel CS 1000 and Meridian PBXs which allows you to make programming changes on the PBX without needing to know anything about the complex command-line programming language of the PBX. With its vast range of easy-to-use features, PhoneMaster reduces the programming of the telephone system to simple point-and-click operations.



**Directory** is an on-line Corporate Directory package that presents the company's internal telephone directory to the user in an easy-to-use browser-based application. Directory eliminates the need for publishing costly paper-based internal directories that are invariably out-of-date before they're printed. Using the Integration Module and PhoneMaster, the directory database can be automatically synchronised to the telephone system database.



The **Integration** Module runs as a memory resident service and constantly monitors the Switch Administration (PhoneMaster), Call Accounting (CallBill) and Directory databases for any changes in one database which need to be synchronised in the other databases. Any changes made to an Identifier (Last Name, Department, Email Address, etc.) in one product will instantly be reflected in the other products, without having to do anything. This completely eliminates the need for maintaining personnel information in more than one application.

## Contact Phoneware

### USA & Canada

Tel (800) 660 9248

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### UK

Tel (0800) 169 8618

---

### Ireland

Tel (0404) 68711

---

### International

Tel +353 404 68711

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### E-mail

[info@phoneware.ie](mailto:info@phoneware.ie)

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### Web site

[www.phoneware.ie](http://www.phoneware.ie)

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Download your free evaluation copy of  
CallBill from our web site.



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our software - your solution