

2018

LOGIX Hosted PBX

CALL REPORTING

LOGIX Hosted PBX Call Reporting

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Revision History

Version	Release Date	Author	Changes
10.2.2018	TBD	Joshua Foshee	First Release

Release Document Storage Location

Logix.com -> Customer Resources

[Web link](#)

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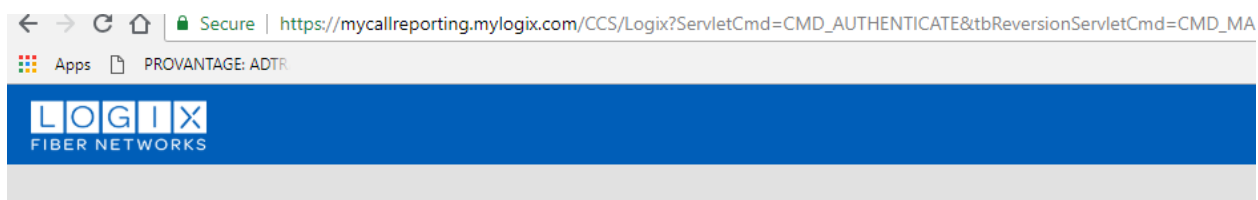
Overview

In this guide we will cover the Call Reporting for Logix Hosted PBX. We will go over the Call Reporting portal. There is a video to cover this that you can find on the Logix.com website under Customer Resources. This video will have more information in it and recommend watching that after reviewing this guide.

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Going over the Call Reporting Portal

1. You should have got an email with their username and password. This is unique to each customer. If you have not contact customer care to have the email resent. The portal to login to the website for everyone is <https://mycallreporting.mylogix.com>. Have the admin log in to this portal.



Sign In

Please enter your application user name and password to sign in with below.

User Name:

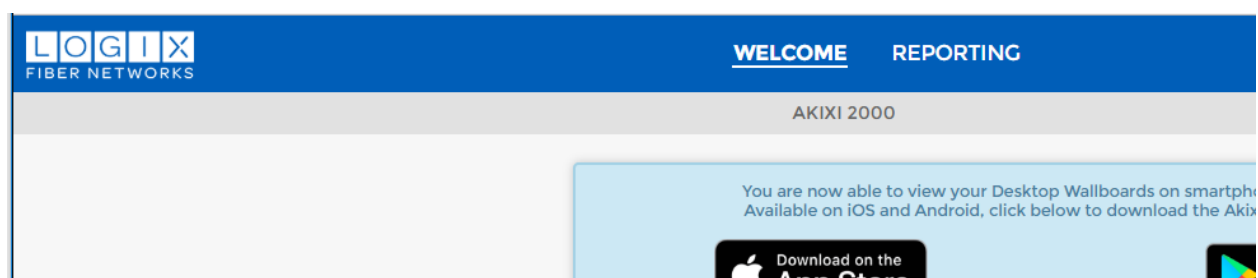
Password:

Remember Me On This Computer

Set Language:

[Can't Access Your Account?](#)

2. Once you login you will select reporting at the top. This will take you to the reports.



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- On the left side you will see the canned reports that are created. You can select any of the report on the left to see them.

WELCOME **REPORTING**

Device Filter: [Any] Zoom Level: 125%

S	STARTED (DIST)	RING (DIST)	ENDED ^	SEG	TELNO (CLG)	DEV (CI
✓	07/25/2018 13:56:23	00:00:06	13:56:29	1/1	06057180026	403
✓	07/25/2018 14:04:05	00:00:42	14:04:47	2/2	06057180026	404
✓	07/25/2018 14:18:06	00:00:12	14:18:18	1/1	06057180026	405
✓	07/25/2018 14:21:00	00:00:06	14:21:06	1/1	08592607462	401
✓	07/25/2018 14:28:01	00:00:36	14:28:37	2/2	09345243111	409
✓	07/25/2018 14:30:01	00:00:06	14:30:07	1/1	01944122696	104
✓	07/25/2018 14:31:43	00:00:18	14:32:01	1/1	01567480508	407
✓	07/25/2018 14:38:25	00:00:18	14:38:43	1/1	08592607462	102
✓	07/25/2018 14:39:01	00:00:18	14:39:19	1/1	01944122696	403
✓	07/25/2018 14:44:25	00:00:30	14:44:55	1/1	03460373025	118
✓	07/25/2018 14:46:25	00:00:06	14:46:31	1/1	09206943583	409
✓	07/25/2018 14:47:01	00:00:00	14:47:01	1/1	09206943583	408
✓	07/25/2018 14:48:01	00:00:24	14:48:25	1/1	03460373025	121
✓	07/25/2018 14:50:25	00:00:12	14:50:37	1/1	07374747336	405
✓	07/25/2018 14:52:43	00:00:06	14:52:49	1/1	01944122696	401
✓	07/25/2018 14:55:01	00:00:06	14:55:07	1/1	00371257084	406
✓	07/25/2018 14:57:44	00:00:06	14:57:50	1/1	00371257084	402
✗	07/25/2018 15:01:02	00:00:24	15:01:26	1/1	01567480508	406
✗	07/25/2018 15:07:02	00:00:12	15:07:14	1/1	07374747336	409
✓	07/25/2018 15:08:20	00:00:12	15:08:32	1/1	01311216280	403
✗	07/25/2018 15:08:44	00:00:12	15:08:56	1/1	09345243111	400
✗	07/25/2018 15:11:02	00:00:30	15:11:32	2/2	09206943583	408

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- Once you have select one you can change anything in the report by select the edit icon on the top left above the report.

The screenshot shows a web browser window with the URL https://mycallreporting.mylogix.com/CCS/Logix?ServletCmd=CMD_RPT_CHANGE&Action=ShowChange&ResType=HTML&ID=9a115cfc501. The page title is "WELCOME REPORTING". The main navigation bar includes "Report", "Filter", "Other", "Fields", "Alarms", "Scheduling", "Transitioning", "Financial", "Settings", "Print", and "Advanced".

The "Change Report" dialog box is open, showing the following options:

- Report Options:**
 - Style: Unreturned Lost Calls
 - Name: Unreturned Lost Calls
 - Note: (empty text box)
- Display Options:**
 - You can choose whether the report shows as a detailed list, icon (BLF) view, or as a chart. You can additionally specify the zoom level used when displaying the report.
 - Displayed As: Detailed Table View
 - Zoom Level: 125%
 - You can select if a header and/or footer row is shown, in addition to also choosing whether the report content rows are actually shown.
 - Show Header Row
 - Show Footer Row
 - Show Content Rows
 - Show Spacer Row(s)
- Date / Time:**
 - Real-Time (Now)
 - Today
 - Yesterday
 - This Week
 - Last Week
 - This Month
 - Last Month
 - Specify Range...

Custom Date/Time Range

Between Date/Time: May 01, 2017 00:00:00 And Jul 31, 2017 23:59:59

Day & Time Range Options (Historic Only)

For Days Of Week: Mon Tue Wed Thu Fri Sat Sun (Non-Daily Durations Only)

Between Times: 00:00:00 And 23:59:59

Buttons: Help, OK

- In here you can filter with a lot of options. You can also go to the fields tab and add any field they want.

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- You can also go to the Scheduling tab and see where you can schedule the report to be sent to your email.

The screenshot displays the LOGIX FIBER NETWORKS Reporting interface. The top navigation bar includes 'WELCOME' and 'REPORTING'. The left sidebar, titled 'MY REPORTS', lists various report types such as 'ACD / DND Activity Log', 'ACD Agent BLF', 'ACD Agent List', 'ACD N/A Code Usage', 'Active Call List', 'Calls By Account Code', 'Calls By Day', 'Calls By DID', 'Calls By Month', 'Calls By Tel No', 'Calls By Week', 'Calls By 1/2 Hour + Day', 'Calls By 1/2 Hour Interval', 'Chart Summary (Agent)', 'Chart Summary (Daily)', and 'Chart Summary'. The main content area is titled 'Report Scheduling' and contains the following sections:

- Report Scheduling:** 'Schedule This Report:' dropdown menu set to 'Daily'.
- Time Options:** 'Run Report On Days:' with checkboxes for Mon, Tue, Wed, Thu, Fri, Sat, and Sun. 'Run At Time (Approx):' dropdown menu set to '21:00:00'.
- Format:** 'Target Report Format:' dropdown menu set to 'PDF Document', 'Use Language:' dropdown menu set to 'English (United States)', and 'Paper Size:' dropdown menu set to 'Letter (8 1/2" x 11")'.
- Advanced:** A list of checkboxes: 'Automatically Calculate Duration When Scheduling Report (Warning: Affects Date & Time Range Report is Run For)', 'Bundle All E-mail Attachments Inside A ZIP File', and 'Run & Collate With Similar Periodic Report Schedules'.

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- The last thing is on the bottom there is a help link. This link will take you to the help page where ever you are in the system. You can use this to find more out about where you are and the options on that report.

The screenshot shows the application documentation interface for the 'Report Style (Unreturned Lost Call List)'. The page includes a navigation bar with 'Back', 'Previous', and 'Next' buttons. A left-hand 'Contents' sidebar lists various report styles and options. The main content area provides a detailed description of the report style, including its purpose, when it is most useful, and a table of row highlighting colors and their descriptions.

Report Style (Unreturned Lost Call List)

This report style generates a list of external inbound abandoned calls where a valid calling telephone number (CLI/CallerID) was received from the network provider. Abandoned calls where a subsequent return call to the outside party has been successfully made, or where the external party has then called in again and been successful from the generated list automatically.

The report style is most useful when run for the "Real-Time" date/time option as the abandoned call list is immediately updated, either when a new abandoned call system, or when a successful return call is made to a previously abandoned caller. Note that the report won't show inbound calls where no CLI/CallerID was sent by the calling party.

The report shows an abandoned call for the following call scenarios:

- Abandoned Calls**
The original calling hangs-up their side of the call when unanswered call is alerting an extension or queueing at a hunt group.
- Calls Rejected By Extensions**
A direct (DID) call is rejected immediately by an extension because its DND (Do-Not-Disturb) feature is enabled, or it is already busy on another call. In both cases, device on the telephone system must be specifically configured to reject calls when busy and/or in DND. These call scenarios usually cause the caller to hear engaged tone, and also result in very short ring time (e.g. 00:00:00) being allocated to the call by the application.
- External Calls Forwarded To Voice Mail (BroadSoft M6 Only)**
On the BroadSoft M6 telephony platform, external trunk calls forwarded from extension devices to voice mail also generate an abandoned call entry within the report. For all other telephone system types, calls forwarded to and subsequently answered by voice mail are not generally considered as abandoned calls.

The report style is most useful when run for the "Real-Time" date/time option as the abandoned call list is immediately updated, either when a new abandoned call system, or when a successful return call is made to a previously abandoned caller.

When run for the "Real-Time" duration option, the report style supports row highlighting to depict whether abandoned calls have been returned:

Color	Description
Light Red	The corresponding abandoned call has had no subsequent successful return call back to the outside party, and has also not called in again and been successfully answered. A successfully answered call has subsequently occurred with the abandoned caller. Abandoned calls that are successfully returned are displayed within the list for a minimum period of 15 minutes after they were actually returned. Returned calls are then considered "obsolete" when expires that is aligned on a real 1/2 hour time boundary. Obsolete returned calls are then only ever subsequently removed from the list when the unreturned lost call is next updated by a new abandoned call.
Green	For example, an abandoned call that was returned anywhere between 10:30:00 AM & 10:44:59 AM won't be automatically removed until the next abandoned or returned call instance occurs after 11:00 AM occurring between 10:45:00 AM & 10:59:59 AM wouldn't be automatically removed until the next abandoned or returned call instance occurs after 11:15:00 AM. Returned calls are automatically removed from the list in order to reduce the size of the generated report content, which improves local browser performance and also makes the abandoned call report more concise.

Ignoring Quick Abandoned Calls
Short abandoned calls where the corresponding inbound call(s) alerted for less than or equal to a designated seconds duration value can be excluded from the report by the "Ignore Quick Abandoned Calls Within" setting under the "Inbound Statistic Settings" area within the [Settings](#) tab of the [Report Properties](#) window.

Report Row Sorting
User-customizable report row ordering is supported, which can be configured within the [Fields](#) tab of the [Report Properties](#) window. When the report isn't configured to be sorted by any statistic, reports rows are automatically ordered by their associated abandoned time (i.e. the equivalent of the "Abandoned Time" field).

Item Details
Automatic row highlighting is supported by this report when run for historic durations whenever the mouse pointer is floated over report rows. Detailed information for a particular abandoned call item can be displayed by selecting the "Calls Details..." menu item from the pop-up [report call control menu](#). The call control menu is shown when the mouse pointer is over a call segment record. When the subsequently displayed call segment record is part of an overall call involved in one or more previous call movement scenes, the "Segment" & "Next Segment" buttons to browse between each individual call segment. Refer to the [call item details](#) window to learn more about viewing detailed information for a call segment.

Licensing
In order to run the "Unreturned Lost Calls" report style, the current user must be configured with the "Akixi 1000" or "Akixi 2000" license level. Additionally, the telephone system must be configured with the corresponding report within the [Filter](#) tab, must also be configured to allow this reporting level. However, the report style also supports certain ACD agent related fields that only display valid values when "Akixi 2000" license level capability is available, and "[Unreturned Lost Calls]" license is not available. Refer to the table below where licensing requirements for individual statistics is specified where required.