

Samsung OfficeServ Data Collection / Reporting Options

The Samsung OfficeServ business communication system provides various types of data output and reporting regarding telephone call traffic. The OfficeServ system does not store the detail records, it simply provides an output to another device to store or print these records. Summary records are accumulated until they are cleared and reset.

The data types that can be reported are:

SMDR (Station Message Detail Reporting) – this is a continuous stream of detailed call records of every call made and received in the system, as well as various other events such as DND on/off, station group login/logout, etc.

TRAFFIC – This is a summary report that gives cumulative totals of calls made and received, and other system events.

ACD (Automatic Call Distribution) – This is a summary report that gives cumulative totals as related to single ACD group (also known as a call queuing group).

Samples of all of these reports are attached.

There are several options for collecting this data:

1. **Send to a network printer.** This may be suitable for the ACD report and TRAFFIC report, but not with SMDR data. This is not recommended as there is no way to reprint the reports, or store them electronically for later review.
2. **Capture as raw data.** This can be accomplished with a standard communications utility such as Windows Hyperterminal, but this is not recommended as this utility does not “autorun” and it does not have the ability to change the filename automatically. We offer a product called Datacentral that can capture data from as many as five IP sources and store the data to disk files. This product can run as a service so that it is always active, and it changes the filename daily so that data can be easily managed. Cost is \$150 plus labor.
3. **Call Accounting Software.** Call Accounting programs are designed to collect telephone system call data from the SMDR data stream and store this information in database files. They also provide reporting functionality where reports can be run on past data collected. Call Accounting Programs offer the maximum in flexibility of reporting on phone call data. Telephone Warehouse offers a product called PABXSoft (www.pabxsoft.com). Prices for PABXSoft call accounting software are \$599 for basic reporting, \$799 for advanced reporting, plus labor. There is also a version of the advanced reporting software that is for small offices with 20 extensions or less that costs \$399.
4. **Call Accounting Software with ACD Reporting.** Provides the benefits of call accounting software PLUS the ability to provide real-time and historical statistics for ACD groups. Price for Call Accounting with ACD Reporting is \$1499 plus labor.

Sample SMDR Data

SMDR REPORT FOR [STA Miami] 1 Mar/21/99 13:49

T	EXT	AUTH	TRK	MM/DD	SPT.	TIME	DURATION	EG	DIALED	DIGIT	ACCOUNT	CODE	CID/ANI	NUMBER	CID/ANI	NAME
1	3951	0	725	03/21	13:51:17	00:00:08	IA									
1	3951	725	03/21	13:51:25	00:00:14	IT							13055922900			SAMSUNG TELECOM
1	217	744	03/21	13:51:29	00:00:14	IA							13055922900			SAMSUNG TELECOM
1	235	725	03/21	13:51:39	00:00:06	T							13055559748			PIZZA DELIVERY
1	219	726	03/21	13:51:25	10:75	O							13055559748			PIZZA DELIVERY
1	217	744	03/21	13:51:43	00:00:40	I							13055559748			PIZZA DELIVERY
1	278	725	03/21	13:53:40	00:00:07	O							13055922900			SAMSUNG TELECOM
1	3951	726	03/21	13:54:45	00:00:07	IA							13055922900			SAMSUNG TELECOM
1	219	726	03/21	13:55:03									13055922900			SAMSUNG TELECOM
1	3951	726	03/21	13:54:52	00:00:30	IT							13055922900			SAMSUNG TELECOM
1	217	726	03/21	13:55:22	00:00:16	TT							13055922900			SAMSUNG TELECOM
1	235	726	03/21	13:55:30									13055556420			PIZZA DELIVERY
1	218	726	03/21	13:55:38	00:00:33	TT							13055922900			SAMSUNG TELECOM
1	235	726	03/21	13:57:50									13055922900			SAMSUNG TELECOM
1	279	6398	701	03/21	13:57:32	13.25	O						13055922900			SAMSUNG TELECOM
1	219	726	03/21	14:00:45									13055922900			SAMSUNG TELECOM
1	219	726	03/21	13:56:11	00:05:38	T							13055922900			SAMSUNG TELECOM
1	296	725	03/21	13:54:40	00:07:06	O							13055922900			SAMSUNG TELECOM

4.5 SAMPLE SMDR PRINTOUT (WITH CALLER ID/ANI NUMBER)

Extant Digit | Authorization Code 4 Digits | CO Line No. 2-4 Digits | Date Call Made or Received Month/Day | Time Call Made or Received Hrs:Min:Secs | Call Duration Hrs:Min:Secs or Call Cost | Call Type Flag 2 Characters | Telephone No Dialed 1-18 Digits | Account Code 1-12 Digits | Caller ID Number 1-15 Digits | Caller ID Name 1-15 Characters

Call Type Flag Definitions

- 0 Outgoing Call
- I Incoming Call
- DI DISA call in
- DO DISA call out
- FO Outgoing record of forwarded call
- A Abandoned call
- IA Incoming Ring Time Before Being Answered
- DE DISA call with error
- T Transferred call that was terminated
- IT Incoming transfer
- FI Incoming call forwarded to an external number
- OT Outgoing transfer - Outgoing call made and transferred
- TT Caller received a transferred call and transferred it again

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Sample Traffic Report

TRAFFIC REPORT FOR [STA Miami] Mar/21/1999 13:35
 ***** SYSTEM STATISTICS *****

BEGINNING: Mar/15/1999 00:42 ENDING: Mar/21/1999 13:32

ACTIVITY	SYSTEM TOTAL
INCOMING TRUNK CALLS - ANSWERED.....	3041
INCOMING TRUNK CALLS - NOT ANSWERED.....	26
OUTGOING TRUNK CALLS	2168
A SELECTED TRUNK WAS BUSY.....	44
 INTERCOM CALLS - COMPLETED.....	 7178
INTERCOM CALLS - NOT ANSWERED.....	1540
 TRUNK RECALLS TO STATION.....	 145
TRUNK RECALLS TO OPERATOR GROUP.....	32
 INTERNAL PAGE USED.....	 35
EXTERNAL PAGE USED.....	79
ALL PAGE USED.....	231

***** TRUNK GROUPS *****

GROUP	OUTGOING	BUSY
9	1245	18
800	521	3
801	20	3
802	0	0

***** INDIVIDUAL TRUNKS *****

TRUNK	TRUNK-NAME	ATTA	ANSD	NOT-ANSD	OUTGOING	BUSY
701	LOCAL 1	0	737	0	19	12
702	LOCAL 2	0	541	4	26	11
703	LOCAL 3	0	290	1	37	21

***** STATION HUNT GROUPS *****

GROUP	←— OUTSIDE CALL —→		←-INTERCOM-→
	ANSD	NOT-ANSD	ANSD
500	439	19	61
501	261	37	38
502	40	2	77
503	87	5	162
504	19	1	44

***** INDIVIDUAL STATIONS *****

EXT	STATION-NAME	←— OUTSIDE CALL —→				←-INTERCOM-→				
		ATTA	ANSD	NOT-ANSD	DIALED	ICM-TRSF	TRK-TRK	PICKUP	ANSD DIALED	
201	Operator	9	360	11	15	341	0	0	39	72
202	Barbara	12	60	2	80	20	0	12	49	66
203	Ivania	4	25	1	36	3	0	18	86	29

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Sample UCD Report

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UCD GROUP 529 : SALES

FROM: SUN 02 Feb 00:00
TO : SUN 02 Feb 02:54

CALL STATISTICS

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AVERAGE RING TIME(TIME TO ANSWER).....00:40
NUMBER OF TIMES ALL AGENTS BUSY.....00002
AVERAGE TIME IN QUEUE.....00:51
TOTAL CALLS RECEIVED.....00011
LONGEST QUEUE TIME(TODAY).....02:14
TOTAL CALLS ABANDONED.....00004

AGENT STATISTICS

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MEMBER	AGENT	NAME	CALLS ANSWERED	AVERAGE CALL TIME	RING TIME
01	210	JOHN	0002	01:55	00:05
02	211	SAM	0001	02:18	00:06
03	208	MIKE	0003	01:22	00:04
04	207	PETER	0001	03:16	00:05

PABXSoft Call Accounting Reports

Report Name	Advanced	Basic	ACD
Extension detail (Outgoing calls)	✓	✓	✓
Extension detail (Incoming calls)	✓	✓	✓
Extension summary	✓	.	✓
Department detail	✓	✓	✓
Department summary	✓	.	✓
Abandoned (Lost) calls	✓	.	✓
Incoming Ring time (detail)	✓	✓	✓
Incoming ring time summary	✓	.	✓
DID/DDI	✓	.	✓
Cost Comparison (Compare Carrier costs)	✓	.	✓
Re-Cost (Re-calculate new costs on current data)	✓	.	✓
Line (Trunk) Detail	✓	.	✓
Line (Trunk) summary	✓	.	✓
Daily Half Hour summary	✓	.	✓
Monthly Summary	✓	.	✓
Account Codes	✓	.	✓
Top 30 Longest Outgoing Duration	✓	✓	✓
Top 30 Most Expensive calls	✓	✓	✓
Top 30 Outgoing call locations	✓	✓	✓
Top 30 Longest duration incoming calls	✓	✓	✓
Top 30 most frequently dialled numbers	✓	✓	✓
Top 30 most frequent incoming callers	✓	✓	✓
Top 30 most frequent incoming caller locations	✓	✓	✓
Number Search (Incoming/Outgoing)	✓	.	✓
Destination summary	✓	.	✓
Call Log	✓	.	✓
External Call Diversion	✓	.	✓
Extension markup/discount	✓	.	✓

PABXSoft Call Accounting Reports (continued)

<i>Report Name</i>	<i>Advanced</i>	<i>Basic</i>	<i>ACD</i>
ACD Agent Summary	.	.	✓
ACD Group Summary	.	.	✓
ACD Agent Log in/Out	.	.	✓
ACD Group Half Hour summary	.	.	✓
Activity alert events	.	.	✓
Activity alert status (Extensions/Directory)	.	.	✓
Hotel/Motel check out report	.	.	.