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VISUAL TAXE 4

PRO - Express

User's Dashboard Module Manual

This manual is applicable from the version 4.4.0D00

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What dashboard?

The dashboard are editions that allow you a more complete analysis of your traffic that by making a simple phone manual access communications.

Dashboard can be sent by email.

The dashboard generation can be automated.

How to access programming dashboard?

To access the software you must use a compatible browser (ex: Microsoft Internet Explorer or Mozilla Firefox v3 v8).

The URL to enter in the browser depends on the server name or IP address, and type installation. Ask to your network administrator or your dealer.

If you are connecting from the server itself, you can enter the following URL:

- if the software coexists with AASTRA AM7450 : <https://localhost/VisualTaxeWeb>
- if the software does not live with AASTRA AM7450 : <http://localhost:8888/VisualTaxeWeb>

Otherwise, use one of the above URL, replacing localhost with the name or IP address of the server.

You get the following screen.

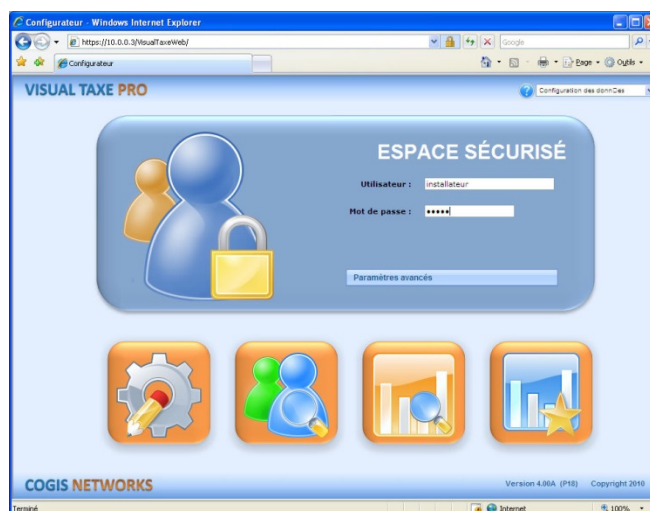
Use the **user** and **password** fields to identify you.

You have to think to respect case sensitive

The manufacturer login is **installateur**, and password is **super**.

To access the communications management

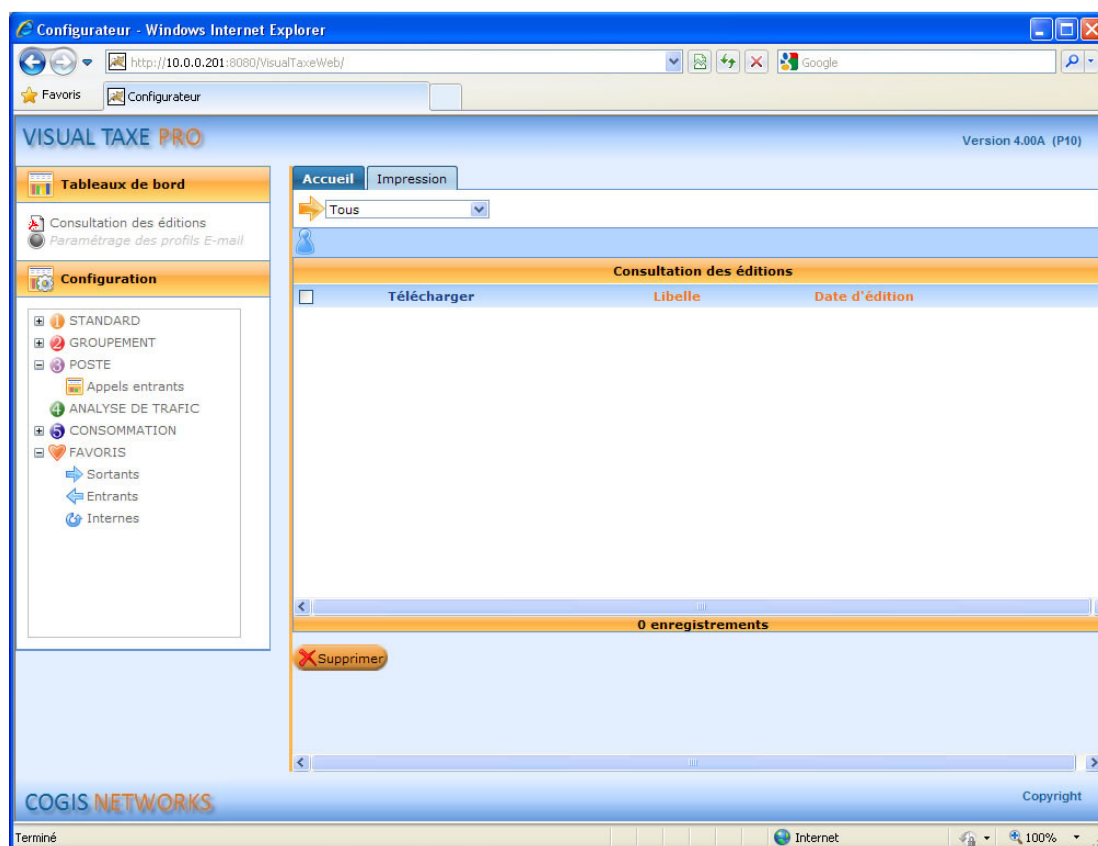
module, click .



At any time, to return to the home page, click the image indicating VISUAL TAXE PRO or VISUAL TAXE EXPRESS, located on the top left.

This manual is applicable from the version 4.4.0D00

Screen description

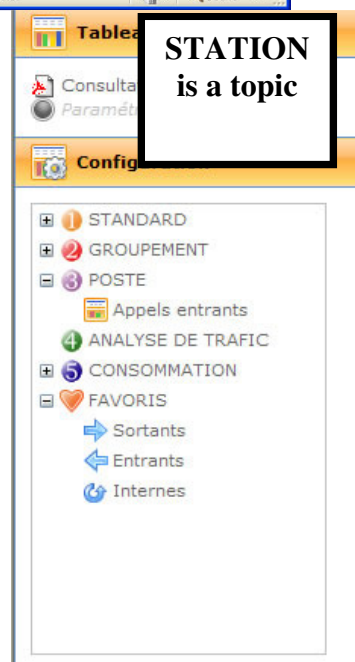


On the left of the screen the pane appears.

The **dashboard** part contains the **editions consultation** already programmed and generated, and the **setting of emails profiles** to define the recipients of the mails.

The **configuration** part gives access to dashboard programming.

They are stored by theme: "standard" "Grouping", etc...
On each theme, you observe available models.



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The data grid

After clicking on the model of dashboard, you get the right data grid:

After having clicked on the dashboard model, on the right you get the data grid:

Accueil

Impression

Appels entrants

| <input type="checkbox"/> | Libellé | Fréquence | Période d'analyse | Annuaire | Paramètres | Exécuter immédiatement |
|--------------------------|----------|-----------|--|---------------------------------------|--|---|
| <input type="checkbox"/> | Tableau1 | Aucune | <input type="text" value="Période d'analyse"/> | <input type="text" value="Annuaire"/> | <input type="text" value="Paramètres avancées"/> | <input type="text" value="Exécuter immédiatement"/> |
| <input type="checkbox"/> | Tableau2 | Aucune | <input type="text" value="Période d'analyse"/> | <input type="text" value="Annuaire"/> | <input type="text" value="Paramètres avancées"/> | <input type="text" value="Exécuter immédiatement"/> |
| <input type="checkbox"/> | Tableau3 | Aucune | <input type="text" value="Période d'analyse"/> | <input type="text" value="Annuaire"/> | <input type="text" value="Paramètres avancées"/> | <input type="text" value="Exécuter immédiatement"/> |
| <input type="checkbox"/> | Tableau4 | Aucune | <input type="text" value="Période d'analyse"/> | <input type="text" value="Annuaire"/> | <input type="text" value="Paramètres avancées"/> | <input type="text" value="Exécuter immédiatement"/> |

Ajouter

Supprimer

Valider

It displays the dashboard you have programmed and which are based on the model you have just selected.

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Synopsis of available dashboard

To program a dashboard, you must know which dashboard you need.
At the end of this document, you will find an available dashboard description.

“Standard” Topic (1)

| Model | Use |
|-------------------------|--|
| Trend and alarm | Provides an overview of the response quality |
| Flow distribution | This dashboard gives a breakdown between the outgoing incoming and internal calls. |
| Incoming Calls | This dashboard provided an analysis of incoming calls arrived at the standard, live, following referral or transfer. |
| Returns origin | Provides the principal stations and groups which don't answer, and for which the phone calls return to the standard |
| the phone calls origin | Provides the principal callers whose contact the standard (based on caller ID) |
| Transfer | This dashboard allows you to determine which standard performs more transfer |
| Issued internal calls | Provides accounting for internal calls from the standard posts. |
| Internal calls received | This dashboard provides an accounting of internal calls issued for the standard posts |

(1) Only works on PO / AASTRA standard type

“Group” Topic

| Model | Use |
|-------------------------|--|
| Trend and alarm | Provides an overview of the response quality |
| Flow distribution | This dashboard gives a breakdown between the outgoing incoming and internal calls. |
| Incoming Calls | This dashboard provided an analysis of incoming calls arrived at group, live, following referral or transfer. |
| the phone calls origin | Provides the principal stations and groups which don't answer, and for which the phone calls return to the group |
| Transfer | This dashboard allows you to determine where group performs more transfer |
| Group activity | The dashboard provided an analysis of incoming calls answered on a group, live, following referral or transfer. |
| Issued internal calls | Provides an accounting of the internal phone calls issued by the stations of the group. |
| Internal calls received | This dashboard provides an accounting of the issued internal phone calls bound for the stations of the group. |

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Topic “stations”

| Model | Use |
|-------------------------|---|
| Flow distributions | This dashboard provided comparative of the 3 types of flow (incoming, outgoing, and internal). |
| Incoming Calls | Provided an analysis of incoming calls arriving in the positions of hierarchical level, live, following referral or transfer. |
| Return origin | This dashboard provided an analysis of incoming calls returned Nonresponses to posts on other posts or dismissal. |
| Positions activity | This dashboard provided an analysis of incoming calls answered by positions, Live, following referral or transfer. |
| Issued internal calls | Provides accounting for internal calls from posts a hierarchical level. |
| Internal calls received | This dashboard provides an accounting of internal calls issued for the items of a hierarchical level. |

“Analyses traffic” Topic

| Model | Use |
|-----------------------------------|--|
| Busy hours | This dashboard allows determining the traffic load on beams and the number of access recommended. |
| Lines saturation | This dashboard allows detection of saturation thresholds met or exceeded in departure and / or arrival for a given period (max 1 month). |
| Reception quality | Provided an analysis of incoming calls arrived on equipment. |
| Effectiveness Home (1) | Can analyze incoming traffic generally of a selected company |
| Network supervision (1) | Can analyze traffic on inter-site links defined. |
| Transit Analysis (1) | This dashboard can analyze transit between the PBX for a inter-site link. |
| Traffic of a link inter-site (1) | This dashboard allows analysis by time of slice hour traffic on inter-site link. |
| Phreaking Analysis (1) | This dashboard provides a list of items for which phreaking was observed. |
| Source monitoring acquisition (1) | This dashboard provides, for each acquisition source, number of tickets processed by type (outgoing, incoming and internal) and untreated. |
| Phone Activity users | This dashboard provides, provided by users and / or level threaded outgoing and incoming traffic. |

(1) This edition is only available for VISUAL TAXE PRO

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Topic "consumption"

| Model | Use |
|-----------------------------|---|
| Costs simulation (1) | Combined with the simulation option, the dashboard provided comparison between offers operators |
| Calls breakdown by area | Analysis outgoing calls by distributing the area. |
| Consumption by distribution | Invoice outgoing calls of a hierarchical level. This edition allows you to manage fixed costs per seat. |
| Consumption by areas | Indicates traffic for each zone (01, 02... etc. ...) by level hierarchical position. |
| International Card | Provided a visual analysis of the country called. |

(1) VISUAL TAX PRO it is related to the option SIMULATION.

"Room" Topic

| Model | Use |
|---------------------------|--|
| Night-to that (2) | Provided the list of the busy rooms. |
| State of the stations (2) | Provides state positions in the PBX AASTRA MC65xx and 5000 |
| Billing inventory (2) | This dashboard provides a listing of invoices issued. |
| Cashbook (2) | Provides the cash journal with entries and exits. |
| Room-status (2) | To get room-status |
| Reservations list (2) | This dashboard shows the reservations list. |

(2) This edition is only available if using "Room management" option.

"Analyses SIP" Topic

The dashboard theme "SIP Analysis" is specific to the analysis of the QOS of VoIP.
Refer to the manual analysis of the QOS of VoIP for more information.

Topic "favorites"

| Model | Use |
|----------|--|
| Outgoing | The favorites which are defined in the traffic analysis can be automated and used as automated instruments panels. |
| Incoming | |
| Internal | |

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This manual is applicable from the version 4.4.0D00

How to configure a dashboard?

To configure a dashboard, on the panel **CONFIGURATION OF OUTPUTS**, open the desired topic and click the dashboard model you have choose.

On the right the dashboard appears already programmed and based on the model that you clicked.

To add a dashboard, with bottom click the button **ADD**.
A new line appears.

Wording

Change wording of the dashboard by specifying explicit language that lets you understand what is in this dashboard.

This language is the one that is shown as the title in the dashboard.

Frequency

Specify how often you want the dashboard is automatically generated.

If you specify "None" the dashboard will never be generated automatically, if you will generate manually.

Daily dashboards are published daily from Monday to Sunday.

Weekly scorecards are published every Monday.

The bimonthly dashboard are published every January 1, March 1, May 1, July 1, etc....

Quarterly dashboards are published every January 1, April 1, July 1 and October 1.

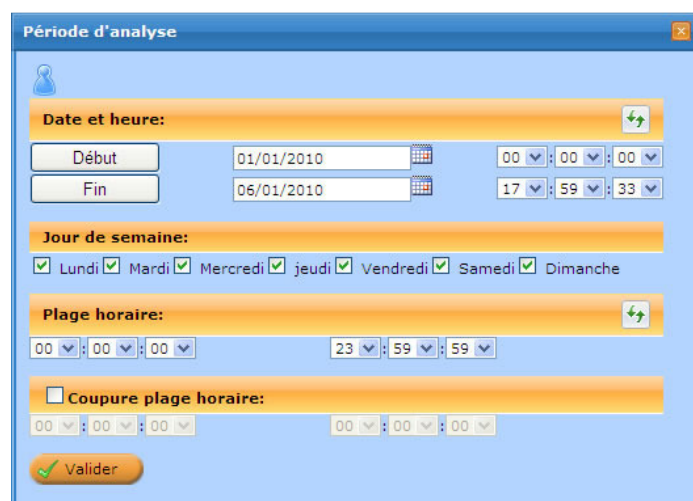
Analysis period

Click the button **PERIOD OF ANALYSIS**.

You get the following screen.

Its operation is identical to that of communications management...

The dates / start and end time are not taken into account that in the case of tables manually triggered edge. In the case of a table of automatic edge, Set the software itself dates to analyze. For example, if the dashboard is with monthly, then each 1 month, it will be published for the previous month.



However, for all dashboard (manual and automatic), day of week, time slot and cut time range are systematically taken into account.

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Directory

Click the button **DIRECTORY** and select the item from the directory you want to analyze.
According to the dashboard, the element to analyze is different.
For the analysis of positions you must select the hierarchical level for the groups, the head number group, etc...

Advanced settings

Click **ADVANCED PARAMETERS**.
It allows you to define parameters for each dashboard.

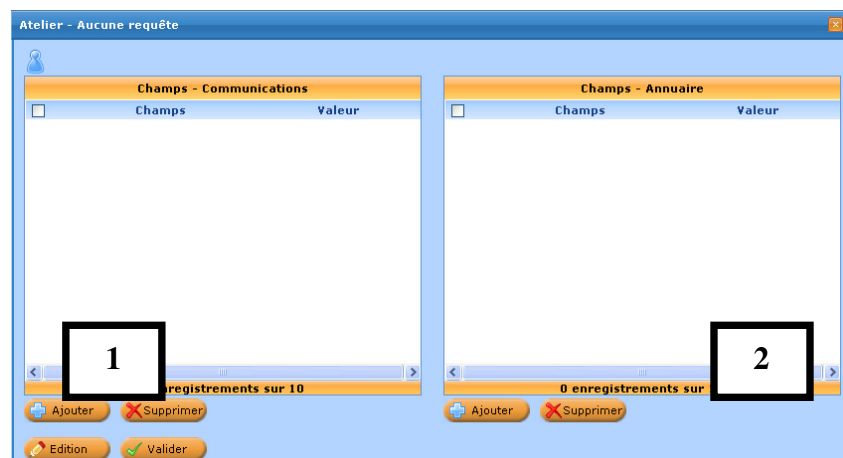
The available settings are specific to the type of dashboard.
For some you can set the group header to be analyzed, for others, the type of distribution, etc...

Common to all the dashboard, you can set the sending of mails by selecting here profile email destination.
For more information, look at the paragraph on sending mail dashboard.

The public setting is a check box that lets you specify the files resulting from this dashboard will be accessible to all users in the interface.

Workshop

If you click the button **WORKSHOP** you get the following screen.



The area # 1 to define the criteria on communications.
Zone # 2 is used to define the criteria on the directory.
If you set the criteria on the 2 areas, the link between type 2 is AND.
Thus, if in the communication area, you indicate COMPOUND = 0145103100 and in the area directory you specify POSITION = 3199, the software will search for all calls to the 01.45.10.31.00 AND issued by the post 3199.

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To add a criterion, click the button **ADD** of the area where you want to add a criterion.

A new line appears:

- In the Fields column, select the field on which the test must be
- As a result, set the operator (look list of available operators) you have the choice between " = ", " <> ", " > ", " = > ", " < ", " <= " " LIKE " and " NOT LIKE "
- In the Value column, type the value to search

When you add multiple criteria in the same area, you must define the operator (AND, OR) that will be applied between the criteria.

For example, if you want to search for calls to mobile (06) and international (00) the operator will be OR:
LIKE COMPOUND 06

COMPOUND OR LIKE 00

Indeed, the same call may be both start with 06 and 00, this is one OR the other.

List of available operators of the workshop

Below is the list of available operators and their meanings:

| Operator | Signification | Example |
|----------|---|--|
| = | Equal to | "Station = 3124" will provide the phone calls whose station is the 3124, but not those whose station is 31240 |
| <> | Different from | |
| | Strictly higher than | |
| => | Equal To or higher than | |
| < | Strictly lower than | |
| <= | Inferior or equal to | |
| LIKE | "Starts with" or "contains" or "ending by" | "Made up N° LIKE 03" will provide the phone calls from which the number begin with 03 "Made up N° LIKE %03" will provide the phone calls whose number contains 03 |
| NOT LIKE | "Does not start with" or "does not contain" or "does not ending by" | Even operation that LIKE but conversely. "Made up N° NOT LIKE %03%" will provide the phone calls whose number does not contain 03 |
| XOR | | Allows to carry out search on the hexadecimal value |

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How to edit a dashboard?

To reach programmed dashboard, in the panel **CONFIGURATION OF OUTPUTS**, open the topic of your dashboard.

On the right appear the dashboard based on the model on which you have clicked.

Your dashboard appears there.

Simply use the available fields ("label", "frequency" Directory, etc...) to change your dashboard and then click **CONFIRM** to save your changes.

How to delete a dashboard?

To reach the programmed dashboard, in the panel **CONFIGURATION OF OUTPUTS**, open the topic of your dashboard.

On the right appears the dashboard based on the model on which you have clicked.

Your dashboard appears there.

Check the checkbox on the left of the dashboard to delete.
Then click the button **DELETE**, the dashboard is then removed.

How to start a dashboard manually?

To start a dashboard manually, click the button **PERIOD OF ANALYSIS** and set the dates to analyze (start date / time and end time) and press **OK**.

To finish, click **EXECUTE IMMEDIATELY**.

Wait a few seconds or a few minutes (if the dashboard is important), then in the panel **STATUS REPORTS**, click **CONSULTATION OF OUTPUTS**.
On the right, the dashboard list appears.

Click  situated on the left of your dashboard. You can then get your dashboard.

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How to send the dashboard by e-mail?

By default the dashboard are available locally via the software interface (you have to see paragraph "Where can it found generated dashboard?").

It is possible to program everything to send or part of the dashboard by email.

For this, we firstly must have configured the mail sending of the configurator (to see manual configuration).

Then you must set email profiles (to see "to manage the emails profiles" of this manual).

In your dashboard, to specify which profile you have to use, click the button **ADVANCED PARAMETERS** and then complete the email field selecting the profile to use.

To manage the e-mails profiles

The email profiles are distribution lists that you create yourself and which are used to send dashboard via email.

Indeed, the email addresses of the recipients are entered directly into the setting of the dashboard, but from profiles.

For example, for a recipients group, you create a profile and that profile is assigned addresses mail recipients.

From the dashboard so we specify which profile should be used.

Profiles can be related to mailing lists for your email software.

An email profile can be used by multiple the dashboard, so you don't have to reenter at each e-mail addresses.

You can set up to 10 email addresses per profile.

To manage profiles in dashboard, click **STATUS REPORTS** and then **CONFIGURE EMAIL PROFILE**.

On the right you get the profiles list.

| <input type="checkbox"/> | Libelle | Niveau 1 | Adresse1 | Adresse2 |
|--------------------------|---------|--------------------------|--------------------------|--|
| <input type="checkbox"/> | tech | Annuaire | Adresses | bastien.leclerc@bertaunet.org |
| <input type="checkbox"/> | Admin | Annuaire | Adresses | nicolas.dertos@bertaunet.org louise.legrand@bertaunet.org |
| <input type="checkbox"/> | compta | Annuaire | Adresses | marie.davenelle@bertaunet.org bastien.leclerc@bertaunet.org |

Create a profile

By import directory

To create a profile, click the button **ADD**.

This manual is applicable from the version 4.4.0D00

In the profiles list, a new line appears.

If your internal subscribers directory contains an e-mails addresses list, you can use it.

Click the button **DIRECTORY** and select the hierarchical level where the subscribers are.

Then click the button **DIRECTORY**, the e-mails addresses list appears.

To add one of them, click the button **ADD** located on the address e-mail line, then click the button **CONFIRM** to save your changes.

By manual entry

You can also manually enter the e-mails addresses.

To create a profile, click the button **ADD**.

In the profiles list, a new line appears.

Complete the fields Address, Address 2, etc... With the email addresses of contacts and click the button **CONFIRM**.

Editing a profile

To edit a profile, acting directly on the profile which appears, and then click the button **CONFIRM** to save your changes.

Caution, if you change a profile used by dashboard, the change will be apply to all these dashboards.

Deleting a profile

To delete a profile, check the checkbox on the left of the profile name.

Then down, click the button **DELETE**.

Caution, not to delete a profile used by dashboard....

This manual is applicable from the version 4.4.0D00

Where is programmed dashboard?

To access the programmed dashboard, in **CONFIGURATION OF OUTPUTS** open the topic of your dashboard.


On the right appear the dashboard based on the model on which you clicked.

Your dashboard appears there.

Where can it find the generated dashboard?

To reach the generated dashboard, in the panel **STATUS REPORTS** click **CONSULTATION OF OUTPUTS**.

On the right the list generated dashboard appears.

Click  located on the left of your dashboard.
You can then get your dashboard.

The dashboard execution can be long to wait.

It is possible to update this list clicking again **CONSULTATION OF OUTPUTS**.

When are planned the programmed dashboard with an automatic output?

The dashboard planned with automatic output is generated at 6:00:

- Every day for the daily (including weekends and holidays)
- Monday for weekly
- The first day of each month for monthly

This manual is applicable from the version 4.4.0D00

Storage and file naming of the dashboard?

The files are stored in the path of the application in "\ vtp - manager \ tb \ X \ Y", that "X" is the ID the user account that created the dashboard, and "Y" marked "auto" or "manual" according to if the file has been generated manually or in automatic processing.

The file of the dashboard is then named:

- Name given to the panel, followed by " _ "
- If the panel was executed in automatic processing :
 - o The starting date of the analyzed period (in the format "YYYY- MM-DD") followed by " _ "
 - o The end date of the reporting period (in the format "YYYY- MM-DD") followed by " _ "
- A series of characters / digits own software.
- The file extension.

How to execute the dashboard with an archived basis?

It is when you are identifying that you can select an archived database.

Of course, before you can select an archived database you need to restore it.
To restore an archived database, consult the configuration manual.

If you want to access a database that was previously archived, and you have since mandatory restored, below the password, click **Advanced Settings**.

Below, in **selecting archives**, select the archive to which you want to work, the database archive date appears.

If you do not want, select **none**.



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Allocations and graphics

In the dashboard displaying distributions (cumulative) and graphics.

The number of data (table rows and X axis) is limited.

The table below provides the limitations:

| Type of distribution | Traffic <i>S: leaving E: incoming I: interne</i> | Limitation amongst displayed/printed lines | | |
|------------------------------------|---|--|---|--------------------------------------|
| | | Display from the grid of data | Tableau from the editions and dashboard | Graph from let us edit and dashboard |
| Detail, without distribution | S+E+I | 10,000 | No available | No available |
| Date | S+E+I | 100 | 100 | 50 |
| Weekday (Monday, Tuesday...) | S+E+I | 7 | 7 | 7 |
| Day of the month (1, 2, 3, 4...) | S+E+I | 31 | 31 | 31 |
| Month | S+E+I | 12 | 12 | 12 |
| Week (the week number in the year) | S+E+I | 52 | 52 | 52 |
| Time period (full hours) | S+E+I | 24 | 24 | 24 |
| ½ hour period | S+E+I | 48 | 48 | 48 |
| ¼ hour period | S+E+I | 96 | 96 | 96 |
| Area | S | 100 | 100 | 25 |
| Allocation by position (top 100) | S | 100 | 100 | 50 |
| Allocation by station | S | 3,000 | 3,000 | No available |
| Operator | S | 100 | 100 | 100 |
| According to 1st column | S+E+I | 100 | 100 | 50 |
| According to the first two columns | S+E+I | 100 | 100 | 50 |
| According to hierarchical lower | S+E+I | 100 | 50 | 10 |

Description of dashboard

The following sections describe each dashboard.

This manual is applicable from the version 4.4.0D00

Available dashboard - Standard theme

This type of dashboard is for compounds standards PBX operator stations AASTRA 5000 / MC65XX / Nexspan.

| Model of dashboard | Provided data |
|---|---|
| Topic: Standard theme Model: Trend and alarm | <p>This dashboard provided an analysis of incoming calls and internal reached the standard, live, following referral or transfer.</p> <p>The data provided in one combination are:</p> <ul style="list-style-type: none"> • Number of calls received • % of calls answered • % of unanswered calls • % Returns • Ringing average • Talk average • <p>A graph supplied Histogram, PAYG installment schedule 60 minutes: the number of calls answered and number non- answered calls.</p> <p>This dashboard can be edited to PDF / DOC formats.</p> <p>This dashboard can be performed on the FIELD level.</p> |

This manual is applicable from the version 4.4.0D00

Example of Standard dashboard "Trend and alarm".



Standard Tendance et alerte

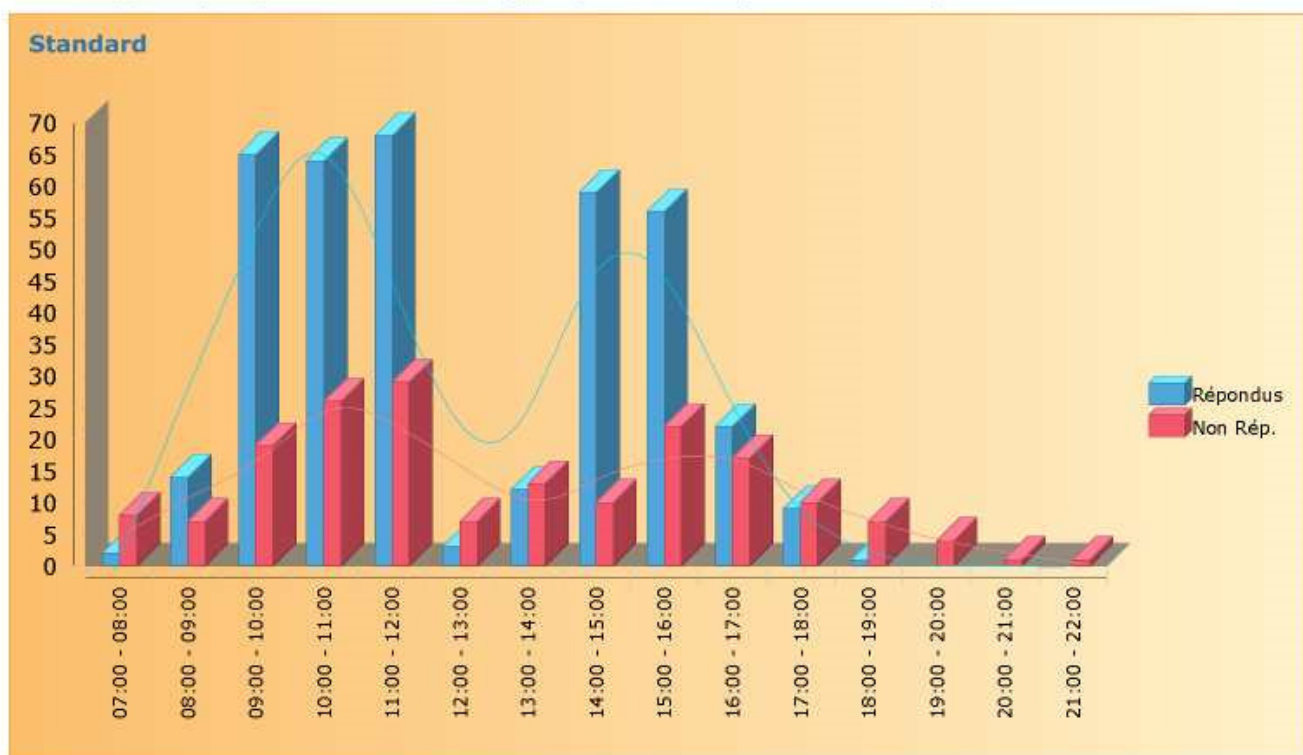
Du 01/02/2013 au 10/02/2013 entre 00:00:00 et 23:59:59

Appels sur le standard

DUPONT SARL

| Reçus | % Rép. | % Non Rép. | % Retour PO |
|------------|-----------|------------|-------------|
| 556 | 67.45% | 32.55% | 36.69% |
| Moy. conv. | Son. moy. | | |
| 00:00:53 | 00:00:43 | | |

NB : Les appels reçus représentent les entrants (y compris les retours) et les internes reçus



This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|--|---|
| Topic: Standard Model: Incoming Calls | <p>This dashboard provided an analysis of incoming calls arrived standard, live, following referral or transfer.</p> <p>The data provided are:</p> <ul style="list-style-type: none"> • Number of calls • Ring Average • Maximum time ringing • Number of unanswered calls • Number of unanswered calls • Percentage of unanswered calls • Talk Average Length • Maximum duration conversation <p>These data are aggregated according to choose one single distribution :</p> <ul style="list-style-type: none"> • week • Date • weekday • day of the month • month • 60-minute time slot • 30-minute time slot • 15 minute time slot <p>This dashboard can be edited to PDF / DOC formats.</p> |

This manual is applicable from the version 4.4.0D00

Example of dashboard "Standard - Incoming calls".



Standard

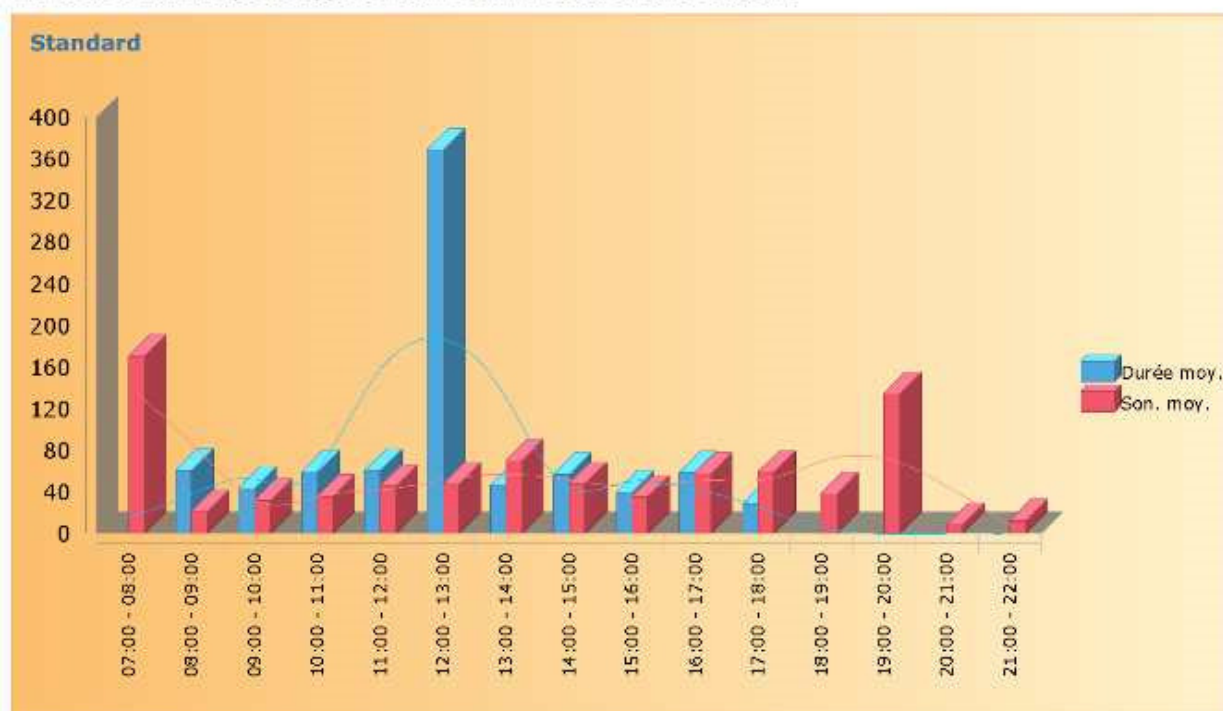
Du 01/02/2013 au 10/02/2013 entre 00:00:00 et 23:59:59

Appels directs, renvoyés et transférés sur le standard

DUPONT SARL

| Tranche horaire | Appel | Son. moy. | Son. max. | Répondus | Non Rép. | % Non Rép. | Durée moy. | Durée max. |
|-----------------|------------|-----------------|-----------------|------------|-----------|---------------|-----------------|-----------------|
| 07:00 - 08:00 | 2 | 00:02:50 | 00:02:50 | 0 | 2 | 100% | 00:00:00 | 00:00:00 |
| 08:00 - 09:00 | 8 | 00:00:20 | 00:00:46 | 6 | 2 | 25% | 00:01:00 | 00:01:51 |
| 09:00 - 10:00 | 45 | 00:00:31 | 00:02:10 | 43 | 2 | 4,44% | 00:00:43 | 00:03:03 |
| 10:00 - 11:00 | 51 | 00:00:35 | 00:02:50 | 43 | 8 | 15,69% | 00:00:58 | 00:04:19 |
| 11:00 - 12:00 | 65 | 00:00:45 | 00:02:50 | 50 | 15 | 23,08% | 00:01:00 | 00:04:59 |
| 12:00 - 13:00 | 8 | 00:00:47 | 00:02:46 | 2 | 6 | 75% | 00:06:08 | 00:09:23 |
| 13:00 - 14:00 | 8 | 00:01:10 | 00:02:50 | 5 | 3 | 37,5% | 00:00:46 | 00:02:17 |
| 14:00 - 15:00 | 56 | 00:00:47 | 00:03:04 | 51 | 5 | 8,93% | 00:00:56 | 00:02:37 |
| 15:00 - 16:00 | 61 | 00:00:35 | 00:02:50 | 48 | 13 | 21,31% | 00:00:39 | 00:02:22 |
| 16:00 - 17:00 | 29 | 00:00:57 | 00:02:52 | 17 | 12 | 41,38% | 00:00:58 | 00:02:56 |
| 17:00 - 18:00 | 16 | 00:00:58 | 00:02:50 | 7 | 9 | 56,25% | 00:00:28 | 00:00:40 |
| 18:00 - 19:00 | 7 | 00:00:38 | 00:02:09 | 0 | 7 | 100% | 00:00:00 | 00:00:00 |
| 19:00 - 20:00 | 4 | 00:02:14 | 00:03:03 | 0 | 4 | 100% | 00:00:00 | 00:00:00 |
| 20:00 - 21:00 | 1 | 00:00:08 | 00:00:08 | 0 | 1 | 100% | 00:00:00 | 00:00:00 |
| 21:00 - 22:00 | 1 | 00:00:12 | 00:00:12 | 0 | 1 | 100% | 00:00:00 | 00:00:00 |
| Total | 362 | 00:00:43 | 00:03:04 | 272 | 90 | 24,86% | 00:00:53 | 00:09:23 |

NB : Cette édition analyse les appels entrants extérieurs aboutis sur le standard



User's Dashboard Module Manual

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|---|--|
| <p>Topic: Standard Model: Distribution of flows</p> | <p>This scorecard provided a comparison of the three types of flows (outgoing, incoming, internal).</p> <p>The data provided are:</p> <ul style="list-style-type: none"> • Total of outgoing calls • Outgoing % of the total (outgoing , inbound and internal receipts) • Total of incoming calls • % of incoming calls to the total (outgoing , inbound and internal receipts) • Total of internal calls received • % of internal calls to the total (outgoing , incoming and internal receipts) • Total number of calls (outgoing , incoming and internal receipts) • Total of Calls Returns • % of calls back and compared to the number of calls • Incoming <p>These data are aggregated according to choose one single distribution :</p> <ul style="list-style-type: none"> • week • Date • weekday • day of the month • month • 60-minute time slot • 30-minute time slot • 15 minute time slot • <p>This dashboard can be edited to PDF / DOC formats.</p> |

User's Dashboard Module Manual

This manual is applicable from the version 4.4.0D00

Example of Standard dashboard the “- Distribution of flows”.



Standard

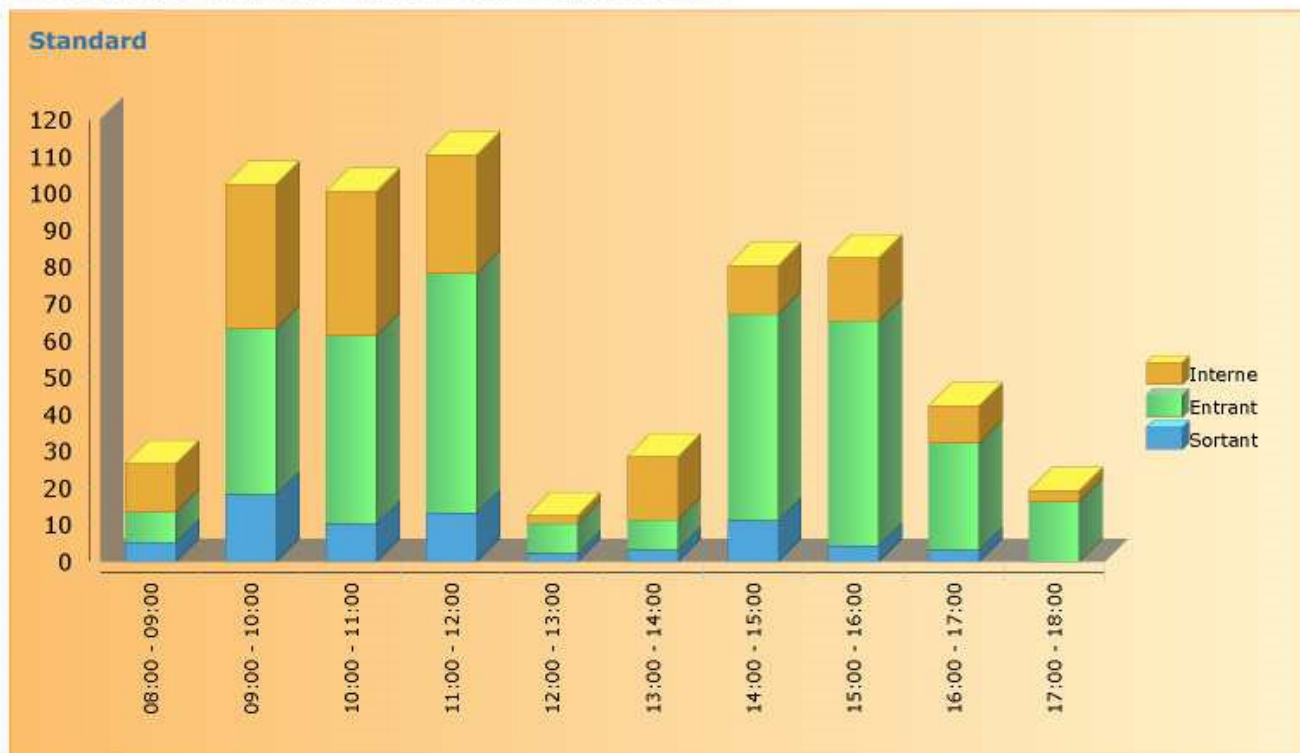
Du 01/02/2013 au 10/02/2013 entre 08:00:00 et 17:59:59

Répartition des flux sur le standard

DUPONT SARL

| Tranche horaire | Sortant | % | Entrant | % | Interne | % | Total | Retour | % |
|-----------------|-----------|---------------|------------|---------------|------------|---------------|------------|------------|---------------|
| 08:00 - 09:00 | 5 | 19.23% | 8 | 30.77% | 13 | 50% | 26 | 3 | 37.5% |
| 09:00 - 10:00 | 18 | 17.65% | 45 | 44.12% | 39 | 38.24% | 102 | 18 | 40% |
| 10:00 - 11:00 | 10 | 10% | 51 | 51% | 39 | 39% | 100 | 22 | 43.14% |
| 11:00 - 12:00 | 13 | 11.82% | 65 | 59.09% | 32 | 29.09% | 110 | 33 | 50.77% |
| 12:00 - 13:00 | 2 | 16.67% | 8 | 66.67% | 2 | 16.67% | 12 | 7 | 87.5% |
| 13:00 - 14:00 | 3 | 10.71% | 8 | 28.57% | 17 | 60.71% | 28 | 7 | 87.5% |
| 14:00 - 15:00 | 11 | 13.75% | 56 | 70% | 13 | 16.25% | 80 | 31 | 55.36% |
| 15:00 - 16:00 | 4 | 4.88% | 61 | 74.39% | 17 | 20.73% | 82 | 33 | 54.1% |
| 16:00 - 17:00 | 3 | 7.14% | 29 | 69.05% | 10 | 23.81% | 42 | 23 | 79.31% |
| 17:00 - 18:00 | 0 | 0% | 16 | 84.21% | 3 | 15.79% | 19 | 12 | 75% |
| Total | 69 | 11.48% | 347 | 57.74% | 185 | 30.78% | 601 | 189 | 54.47% |

NB : Le % retour est calculé par rapport au total des appels entrants



User's Dashboard Module Manual

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|--|--|
| Topic: Standard Model: Returns origin | <p>This dashboard provided an analysis of incoming calls returned to the standard no answer positions or reference. The data are provided in the form of 2 analysis, one for answered calls, the other for non-answered calls.</p> <p>Answered calls</p> <ul style="list-style-type: none"> • Post all or part of the calls are returned to • standard • station name • total of standard calls returned • Ringing average • Talk average • % that returned calls from the post by • the total of returned calls from all positions • % of returned calls to the number position <p>Total of incoming calls shown in the post</p> <p>Non-answered calls</p> <ul style="list-style-type: none"> • post all or part of the calls are returned to • standard • station name • the number of standard calls returned • Ringing average • % that returned calls from the post by • the total of returned calls from all positions • % of returned calls to the number position total of incoming calls shown in the post <p>This dashboard can be edited to PDF / DOC formats.</p> |

This manual is applicable from the version 4.4.0D00

Example of dashboard "Standard - Provenance returns".



Standard Provenance des retours

Du 01/02/2013 au 10/02/2013 entre 08:00:00 et 17:59:59

Retours répondus par le standard

DUPONT SARL

| Poste | Nom | Appel | Son. moy. | Durée moy. | %Tot. Appel | %Tot. Trafic |
|--------------|----------------------|-----------|-----------------|-----------------|-------------|--------------|
| 6473 | ACCUEIL -MEDECINE | 3 | 00:02:27 | 00:02:16 | 8.57% | 0.65% |
| 6050 | | 2 | 00:00:07 | 00:01:03 | 5.71% | 0.36% |
| 6111 | LESPAGNOL | 2 | 00:02:05 | 00:01:15 | 5.71% | 0.83% |
| 6258 | HELLEGOUARCH | 2 | 00:00:14 | 00:00:06 | 5.71% | 12.5% |
| 6495 | INSCRIPTION B001A | 2 | 00:00:06 | 00:00:25 | 5.71% | 10% |
| 6943 | MOAL (SCO) | 2 | 00:02:05 | 00:02:35 | 5.71% | 2.63% |
| 6007 | BEAUDOUIN | 1 | 00:00:38 | 00:00:23 | 2.86% | 1.25% |
| 6044 | BAGUENARD | 1 | 00:02:10 | 00:00:07 | 2.86% | 8.33% |
| 6063 | DAUVERGNE | 1 | 00:02:03 | 00:00:22 | 2.86% | 8.33% |
| 6121 | LE BRAS | 1 | 00:02:03 | 00:01:08 | 2.86% | 5% |
| 6122 | HENRY | 1 | 00:02:04 | 00:00:26 | 2.86% | 0.48% |
| 6153 | JAFFRES | 1 | 00:02:09 | 00:00:18 | 2.86% | 2.78% |
| 6229 | KOEHL | 1 | 00:02:10 | 00:00:13 | 2.86% | 1.92% |
| 6302 | COUSTANCE | 1 | 00:02:04 | 00:00:35 | 2.86% | 1.19% |
| 6310 | DELANOE | 1 | 00:02:04 | 00:00:42 | 2.86% | 2.08% |
| 6320 | MOULARD | 1 | 00:02:03 | 00:01:19 | 2.86% | 2.5% |
| 6377 | DUFIEF | 1 | 00:00:03 | 00:00:27 | 2.86% | 12.5% |
| 6383 | CALVEZ | 1 | 00:02:04 | 00:00:06 | 2.86% | 25% |
| 6416 | LIDOUREN | 1 | 00:02:03 | 00:01:14 | 2.86% | 0.44% |
| 6421 | PARIS | 1 | 00:02:07 | 00:00:39 | 2.86% | 0.96% |
| 6446 | HAMELIN-KOKKALIS | 1 | 00:02:32 | 00:00:23 | 2.86% | 1.47% |
| 6471 | NICOLAS-GUIHOT | 1 | 00:02:08 | 00:00:14 | 2.86% | 2.27% |
| 6600 | RATANASAVANH | 1 | 00:00:04 | 00:00:09 | 2.86% | 25% |
| 6729 | ACCUEIL-SCO-SCIENCES | 1 | 00:02:07 | 00:01:10 | 2.86% | 2.5% |
| 6746 | BUREAU B324 | 1 | 00:00:05 | 00:01:34 | 2.86% | 25% |
| 6781 | EKWALLA | 1 | 00:02:40 | 00:04:19 | 2.86% | 0.81% |
| 6868 | KEREBEL | 1 | 00:00:03 | 00:00:19 | 2.86% | 4.17% |
| 6916 | CALLAC | 1 | 00:02:15 | 00:00:14 | 2.86% | 1.14% |
| Total | - | 35 | 00:01:33 | 00:00:58 | - | - |

NB : Le "% / Tot. Trafic" représente le nombre d'appels renvoyés au PO par rapport au nombre total d'appels entrants présentés sur le poste

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|--|---|
| Topic: Standard Model: phone calls origin | <p>This dashboard provided an analysis of incoming calls arrived standard directly or via a referral or transfer. The data are provided in the form of 2 analysis, one for answered calls, and the other for non-answered calls.</p> <p>Answered calls</p> <ul style="list-style-type: none"> • Caller number • name linked to the caller • Total of calls • Ringing average • Talk average • % represented by these calls to the total of incoming calls from that caller • % of the number of direct calls presented by the standard the total number of incoming caller calls <p>Non-answered calls</p> <ul style="list-style-type: none"> • Caller number • name linked to the caller • Total of calls • Ringing average • % represented by these calls to the total of incoming calls from that caller • % of the number of direct calls presented by the standard • the total number of incoming caller calls • This dashboard can be edited to PDF / DOC formats. |

This manual is applicable from the version 4.4.0D00

Example of dashboard "Standard – Calls origins."



Standard Provenance des appels

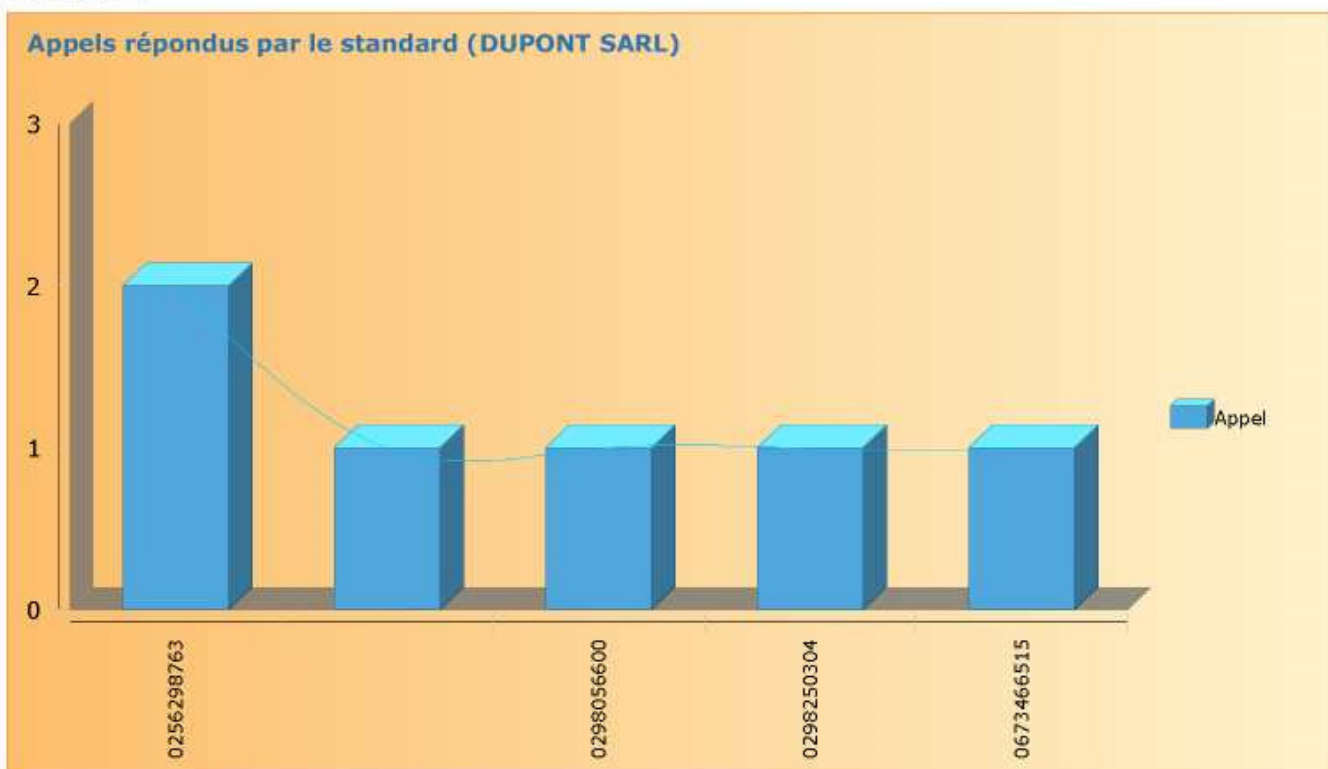
Du 01/02/2013 au 01/02/2013 entre 10:00:00 et 10:59:59

Appels répondus par le standard

DUPONT SARL

| N° appelant | Nom | Appel | Son. moy. | Durée moy. | %Tot. Appel | %Tot. Trafic |
|--------------|-------------------------|----------|-----------------|-----------------|-------------|--------------|
| 0256298763 | DURAND SA | 2 | 00:00:38 | 00:01:21 | 33.33% | 10% |
| 0298056600 | Barthelemy | 1 | 00:00:13 | 00:01:12 | 16.67% | 0.77% |
| 0298250304 | Conseil Régional | 1 | 00:00:29 | 00:00:50 | 16.67% | 12.5% |
| 0673466515 | Astreinte Climatisation | 1 | 00:00:47 | 00:00:04 | 16.67% | 25% |
| 0673466515 | Astreinte Climatisation | 1 | 00:00:12 | 00:01:00 | 16.67% | 8.33% |
| Total | - | 6 | 00:00:29 | 00:00:58 | - | - |

NB : Le "% / Tot. Trafic" représente le nombre d'appels directs présentés au PO par rapport au nombre total d'appels entrants de l'appelant



This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|--|--|
| <p>Topic: Standard Model: Transfer</p> | <p>This dashboard provided an analysis of incoming calls arrived standard directly or via a referral or a transfer, and transferred subsequently to a subscriber.</p> <p>The data are provided with :</p> <ul style="list-style-type: none"> • Position to which calls were transferred • Name • Total of calls • Ringing average • % represented by these calls to the total of <p>Incoming calls transferred</p> <ul style="list-style-type: none"> • % of the calls number transferred from the post compared to all incoming calls <p>This dashboard can be edited to PDF / DOC formats. This dashboard can be performed on the FIELD level.</p> |

This manual is applicable from the version 4.4.0D00

Example of Standard dashboard the “- transfer”.



Standard Transfert vers qui

Du 01/01/2013 au 01/02/2013 entre 08:00:00 et 17:59:59

Appels transférés depuis le standard

DUPONT SARL/Sciences/CRI

| Poste | Nom | Appel | Son. moy. | %Tot. Appel | %Tot. Trafic |
|--------------|----------------------|-----------|-----------------|-------------|--------------|
| 6030 | LE LONG | 1 | 00:00:00 | 4% | 25% |
| 6068 | LE BERRIGOT | 1 | 00:00:00 | 4% | 33.33% |
| 6119 | ACCUEIL SCIENCES | 1 | 00:00:00 | 4% | 33.33% |
| 6142 | PAGE (DRH) | 1 | 00:00:00 | 4% | 100% |
| 6322 | BOUTTIER | 1 | 00:00:00 | 4% | 11.11% |
| 6729 | ACCUEIL-SOO-SCIENCES | 1 | 00:00:00 | 4% | 50% |
| 6828 | LUGUERN | 1 | 00:00:00 | 4% | 50% |
| 7257 | LE FOURN | 1 | 00:00:00 | 4% | 100% |
| 7925 | BAEHREL | 1 | 00:00:00 | 4% | 100% |
| 8010 | DENIS | 1 | 00:00:00 | 4% | 100% |
| Total | - | 10 | 00:00:00 | - | - |

Le "% / Tot. Trafic" représente le nombre d'appels transférés du PO par rapport au nombre total d'appels entrants du poste



This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|---|--|
| Topic: Standard Model: Internal Phone calls receipts | <p>This dashboard provided an analysis of internal calls receipts by standard.</p> <p>For each position, having issued calls to internal standard, the dashboard provided the following data :</p> <ul style="list-style-type: none"> - An array containing : <ul style="list-style-type: none"> - Post and name of the subscriber who issued calls - Total of calls to the internal standard - Average length ringtone - Total duration conversation - % of total calls to the standard by the Post by to total calls received by the internal standard. - A graphic, item by representative (transmitter calls to the standard) the number of calls internal issued. <p>This dashboard can be edited to PDF / DOC formats.</p> |

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|---|--|
| Topic: Standard Model: Issued internal Phone calls | <p>This dashboard provided an analysis of issued internal calls by the switchboard extensions.</p> <p>The dashboard provided the following data :</p> <ul style="list-style-type: none"> - An array containing : <ul style="list-style-type: none"> - Post and name of the party that issued the standard internal calls - Total of calls - Average length ringtone - Total duration conversation - % Of total calls from the position relative to the total internal calls made by all of the standard positions. - A graphic, the standard position by representing the number of issued internal calls. <p>This dashboard can be edited to PDF / DOC formats.</p> |

This manual is applicable from the version 4.4.0D00

Available dashboard - Topic Group

Dashboard in groups is every time on a single group.
By model, you have to program as many dashboard as groups to analyze.

| Model of dashboard | Provided data |
|--|---|
| Topic: Group Model: Trend and alarm | <p>This dashboard provided an analysis of incoming calls and Internal arrived on the defined group, arrived live, following referral or transfer.</p> <p>The given data are provided as an single combination :</p> <ul style="list-style-type: none"> • Total calls received • % of calls answered • % of unanswered calls • % Returns • Ring average • Talk average <p>A histogram graph type given by 60-minute time slot: Calls answered number and the non- answered calls number.</p> <p>This dashboard can be edited to PDF / DOC formats.</p> <p>This dashboard can't be performed on the AREA level.</p> |

This manual is applicable from the version 4.4.0D00

Dashboard example "Group - Trend and alarm".



Grp Hot-Line Tendance et alerte

VISUAL TAXE PRO

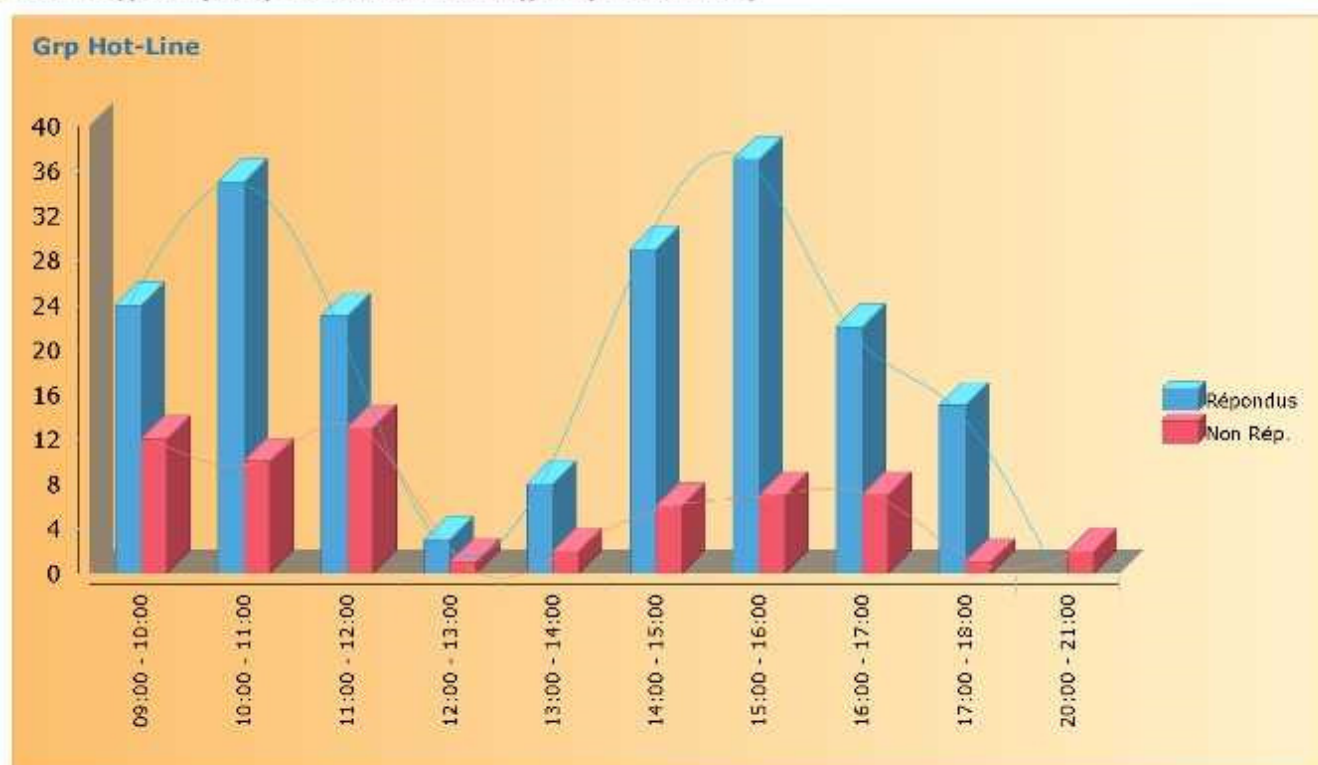
Du 01/01/2013 au 31/01/2013 entre 00:00:00 et 23:59:59

Appels sur le groupement

DUPONT SA (4030 GRP HOT-LINE)

| Reçus | % Rép. | % Non Rép. | % Retour |
|------------|-----------|------------|----------|
| 257 | 76.26% | 23.74% | 6.23% |
| Moy. conv. | Son. moy. | | |
| 00:05:15 | 00:01:03 | | |

NB : Les appels reçus représentent les entrants (y compris les retours)



This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|---|---|
| Topic: Group Model: Incoming Calls | <p>This dashboard provided an analysis of incoming calls arrived on a group, live, following a referral or a transfer.</p> <p>The given data are:</p> <ul style="list-style-type: none"> • Total phone calls • Ring average • Maximum ring time • Total of answered calls • Total of unanswered calls • Percentage of unanswered phone calls • Average talk time • Maximum talk time <p>The data are cumulated with the choice by:</p> <ul style="list-style-type: none"> • week • date • weekday • day of the month • month • 60 minutes time slot • 30 minutes time slot • 15 minutes time slot <p>This dashboard can be edited with formats PDF/DOC.</p> |

This manual is applicable from the version 4.4.0D00

Dashboard example "Group - Incoming Calls".



VISUAL TAXE PRO

Appels entrants

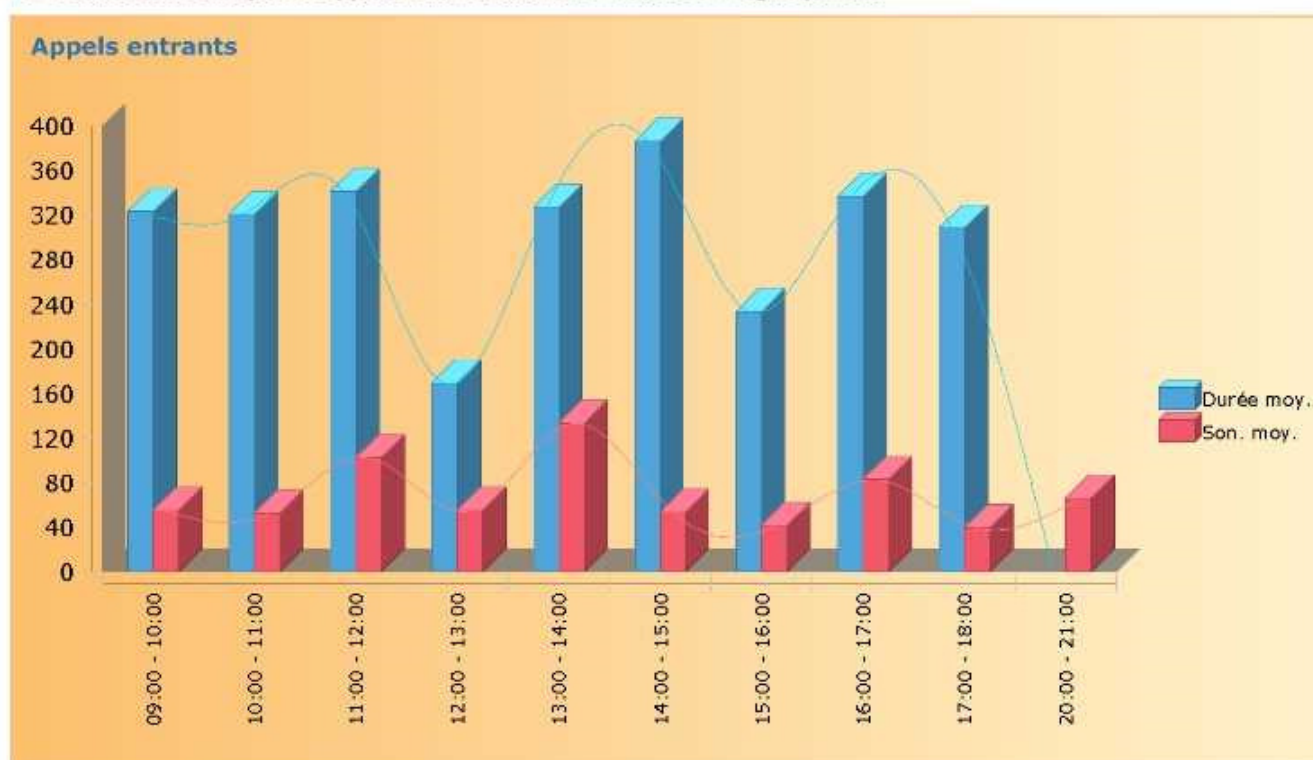
Du 01/01/2013 au 31/01/2013 entre 00:00:00 et 23:59:59

Appels directs, renvoyés et transférés sur le groupement

DUPONT SA (4030 GRP HOT-LINE)

| Tranche horaire | Appel | Son. moy. | Son. max. | Répondus | Non Rép. | % Non Rép. | Durée moy. | Durée max. |
|-----------------|------------|-----------------|-----------------|------------|-----------|---------------|-----------------|-----------------|
| 09:00 - 10:00 | 36 | 00:00:54 | 00:05:57 | 24 | 12 | 33.33% | 00:05:23 | 00:30:00 |
| 10:00 - 11:00 | 45 | 00:00:52 | 00:05:33 | 35 | 10 | 22.22% | 00:05:20 | 00:22:42 |
| 11:00 - 12:00 | 36 | 00:01:42 | 00:10:20 | 23 | 13 | 36.11% | 00:05:41 | 00:29:56 |
| 12:00 - 13:00 | 4 | 00:00:55 | 00:01:24 | 3 | 1 | 25% | 00:02:49 | 00:03:50 |
| 13:00 - 14:00 | 10 | 00:02:13 | 00:11:06 | 8 | 2 | 20% | 00:05:27 | 00:27:00 |
| 14:00 - 15:00 | 35 | 00:00:53 | 00:06:17 | 29 | 6 | 17.14% | 00:06:25 | 00:30:03 |
| 15:00 - 16:00 | 44 | 00:00:41 | 00:06:12 | 37 | 7 | 15.91% | 00:03:53 | 00:28:11 |
| 16:00 - 17:00 | 29 | 00:01:22 | 00:07:33 | 22 | 7 | 24.14% | 00:05:37 | 00:19:03 |
| 17:00 - 18:00 | 16 | 00:00:39 | 00:02:06 | 15 | 1 | 6.25% | 00:05:08 | 00:15:00 |
| 20:00 - 21:00 | 2 | 00:01:06 | 00:01:12 | 0 | 2 | 100% | 00:00:00 | 00:00:00 |
| Total | 257 | 00:01:03 | 00:11:06 | 196 | 61 | 23.74% | 00:05:15 | 00:30:03 |

NB : Cette édition analyse les appels entrants extérieurs aboutis sur le groupement



User's Dashboard Module Manual

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|--|---|
| <p>Topic: Group Model: Flows distributions</p> | <p>This dashboard provided comparative of the 3 types of flow (outgoing, incoming, and internal).</p> <p>The provided data are:</p> <ul style="list-style-type: none"> • Total of outgoing phone calls • % of outgoing phone calls compared to the total (outgoing, incoming and internal receipts) • Total of incoming calls • % of incoming calls compared to the total (outgoing, incoming and internal receipts) • Total of received internal phone calls • % of received phone calls internal compared to the total (outgoing, incoming and internal receipts) • Total of phone calls (outgoing, incoming and internal receipts) • Total returned phone calls • % of phone calls in returns compared to the number of incoming calls <p>These data are cumulated with the choice according to 1 only distribution:</p> <ul style="list-style-type: none"> • week • date • weekday • day of the month • month • 60 minutes time slot • 30 minutes time slot • 15 minutes time slot <p>This dashboard can be edited with formats PDF/DOC.</p> |

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|---|--|
| Topic: Group Model: Group activity | <p>This dashboard provided an analysis of incoming calls answered to a group, live, following referral or transfer.</p> <p>The provided data are:</p> <ul style="list-style-type: none"> • post having answered • name • total answered phone calls • average duration of conversation • total duration of conversation • % total of phone calls (% which the phone calls of the station compared to all the phone calls of the selection represent) <p>The data are cumulated with the choice by station.</p> <p>This dashboard can be edited with formats PDF/DOC.</p> |

This manual is applicable from the version 4.4.0D00

Dashboard example "Group – Group activity".



VISUAL TAXE PRO

Activité groupement

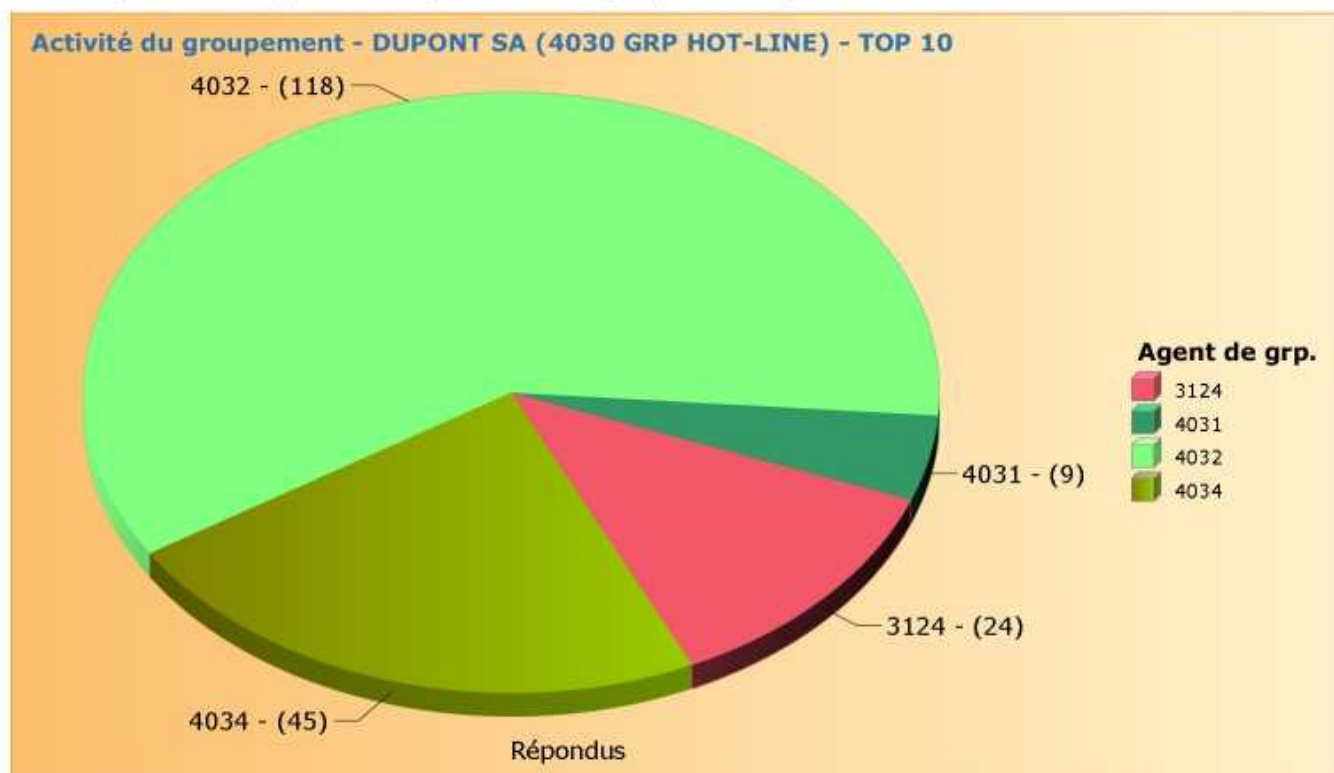
Du 01/01/2013 au 31/01/2013 entre 00:00:00 et 23:59:59

Activité du groupement

DUPONT SA (4030 GRP HOT-LINE)

| Agent de grp. | Nom | Répondus | Durée moy. | Tot. conv. | %Tot. Appel |
|---------------|----------|------------|-----------------|-----------------|-------------|
| 4032 | OBERTY | 118 | 00:05:53 | 11:34:13 | 60.2% |
| 4034 | REMY | 45 | 00:04:29 | 03:21:53 | 22.96% |
| 3124 | OBERTY | 24 | 00:05:13 | 02:05:17 | 12.24% |
| 4031 | PEREIRA | 9 | 00:01:00 | 00:09:03 | 4.59% |
| Total | - | 196 | 00:05:15 | 17:10:26 | - |

L'activité porte sur les appels entrants présentés sur le groupement et répondus



User's Dashboard Module Manual

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|---|--|
| Topic: Group Model: Phone calls origin | <p>This dashboard provided an analysis of incoming calls answered to a group, live, following referral or transfer.</p> <p>The data are provided in the form of 2 analysis , one for answered calls , the other for non- answered calls.</p> <p><u>Answered Phone calls</u></p> <ul style="list-style-type: none"> • Number phone of the caller • name associated to the caller • total phone calls • ringtone average • conversation average • % represented by these calls to the total incoming calls from that caller • % of the number of direct calls presented to the group on the total number of incoming calls from caller <p><u>Non-answered Phone calls</u></p> <ul style="list-style-type: none"> • Number phone of the caller • name associated to the caller • total phone calls • ringtone average • % represented by these calls to the total incoming calls from that caller • % of the number of direct calls presented to the group on the total number of incoming calls from caller <p>This dashboard can be edited with formats PDF/DOC.</p> |

This manual is applicable from the version 4.4.0D00

Dashboard example "Group - Phone calls origin".



Provenance des appels Provenance des appels

VISUAL TAXE PRO

Du 01/01/2013 au 28/02/2013 entre 00:00:00 et 23:59:59

Appels répondus par le groupement

DUPONT SA (4030 GRP HOT-LINE)

| N° appelant | Nom | Appel | Son. moy. | Durée moy. | %Tot. Appel | %Tot. Traffic |
|--------------|-----------------|-----------|-----------------|-----------------|-------------|---------------|
| 0141281022 | DORIAN | 2 | 00:00:32 | 00:02:12 | 4.88% | 100% |
| 0160928455 | | 2 | 00:02:11 | 00:00:24 | 4.88% | 66.67% |
| 0171057000 | BELAMY | 2 | 00:02:28 | 00:10:43 | 4.88% | 100% |
| 0130964270 | AASTRA | 1 | 00:02:07 | 00:13:40 | 2.44% | 100% |
| 0139254176 | | 1 | 00:02:25 | 00:11:44 | 2.44% | 100% |
| 0144644464 | MC GROUP | 1 | 00:00:06 | 00:01:53 | 2.44% | 100% |
| 0145927846 | DEEMER | 1 | 00:01:05 | 00:00:28 | 2.44% | 33.33% |
| 0147965541 | | 1 | 00:01:38 | 00:02:45 | 2.44% | 100% |
| 0149684804 | | 1 | 00:01:21 | 00:01:01 | 2.44% | 100% |
| 0155545924 | | 1 | 00:00:18 | 00:04:17 | 2.44% | 50% |
| 0160245660 | | 1 | 00:01:19 | 00:00:04 | 2.44% | 100% |
| 0328281010 | | 1 | 00:00:19 | 00:01:21 | 2.44% | 100% |
| 0450882100 | | 1 | 00:03:32 | 00:00:08 | 2.44% | 100% |
| 05888 | | 1 | 00:01:15 | 00:02:13 | 2.44% | 100% |
| 0607614364 | | 1 | 00:02:04 | 00:01:15 | 2.44% | 100% |
| 0608727857 | | 1 | 00:00:25 | 00:01:34 | 2.44% | 100% |
| 0622413384 | GSM J.FADEUILHE | 1 | 00:01:25 | 00:00:33 | 2.44% | 50% |
| 0630186754 | | 1 | 00:06:17 | 00:00:45 | 2.44% | 100% |
| 0631191242 | | 1 | 00:00:07 | 00:00:30 | 2.44% | 100% |
| 0658105850 | GSM A.THOMAS | 1 | 00:00:07 | 00:00:48 | 2.44% | 100% |
| 0826300074 | | 1 | 00:00:04 | 00:02:01 | 2.44% | 100% |
| Total | - | 24 | 00:01:30 | 00:03:04 | - | - |

NB : Le "% / Tot. Traffic" représente le nombre d'appels présentés au groupement par rapport au nombre total d'appels entrants de l'appelant

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|---|--|
| <p>Topic: Group Model: Transfers to which</p> | <p>This dashboard provided an analysis of incoming calls arrived at the live group or via a referral or a transfer, and later transferred to a subscriber.</p> <p>The data are provided with:</p> <ul style="list-style-type: none"> • Post to which calls were transferred • name • total phone calls • ringtone average • % represented by these calls to the total incoming calls from that caller • % of the number of direct calls presented to the group on the total number of incoming calls from caller <p>This dashboard can be edited with formats PDF/DOC.</p> |

This manual is applicable from the version 4.4.0D00

Dashboard example "Group - Transfer".



Transfert vers qui Transfert vers qui

VISUAL TAXE PRO

Du 01/01/2013 au 28/02/2013 entre 00:00:00 et 23:59:59

Appels transférés depuis le groupement

DUPONT SA (4000 GRP LIAISON)

| Poste | Nom | Appel | Son. moy. | %Tot. Appel | %Tot. Trafic |
|--------------|-------------------|------------|-----------------|-------------|--------------|
| 4020 | SONNERIE GENERALE | 106 | 00:00:20 | 37.59% | 70.67% |
| 3104 | MALLET | 62 | 00:00:04 | 21.99% | 62% |
| 3106 | PEREIRA | 35 | 00:00:08 | 12.41% | 33.33% |
| 3119 | THOMAS | 22 | 00:00:06 | 7.8% | 36.07% |
| 3120 | INCANDELA | 20 | 00:00:01 | 7.09% | 27.78% |
| 3115 | LAUZZO | 11 | 00:00:05 | 3.9% | 18.97% |
| 3124 | OBERTY | 8 | 00:00:00 | 2.84% | 9.64% |
| 3125 | Messagerie vocale | 7 | 00:00:00 | 2.48% | 2.02% |
| 4040 | GRP LOGISTIQUE | 4 | 00:00:26 | 1.42% | 3.17% |
| 3128 | SPENATO | 3 | 00:00:00 | 1.06% | 25% |
| 3122 | HASSON | 2 | 00:00:01 | 0.71% | 20% |
| 3105 | BERDAH | 1 | 00:00:01 | 0.35% | 20% |
| 4037 | OBERTY | 1 | 00:00:00 | 0.35% | 100% |
| Total | - | 282 | 00:00:11 | - | - |

Le "% / Tot. Trafic" représente le nombre d'appels transférés du groupement par rapport au nombre total d'appels entrants du poste



User's Dashboard Module Manual

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|--|--|
| Topic: Group Model: Internal Phone calls receipts | <p>This dashboard provided an analysis of the internal phone calls received by a group.</p> <p>For each position, having issued calls to the internal group defined, the dashboard provided the following data :</p> <ul style="list-style-type: none"> - A table with: <ul style="list-style-type: none"> - Post and name of the subscriber having issued phone calls - Total internal phone calls issued towards the group - Ringtone average duration - Total talk time - Total percentage of calls to the group by the post of the total internal calls received by the group - A pie graphic type, representing by station (issuing phone calls towards the group) the number of issued internal phone calls. <p>This dashboard can be edited with formats PDF/DOC.</p> |

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|--|--|
| Topic: Group Model: Issued internal Phone calls | <p>This dashboard provided an analysis of issued internal calls by positions of a given group.</p> <p>The dashboard provided the following data:</p> <ul style="list-style-type: none"> - A table with: <ul style="list-style-type: none"> - Post and name of the subscriber of the group having issued internal phone calls - Total phone calls - Average duration of ringtone - Total Duration of conversation - % total of phone calls issued by the station compared to the total of the internal phone calls issued by all the stations of the group. - A pie-chart graph type, representing by station of the group the number of issued internal phone calls. <p>This dashboard can be edited with formats PDF/DOC.</p> |

This manual is applicable from the version 4.4.0D00

Available dashboard - Topic Stations

| Model of dashboard | Provided data |
|--|--|
| Topic: Stations Model: Incoming Calls | <p>This dashboard provided an analysis of the incoming calls arrived on the stations of a hierarchical level, live, following a return or a rollout.</p> <p>The provided data are:</p> <ul style="list-style-type: none"> • Total phone calls • Average of ringtone • Maximum Time of ringtone • Total answered phone calls • Total not answered phone calls • Percentage of not answered phone calls • Average duration of conversation • Maximum Duration of conversation <p>The data are cumulated with the choice by:</p> <ul style="list-style-type: none"> • week • date • weekday • day of the month • month • 60 minutes old time slot • 30 minutes old time slot • 15 minutes old time slot <p>This dashboard can be edited with formats PDF/DOC.</p> |

User's Dashboard Module Manual

This manual is applicable from the version 4.4.0D00

Dashboard example "Stations - Incoming Calls".



Technique

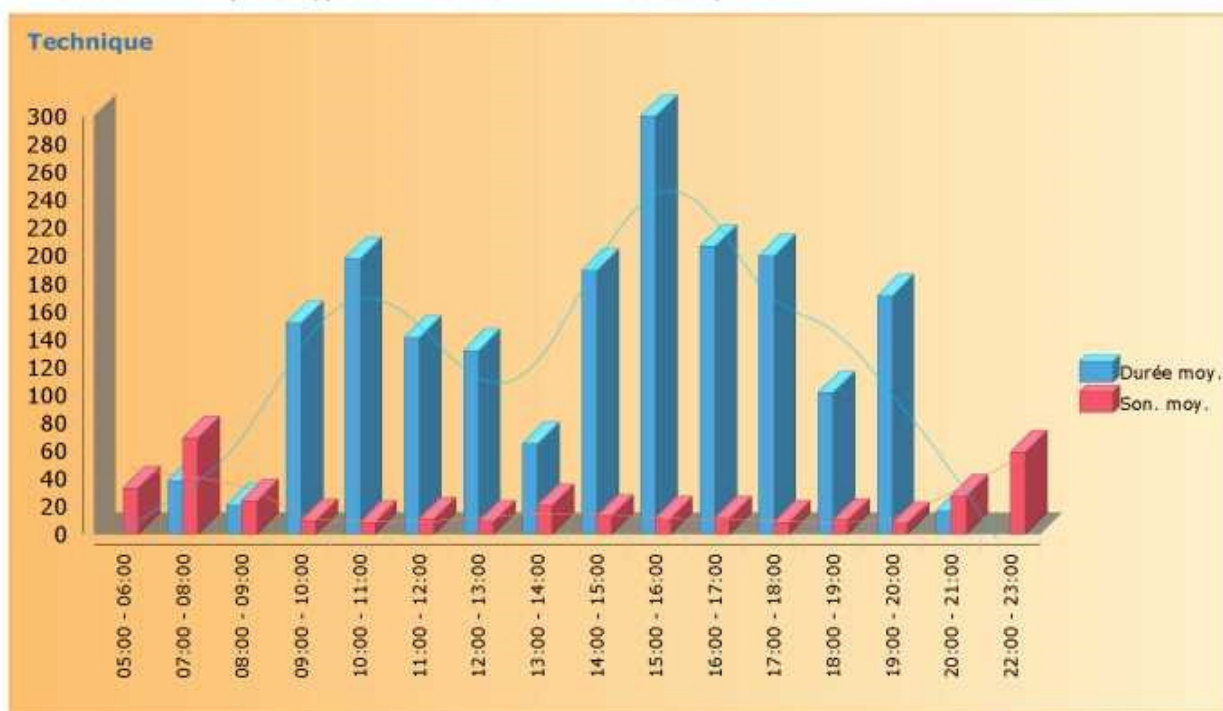
Du 01/01/2013 au 31/01/2013 entre 00:00:00 et 23:59:59

Appels directs, renvoyés et transférés sur les postes

DUPONT SA

| Tranche horaire | Appel | Son. moy. | Son. max. | Répondus | Non Rép. | % Non Rép. | Durée moy. | Durée max. |
|-----------------|------------|-----------------|-----------------|------------|-----------|---------------|-----------------|-----------------|
| 05:00 - 06:00 | 4 | 00:00:33 | 00:00:33 | 0 | 4 | 100% | 00:00:00 | 00:00:00 |
| 07:00 - 08:00 | 4 | 00:01:08 | 00:01:27 | 2 | 2 | 50% | 00:00:38 | 00:00:38 |
| 08:00 - 09:00 | 4 | 00:00:23 | 00:00:48 | 4 | 0 | 0% | 00:00:20 | 00:00:51 |
| 09:00 - 10:00 | 55 | 00:00:09 | 00:00:39 | 54 | 1 | 1.82% | 00:02:31 | 01:09:57 |
| 10:00 - 11:00 | 129 | 00:00:08 | 00:00:54 | 109 | 20 | 15.5% | 00:03:17 | 00:48:00 |
| 11:00 - 12:00 | 103 | 00:00:10 | 00:01:06 | 78 | 25 | 24.27% | 00:02:20 | 00:23:01 |
| 12:00 - 13:00 | 50 | 00:00:08 | 00:00:34 | 41 | 9 | 18% | 00:02:11 | 00:19:56 |
| 13:00 - 14:00 | 9 | 00:00:20 | 00:00:56 | 8 | 1 | 11.11% | 00:01:04 | 00:03:01 |
| 14:00 - 15:00 | 69 | 00:00:12 | 00:00:53 | 64 | 5 | 7.25% | 00:03:09 | 00:21:00 |
| 15:00 - 16:00 | 72 | 00:00:11 | 00:00:53 | 69 | 3 | 4.17% | 00:04:59 | 01:24:55 |
| 16:00 - 17:00 | 54 | 00:00:11 | 00:00:57 | 51 | 3 | 5.56% | 00:03:26 | 00:14:41 |
| 17:00 - 18:00 | 30 | 00:00:08 | 00:00:23 | 29 | 1 | 3.33% | 00:03:19 | 00:38:09 |
| 18:00 - 19:00 | 14 | 00:00:09 | 00:00:19 | 12 | 2 | 14.29% | 00:01:41 | 00:09:01 |
| 19:00 - 20:00 | 2 | 00:00:07 | 00:00:10 | 2 | 0 | 0% | 00:02:51 | 00:05:17 |
| 20:00 - 21:00 | 6 | 00:00:27 | 00:00:56 | 2 | 4 | 66.67% | 00:00:16 | 00:00:22 |
| 22:00 - 23:00 | 1 | 00:00:59 | 00:00:59 | 0 | 1 | 100% | 00:00:00 | 00:00:00 |
| Total | 606 | 00:00:11 | 00:01:27 | 525 | 81 | 13.37% | 00:03:05 | 01:24:55 |

NB : Cette édition analyse les appels entrants extérieurs aboutis sur les postes



This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|--|---|
| Topic: Stations Model: Activity of the stations | <p>This dashboard provided an analysis of the incoming calls answered by the stations, live, following a return or a rollout.</p> <p>The provided data are:</p> <ul style="list-style-type: none"> • post having answered • name • many answered phone calls • average duration of conversation • total duration of conversation • % total of phone calls (% which the phone calls of the station compared to all the phone calls of the selection) <p>The data are cumulated with the choice by station.</p> <p>This dashboard can be edited with formats PDF/DOC.</p> |

This manual is applicable from the version 4.4.0D00

Dashboard example "Stations - Activity of the stations".



VISUAL TAXE PRO

Technique

Du 01/01/2013 au 31/01/2013 entre 00:00:00 et 23:59:59

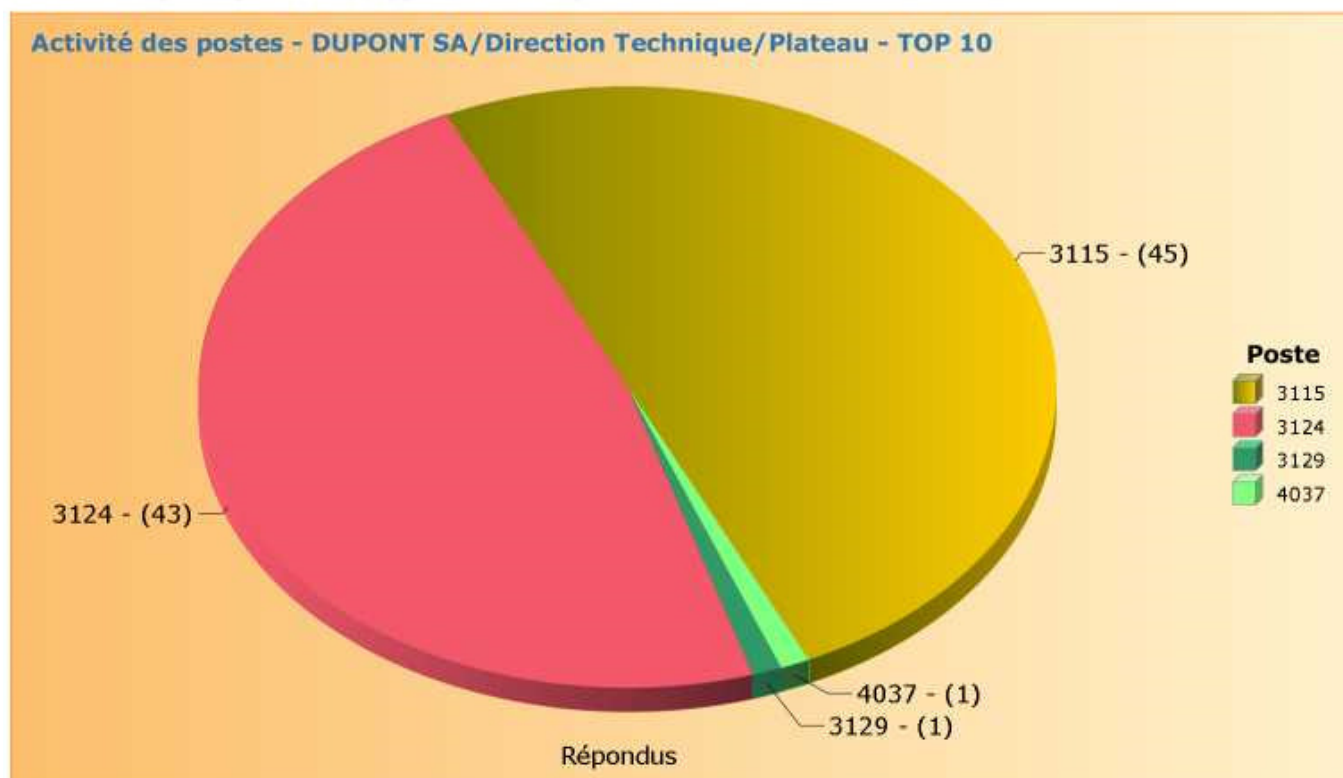
Activité des postes

DUPONT SA/Direction Technique/Plateau

| Poste | Nom | Répondus | Durée moy. | Tot. conv. | %Tot. Appel |
|--------------|----------|-----------|-----------------|-----------------|-------------|
| 3115 | LAUZZO | 45 | 00:11:50 | 08:52:48 | 12.43% |
| 3124 | OBERTY | 43 | 00:04:27 | 03:11:32 | 11.88% |
| 3129 | REMY | 1 | 00:06:53 | 00:06:53 | 0.28% |
| 4037 | OBERTY | 1 | 00:01:15 | 00:01:15 | 0.28% |
| Total | - | 90 | 00:08:08 | 12:12:28 | - |

L'activité des postes porte sur les appels entrants répondus

Activité des postes - DUPONT SA/Direction Technique/Plateau - TOP 10



User's Dashboard Module Manual

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|---|--|
| Topic: Stations Model: Distribution of flows | <p>This dashboard provided comparative of the 3 types of flow (outgoing, incoming, internal).</p> <p>The provided data are:</p> <ul style="list-style-type: none"> • Total outgoing phone calls • % of outgoing phone calls compared to the total (outgoing, incoming and internal receipts) • Total incoming calls • % of incoming calls compared to the total (outgoing, incoming and internal receipts) • Total received internal phone calls • % of received phone calls internal compared to the total (outgoing, incoming and internal receipts) • Total of phone calls (outgoing, incoming and internal receipts) • Total phone calls in returns • % of phone calls in returns compared to the number of incoming calls <p>These data are cumulated with the choice according to only 1 distribution:</p> <ul style="list-style-type: none"> • week • date • weekday • day of the month • month • 60 minutes old time slot • 30 minutes old time slot • 15 minutes old time slot <p>This dashboard can be edited with formats PDF/DOC.</p> |

User's Dashboard Module Manual

This manual is applicable from the version 4.4.0D00

Dashboard example "Stations - Distribution of flows".



Technique

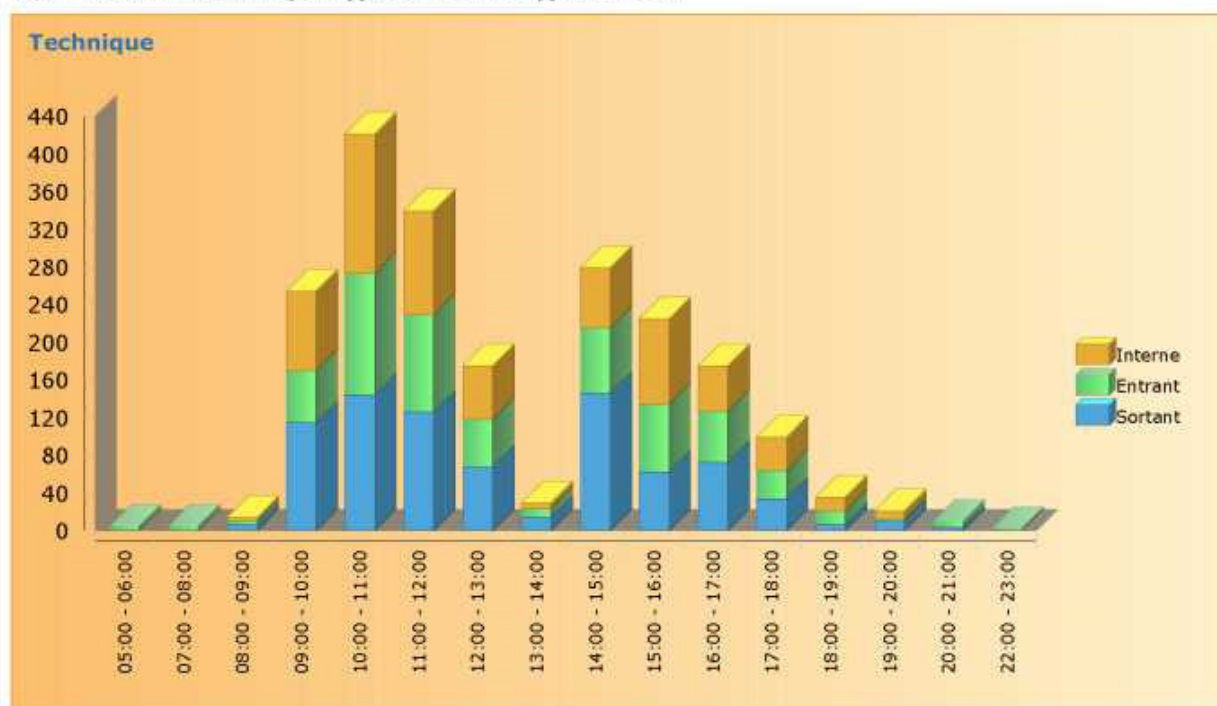
Du 01/01/2013 au 31/01/2013 entre 00:00:00 et 23:59:59

Répartition des flux sur les postes

DUPONT SA

| Tranche horaire | Sortant | % | Entrant | % | Interne | % | Total | Retour | % |
|-----------------|------------|---------------|------------|---------------|------------|---------------|-------------|------------|---------------|
| 05:00 - 06:00 | 0 | 0% | 4 | 100% | 0 | 0% | 4 | 0 | 0% |
| 07:00 - 08:00 | 0 | 0% | 4 | 100% | 0 | 0% | 4 | 0 | 0% |
| 08:00 - 09:00 | 6 | 46.15% | 4 | 30.77% | 3 | 23.08% | 13 | 3 | 75% |
| 09:00 - 10:00 | 114 | 45.06% | 55 | 21.74% | 84 | 33.2% | 253 | 19 | 34.55% |
| 10:00 - 11:00 | 143 | 34.05% | 129 | 30.71% | 148 | 35.24% | 420 | 28 | 21.71% |
| 11:00 - 12:00 | 125 | 36.98% | 103 | 30.47% | 110 | 32.54% | 338 | 15 | 14.56% |
| 12:00 - 13:00 | 67 | 38.73% | 50 | 28.9% | 56 | 32.37% | 173 | 8 | 16% |
| 13:00 - 14:00 | 13 | 46.43% | 9 | 32.14% | 6 | 21.43% | 28 | 5 | 55.56% |
| 14:00 - 15:00 | 145 | 52.35% | 69 | 24.91% | 63 | 22.74% | 277 | 28 | 40.58% |
| 15:00 - 16:00 | 62 | 27.68% | 72 | 32.14% | 90 | 40.18% | 224 | 22 | 30.56% |
| 16:00 - 17:00 | 72 | 41.38% | 54 | 31.03% | 48 | 27.59% | 174 | 12 | 22.22% |
| 17:00 - 18:00 | 33 | 33.67% | 30 | 30.61% | 35 | 35.71% | 98 | 9 | 30% |
| 18:00 - 19:00 | 6 | 17.65% | 14 | 41.18% | 14 | 41.18% | 34 | 4 | 28.57% |
| 19:00 - 20:00 | 9 | 47.37% | 2 | 10.53% | 8 | 42.11% | 19 | 0 | 0% |
| 20:00 - 21:00 | 3 | 33.33% | 6 | 66.67% | 0 | 0% | 9 | 2 | 33.33% |
| 22:00 - 23:00 | 0 | 0% | 1 | 100% | 0 | 0% | 1 | 0 | 0% |
| Total | 798 | 38.57% | 606 | 29.29% | 665 | 32.14% | 2069 | 155 | 25.58% |

NB : Le % retour est calculé par rapport au total des appels entrants



User's Dashboard Module Manual

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|---|--|
| Topic: Stations Model: Source of returns | <p>This dashboard provided an analysis of the incoming calls turned over to the stations on non-responses of other stations or return.</p> <p>The data are provided in the form of 2 analysis, one for the answered phone calls, the other for the not-answered phone calls.</p> <p><u>Answered Phone calls</u></p> <ul style="list-style-type: none"> • post whole or part of the phone calls are turned over to the stations • the station name • total phone calls • ringtone average • conversation average • % that represents the turned over phone calls of this station compared to the total of the turned over phone calls of all the stations • % of the turned over phone calls of the station compared to the full number of incoming calls presented on the station <p><u>Not-answered Phone calls</u></p> <ul style="list-style-type: none"> • post whole or part of the phone calls are turned over to the stations • the station name • total turned over phone calls • ringtone average • % that represents the turned over phone calls of this station compared to the total of the turned over phone calls of all the stations • % of the turned over phone calls of the station compared to the full number of incoming calls presented on the station <p>This dashboard can be edited with formats PDF/DOC.</p> |

This manual is applicable from the version 4.4.0D00

Dashboard example "Stations - Source of returns".



Administratif Provenance des retours

Du 01/01/2013 au 31/01/2013 entre 00:00:00 et 23:59:59

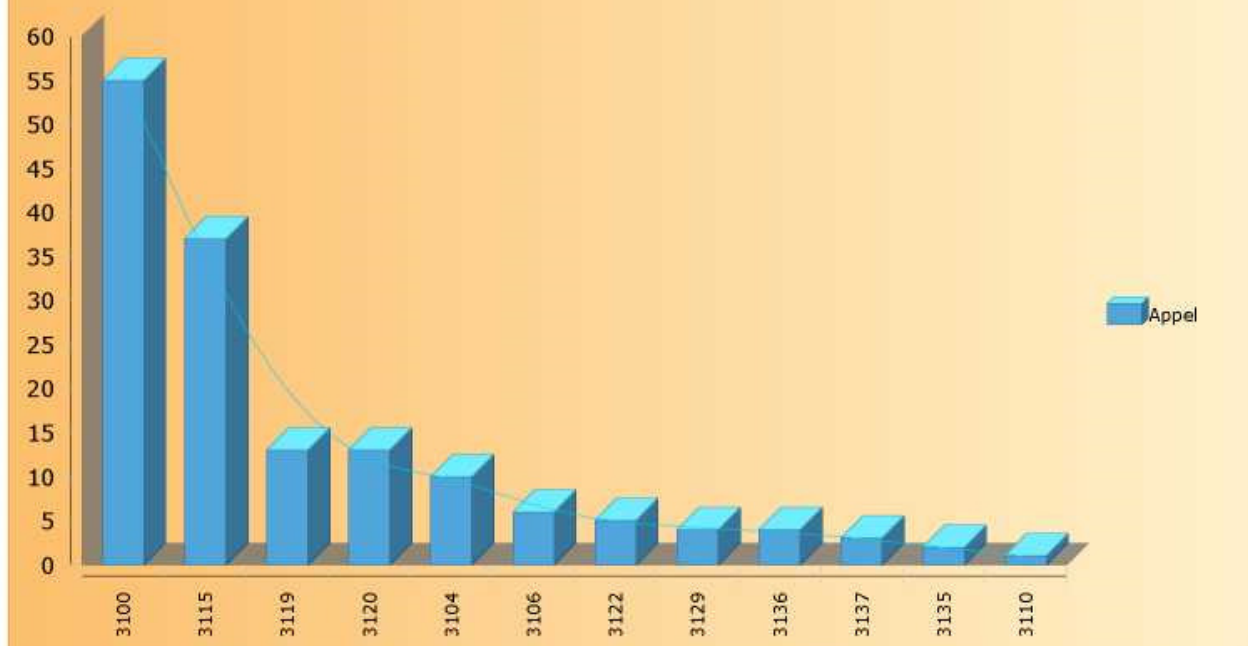
Retours répondus par les postes

DUPONT SA/Direction Administrative

| Poste | Nom | Appel | Son. moy. | Durée moy. | %Tot. Appel | %Tot. Trafic |
|--------------|-----------------|------------|-----------------|-----------------|-------------|--------------|
| 3100 | SDA GRP LIAISON | 55 | 00:00:15 | 00:00:24 | 35.95% | 5.45% |
| 3115 | LAUZZO | 37 | 00:00:15 | 00:00:22 | 24.18% | 47.44% |
| 3119 | THOMAS | 13 | 00:00:14 | 00:00:53 | 8.5% | 38.24% |
| 3120 | INCANDELA | 13 | 00:00:15 | 00:00:28 | 8.5% | 33.33% |
| 3104 | MALLET | 10 | 00:00:15 | 00:00:23 | 6.54% | 50% |
| 3106 | PEREIRA | 6 | 00:00:00 | 00:00:11 | 3.92% | 14.63% |
| 3122 | HASSON | 5 | 00:00:00 | 00:00:24 | 3.27% | 83.33% |
| 3129 | REMY | 4 | 00:00:01 | 00:00:12 | 2.61% | 80% |
| 3136 | | 4 | 00:00:01 | 00:00:23 | 2.61% | 66.67% |
| 3137 | | 3 | 00:00:00 | 00:00:22 | 1.96% | 42.86% |
| 3135 | | 2 | 00:00:00 | 00:00:24 | 1.31% | 40% |
| 3110 | ex Hotline | 1 | 00:00:16 | 00:00:09 | 0.65% | 5.26% |
| Total | - | 153 | 00:00:13 | 00:00:25 | - | - |

NB : Le "% / Tot. Trafic" représente le nombre d'appels renvoyés sur le poste par rapport au nombre total d'appels entrants présentés sur le poste

Retours répondus par les postes (DUPONT SA/Direction Administrative)



User's Dashboard Module Manual

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|---|---|
| Topic: Stations Model: Internal Phone calls receipts | <p>This dashboard provided an analysis of the internal phone calls received by the stations of a given hierarchical level.</p> <p>For each station, having issued internal phone calls towards a station of the selected hierarchical level, the dashboard provided the following data:</p> <ul style="list-style-type: none"> - A table with: <ul style="list-style-type: none"> - Post and name of the subscriber having issued phone calls - total phone calls - ringtone average duration - Total duration of conversation - % total of phone calls issued by the transmitter compared to the total of the internal phone calls received by the totality of the hierarchical level stations. - A pie-chart graph type, representing by post having issued phone calls, the number of issued internal phone calls. <p>This dashboard can be edited with formats PDF/DOC.</p> |

This manual is applicable from the version 4.4.0D00

Dashboard example "Stations - Phone calls internal receipts".



VISUAL TAXE PRO

Appels internes reçus

Du 16/09/13 00:00:00 au 16/09/13 23:59:59 entre 00:00:00 et 23:59:59

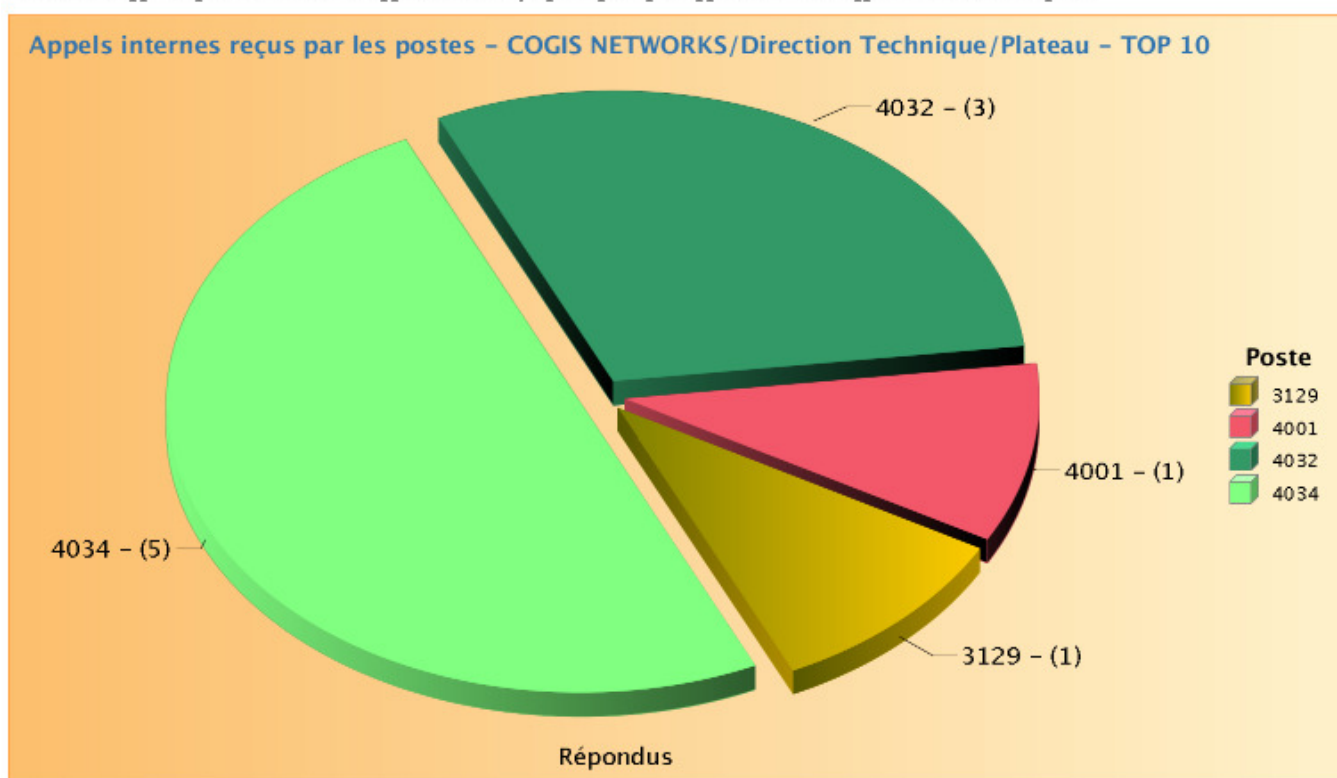
Appels internes reçus par les postes

COGIS NETWORKS/Direction Technique/Plateau

| Poste | Nom | Appel | Durée moy. | Tot. com. | %Tot. Appel |
|--------------|-------------|-----------|-----------------|-----------------|-------------|
| 4034 | REMY | 5 | 00:00:00 | 00:00:00 | 25% |
| 4032 | OBERTY | 3 | 00:00:01 | 00:00:03 | 15% |
| 3129 | REMY | 1 | 00:00:01 | 00:00:01 | 3% |
| 4001 | LIASON 4001 | 1 | 00:00:00 | 00:00:00 | 3% |
| Total | - | 10 | 00:00:00 | 00:00:04 | - |

Le "% / Tot. Appel" représente le nombre d'appels internes reçus par le poste par rapport au total des appels de l'ensemble des postes

Appels internes reçus par les postes - COGIS NETWORKS/Direction Technique/Plateau - TOP 10



User's Dashboard Module Manual

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|---|---|
| Topic: Stations Model: Issued internal Phone calls | <p>This dashboard provided an analysis of the internal phone calls issued from the stations of a given hierarchical level.</p> <p>For each station of the selected hierarchical level, having issued internal phone calls, the dashboard provided the following data:</p> <ul style="list-style-type: none"> - A table with : <ul style="list-style-type: none"> - Post and name of the subscriber of the hierarchical level having issued internal phone calls - Total of issued internal phone calls - ringtone average duration - Total duration of conversation - % total of phone calls issued by the station compared to the total of the internal phone calls issued by the totality of the stations of the hierarchical level. - A pie-chart graph type, representing by station the number of issued internal phone calls. <p>This dashboard can be edited with formats PDF/DOC.</p> |

This manual is applicable from the version 4.4.0D00

Dashboard example "Stations - issued Phone calls internal".



VISUAL TAXE PRO

Appels internes émis

Du 18/10/13 00:00:00 au 18/10/13 19:42:40 entre 00:00:00 et 23:59:59

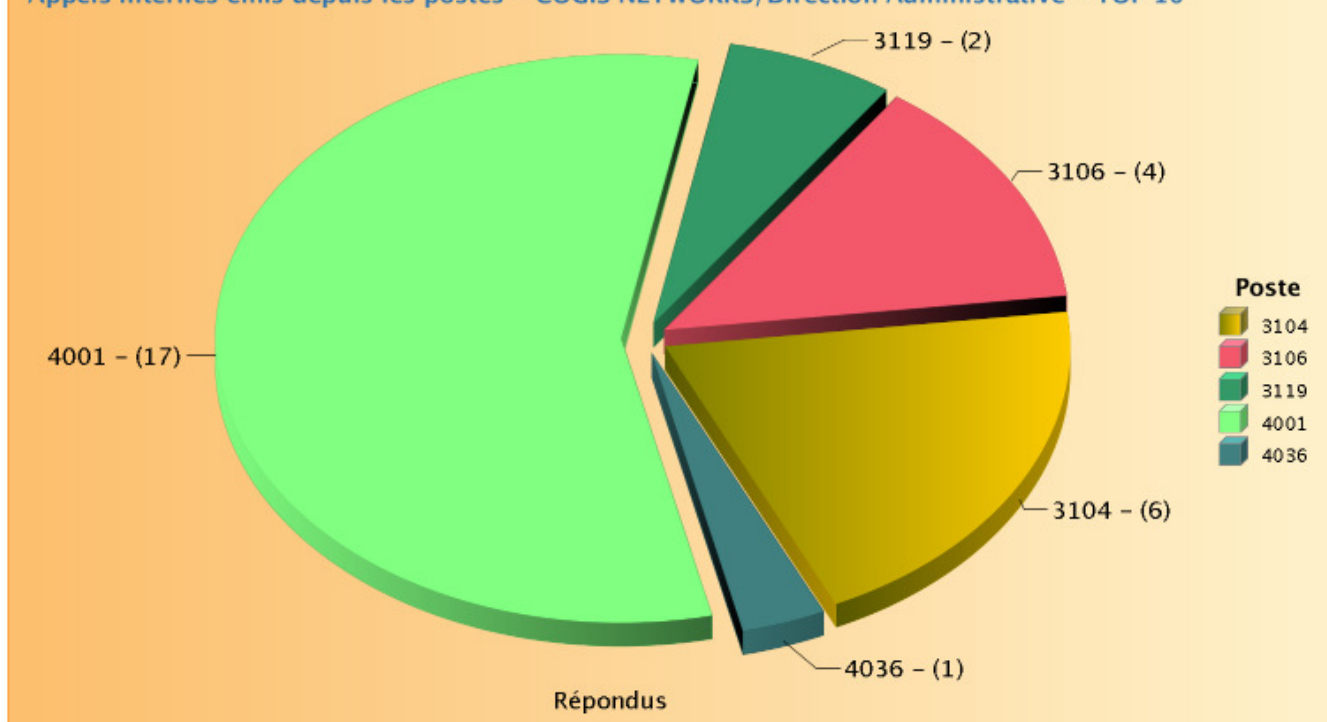
Appels internes émis depuis les postes

COGIS NETWORKS/Direction Administrative

| Poste | Nom | Appel | Durée moy. | Tot. com. | % Tot. Appel |
|--------------|--------------|-----------|-----------------|-----------------|--------------|
| 4001 | LIAISON 4001 | 17 | 00:00:00 | 00:00:02 | 56.67% |
| 3104 | MALLET | 6 | 00:01:39 | 00:09:54 | 20% |
| 3106 | PEREIRA | 4 | 00:01:05 | 00:04:23 | 13.33% |
| 3119 | THOMAS | 2 | 00:01:04 | 00:02:09 | 6.67% |
| 4036 | PEREIRA | 1 | 00:00:00 | 00:00:00 | 3.33% |
| Total | - | 30 | 00:00:33 | 00:16:28 | - |

Le "% / Tot. Appel" représente le nombre d'appels internes émis depuis le poste par rapport au total des appels de l'ensemble des postes

Appels internes émis depuis les postes - COGIS NETWORKS/Direction Administrative - TOP 10



This manual is applicable from the version 4.4.0D00

Dashboard available - Topic Analyses traffic

| Model of dashboard | Provided data |
|--|---|
| Topic: Traffic Model: Reception quality | <p><u>General Information</u></p> <p>This dashboard provided an analysis of the incoming calls arrived on the equipment (stations, groups, fax, etc...).</p> <p>The data are provided by hierarchical level with a sub-total by under level or station. A line of total of all the columns above for the hierarchical level.</p> <p>This dashboard cannot be carried out on the level FIELD.</p> <p>This dashboard contains 4 different models.</p> <p>2.3 and 4 models make it possible to define:</p> <ul style="list-style-type: none"> - The hierarchical level on which will be calculated line total - The hierarchical level / position on which the totals will be calculated. - If you must make a page break for each hierarchical level |

User's Dashboard Module Manual

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|--|--|
| Topic: Traffic Model: Reception quality | <p><u>Model 1</u></p> <ul style="list-style-type: none"> • Total phone calls received • Total answered phone calls • Percentage of answered phone calls • Percentage of phone calls answered by another station that requested • Percentage of returned to PO and not answered calls • Total phone calls with a ringtone superior with X (definable in seconds) • Ringtone average • Average of conversation <p>This model dashboard can be edited with the PDF format.</p> <p><u>Model 2</u></p> <ul style="list-style-type: none"> - Total received phone calls - Total answered phone calls - Percentage of answered phone calls - Percentage of phone calls answered by another station - Percentage of returned to PO and not-answered calls - Total phone calls received with a ringtone higher than X seconds (skeletal) - Ringtone average of the received phone calls - Average of conversation of the received phone calls <p>This model dashboard can be edited with formats PDF/XLS.</p> <p><u>Model 3</u></p> <ul style="list-style-type: none"> - Total received phone calls - Total answered phone calls - Percentage of answered phone calls - Total not-answered phone calls - Percentage of not-answered phone calls - Many phone calls answered by the station itself - Percentage of phone calls answered by the station itself <p>This model dashboard can be edited with formats PDF/XLS.</p> |

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|--------------------|--|
| Following | <p><u>Model 4</u></p> <ul style="list-style-type: none"> - Total received phone calls - Total answered phone calls - Percentage of answered phone calls - Total not-answered phone calls - Percentage of not-answered phone calls - Total direct calls - Percentage of direct calls - Total transferred phone calls - Percentage of transferred phone calls <p>This model dashboard can be edited with formats PDF/XLS.</p> |

Dashboard example "Traffic analysis - Quality of reception".

This manual is applicable from the version 4.4.0D00



DUPONT SA
Du 01/01/2013 au 31/01/2013 entre 00:00:00 et 23:59:59

Qualité de l'accueil DUPONT SA

| DUPONT SA | Requis | Répondue | % Rép. | % Rép. autre | % Retour PO | Son. > à 10 | Son. moy. | Durée moy. |
|------------|--------|----------|---------|--------------|-------------|-------------|-----------|------------|
| Accueil | 579 | 546 | 94,3 % | 66,12 % | 0 % | 204 | 00:00:09 | 00:00:34 |
| Commercial | 63 | 62 | 98,41 % | 9,68 % | 0 % | 8 | 00:00:05 | 00:05:12 |
| Direction | 40 | 38 | 95 % | 0 % | 0 % | 9 | 00:00:06 | 00:03:37 |
| Divers | 87 | 53 | 60,92 % | 0 % | 0 % | 22 | 00:00:06 | 00:00:15 |
| Logistique | 124 | 87 | 70,16 % | 55,17 % | 0 % | 60 | 00:00:21 | 00:02:36 |
| Phoning | 7 | 6 | 85,71 % | 0 % | 0 % | 3 | 00:00:09 | 00:06:08 |
| Plateau | 362 | 281 | 77,62 % | 72,24 % | 0 % | 173 | 00:00:46 | 00:04:53 |
| Total | 1262 | 1073 | 85,02 % | 57,6 % | 0 % | 479 | 00:00:21 | 00:02:20 |

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|---|---|
| Topic: Traffic Model: Saturation lines | <p>This dashboard allows detection of saturation thresholds met or exceeded in departure and / or arrival for a given period (max 1 month).</p> <p>It provides a daily distribution or distribution by a timeslot of the saturation time for a beam or set of beams belonging to a site.</p> <p>The saturation of a beam is calculated with a step of 5 minutes.</p> <p>The beams can be specialized departure, arrival or mixed.</p> <p>The beam saturation threshold is configurable. Saturation is taken into account when the threshold is reached.</p> <p>The result is about the appeals of the acquisition source selected and the selected site.</p> <p>The lines saturation analysis quantifies per hour the number of times that all telephone access were all busy. For example, if you have a total of 10 accesses, whenever 10 positions will be in communication (outgoing and / or incoming calls only), saturation will be recorded. The analysis is done in steps of 5 minutes and then cumulative hour, thereby getting the number of overruns that occurred during each hour of the day.</p> <p>This dashboard can be edited to PDF / DOC formats.</p> |

This manual is applicable from the version 4.4.0D00

Example of dashboard "traffic analysis - Saturation lines."



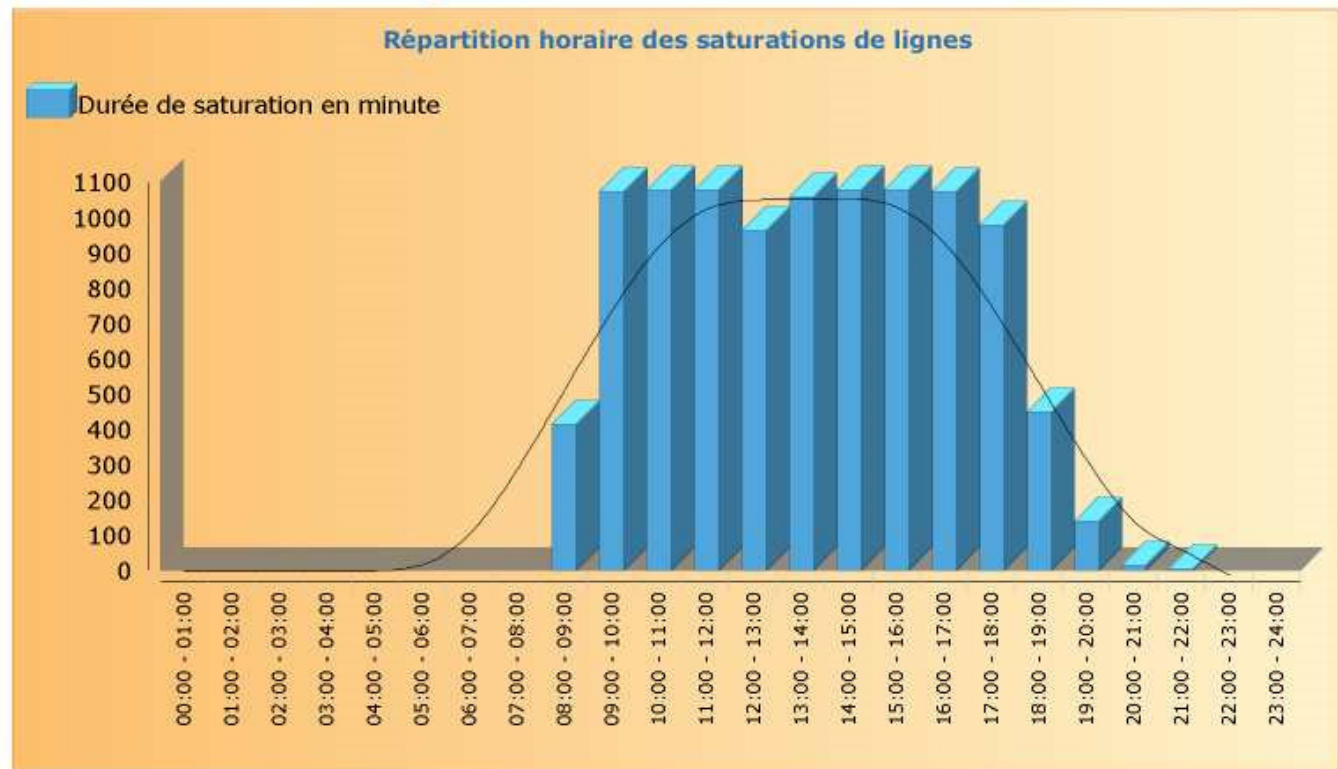
Lien principal
Saturation des lignes

Du 01/02/2013 au 28/02/2013 entre 08:00:00 et 21:59:59

Niveau hiérarchique

Type de flux : Mixte

Seuil de saturation en nombre de lignes : 3



NB : La saturation du faisceau a été calculée avec un pas de 5 minutes

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|---|--|
| Topic: Traffic Model: Busy hours | <p>This dashboard allows determining the traffic load on the beams and the number of access recommended.</p> <p>The analysis is performed in departure and / or arrival for a period data.</p> <p>East provides :</p> <ul style="list-style-type: none"> • The average load in erlang, indicating the time slot having the largest average and the minimum number of access recommended. • The maximum load in erlang, indicating the time slot and the number of access recommended. <p>Graphic provides daily maximum load in erlang and the average load.</p> <p>This dashboard can be edited to PDF / DOC formats.</p> |

This manual is applicable from the version 4.4.0D00

Dashboard example "traffic Analysis – Busy hours".



Lien principal

Heures chargées

Du 01/02/2013 au 28/02/2013 entre 08:00:00 et 21:59:59

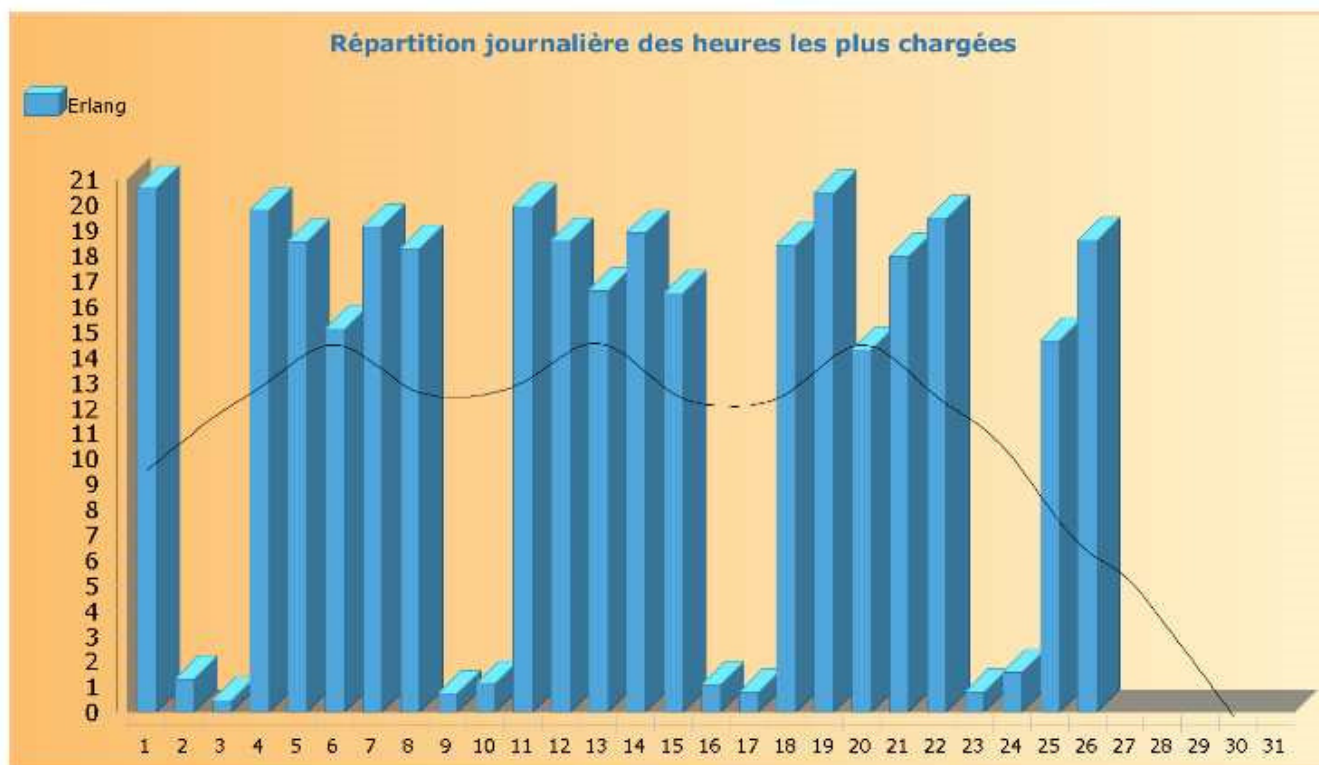
site 2

Type de flux : Mixte

| | |
|--|-------------|
| La charge moyenne en erlang la plus importante est égale à | 11,373 |
| et se situe sur la tranche horaire | 10:55-11:55 |
| Le nombre d'accès minimum recommandé est évalué à | 12 |

| | |
|---|-------------|
| La charge maximum en erlang est égale à | 20,655 |
| et se situe sur la tranche horaire | 10:40-11:40 |
| Le nombre d'accès nécessaire pour ce pic est évalué à | 21 |

NB : 1 erlang correspond à l'occupation maximale sur une ligne ne permettant qu'une communication téléphonique. Le calcul est effectué à partir de 12 intervalles consécutifs de 5 minutes sur 24 heures



User's Dashboard Module Manual

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|--|---|
| <p>Topic: Traffic Model: Effectiveness home</p> <p>Note: this dashboard is available only for Visual Taxe Pro.</p> | <p>This dashboard can analyze incoming traffic generally of a selected company.</p> <p>East provides :</p> <ul style="list-style-type: none"> • A general overview of the traffic, with : <ul style="list-style-type: none"> ○ Accumulated for calls to the posts ○ A combination of calls to groups ○ A combination of calls to operator stations • A synopsis of the traffic operator stations • A synopsis of the traffic of each group <p>Whenever provides are :</p> <ul style="list-style-type: none"> • Received Calls • Answered Calls • non- answered calls • Ring Average • Response Percent <p>This dashboard can be edited to PDF / DOC formats.</p> <p>This dashboard can't be performed on the FIELD level.</p> |

This manual is applicable from the version 4.4.0D00

Dashboard example "traffic Analysis - Effectiveness home".



Site principal

Du 01/02/2013 au 28/02/2013 entre 08:00:00 et 21:59:59

Efficacité de l'accueil

DUPONT SARL

Synthèse Générale

| Type d'abonnés | Appel | Répondus | Non Rép. | Son. moy. | % Efficacité |
|----------------------|--------------|--------------|---------------|-----------------|---------------|
| Postes SDA | 37861 | 22391 | 15 470 | 00:00:17 | 59,14% |
| Standard | 1241 | 891 | 350 | 00:00:44 | 71,8% |
| Groupements | 540 | 434 | 106 | 00:00:13 | 80,37% |
| Total Général | 39642 | 23716 | 15 926 | 00:00:18 | 59,83% |

Vue synthétique des appels entrants vers les différents pôles (postes SDA, standard et groupements)

Synthèse Standard

| Poste | Appel | Répondus | Non Rép. | Son. moy. | % Efficacité |
|-----------------------|-------------|------------|------------|-----------------|--------------|
| Appels directs | 1064 | 812 | 252 | 00:00:46 | 76,32% |
| Appels renvoyés | 107 | 14 | 93 | 00:00:25 | 13,08% |
| Appels transférés | 70 | 65 | 5 | 00:00:48 | 92,86% |
| Total Standard | 1241 | 891 | 350 | 00:00:44 | 71,8% |

Vue synthétique des différents types de flux entrants vers le standard

Répartition par PO (Appels directs)

| Poste | Nom | Appel | Répondus | Non Rép. | Son. moy. | % Efficacité |
|--------------|------------------|-------------|------------|------------|-----------------|---------------|
| 8499 | ABO 8499 | 137 | 137 | 0 | 00:00:40 | 100% |
| 7899 | STANDARD SANTE | 21 | 21 | 0 | 00:00:32 | 100% |
| 7897 | STANDARD IUT | 4 | 4 | 0 | 00:01:36 | 100% |
| 7895 | STANDARDUBO 2 | 619 | 619 | 0 | 00:00:27 | 100% |
| 5497 | ABO 5497 | 20 | 20 | 0 | 00:01:14 | 100% |
| 5199 | Standard ESMISAB | 11 | 11 | 0 | 00:00:50 | 100% |
| | | 252 | 0 | 252 | 00:01:32 | 0% |
| Total | - | 1064 | 812 | 252 | 00:00:46 | 76,32% |

Répartition par groupement

| Poste | Nom | Appel | Répondus | Non Rép. | Son. moy. | % Efficacité |
|--------------|-----------------------|------------|------------|------------|-----------------|---------------|
| 7147 | SECRETARIAT TECHNIQUE | 119 | 94 | 25 | 00:00:18 | 78,99% |
| 6073 | SECRETARIAT GENERAL | 128 | 96 | 32 | 00:00:10 | 75% |
| 8522 | COMMERCIAL | 135 | 117 | 18 | 00:00:08 | 86,67% |
| 2376 | ACCUEIL DENIN | 158 | 127 | 31 | 00:00:15 | 80,38% |
| Total | - | 540 | 434 | 106 | 00:00:13 | 80,37% |

User's Dashboard Module Manual

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|---|---|
| <p>Topic: Traffic Model: Network supervision</p> <p>Note: this dashboard is available only for Visual Taxe Pro.</p> | <p>This dashboard can analyze traffic on all inter-site links defined for single source procurement. For each said link, the following data are provided:</p> <ul style="list-style-type: none"> • Total calls • Total Time • Average number of simultaneous calls (1-minute) • Number of simultaneous calls on the main peak of calls • The time of the main peak of calls • Duration of the main peak of calls • The number of times the number of simultaneous calls is met or exceeded the alert threshold set for each link • The number of times the number of simultaneous calls is Peaked • Outbound Percent • Percentage of incoming calls • Percentage of internal calls <p>To this panel, the operator must define the type of traffic analyze:</p> <ul style="list-style-type: none"> • Outgoing calls • outgoing calls + Incoming • incoming calls • etc. <p>For this dashboard, the PBX must provide the site where are located the subscriber and the site where is the resource used. This dashboard can be edited to PDF / DOC formats.</p> |

This manual is applicable from the version 4.4.0D00

Dashboard example "Analyses traffic – Network supervision".



Réseau hétérogène
Supervision du réseau

Du 01/02/2013 au 10/02/2013 entre 08:00:00 et 17:59:59

Supervision du réseau de la source -1-Source-1-(Type d'appel:Sortants + Entrants + Internes)

| Lien | Appel | Durée | App. simul. | Pic appel | Pic heure | Pic durée | Seuil | Saturation | Sortant | Entrant | Interne |
|--------|-------|-----------|-------------|-----------|-----------|-----------|---------|------------|---------|---------|---------|
| Lien 1 | 18592 | 754:05:09 | 16,55 | 45 | 10:43 | 00:27:45 | 3365(1) | 3365(1) | 43,72% | 48,72% | 7,56% |
| Lien 2 | 1534 | 37:27:44 | 2,88 | 9 | 11:10 | 00:08:23 | 487(1) | 487(1) | 11,93% | 11,28% | 76,79% |
| Lien 3 | 4061 | 181:27:44 | 5,56 | 13 | 14:40 | 00:11:07 | 1983(1) | 1983(1) | 32,33% | 33,76% | 33,91% |
| Lien 4 | 569 | 21:53:55 | 2,55 | 4 | 14:02 | 00:03:12 | 148(1) | 148(1) | 31,63% | 33,04% | 35,33% |
| Lien 5 | 2666 | 81:11:55 | 3,73 | 15 | 10:31 | 00:07:34 | 1162(1) | 1162(1) | 25,81% | 32,26% | 41,94% |
| Lien 6 | 1018 | 35:53:59 | 2,87 | 8 | 11:44 | 00:04:18 | 363(1) | 363(1) | 28,29% | 36,94% | 34,77% |
| Lien 7 | 224 | 10:14:46 | 2,26 | 3 | 10:57 | 00:01:57 | 29(1) | 29(1) | 50,00% | 44,20% | 5,80% |


NB : App. simul. symbolise le nombre moyen d'appels simultanés calculé avec pas d'une minute
 Le pic correspond au principal pic d'appels simultanés de la période sélectionnée
 Le seuil représente le nombre de fois où le nombre d'appels simultanés a atteint ou dépassé le seuil d'alerte (x) paramétré pour chaque lien
 La saturation représente le nombre de fois où le nombre d'appels simultanés a atteint son maximum (x)

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|--|--|
| <p>Topic: Traffic Model: Traffic of a specific link</p> <p>Note: this dashboard is available only for Visual Taxe Pro.</p> | <p>This dashboard allows analysis by time slot hour traffic on a specific link.</p> <p>For each time slot, the following data are provided:</p> <ul style="list-style-type: none"> • Total • Total Time • Average number of simultaneous calls (1-minute) • Number of simultaneous calls on the main peak of calls • The time of the main peak of calls • Duration of the main peak of calls • The number of times the number of simultaneous calls has reached or exceeded the alert threshold set for each link • The number of times the number of simultaneous calls is Peaked • Outbound Percent • Percentage of incoming calls • Percentage of internal calls <p>To this panel, the operator must define the type of traffic analyze:</p> <ul style="list-style-type: none"> • Outgoing calls • outgoing calls + Incoming • incoming calls • etc. <p>For this dashboard, the PBX must provide the site where are located the subscriber and the site where is the resource used. This dashboard can be edited to PDF / DOC formats.</p> |

This manual is applicable from the version 4.4.0D00

Dashboard example "Traffic analysis - Traffic of a specific link".



Lien Paris <-> Bordeaux
Trafic d'un lien spécifique

Du 01/02/2013 au 28/02/2013 entre 08:00:00 et 21:59:59

Trafic du lien : Lien 2 (Type d'appels : Sortants + Entrants + Internes)

| Tranche horaire | Appel | Durée | App. simul. | Pic appel | Pic heure | Pic durée | Seuil | Saturation | Sortant | Entrant | Interne |
|-----------------|-------|----------|-------------|-----------|-----------|-----------|--------|------------|---------|---------|---------|
| 00:00 - 01:00 | 0 | 00:00:00 | 0,00 | 0 | 00:00 | 00:00:00 | 0(1) | 0(1) | 0,00% | 0,00% | 0,00% |
| 01:00 - 02:00 | 0 | 00:00:00 | 0,00 | 0 | 00:00 | 00:00:00 | 0(1) | 0(1) | 0,00% | 0,00% | 0,00% |
| 02:00 - 03:00 | 0 | 00:00:00 | 0,00 | 0 | 00:00 | 00:00:00 | 0(1) | 0(1) | 0,00% | 0,00% | 0,00% |
| 03:00 - 04:00 | 0 | 00:00:00 | 0,00 | 0 | 00:00 | 00:00:00 | 0(1) | 0(1) | 0,00% | 0,00% | 0,00% |
| 04:00 - 05:00 | 0 | 00:00:00 | 0,00 | 0 | 00:00 | 00:00:00 | 0(1) | 0(1) | 0,00% | 0,00% | 0,00% |
| 05:00 - 06:00 | 0 | 00:00:00 | 0,00 | 0 | 00:00 | 00:00:00 | 0(1) | 0(1) | 0,00% | 0,00% | 0,00% |
| 06:00 - 07:00 | 0 | 00:00:00 | 0,00 | 0 | 00:00 | 00:00:00 | 0(1) | 0(1) | 0,00% | 0,00% | 0,00% |
| 07:00 - 08:00 | 0 | 00:00:00 | 0,00 | 0 | 00:00 | 00:00:00 | 0(1) | 0(1) | 0,00% | 0,00% | 0,00% |
| 08:00 - 09:00 | 200 | 03:50:40 | 2,25 | 4 | 08:30 | 00:01:30 | 27(1) | 27(1) | 6,00% | 7,00% | 87,00% |
| 09:00 - 10:00 | 514 | 12:34:35 | 3,00 | 10 | 09:39 | 00:03:31 | 168(1) | 168(1) | 9,14% | 9,53% | 81,32% |
| 10:00 - 11:00 | 540 | 13:11:07 | 2,82 | 5 | 10:16 | 00:04:01 | 193(1) | 193(1) | 12,78% | 10,93% | 76,30% |
| 11:00 - 12:00 | 513 | 11:08:47 | 2,93 | 8 | 11:10 | 00:07:23 | 154(1) | 154(1) | 10,14% | 10,33% | 79,53% |
| 12:00 - 13:00 | 166 | 04:04:26 | 2,56 | 8 | 12:08 | 00:02:49 | 30(1) | 30(1) | 17,47% | 19,28% | 63,25% |
| 13:00 - 14:00 | 170 | 02:58:35 | 2,51 | 5 | 14:00 | 00:02:29 | 23(1) | 23(1) | 11,76% | 8,24% | 80,00% |
| 14:00 - 15:00 | 517 | 12:19:09 | 2,92 | 9 | 14:46 | 00:04:17 | 175(1) | 175(1) | 15,09% | 11,22% | 73,69% |
| 15:00 - 16:00 | 413 | 10:57:59 | 2,84 | 11 | 15:51 | 00:03:45 | 141(1) | 141(1) | 17,43% | 13,32% | 69,25% |
| 16:00 - 17:00 | 335 | 09:56:06 | 2,53 | 5 | 16:23 | 00:03:49 | 120(1) | 120(1) | 14,93% | 11,64% | 73,43% |
| 17:00 - 18:00 | 105 | 03:55:07 | 2,50 | 4 | 17:08 | 00:03:01 | 20(1) | 20(1) | 18,10% | 22,86% | 59,05% |
| 18:00 - 19:00 | 26 | 01:01:48 | 2,50 | 3 | 18:19 | 00:01:41 | 2(1) | 2(1) | 7,69% | 19,23% | 73,08% |
| 19:00 - 20:00 | 7 | 00:09:13 | 0,00 | 0 | 00:00 | 00:00:00 | 0(1) | 0(1) | 14,29% | 0,00% | 85,71% |
| 20:00 - 21:00 | 1 | 00:12:21 | 0,00 | 0 | 00:00 | 00:00:00 | 0(1) | 0(1) | 0,00% | 0,00% | 100,00% |
| 21:00 - 22:00 | 0 | 00:00:00 | 0,00 | 0 | 00:00 | 00:00:00 | 0(1) | 0(1) | 0,00% | 0,00% | 0,00% |
| 22:00 - 23:00 | 0 | 00:00:00 | 0,00 | 0 | 00:00 | 00:00:00 | 0(1) | 0(1) | 0,00% | 0,00% | 0,00% |
| 23:00 - 24:00 | 0 | 00:00:00 | 0,00 | 0 | 00:00 | 00:00:00 | 0(1) | 0(1) | 0,00% | 0,00% | 0,00% |

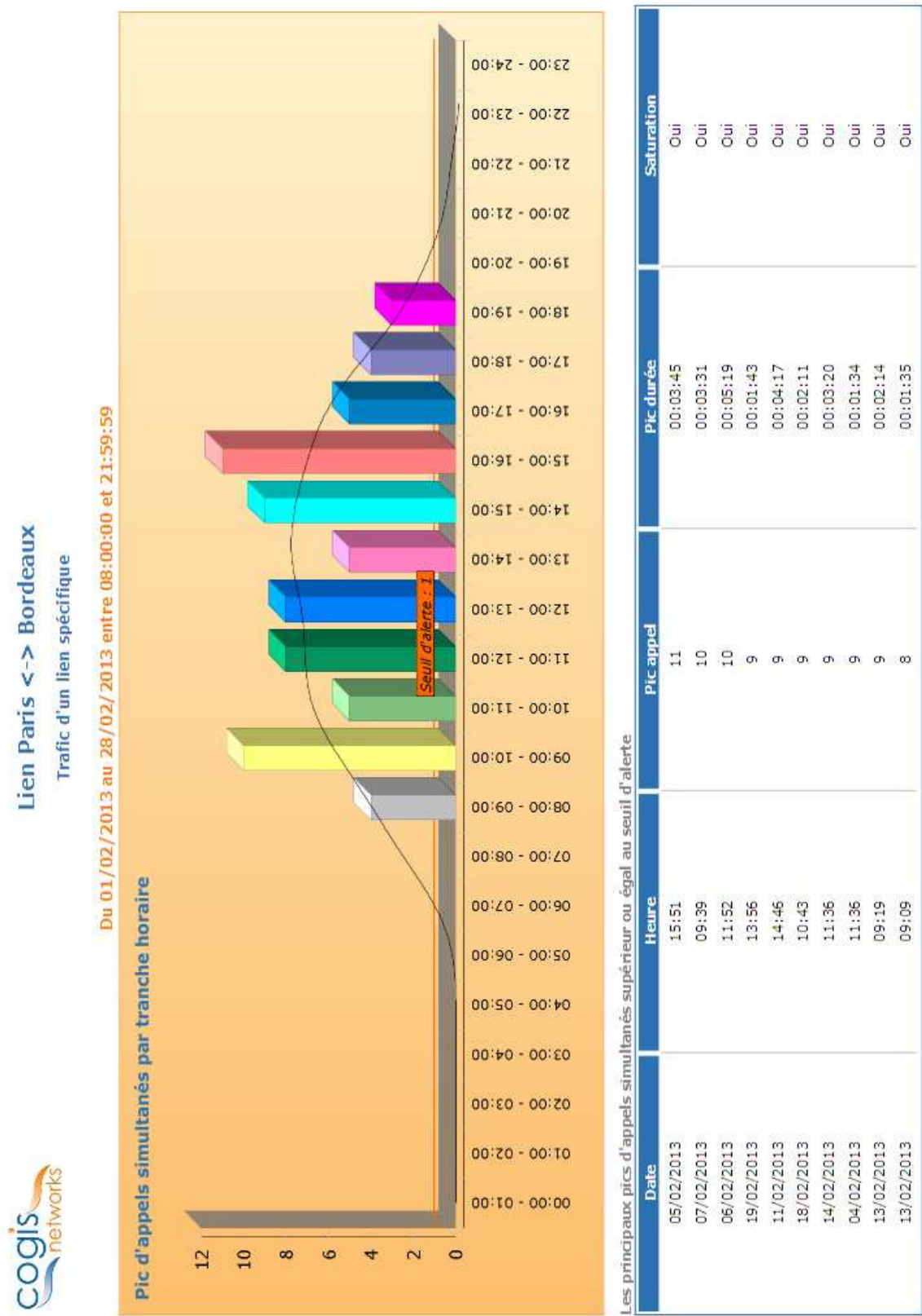
NB : App. simul. symbolise le nombre moyen d'appels simultanés calculé avec pas d'une minute

Le pic correspond au principal pic d'appels simultanés de la période sélectionnée

Le seuil représente le nombre de fois où le nombre d'appels simultanés a atteint ou dépassé le seuil d'alerte (x) paramétré pour chaque lien

La saturation représente le nombre de fois où le nombre d'appels simultanés a atteint son maximum (x)

This manual is applicable from the version 4.4.0D00



User's Dashboard Module Manual

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|--|--|
| <p>Topic: Traffic Model: Transit Analyses</p> <p>Note: this dashboard is available only for Visual Taxe Pro.</p> | <p>This dashboard can analyze transit between the PBX for inter-site link.</p> <p>For each type of transit , the following data are provided :</p> <ul style="list-style-type: none"> • Total of calls • Total Time • Average number of simultaneous calls (1-minute) • Number of simultaneous calls on the main peak of calls • The time of the main peak of calls • Duration of the main peak of calls • Outbound Percent • Percentage of incoming calls • Percentage of internal calls <p>To this panel, the operator must define the type of traffic to scan:</p> <ul style="list-style-type: none"> • Outgoing calls • outgoing calls + Incoming • incoming calls • Etc... <p>For this dashboard, the PBX must provide the site where are located the subscriber and the site where is the resource used, and the transit sites.</p> <p>This dashboard can be edited to PDF / DOC formats.</p> |

| Model of dashboard | Provided data |
|---|--|
| <p>Topic: Traffic Model: Phreaking Analysis</p> | <p>This dashboard provides a list of items for which phreaking was observed.</p> <p>This dashboard can be edited to PDF / DOC formats.</p> |

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|---|--|
| Topic: Traffic Model: Phone activity users | <p>This dashboard provides for a hierarchical entity (company, service, et ...) the breakdown by area of telephone traffic in an table.</p> <p>The data provided are:</p> <ul style="list-style-type: none"> - Total number of calls (outgoing / incoming) - Total cost of outgoing calls - Total duration of calls of call (outgoing / incoming) - % Distribution of outgoing calls - % Distribution of incoming calls - Average length of call for incoming calls answered - Average length ringing of incoming calls answered - Number of incoming calls answered with a ringing time longer than a definable threshold <p>Provided allocation percentages are calculated on the choice the basis of:</p> <ul style="list-style-type: none"> - Total calls - Total Conversation Time <p>This dashboard provides the information to a level hierarchical selected, as an aggregate for each lower level.</p> <p>For example, if a type 1 level is selected, the data will be provided totals for each level of type 2 lower.</p> <p>If the selected hierarchical level is a terminal level, the totals are provided for each position.</p> <p>This dashboard can be edited to PDF / DOC formats.</p> |

This manual is applicable from the version 4.4.0D00

Available dashboard - Consumption

| Model of dashboard | Provided data |
|--|---|
| Topic: Consumption Model: Consumption by distribution | <p>This dashboard provided an analysis of outgoing calls from a hierarchical level.</p> <p>There are 4 different models, depending on the model is different. This dashboard can be performed on the FIELD level.</p> <p>N° 1 Model.</p> <p>This model provides the results accumulated by post with the data: position, name, number of calls, total talk time and exclusive of taxes cost.</p> <p>Data is provided for line N-1 levels compared to selected, with a total level by N-1.</p> <p>A non-editable page break is done at each change of level N-1. There is no total for the selected hierarchical level.</p> <p>Only hierarchical levels and positions with a number greater than 0.</p> <p>This model dashboard can be edited in PDF and XLS format. In the case of XLS, no total is provided for levels hierarchical.</p> |

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|--------------------|---|
| Following | <p><u>N°2 Model</u></p> <p>This model works in the same way that the N°1 model, but makes it possible to manage a concept of fixed costs and total.</p> <p>If a fixed cost is added, according to the setting:</p> <ul style="list-style-type: none"> - A column "fixed costs exclusive of taxes" and a column "Total exclusive of taxes" or "Total including all taxes" appear, the concept of "total" integrating the cost of the communications and the fixed cost. - A column "Total excluding all taxes" or "Total including all taxes" appears, integrating the cost of the communications and the fixed cost. <p>All levels and positions appear, even those without outgoing communications.</p> <p>This model of dashboard can be edited only in PDF format.</p> |

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|--------------------|--|
| Following | <p><u>Model 3 in totals</u></p> <p>This model provides the results accumulated by hierarchical level and position with the data:</p> <ul style="list-style-type: none"> • For cumulative hierarchical levels: the level of wording hierarchical, number of calls, total talk time, Cost HT • For cumulative positions: position, name, total calls, total talk time, cost HT. <p>A combination is provided for all levels, whether the selected hierarchical level, but also the lower hierarchical levels. A page break can be set to a lower hierarchical level.</p> <p>Only hierarchical levels and positions with outgoing calls occur.</p> <p>This model dashboard can be published in PDF format.</p> <p><u>3 detail model</u></p> <p>This model provides detailed outgoing calls by post:</p> <ul style="list-style-type: none"> • For cumulative positions: position, name, number calls, total talk time and cost HT • For information call: the job hierarchy, date / time of the call, dialed number, call duration, cost HT <p>A page break can be set in position. Only nodes with outgoing communications appear. This model dashboard can be published in PDF format.</p> <p><u>Model 4 rollups / detail</u></p> <p>This model is identical to model No. 3, but shows the hierarchical levels and / or stations without communications outgoing. This model dashboard can be published in PDF format.</p> |

This manual is applicable from the version 4.4.0D00

N°1 Dashboard example "Consumption - Consumption by distribution".



Consommation

Du 01/01/2013 au 15/03/2013 entre 00:00:00 et 23:59:59

Consommation des postes de DUPONT SA/Direction Technique

| Libellé | Comm. | Durée de conv. | Coût |
|---------------------|-------|----------------|----------|
| Direction Technique | 486 | 65:40:26 | 116,58 € |

| Libellé | Comm. | Durée de conv. | Coût |
|---------------|-------|----------------|--------|
| Developpement | 18 | 00:13:19 | 1,48 € |

| Poste | Nom | Prénom | Comm. | Durée de conv. | Coût |
|-------|---------------|--------|-------|----------------|--------|
| 4018 | SIP FADEUILHE | | 18 | 00:13:19 | 1,48 € |

| Libellé | Comm. | Durée de conv. | Coût |
|---------|-------|----------------|---------|
| Divers | 78 | 38:27:41 | 57,96 € |


| Poste | Nom | Prénom | Comm. | Durée de conv. | Coût |
|-------|--------------------|--------|-------|----------------|---------|
| 3102 | MODEM LIAISON 3102 | | 44 | 33:56:35 | 50,32 € |
| 3103 | MODEM LIAISON 3103 | | 12 | 00:00:00 | 0,00 € |
| 3118 | POSTE LIAISON 3118 | | 10 | 01:03:50 | 2,14 € |
| 3126 | MODEM TELEMSA | | 12 | 03:27:16 | 5,50 € |

| Libellé | Comm. | Durée de conv. | Coût |
|---------|-------|----------------|---------|
| Plateau | 390 | 26:59:26 | 57,14 € |

| Poste | Nom | Prénom | Comm. | Durée de conv. | Coût |
|-------|--------------|----------|-------|----------------|---------|
| 3112 | MODEM OBERTY | | 26 | 06:36:46 | 10,84 € |
| 3115 | LAUZZO | Delphine | 181 | 07:24:12 | 20,01 € |
| 3124 | OBERTY | Laurent | 178 | 12:40:48 | 25,68 € |
| 3129 | REMY | Olivier | 5 | 00:17:40 | 0,60 € |

This manual is applicable from the version 4.4.0D00

N°2 Dashboard example "Consumption - Consumption by distribution".



Consommation des postes

DUPONT SA/Direction Technique

Consommation

Du 01/01/2013 au 15/03/2013 entre 00:00:00 et 23:59:59

| Plateau | Poste | Nom | Prénom | Appel | Durée | Coût | Coût fixe | Total HT |
|---------|-------|-------------------|----------|----------|----------|---------|-----------|----------|
| | 3112 | MODEM OBERTY | | 26 | 06:36:46 | 10,84 € | 0,10 € | 10,94 € |
| | 3115 | LAUZZO | Delphine | 181 | 07:24:12 | 20,01 € | 0,10 € | 20,11 € |
| | 3117 | ex GREBENT-GENIET | Eric | 0 | 00:00:00 | 0,00 € | 0,10 € | 0,10 € |
| | 3121 | SDA HOT6LINE | | 0 | 00:00:00 | 0,00 € | 0,10 € | 0,10 € |
| | 3124 | OBERTY | Laurent | 178 | 12:40:48 | 25,68 € | 0,10 € | 25,78 € |
| | 3127 | MODEM PC-TELEMTX | | 0 | 00:00:00 | 0,00 € | 0,10 € | 0,10 € |
| | 3129 | REMY | Olivier | 5 | 00:17:40 | 0,60 € | 0,10 € | 0,70 € |
| | 4003 | REMY | Olivier | 0 | 00:00:00 | 0,00 € | 0,10 € | 0,10 € |
| | 4010 | GRP SUPPORT | | 0 | 00:00:00 | 0,00 € | 0,10 € | 0,10 € |
| | 4011 | REMY | Olivier | 0 | 00:00:00 | 0,00 € | 0,10 € | 0,10 € |
| | 4012 | SIP O. REMY | | 0 | 00:00:00 | 0,00 € | 0,10 € | 0,10 € |
| | 4030 | GRP HOT-LINE | | 0 | 00:00:00 | 0,00 € | 0,10 € | 0,10 € |
| | 4032 | OBERTY | Laurent | 0 | 00:00:00 | 0,00 € | 0,10 € | 0,10 € |
| | 4034 | REMY | Olivier | 0 | 00:00:00 | 0,00 € | 0,10 € | 0,10 € |
| | 4037 | OBERTY | Laurent | 0 | 00:00:00 | 0,00 € | 0,10 € | 0,10 € |
| | 4038 | REMY | Olivier | 0 | 00:00:00 | 0,00 € | 0,10 € | 0,10 € |
| Total | | | 390 | 26:59:26 | 57,14 € | 1,60 € | 58,74 € | |

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|---|---|
| Topic: Consumption Model: Distribution of the phone calls by tariff area | <p>This dashboard analysis outgoing calls by distributing the area. The zones are available:</p> <ul style="list-style-type: none"> • Time range calls • Name of prices used for the call cost <p>The data provided are:</p> <ul style="list-style-type: none"> • Exclusive of taxes Cost € • Number of calls • Talk Average • Talk Total • Exclusive of taxes Cost / call • Exclusive of taxes Cost / minute • % of total calls <p>The data are provided in a table form and in a graphic form (in X : Distribution and in Y : Exclusive of taxes costs).</p> <p>This dashboard can be edited to PDF / DOC formats.</p> |

User's Dashboard Module Manual

This manual is applicable from the version 4.4.0D00

Dashboard example "Consumption – Distribution of the phone calls by tariff area".



Trafic par destination

Du 01/01/2013 au 15/03/2013 entre 00:00:00 et 23:59:59

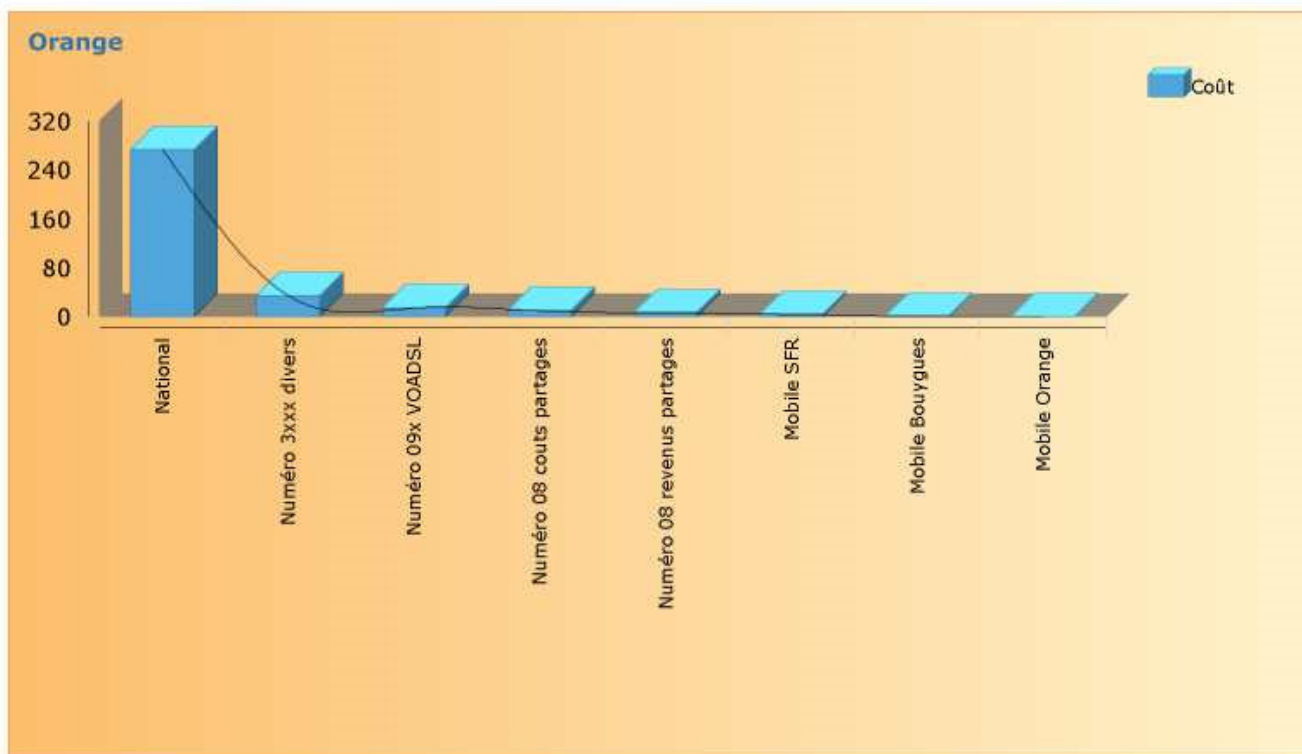
Répartition des appels par destination

Orange

DUPONT SA

| Destination | Coût | Appel | Moy. conv. | Tot. conv. | Coût / appel | Coût / min | %Tot. Appel |
|----------------------------|-----------------|-------------|-----------------|------------------|---------------|------------|-------------|
| National | 273,76 € | 1519 | 00:04:55 | 124:39:43 | 0,18 € | 0,04 € | 92.06% |
| Numéro 3xxx divers | 34,55 € | 14 | 00:15:58 | 03:43:40 | 2,47 € | 0,15 € | 0.85% |
| Numéro 09x VOADSL | 14,65 € | 63 | 00:07:17 | 07:38:53 | 0,23 € | 0,03 € | 3.82% |
| Numéro 08 couts partages | 9,91 € | 32 | 00:03:44 | 01:59:53 | 0,31 € | 0,08 € | 1.94% |
| Numéro 08 revenus partages | 6,62 € | 5 | 00:00:53 | 00:04:28 | 1,32 € | 1,48 € | 0.3% |
| Mobile SFR | 3,92 € | 7 | 00:06:22 | 00:44:34 | 0,56 € | 0,09 € | 0.42% |
| Mobile Bouygues | 0,85 € | 5 | 00:00:31 | 00:02:39 | 0,17 € | 0,32 € | 0.3% |
| Mobile Orange | 0,77 € | 5 | 00:00:17 | 00:01:27 | 0,15 € | 0,53 € | 0.3% |
| Total | 345,02 € | 1650 | 00:05:03 | 138:55:17 | 0,21 € | - | - |

NB : Le "% / Tot. Appel" indique le pourcentage du trafic de la zone par rapport au trafic total basé sur le nombre d'appels



This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|--|---|
| <p>Topic: Consumption Model: Simulation of the costs</p> <p>Note: this dashboard is available only for Visual Taxe Pro.</p> | <p>This dashboard is linked to the "simulation of costs."</p> <p>It provides data for a period of a simulation cost of outgoing calls based on the actual traffic, according to various tariff grammars entered in the software.</p> <p>For each tariff area called, the dashboard provided the amount charged by each operator.</p> <p>Refer to the configuration manual for more information on this feature.</p> <p>This dashboard can be edited to PDF / DOC formats.</p> |

User's Dashboard Module Manual

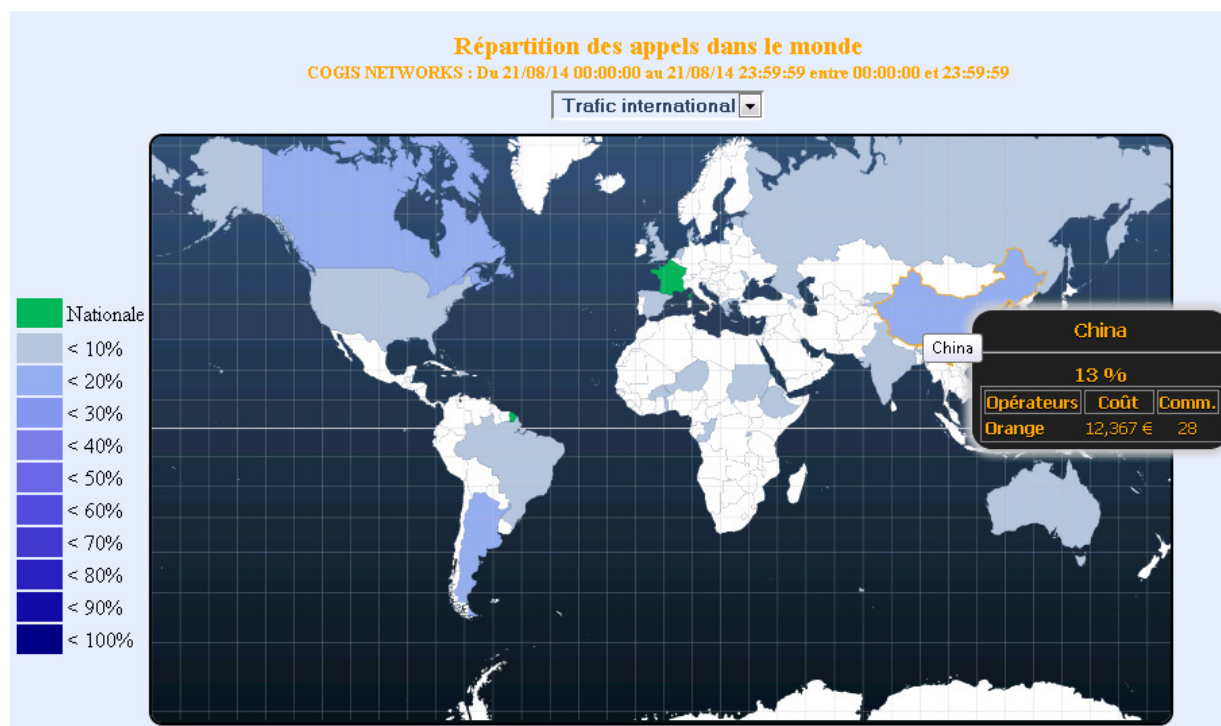
This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|---|---|
| <p>Topic: Consumption Model: Consumption by areas</p> | <p>This dashboard provides for a hierarchical entity (company, service, etc ...) the distribution of telephone traffic area Outgoing form of a table.</p> <p>The data provided are:</p> <ul style="list-style-type: none"> - Number of calls - Total cost - Total length - % Of calls from France region (numbers starting with 01, 02,03, 04 or 05) - % Of calls from the Mobile area (numbers starting with 06 or 07) - % Of calls from the International region (numbers starting with 00) - % Of calls in the area 08 (numbers starting with 08) - % Of calls from other areas <p>The percentages given are calculated on the basis of choice:</p> <ul style="list-style-type: none"> - Number of calls - Cost - Duration <p>This dashboard provides the information to a level hierarchical selected, as an aggregate for each lower level.</p> <p>For example, if a type 1 level is selected, the data will be provided totals for each level of type 2 lower.</p> <p>If the selected hierarchical level is a terminal level, the totals are provided for each position.</p> <p>This dashboard can be edited to PDF / DOC formats.</p> |

This manual is applicable from the version 4.4.0D00

| Model of dashboard | Provided data |
|---|--|
| Topic: Consumption Model: International Card | <p>This dashboard available only on screen display allows the operator, by positioning his cursor over a country to get traffic to that country.</p> <p>The information geted is :</p> <ul style="list-style-type: none"> - Country name - Percentage of traffic to that country in relation to traffic total international - By operator : total cost, number of calls |

Dashboard example "Consumption - International Card".



User's Dashboard Module Manual

This manual is applicable from the version 4.4.0D00

Available dashboard - Analysis SIP

These dashboard are specific to the analysis of QOS of the VoIP.
You Defer to the manual of the analysis of QOS of the VoIP for more information.

Available dashboard - Favorites

| Model of dashboard | Provided data |
|---|---|
| Outgoing Favorites Incoming Favorites Internal Favorites | <p>When, in the analysis of the communications you set a favorite, it is possible to convert this into an array favorite edge that will inherit the same functionality.</p> <p>Favorites are programmed by call type, so instruments panels based on the favorites also are by call type.</p> <p>Dashboard can be edited in PDF/DOC/XLS format.</p> |