



# **VISUAL TAXE 4**

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## **PRO - Express**

Instruction guide of the  
Communication Module

## Instruction Guide of the Communication Module

This guide is applicable as from the version 4.1.0B04

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### What is the management of the communications?

The management of the communications allows the analysis of the communications in length or office pluralities.

You can carry out search and sorting, to define the columns to be displayed.

The got results can be printed or exported towards files.

### How to reach the screen of management of the communications?

To reach the software you must make use of a compatible browser internet (Microsoft Internet Explorer, Mozilla Firefox or Google Chrome).

The URL to be seized within the browser depends on the hostname or its IP address, and the type of instalment. Ask your network administrator or your dealer.

If you connect yourselves since the server itself, you can seize the URL following:

<http://localhost:8888/VisualTaxeWeb>

If Not, use the URL above by overriding localhost by the name or the IP address of the server.

You obtain the screen opposite.

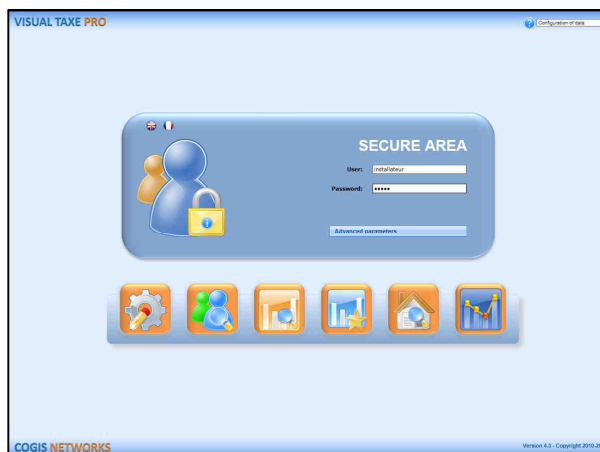
Use the fields **user** and **password** to identify you.

Think of respecting the uppercases and tiny.

The log-on manufacturer is **fitter**, and the **super** password.

To reach the module of management of the

communications, click on



At any moment, to return to the homepage, click on the image indicating VISUAL TAXE PRO located in top on the left.

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### General Principle

In short, to consult or print communications you must proceed as follows:

1. choose the form of communication which you wish to analyze
2. define the period for which you wish to obtain your analysis
3. within the selector of directory, choose for which group of the directory you wish to obtain the communications
4. to specify additional search keys (on a station, a number called, a kind of phone calls, a name, an operator, etc...):
5. the result appears then within the grid of data
6. you can then print or export the result

### Description of the principal screen

The principal screen is the following:

The screenshot shows the main interface of the Visual Taxe 4 PRO / Express software. The interface is divided into several sections:

- Panes:** On the left side, there is a vertical pane containing a directory tree with folders like 'Root (My Computer)', 'DUPONT SA', 'COGIS-QOS', 'Clinique', and 'DUPONT SA'. Below this is a search bar and a section for 'External directory' and 'Total database'.
- The tool bar:** At the top, there is a horizontal toolbar with buttons for 'Home', 'Print', and other functions. Below the toolbar, there are dropdown menus for 'Outgoing' and '(Without distribution)', and a 'Period of analysis' selector.
- The grid of data:** The main area of the screen displays a table of communication records. The table has columns for 'Extension', 'Surname', 'Date', 'Forename', 'Dialing N°', 'Destination', 'Duration of conv.', and 'Cost'. The data is filtered for the period 'from 5/26/2013 12:00:00 AM to 5/26/2013 11:50:35 PM between 12:00:00 AM and 11:59:59 PM'. The table shows multiple rows of data, including entries for 'SDA', 'Menard', 'Cavasino', 'Delhies', and 'Jean-Claude'.

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### Panes

The panes are 3.

**Internal directory**, enables you to define for which group of the directory (company, department, Directorate, Department, etc...) you wish to obtain the communications.

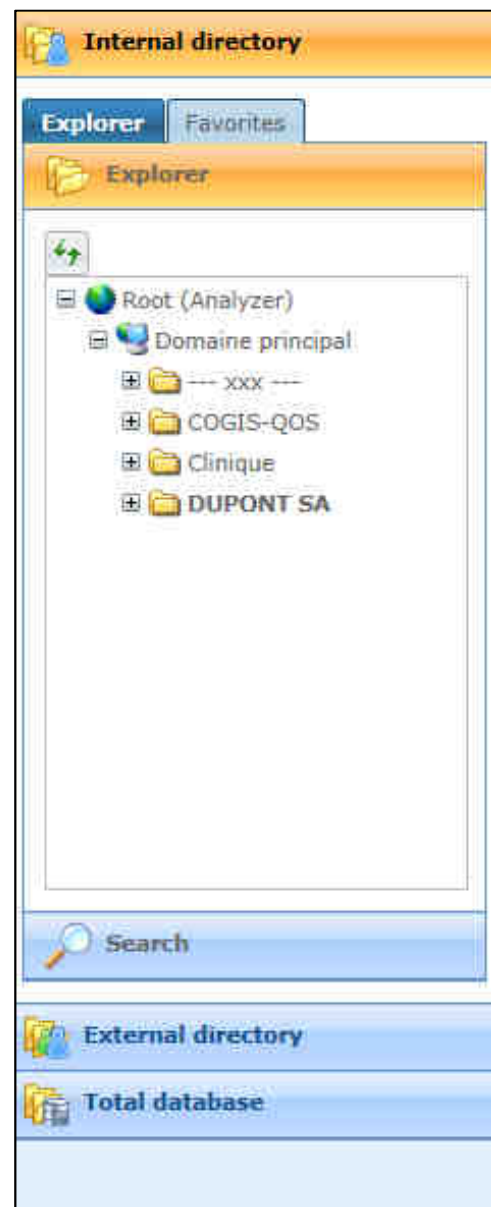
- **The Explorer** mitre enables you to select the hierarchical level to be analyzed.
- **The Favorites** mitre gives access to you the favorites which you created.
- **The Search** area enables you to carry out search on certain fields.  
Once the fields filled, click on the magnifying glass to launch search.

**External directory**, enables you to consult the outgoing calls by not displaying the subscriber but the contact called compared to your offsite directory.

- **The Explorer** mitre enables you to select the hierarchical level to be analyzed.
- **The Favorites** mitre gives access to you the favorites which you created.
- **The Search** area enables you to carry out search on certain fields.  
Once the fields filled, click on the magnifying glass to launch search.

**Total database**, allows to analyze the communications in monthly office pluralities by station over 12 months.

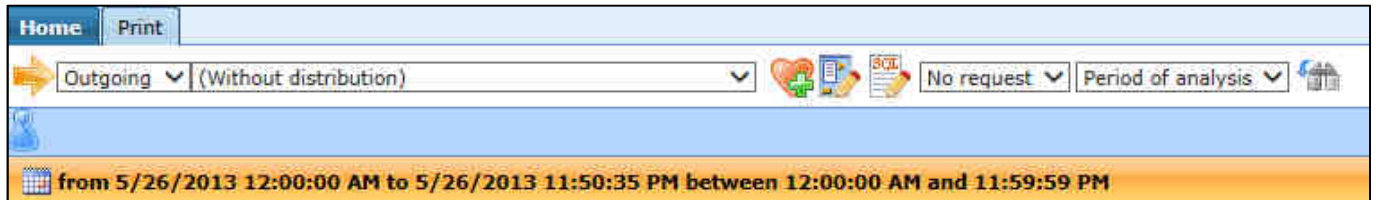
- **The Explorer** mitre enables you to select the hierarchical level to be analyzed.
- **The Favorites** mitre gives access to you the favorites which you created.
- **The Search** area enables you to carry out search on certain fields.  
Once the fields filled, click on the magnifying glass to launch search.



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### The tool bar



This bar contains the following elements:

Elements	Signification
	Allows to select the type of phone calls. You have the choice between “outgoing”, “incoming” and “internal”
	This element enables you to define office pluralities by date, time slot, etc...
	It is while clicking on this button that you will be able to record your setting as a favorite, that you will find in the <b>Favorite</b> pane.
	The format of display makes it possible to define the columns to be displayed, for the sights “without distribution” only.
	While clicking on this button, the <b>workshop</b> you will have access to an application interface of creation of calls.
	This mitre gives you the possibility of exporting in the form of a file the contents of the grid of data.
	This button enables you to define for which period you wish to analyze the communications.
	While clicking over “period of analysis”, you have access to preset periods - jier, previous week, etc...), the binoculars located on the right make it possible to launch search.

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### The grid of data

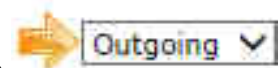
The grid of data displays the result of your search.

from 5/26/2013 12:00:00 AM to 5/26/2013 11:50:35 PM between 12:00:00 AM and 11:59:59 PM							
Extension	Surname	Date	Forename	Dialing N°	Destination	Duration of conv.	Cost
2255	SDA	2013-05-26 21:04:08.0		068634****	Mobile Orange	00:00:07	0,01 €
2255	SDA	2013-05-26 23:49:51.0		014861****	National	00:00:14	0,00 €
2255	SDA	2013-05-26 07:16:41.0		011190****	National	00:00:45	0,01 €
4023	SDA	2013-05-26 22:33:53.0		014861****	National	00:00:12	0,00 €
4023	SDA	2013-05-26 11:04:08.0		068634****	Mobile Orange	00:00:07	0,01 €
4147	SDA	2013-05-26 18:04:43.0		062714****	Mobile SFR	00:01:39	0,15 €
4147	SDA	2013-05-26 23:50:35.0		014861****	National	00:00:10	0,00 €
4150	SDA	2013-05-26 22:33:48.0		014897****	National	00:01:54	0,02 €
4212	SDA	2013-05-26 22:33:53.0		014861****	National	00:00:12	0,00 €
5001	Menard	2013-05-26 16:07:32.0	Alain	083606****	Numéro 08 Transpac	00:00:33	0,09 €
5003	Cavasino	2013-05-26 14:15:35.0	Patrick	014895****	National	00:00:34	0,01 €
5003	Cavasino	2013-05-26 14:20:38.0	Patrick	004895****	Pologne	00:00:24	0,01 €
5003	Cavasino	2013-05-26 14:17:22.0	Patrick	014895****	National	00:00:30	0,00 €
5010	Delhias	2013-05-26 17:24:01.0	Jean-Claude	068292****	Mobile Orange	00:00:04	0,01 €
5010	Delhias	2013-05-26 12:48:15.0	Jean-Claude	014797****	National	00:02:13	0,02 €
5010	Delhias	2013-05-26 21:56:51.0	Jean-Claude	066686****		00:00:00	0,00 €
5010	Delhias	2013-05-26 21:48:20.0	Jean-Claude	015309****	National	00:01:40	0,02 €
5010	Delhias	2013-05-26 11:49:30.0	Jean-Claude	065083****		00:00:00	0,00 €
5010	Delhias	2013-05-26 11:49:27.0	Jean-Claude	014707****	National	00:00:03	0,00 €
151							

In the bottom of this grid the full number of lines appears, not only those displayed, but the complete result.

## Choice of the form of communication

To choose the form of communication to be analyzed, you must click on



You can choose one type of phone calls at the same time.



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### To Define one period and a time demarcation



To define a period of analysis of the communications, click on

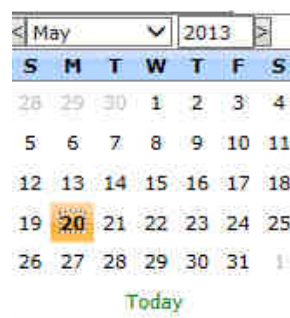
You obtain this screen.

While clicking on the button **Start**, the software will display on the right the date of the hour of the oldest phone call stored in the source of data.

If you click on **End**, it will be the date and the hour of the most recent phone call which will be displayed.

You can define yourself the period by seizing the fields and.

While clicking on the buttons in the form of time-tables, a time-table will be displayed, you making it possible to define the dates by single click.



**The Day of the week**, allows you to define which days are to be analyzed.

If you select of the 01/01 to the 31/01 and that you notch only Saturday and Sunday; for January you will obtain only the phone calls of Saturday and Sunday.

**Time band**, makes it possible to define for each analyzed day which is the time slot to be taken into account.

**Break time band** makes it possible to define a note during which the phone calls are not analyzed inside **time band**.

If you take a range of 8:00 to 18:00 with a note of 12:00 to 14:00, only the phone calls of 8:00 to 12:00 and 14:00 to 18:00 will be analyzed.

Click on the button to take into account your setting, it is automatically applied.



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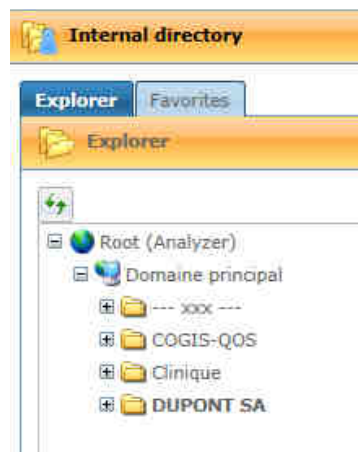
This guide is applicable as from the version 4.1.0B04

## Selector of directory

In order to define the directory to which search will relate, on the left of the grid of data, click on the **internal Directory** pane.

Then it is enough for you to click on the field, the company, department or leadership (etc...) for which you wish to obtain the communications.

You cannot use **Root**.



## Display of the result

Within the grid of the data the result is displayed according to the definite criteria.

The number of displayed lines is limited:

Type of distribution	Many displayed lines
Without distribution (by default)	10,000
Date	100
Day of the week (Monday, Tuesday,...)	7
Day of the month (1, 2,3,4,...)	31
Month	12
Week (number of week within the year)	52
Time slot (full hours)	24
Slice ½ hour	48
Slice ¼ hour	96
Zone	100
Distribution by station (signal 100)	100
Distribution by station	3,000
Operator	100
Distribution according to 1st column	100
Distribution according to 1st and 2nd column	100
Lower Hierarchical level	100
Hit	50

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### To Sort data

To sort the data according to a column, for example per date/time, click once on the name of the column.

Extension	Surname	Forename	Date
5003	Cavassino	Patrick	2013-05-26 14:20:38.0
5003	Cavassino	Patrick	2013-05-26 14:17:22.0
5010	Delhias	Jean-Claude	2013-05-26 17:24:01.0
5010	Delhias	Jean-Claude	2013-05-26 12:48:15.0
5010	Delhias	Jean-Claude	2013-05-26 21:56:51.0
5010	Delhias	Jean-Claude	2013-05-26 21:48:20.0
5010	Delhias	Jean-Claude	2013-05-26 11:49:30.0
5010	Delhias	Jean-Claude	2013-05-26 11:48:37.0
5010	Delhias	Jean-Claude	2013-05-26 17:15:11.0
5010	Delhias	Jean-Claude	2013-05-26 16:45:53.0
5010	Delhias	Jean-Claude	2013-05-26 20:15:28.0
5015	Delemazure	Marie-France	2013-05-26 17:17:42.0

The sorting is then carried out automatically.

On the right of name of the column on which you clicked, an arrow indicates the direction of the sorting.

**Surname** ▲ for ascending sort or **Surname** ▼ for descending sort.

Clicking one second time on the same security of column reverses the sort order.

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### To Change the displayed columns

The setting of the format of display is specific to each user account.

The modification of the displayed columns carries only if you are without distribution.

In order to modify the displayed columns, click

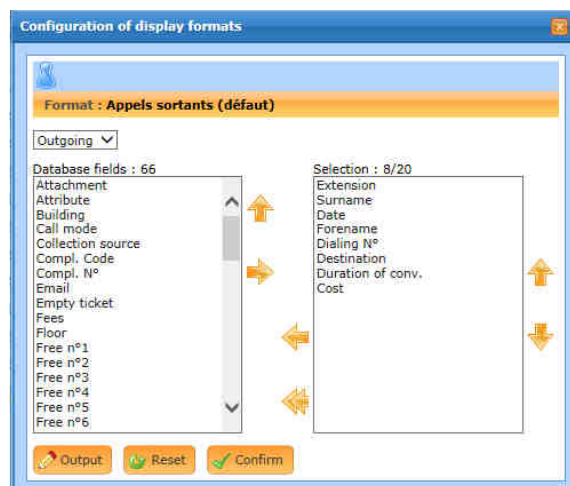
on the button .

You obtain this screen.

In top on the left figure the type of phone calls.

The left column indicates the fields available but which are not currently displayed.



The right column indicates the currently displayed fields.



#### To Add a field

On the left, click at once to display.



On the right, click on the field after which you wish to add the new field.

Then click on the arrow  to insert the field after that selected on the right, if not click on  inserting the front field.

#### To Withdraw a field

To withdraw a field, on the right click at once to withdraw, then click on .

#### To Change the command of the columns present

To change the command of the fields of the right column, click at once to move then click on the right on the arrows  or  in order to move the field.

#### To Apply the new format of display

To apply the new format of display, click on the button

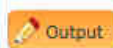


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### To Back Up the new format of display

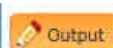
To back up the new format of display, click on the button



You then obtain the screen of management of the formats of display.

### To Reload an old format of display

To reload an old format of display, click on the button



You then obtain the screen of management of the formats of display.

### Screen of management of the formats of display

This screen makes it possible to back up new formats and to use the old ones.

To back up a format, seize a name within the empty field,



then click on



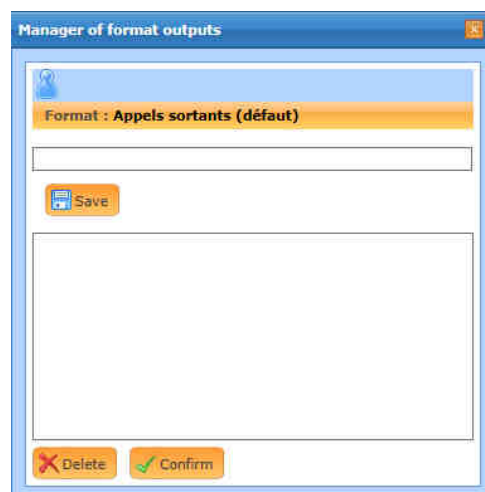
Then click on

To re-use an old format of display, select the format then

click on



Of return on the preceding screen, click on the button



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### Search

On the left, click on  **Search**.

Below, you observe the research areas.

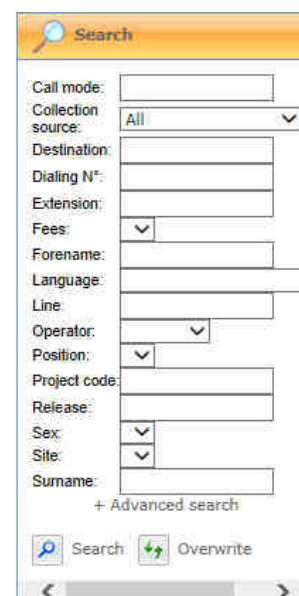
Inform the sought securities, then click on .

If the fields available are not enough, click on + **Advanced search**, of new fields appear below.

You can combine several fields.

Thus if you inform “station: 3124” and “Composed Nr: 01”, the software will seek all the posts 3124 having issued phone calls towards the made up numbers begin with 01.

For search on a character string, you can seize only the beginning of the search term. For example, in Name if you seize “du”, the software will seek all the subscribers with a name beginning by “du”.



The screenshot shows a 'Search' window with the following fields: Call mode, Collection source (set to 'All'), Destination, Dialing N°, Extension, Fees (dropdown), Forename, Language, Line, Operator (dropdown), Position (dropdown), Project code, Release, Sex (dropdown), Site (dropdown), and Surname. There is a '+ Advanced search' link below the fields. At the bottom, there are 'Search' and 'Overwrite' buttons with a search icon and a refresh icon respectively.

### To Print

To print the result, you must first of all export it. Also, follow the paragraph “to export”.

### To Export

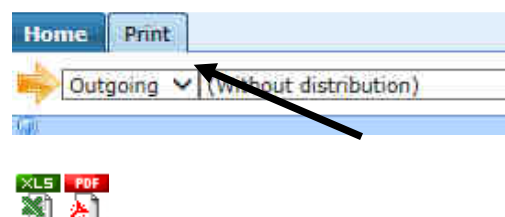
To export its directory towards a file, click on the **Internal directory** pane, then in **Explorer**, click on the hierarchical level of the directory which you wish to export.

Then with the top, click on the **Print** mitre.

Then with the lower part, click on button XLS or PDF.

You obtain a dialogue box:

- click on **Open** to open the file .
- Click on **Registrer** to store the file on your disc or USB key.



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### Favorites

The favorites are specific to each user account.

You can record your data (format of display and search) in order to re-use them later on.

#### To Create a favorite

For that, carry out the shares necessary in order to get the discounted result.


Then click on the icon  , the window opposite appears.

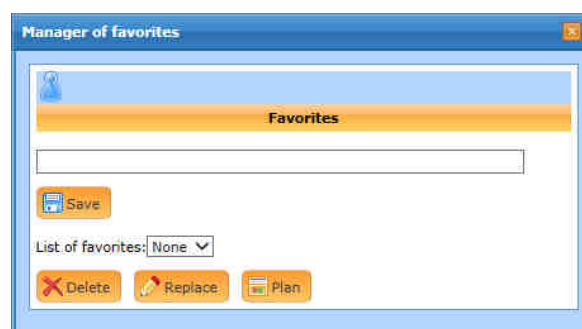
Within the empty field, seize the name of the favorite

then click on  .

To override an existing favorite by the same name, in

List of favorites:  , select the favorite to be

overridden, then click on the button  .



#### To Remove a favorite

To remove a favorite, in List of favorites:  , select the favorite to be removed, then click on the button

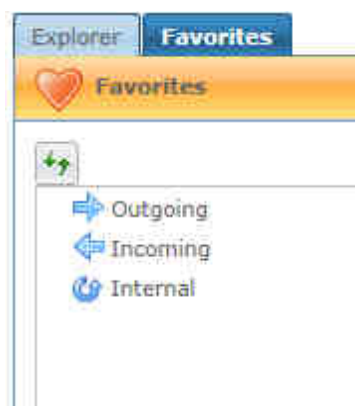


#### To Use an existing favorite

To use an existing favorite, within the panes, on the left of the screen, click on **Favorites**.

The favorites are classified by type of phone calls.

Open the type of phone call then click on the favorite to use.



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### To Plan a favorite in order to be able to generate it automatically


The favorites can be planned.

That means that you can automatically obtain them in the form of e-mails.

For that, create your setting then record your favorite.

Then within the empty field, seize the name of the favorite then click on



Lastly, in List of favorites: None ▼, select the favorite to be planned, then click on the button .

Automatically, the favorite is transformed into instrument panel and you will be able to find it in the group "instrument panels".

When a favorite is defined like instrument panel, you can remove it recorded favorites, that will not remove the instrument panel.

## To Make a distribution

You are not limited to the length of the phone calls, you can define office pluralities.

For that, once you obtained the length of the phone calls, click on

(Without distribution) ▼.

You have the choice between various distributions.

If you choose "date" you will obtain an office plurality by date then.

Once you selected your criterion of distribution, automatically this last is applied to the selected phone calls.

When you defined a distribution, you can immediately select another of them.

To cancel a distribution and to return to the length of the phone calls, select the value **without distribution**.




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The available distributions are:

Type of distribution	Description
Date	The phone calls are cumulated by date
Day of the week	The phone calls are cumulated per day of the week (Monday, Tuesday, Wednesday, etc...)
Day of the month (1, 2,3,4,...)	The phone calls are cumulated per day of the month (1, 2,3,... 30.31)
Month	The phone calls are office pluralities per month (irrespective of the year)
Week	The phone calls are cumulated per week (number of the week within the year)
Time band (full hours)	The phone calls are cumulated by 60 minute old time slot
Band ½ hour	The phone calls are cumulated by 30 minute old time slot
Band ¼ hour	The phone calls are cumulated by 15 minute old time slot
Zone	The phone calls are cumulated by area, the areas being the first 2 characters of the made up numbers (except prefix PBX), like 01 for the island from France, 06 for the mobiles, etc...
Distribution by extension	The phone calls are cumulated by station
Operator	The phone calls are cumulated by operator of tariff grammars
Distribution according to 1st column	The phone calls are cumulated on the 1st column displayed within the format of display
Distribution according to 1st and 2nd column	The phone calls are cumulated on the first 2 columns displayed within the format of display
Lower hierarchical level	The phone calls are cumulated on the hierarchical level lower than that selected on the left in the hierarchical tree.
Hit	Only the 50 most expensive phone calls or length are indicated

With a distribution, you can define a reporting.

For that, in the tool bar click on .

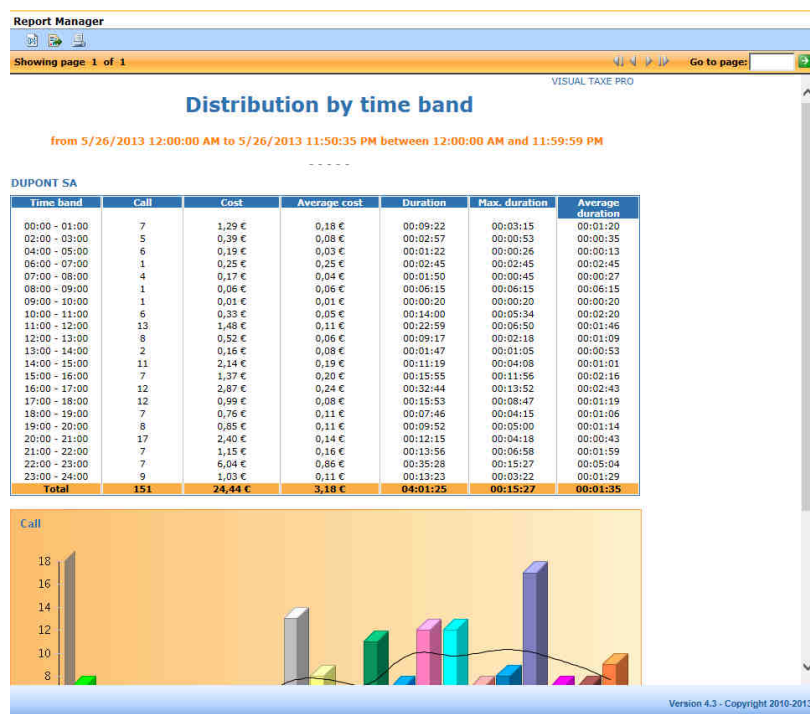
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### Reportings


The reportings are obtained only after having defined a distribution and after having click on .

You obtain this screen:

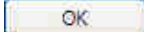


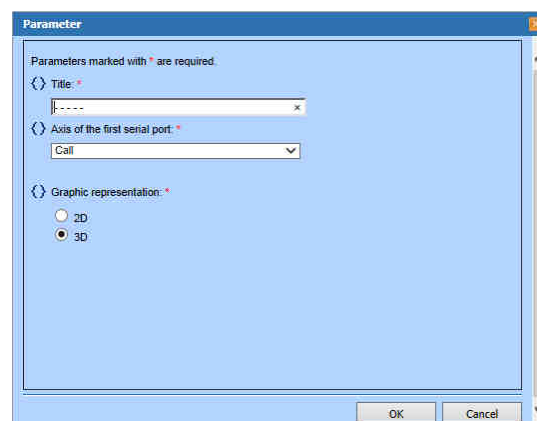
Reportings contain a table and a graph.

### To Modify the reporting

In top, within the tool bar, while clicking on the icon , you obtain this screen.

You can define a security and modify the data of the Y axis (ordered).

Then click on the button .



**Parameter**

Parameters marked with \* are required.

Title: \*

Axis of the first serial port: \*

Graphic representation: \*

☐ 2D


☒ 3D

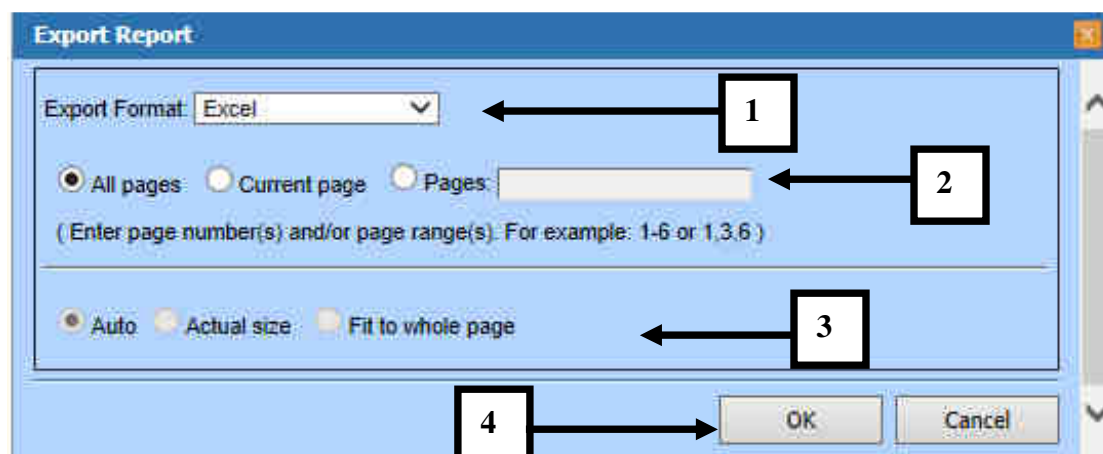
OK Cancel

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### To Export the reporting towards a file


To export the reporting towards a file on the icon , you click obtain the following screen.



1. In **Export format**, you can select the format of the file.
2. In lower part, choose the pages to be exported.
3. Then you can select the type of page view.
4. Lastly, click on button OK.

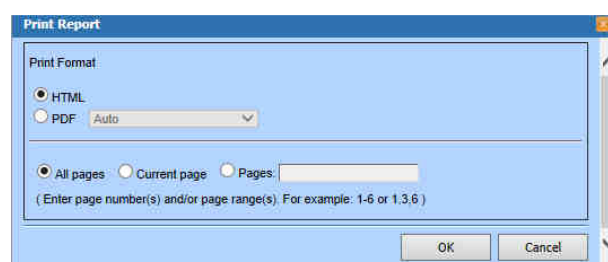
You obtain a window then allowing you to record or open the record.

### To Print the reporting

To print the reporting, click on the icon , then you obtain the following screen.

Select the file type which you will print thereafter, then select the pages to be printed and finally click on button **OK**.

You obtain the record then that you can print.



## Masking/Unmasking the last 4 digits

By defaults, during the display of the numbers made up on the outbound phone calls and the numbers appealing on the incoming calls, the last 4 figures are masked.

To manage them masking, click on the mitre , then notch or strip according to the case.


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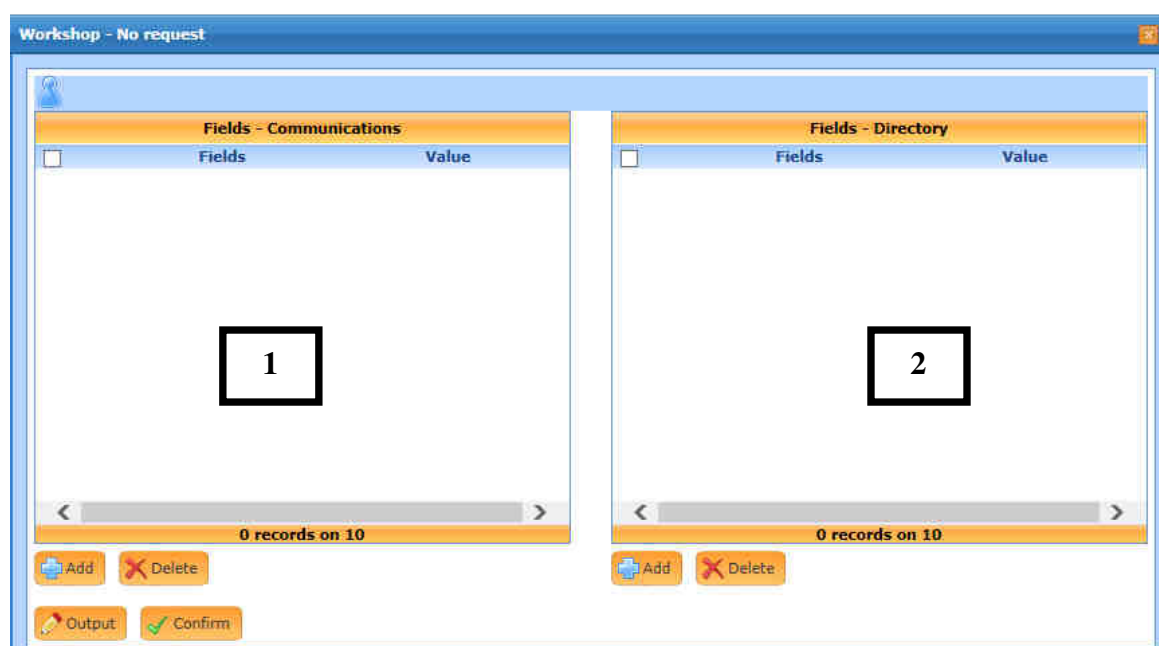
### Workshop

#### General Information

The workshop makes it possible to define multi-criteria search on the communications and the directory, and to record them in order to re-use them later on.

To reach the workshop, click on the button  .

You obtain the screen below:



#### To Create a call

The area n°1 makes it possible to define criteria on the communications.

The area n°2 makes it possible to define criteria on the directory.

If you define criteria on the 2 areas, the link between the 2 will be of type AND.

Thus, so in the area communication, you indicate COMPOSES = 0145103100 and in the area directory, you indicate STATION = 3199, the software will seek all the phone calls issued towards the 01.45.10.31.00 AND issued by item 3199.

To add a criterion, click on the button  of the area where you wish to add a criterion.

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A new line appears:

- in the column **Fields**, select the field to which the criterion must relate
- after, define the operator (see paragraph *lists operators available*)  
you have the choice between "=", "<>", ">", "=>", "<", "<=", "LIKE" and "NOT LIKE"
- in the column **Value**, seize the value to be sought

When you add several criteria within the same area, you must define the operator (AND, OR) who will be applied between the criteria.

For example, if you wish to make a search of the phone calls towards the mobiles (06) and the international one (00), the operator will be OR:

COMPOSE LIKE 06

OR LIKE 00 COMPOSES

Indeed, the same phone call cannot be at the same time begin with 06 and by 00, it is one OR the other.

## List operators available

Below the list of the operators available and their signification:


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 "ends in"	"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 "Made up N° LIKE %03" will provide the phone calls whose number ends in 03
NOT LIKE	"Does not start with" or "does not contain" or "does not end in"	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

## Instruction Guide of the Communication Module

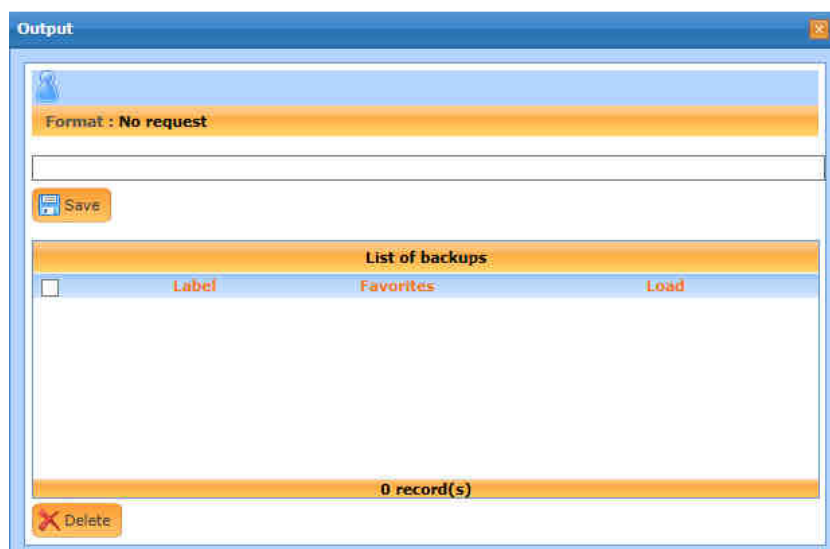
This guide is applicable as from the version 4.1.0B04

### To Back Up a call

After having created a call, you can back up this one.

For that, click on the button .

You obtain a new window.



Seize a name to be allotted to your call, then click on the button .

Then to leave, click on the cross located in top on the right of the window.

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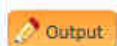
### To Execute a call

To execute a call, after having defined it, click on the button



### To Remove a call previously backed up

Within the workshop, click on the button



The list of the backed up calls Appears then.

List of backups		
<input type="checkbox"/>	Label	Load
Favorites		
0 record(s)		

On the line where figure the call to be removed, notch the box with notching located on the left, then click on the button



### To Use a call previously backed up

To use a call previously backed up, you do not need to reach the workshop.  
On the right of button of the workshop, the list of the backed up calls appears.



It is enough for you to select it.




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### To Modify a call previously backed up

To modify a call previously backed up, to reach the workshop.

Then click on the button  .

The list of the backed up calls appears then.

On the line where figure the call with modify, click on the button CHARGE.

You can then modify the call.

Think of backing up your modifications if need be!

## Instruction Guide of the Communication Module

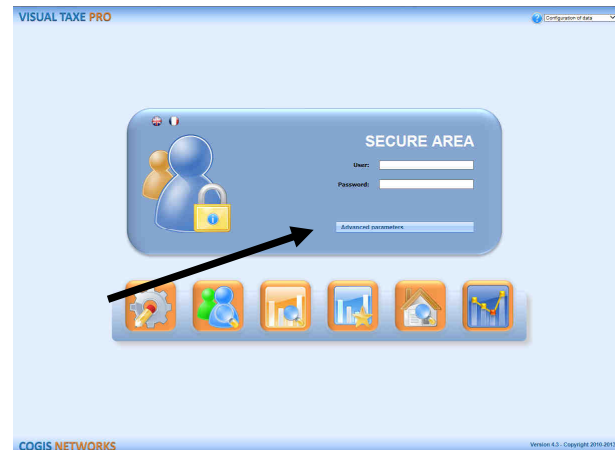
This guide is applicable as from the version 4.1.0B04

### How to reach an archived source?

It is at the time when you are identified that you can select an archived source.

Of course, before being able to select an archived source it is necessary for you to restore it. To restore an archived source, consult the guide of configuration.

If you wish to reach a source which was previously archived, and which you since obligatorily restored, with the lower part of the password, click on **Advanced settings**.



With the lower part, in **selection of the archives**, select the file on which you wish to work, the date of filing of the source appears then.

If you want any no, to select **None**.

