

PC2AUDIX Database Searches

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Overview

PC2AUDIX data search tools perform the following tasks:

- List all subscribers with bills over a specified amount.
- List all subscribers with usage over or under a specified limit.
- List all subscribers with mailbox space thresholds over specified limits.

Each of these capabilities is described in this chapter.

NOTE:

If you want to check current space thresholds and the data is not current on the PC, collect Monthly Subscriber Traffic Data or Daily Subscriber Traffic Data under Data Retrieval to obtain current user space information. Similarly, you can only check for users with high bills after the bills have been calculated using Monthly Billing Calculation under Customer Billing.

Initiating PC2AUDIX Database Searches

Perform the following steps to initiate PC2AUDIX data searches:

1. Bring up the PC2AUDIX software.
2. At the PC2AUDIX Root Menu, select 6) Searches.

The following screen appears:

```
SEARCHES

1) List subscribers with bills over specified amount
2) List subscribers with usage over/under specified limits
3) List subscriber space threshold exceptions

Selection? _

F7 PREU FORM      F9 ROOT FORM      F10 HELP
```

3. Select the appropriate option for the PC2AUDIX data search you wish to perform. These options are individually described on the next several pages.

List Subscribers with Bills Over Specified Amount

This option searches the billing records for the last billing cycle (generated by the Monthly Billing Calculation under Customer Billing) and lists subscribers with bills greater than the specified amount.

You can also use this option (combined with the billing package) to find your heaviest users, to find out who uses the voice mail feature, and for other search purposes. The following is an example of the PC2AUDIX output for subscribers with bills over a specified amount.

OUTPUT FOR FILE <output.dbf >

SUBSCRIBERS WITH BILLS OVER \$0.00 FOR 05/95

EXTENSION	NAME	ORG CODE	BILL TOTAL
65208	ca65208.drmfb13-g1		\$ 0.00
65100	ca65100.drmfb13-g1		\$ 0.00
65210	ca65210.drmfb13-g1		\$ 0.00
65102	ca65102.drmfb13-g1		\$ 0.00
65211	ca65211.drmfb13-g1		\$ 0.00
65104	ca65104.drmfb13-g1		\$ 0.00
65212	ca65212.drmfb13-g1		\$ 0.00
65106	ca65106.drmfb13-g1		\$ 0.00
65213	ca65213.drmfb13-g1		\$ 0.00
65108	ca65108.drmfb13-g1		\$ 0.00
65214	ca65214.drmfb13-g1		\$ 0.00
65110	ca65110.drmfb13-g1		\$ 0.00
65215	ca65215.drmfb13-g1		\$ 0.00
65112	ca65112.drmfb13-g1		\$ 0.00
65999	sys75g1.labphone65999		\$ 0.00
65114	ca65114.drmfb13-g1		\$ 0.00
65998	sys75g1.labphone65998		\$ 0.00

STATUS:

F5 PRINT PAGE F6 PRINT ALL F7 PREU PAGE F8 NEXT PAGE F9 QUIT F10 HELP

Perform the following steps to list subscribers with bills over a specified amount:

1. At the SEARCHES menu, select 1) List subscribers with bills over specified amount.

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List Subscribers with Bills Over Specified Amount

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The following screen appears:

Find Subscribers with AUDIX Bills Over Specified Amount

Month: 05/95 <MM/YY>
Bills Greater than: \$ 25.00
Send output to: _____

STATUS:
F7 **PREU FORM** F8 **CHANGE/RUN** F9 **ROOT FORM** F10 **HELP**

The month specification is set to the last billing cycle calculated.

The “Bills Greater than” field defaults to \$25.00, which you can modify to suit your requirements.

The default output device is the printer defined in the PC2AUDIX Setup Parameters. You can display the report on the PC screen by making the field blank, or to copy the report to a file by entering a file name. If you do not define a printer in PC2AUDIX Setup Parameters, this field is blank by default and the report appears on the PC screen.

2. Choose from the following:

- Press **(F8)** (CHANGE/RUN) to find subscribers over the default billing amount for the displayed month.
- Change any or all of the displayed defaults, and press **(F8)** (CHANGE/RUN) to find subscribers whose billing is over the specified amount for the specified period.

PC2AUDIX generates a list of all subscribers with bills over the specified total. The list is sorted by bill total and includes each subscriber’s name, extension, organization code, and the bill total. The report sequence is from most to least.

List Subscribers with Usage Over/ Under Specified Limits

This option searches the most recent subscriber traffic data to locate subscribers who use the voice mail system more or less than the specified amount. The default specifications are set to search for subscribers with less than five accesses during the last month for which you have traffic data on this PC. This allows you to identify those subscribers who are not active users of the voice mail system. By changing LESS to MORE, you can reverse the sense of the search and locate users who use the voice mail system heavily. Note that this data is only as current as the last traffic data retrieved from the voice mail system.

The following is an example of PC2AUDIX output for subscribers who use the voice mail system more or less than the specified amount:

```

                                OUTPUT FOR FILE <output.dbf>
SUBSCRIBERS WITH LESS THAN   5 ACCESSES FOR 05/95

EXTEN      NAME                                ORG_CODE      NUMBER OF ACCESS
48007      vm48007                                      0              0
65132      ca65132,drmfb13-g1                          0              0
48008      vm48008                                      0              0
65134      ca65134,drmfb13-g1                          0              0
48009      vm48009                                      0              0
65136      ca65136,drmfb13-g1                          0              0
48010      vm48010                                      0              0
65138      ca65138,drmfb13-g1                          0              0
48011      vm48011                                      0              0
65140      ca65140,drmfb13-g1                          0              0
48012      vm48012                                      0              0
65142      ca65142,drmfb13-g1                          0              0
48013      vm48013                                      0              0
65144      ca65144,drmfb13-g1                          0              0
48014      vm48014                                      0              0
65146      ca65146,drmfb13-g1                          0              0
48015      vm48015                                      0              0

```

STATUS:

F5 **PRINT PAGE** F6 **PRINT ALL** F7 **PREU PAGE** F8 **NEXT PAGE** F9 **QUIT** F10 **HELP**

Perform the following steps to list subscribers with usage over or under a specified amount:

1. At the SEARCHES menu, select 2) List subscribers with usage over/under specified limits.

The following screen appears:

Subscriber Usage

Locate subscribers who have accessed AUDIX
less <more, less> than **5** times/month
Month: **01/20** <MM/YY>
Send output to: XXXXXXXXXX

STATUS:
F7 **PREU FORM** F8 **CHANGE/RUN** F9 **ROOT FORM** F10 **HELP**

The month specification is set to the last traffic data collected. If you change this date and traffic information does not exist for that month, the date field changes to the month for which traffic information does exist closest to the date you chose.

The default output device is the printer defined in the PC2AUDIX Setup Parameters. You can display the report on the PC screen by making the field blank, or to copy the report to a file by entering a file name. If you do not define a printer in PC2AUDIX Setup Parameters, this field is blank by default and the report appears on the PC screen.

2. Choose from the following:

- Press **F8** (CHANGE/RUN) to find subscribers with usage less than the default number of accesses during the displayed period.
- Change any or all of the displayed defaults, and press **F8** (CHANGE/RUN) to find subscribers with usage greater than or less than the specified number of accesses for the specified period.

If you pressed **F8** (CHANGE/RUN) in the previous step, a list of all subscribers with accesses over or under the specified amount is generated. The list is sorted by the number of accesses and then alphabetically by subscriber.

List Subscriber Space Threshold Exceptions

This option searches the most recent subscriber traffic data to locate subscribers with mailboxes that exceed the specified space threshold. Note that this data is only as current as the last traffic data retrieved from the voice mail system.

The following is an example of the PC2AUDIX interface output for subscriber space thresholds:

OUTPUT FOR FILE <output.dbf>

SUBSCRIBER SPACE THRESHOLDS FOR 05/95
INCLUDES USERS WITH CURRENT SPACE GREATER THAN 1%
OR USERS WITH MAXIMUM SPACE GREATER THAN 1%

EXTEN	NAME	ORG_CODE	MAX %	CUR %
65100	ca65100.drmfb13-g1		47%	0%
65113	ca65113.drmfb13-g1		41%	0%
65108	ca65108.drmfb13-g1		41%	0%
65103	ca65103.drmfb13-g1		37%	5%
65120	ca65120.drmfb13-g1		37%	0%
65107	ca65107.drmfb13-g1		37%	0%
65128	ca65128.drmfb13-g1		36%	6%
65127	ca65127.drmfb13-g1		36%	0%
65131	ca65131.drmfb13-g1		36%	0%
65104	ca65104.drmfb13-g1		35%	12%
65122	ca65122.drmfb13-g1		35%	11%
65118	ca65118.drmfb13-g1		35%	0%
65129	ca65129.drmfb13-g1		33%	14%
65116	ca65116.drmfb13-g1		32%	0%
65109	ca65109.drmfb13-g1		31%	0%

STATUS:

F5 **PRINT PAGE** F6 **PRINT ALL** F7 **PREU PAGE** F8 **NEXT PAGE** F9 **QUIT** F10 **HELP**

Perform the following steps to list subscribers who exceed specified space thresholds:

1. At the SEARCHES menu, select 3) List subscriber space threshold exceptions.

The following screen appears:

Subscriber Space Thresholds

Month: 01/70 <MM/YY> <Optional day █>

Maximum mailbox space used: 80 %

OR

Current mailbox space used: 80 %

Send output to: ██████████

STATUS:

F7 **PREV FORM** F8 **CHANGE/RUN** F9 **ROOT FORM** F10 **HELP**

The month specification is set to the month in which traffic data last was collected. If you change this date and traffic information does not exist for that month, the Month field changes to the month for which traffic information does exist closest to the date you chose. If you desire daily traffic data, fill in the **Optional day** field with the desired day (1-31).

The maximum and current space used default is 80 percent. To search for subscribers on just the current mailbox space used or just the maximum mailbox space used, blank out the other field by placing 100 on the unwanted field. PC2AUDIX then searches for only the desired condition, as the other condition lists subscribers with CUR or MAX percent greater than 100 percent which cannot be true. You cannot blank out these fields; since they are numeric, dBASE does not permit spaces.

The default output device is the printer defined in the PC2AUDIX Setup Parameters. You can display the report on the PC screen by making the field blank, or copy the report to a file by entering a file name. If you do not define a printer in PC2AUDIX Setup Parameters, this field is blank by default and the report appears on the PC screen.

2. Choose from the following:

- Press **F8** (CHANGE/RUN) to find subscribers whose current or maximum mailbox space exceeds the default space thresholds during the displayed period.
- Change any or all of the displayed defaults, and press **F8** (CHANGE/RUN) to find subscribers whose current or maximum mailbox space exceeds the specified space thresholds during the specified period.

PC2AUDIX generates a list of subscribers whose maximum or current mailbox size exceeds the specified thresholds. Subscribers are sorted in descending order by maximum percentage.