



Nortel Communication Server 1000

Telephony Manager 4.0 Desktop User Guide



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About Telephony Manager

The Telephony Manager (TM) Desktop Services application is used to view and modify the configuration of features and keys on a telephone by using your Web browser. For more information on using this application, see “Telephone Details” on page 12

The Telecom Billing System (TBS) Web reporting tool is used to generate reports for the telephones on your telephone system. You can manage a single telephone or a group of telephones and obtain information about the calling activities of your organization. For more information on using this tool, see “Telecom Billing System Web reporting” on page 23

Note: Your system administrator determines the features and privileges that you can use in both Desktop Services and TBS Web reporting tools. Contact your system administrator for more information.

Getting Started

You need the following:

- a network connected computer with a Web browser installed
- a Web address/URL for accessing the Desktop Services Web page application
- an end-user user ID and password

Logging on to Desktop Services

Log on security ensures protection against unauthorized entry and enforces access privileges for users who are logged on.

1. Start your Web browser.
2. Enter the Web address/URL in the Address bar of your Web browser. Your system administrator provides the address/URL.

The URL is composed of the following:

http://<ip address> or http://<server hostname>

The **User Login** page appears. See Figure 1.

Figure 1: End User Login screen

>CS 1000 TELEPHONY MANAGER

>THIS IS NORTEL

User Login

WARNING!
The software and data stored on this system are the property of, or licensed to, Nortel Networks and are lawfully available only to authorized users for approved purposes. Unauthorized access to any software or data on this system is strictly prohibited and punishable under appropriate laws. If you are not an authorized user then logout immediately. This system may be monitored for operational purposes at any time.

User ID:

Password:

Login

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Français Deutsch

- Log on with the **User ID** and **Password** provided by your system administrator.
- Click **Login**.

The **Desktop Services** navigation pane and the **My Profile** page appears. See Figure 2 on page 10.

Note 1: If you have telephones on different systems, served by different TM servers, you must log on to the different servers to access these telephones.

Note 2: If additional telephones are assigned to you by your Administrator, you must log off and log back on to see the additional telephones in the **Desktop Services** navigation pane.

Note 3: If a session is idle, it times-out after a default of twenty minutes.

Changing your password

1. Click **My Profile** under the **Desktop Services** navigation pane.

The **My Profile** page appears on the right side of the screen. See Figure 2 on page 10.

2. Scroll to the **Password** section at the bottom.
3. Select the **Reset password** check box.
4. Enter your new password in the **New Password** edit box.
5. Enter the password again in the **Confirm Password** edit box.
6. Click **Save**.

Note: Alphanumeric characters are allowed in the password. The password change takes effect immediately.

Desktop Services links and features

After you logon, the **Desktop Services** navigation pane and the **My Profile** page appears. See Figure 2 on page 10. Click a link under the **Desktop Services** navigation pane to view or modify the configuration of features and keys on a telephone. The page appears on the right side of the screen.

Note: If there is no prime DN configured on a telephone, the **NoPrimeDN** link will appear in the **Desktop Services** navigation pane. You can click on the link to see the telephone details.

Figure 2: My Profile

NORTEL CS 1000 Telephony Manager Help | Logout

Desktop Services

- Directory
- My Profile
- Telephones
- 418010
- Billing Reports

My Profile

Employee Name:

Common Name: AJJones
First Name: AJ
Initials:
Last Name: Jones

Details:

Employee Number: 12345 Department: 1E12
Email: ajones@mycompany.com Job Title: Manager
Manager Name: YY, XX

Address:

StreetNo: 250 Sidney Street
City: Belleville Province/State: Ontario
Country: Canada PostalZip: K8N 5B7

Attributes:

CPND Name: PETER STOCKMAN
User Group: Administrators
Web Reporting Access Rights: Managed
Account Code:
Authorization Code:
Directory Number: 2356
Extension Number: 2356
External Telephone Number:
EISN Telephone Number: 02356
Location: Chennai

Password:

Reset password ☐ New Password:
Confirm Password:

The following links are available to most users:

Directory

Displays a page containing your profile details. Click [My Profile](#) to view user information and attributes. You can also reset your password from this page. See Figure 2 on page 10.

Telephones

Displays detailed information about a Directory Number (DN). The attributes vary depending on your telephone type. Click a DN to access the Telephone Details page. See Telephone Details (p. 12) for more

information on viewing and modifying the configuration of features and keys on your telephone.

Billing Reports

Runs detailed Web reports on telephone cost accounting and billing. Click **Billing Reports** to access the Web reporting pages. See Telecom Billing System Web reporting (p. 23) for more information.

Other

Contains additional links, if any, that are provided by your system administrator.

Help

Provides online help information about Desktop Services. On the right side of bar at the top of the screen, click **Help**.

Logout

Logs you out of Desktop Services and returns you to the main User Login page. On the right side of bar at the top of the screen, click **Logout**.

Telephone Details

Overview

The Telephone Details page is the Telephony Manager (TM) Web-based tool for viewing and modifying the configuration of features and keys for a selected Directory Number (DN). The attributes vary depending on the telephone type.

Note: Only the DNs that the system administrator has given you privileges to modify are displayed.

The top section of the Telephone Details page contains the following information.

System

Identifies the telephone system on which the telephone is configured.

Telephone Type

Identifies the model of telephone assigned to this DN.

Sync Status

Identifies whether the data on this page is synchronized with the telephone system. See Scheduling synchronization (p. 20) for more information.

The **Telephone Details** page has five main sections. You can access each section by clicking on the links near the top of the page or by scrolling down the page. The sections are:

- **General Properties**
- **Directory Options**
- **Features**
- **Keys**
- **Administration**

Note: Clicking the [Top](#) link in each section brings you back to the top of the page.

General Properties

This section of the [Telephone Details](#) page contains general information about the location and configuration of the telephone. This data is used primarily for system administration. Some or all of these fields are displayed, depending on your telephone type.

- **Customer Number:** Displays the customer number as configured by the system administrator. The Administrator can configure multiple numbers on a single telephone system for billing purposes.
- **Terminal Number (TN):** The address of the telephone as configured on the telephone system.
- **Designation:** An identifier used for system administration.
- **Location:** An identifier used for system administration.
- **Zone:** The IP bandwidth zone of the telephone. The zone is used for system administration.

The following three fields, KBA, DBA, and KEM, are only displayed if supported on your telephone set.

- **KBA:** The Key-Based Accessory (KBA) module provides additional line/programmable feature keys. The module attaches to the M3904 and M3905 telephones. The number of modules connected to your telephone is displayed in this field.
- **DBA:** The Display-Based Accessory (DBA) module provides additional line/programmable feature keys (soft-labeled) for the M3904 and M3905 telephones. The number of modules connected to your telephone is displayed in this field.
- **Key Expansion Modules:** The number of modules connected to your telephone is displayed in this field. There are two types of Expansion Modules. The Key Expansion Module (KEM) attaches to the IP Phone 2002, IP Phone 2004, IP Phone 1210, IP Phone 1220 and IP Phone 1230 telephones to provide additional line/feature keys. The Expansion Modules for the IP Phone 1100 series attaches to the IP Phone 1120E, IP Phone 1140E, and IP Phone 1150E.

For more information about the Key Expansion Module for an IP Phone 2002 and IP Phone 2004, see the *IP Phone Key Expansion Module User Guide* (NN43119-102).

For more information about the Expansion Module, see the *Expansion Module for IP Phone 1100 Series User Guide* (NN43130-101).

Directory Options

This section contains information about the telephone as it relates to the Common Network Directory (CND).

- **Assign to employee/Do not assign to an employee:** The telephone is either assigned to an employee or department, or the telephone is not assigned and is available for the system administrator to assign.
- **Common Name:** The system uses your common name to access the CND information about this telephone. A system-generated UUID is internally used to uniquely associate a person with the assigned phone. If there is no matching UUID, Common Name is used for the person to assigned-phone match.
- **First Name:** The first name of the user to whom the DN is assigned.
- **Last Name:** The last name of the user to whom the DN is assigned.
- **Department:** The department number of the user.
- **Employee Prime Telephone:** Indicates whether the DN that you select is your primary telephone. You can have more than one telephone, but only one primary telephone.
- **Include in Corporate Directory Report:** Indicates whether this telephone data is included in the Corporate Directory Report.

Features

This section of the **Telephone Details** page provides information about the features assigned to this telephone. The features available depend on the type of telephone, the system configuration, and your access privileges.

The Features table consists of the following three categories:

- **Feature:** The mnemonic that represents the feature.

- **Description:** The full name of the feature.
- **Value:** The names and values of the parameters required by this feature.

Note: Use the scroll bar within this section to view all the features.

Typically, these features are controlled and managed by your administrator. Your access privileges determine whether you can change features that are associated with this telephone.

Keys

This section of the **Telephone Details** page provides a list of the programmable keys on your IP telephone, including those on expansion modules. Information about the assigned function of each key is also displayed. The types of keys that can be assigned to your telephone depend on the type of telephone you use.

The Keys table consists of the following three categories:

- **Key No:** The number of the key on your telephone.
- **Key Type:** The name of the function assigned to the key. The key type depends on the telephone type, the key number, and the system configuration.
- **Key Value:** The names and values of the parameters required by the specified key type. The parameters vary by key type.

Note: Use the scroll bar within this section to view all the features.

Your access privileges determine whether you can change the functions associated with individual keys on your telephone.

Single line features

This section of the **Telephone Details** page is available when you have selected an analog (500/2500-type or DCS-type) telephone.

Administration

This section of the **Telephone Details** page has several administration fields. Your system administrator defines the use of these fields.

Modifying data

Your system administrator determines the features and privileges that you can use on the [Telephone Details](#) page. Access rights to view or change a specific field can be granted on an individual basis.

The [Help](#) button is context-sensitive and provides information about configuring features and services.

Assigning an Auto Dial key

To assign the Auto Dial (ADL) function to a key on your telephone:

1. Choose a key that has no assigned function on your telephone.
2. Scroll down the list of keys in the [Keys](#) section of the [Telephone Details](#) page until the selected key number is visible.

A key type [NUL - Unassigned](#) is displayed in the [Key Type](#) column.

3. Select [ADL](#) from the drop-down list in the [Key Type](#) column.

Two parameters, [Number of Autodial Digits](#) and [Autodial DN](#), are displayed in the [Key Value](#) column. An edit box is provided for each parameter.

4. Determine the maximum number of digits of your ADL DN.
5. In the [Number of Autodial Digits](#) edit box, enter the maximum number of digits of your ADL DN. See Figure 3.
6. Enter the ADL DN in the [Autodial DN](#) edit box, to program the DN by using the Web display.

Note 1: You can also program the DN by using the ADL key after the key is configured on your telephone.

Note 2: If you enter a value in the [Number of Autodial Digits](#) edit box that is greater than the system maximum, or if you enter an [Autodial DN](#) that has more digits than the system maximum, you receive a validation error.

Figure 3: Entering the ADL parameters

Keys		Key Values	
Key No.	Key Type		
0	SCR - Single Call Ringing	DN: 2000 <input type="checkbox"/> Multiple Appearance Redirection Prime(MARP) CLID Entry (Numeric or D) <input type="text" value="D"/> ANIE Entry <input type="text" value="1"/>	
1	ADL - Auto Dial	Number of Autodial Digits <input type="text" value="4"/> Autodial DN <input type="text" value="1234"/>	

- On the **Telephone Details** page, click **Validate**.

A new **Validation errors** message area appears. Messages describing problems appear in the message area. If no errors exist, the message **No validation error(s) were found** is displayed in the message area.

- Correct any errors in the data.
- Repeat steps 7 and 8 until you cannot find any errors.
- Click **Save**.
- Schedule the data synchronization.

Deleting an Auto Dial key

To remove the ADL function from a key on your telephone:

- On the **Telephone Details** page, go to the **Keys** section and scroll down until the ADL key is visible.

The existing parameters are displayed in the **Key Value** column.

- In the **Key Type** column, choose **NUL - Unassigned** from the drop-down list.

The key type **NUL - Unassigned** is displayed in the **Key Type** column, and the **Key Value** column has no parameters.

- On the **Telephone Details** page, click **Validate**.

A new **Validation errors** message area appears. Messages describing problems appear in the message area. If there are no errors, the message **No validation error(s) were found** is displayed in the message area.

- Correct any errors in the data.

5. Repeat steps 3 and 4 until you cannot find any errors.
6. Click **Save**.
7. Schedule the data synchronization.

Changing the DN on a Call Forward key

This procedure describes how to change the DN assigned to a Call Forward (CFW) key by using Desktop Services.

Note: The DN can also be programmed by using the CFW key on the telephone.

To change the DN assigned to a Call Forward key:

1. On the **Telephone Details** page, go to the **Keys** section and scroll down the list of keys until the CFW key is visible.

The existing values of the CFW key parameters are displayed in the **Key Value** column.

2. In the **Key Value** column, enter the new CFW DN in the edit box.
3. On the **Telephone Details** page, click **Validate**.

A new **Validation errors** message area appears. Messages describing problems appear in the message area. If there are no errors, the message **No validation error(s) were found** is displayed in the message area.

4. Correct any errors in the data.
5. Repeat steps 3 and 4 until you cannot find any errors.
6. Click **Save**.
7. Schedule the data synchronization.

Changing a key type

This procedure describes how to change a Conference (AO3) key to a CFW key.

To change the function of a key from AO3 to CFW:

1. On the **Telephone Details** page, go to the **Keys** section and scroll down the list of keys until the AO3 key is visible.
2. In the **Key Type** column for the selected key, select **CFW** from the drop-down list.

The system displays the required parameters, **Redirection DN Length** and **Redirection DN**, in the **Key Value** column. An edit box is provided for each parameter.

3. Determine the maximum number of digits of your CFW DN.
4. In the **Redirection DN Length** edit box, enter the maximum number of digits of your CFW DN. See Figure 4 on page 19.
5. To program the CFW DN by using the Web display, in the **Redirection DN** edit box, enter the DN.

Note 1: After the key is configured on your telephone, you can also use the CFW key to program the DN.

Note 2: When you change a key type, the system default parameter values for the new key type do not appear. If you specify a redirection DN length that is greater than the system maximum, or if you specify a redirection DN that has more digits than the system maximum, you receive a validation error.

Figure 4: Entering the CFW parameters

Keys		
Key No.	Key Type	Key Value
0	SCR - Single Call Ringing	DN: 2000 <input type="checkbox"/> Multiple Appearance Redirection Prime(MARP) CLID Entry (Numeric or D) <input type="text" value="D"/> ANIE Entry <input type="text" value="1"/>
1	CFW - Forward All Calls	Redirection DN Length <input type="text" value="4"/> Redirection DN <input type="text" value="1456"/>

6. Click **Validate** on the **Telephone Details** page.

A new **Validation errors** message area appears. Messages describing any problems appear in the message area. If there are no errors, the message **No validation error(s) were found** is displayed in the message area.

7. Correct any errors in the data.
8. Repeat steps 6 and 7 until you cannot find any errors.
9. Click **Save**.
10. Schedule the data synchronization.

Validating and saving data changes

After you make changes to the telephone data, you must validate the new data. The validation process ensures there are no errors, conflicts, or missing information in the changed telephone configuration.

To validate the data:

1. On the **Telephone Details** page, click **Validate**.

A new **Validation errors** message area appears. Messages describing any problems appear in the message area. If there are no errors, the message **No validation error(s) were found** is displayed in the message area.

2. Correct any errors in the data.
3. Repeat steps 1 and 2 until you cannot find any errors.
4. Click **Save**.

Scheduling synchronization

When you change your telephone data, the changes do not take effect until they are sent to the telephone system. This process is called synchronization.

On the **Telephone Details** page, the **SYNC Status** indicator identifies whether the telephone data is synchronized with the system. The **SYNC Status** indicator can have a number of values. The values that are relevant to you are:

- **Change:** Indicates that you have changed your telephone data, but the changes are not yet transmitted to the telephone system. Synchronization is required.
- **Transmitted:** Indicates that the telephone data is synchronized with the telephone system. No further synchronization is required.

Your system administrator determines whether you can schedule the synchronization of your data changes. On the **Telephone Details** page, if the **Transmit** button is visible, you can schedule the synchronization by clicking **Transmit**. If the **Transmit** button is not visible, your system administrator reviews your changes and schedules synchronization for you.

To schedule a synchronization:

1. On the **Telephone Details** page, click **Transmit**.
The **Schedule - Transmit Telephones** page appears.
2. Enter a task name in the **Task Name** text box.
Note: The maximum length of the task name is 128 characters. You must enter a task name.
3. To schedule the synchronization to begin at a future date and time, enter a date and time in the **Date** and **Time** text boxes.
4. To schedule the synchronization to begin immediately, do not enter a date and time.
5. Click **Submit**.
A dialog box appears indicating the start time of the synchronization.
6. Click **Close**.

Restoring data changes

On the **Telephone Details** page, if the **Restore** button is visible and the **Sync Status** is **Change**, you can erase data changes made after the last synchronization.

To restore the previously synchronized telephone data configuration:

1. On the **Telephone Details** page, ensure that the **Sync Status** indicator is **Change**.

2. Click **Restore**.

The **Restore Telephones Confirmation** dialog box appears.

3. Click **Confirm**.

The **Restore Telephones Status** dialog box displays the status of the **Restore**.

4. Click **Close**.

The telephone data configuration is restored, and the **Sync Status** indicator changes to **Transmitted**.

Troubleshooting Problems

On the **Telephone Details** page, click **Troubleshoot Problems** to open a troubleshooting page. Your system administrator controls the availability of this link.

Telecom Billing System Web reporting

Overview

Telecom Billing System (TBS) is the Telephony Manager Web-based reporting, telephone cost accounting, and billing tool for your telephone system.

Note: Your system administrator determines your access rights and which features you can use with the TBS Web reporting tool. Contact your system administrator for more information.

With TBS you can:

- collect call records from your telephone system
- calculate usage costs based on defined rates and configurations
- allocate costs to the appropriate users or departments in your organization
- generate TBS reports about the calling activities of your organization by using your intranet or internet server.

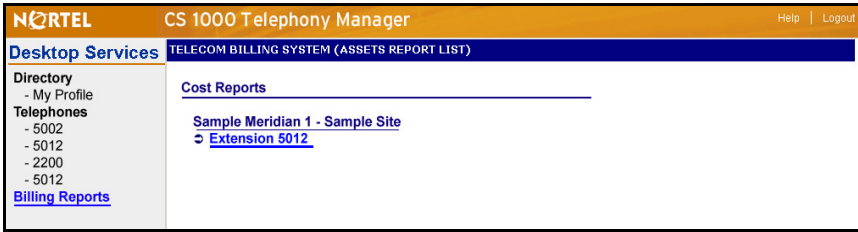
Using TBS Web reporting

To access the TBS Web reporting page:

1. Log on to Desktop Services. See Logging on to Desktop Services (p. 7) for more information.
2. Click on **Billing Reports** from the Desktop Services navigation pane.

The **TELECOM BILLING SYSTEM (ASSETS REPORT LIST)** page appears on the right side of the screen. See Figure 5 on page 24.

Figure 5: Telecom Billing System (ASSETS REPORT LIST)



3. Select a telephone system name to see a list of the reports available. The TELECOM BILLING SYSTEM reports page appears.

Note: Click Site/System at the bottom of the screen to return to the main **Telecom Billing System** page.

4. Select a report from one of the five categories. They are described in Types of TBS reports (p. 25).
5. The report screen opens in a new window. Tailor your report using the available filters and click **RunReport**. See Report Filters (p. 26) for more information.

The report window has four buttons:

RunReport

Click **RunReport** to generate a report.

Reset

Click **Reset** to clear the filter selections back to the default.

Close

Click **Close** to close this window.

Help

Click **Help** to launch a new help window to find information about using the Telecom Billing System.

Types of TBS reports

Cost Reports

The cost reports are based on your extensions, authorization codes, or account codes. The following cost reports provide summaries and details of the telephone usage costs for your organization:

- Extension Summary Report. See sample page 29.
- Authorization Code Summary Report.
- Account Code Summary Report.

Level Reports

The level reports are based on organizational level. The following level reports provide roll-up summaries of telephone usage costs for your organization based on extensions, authorization codes, or account codes:

- Extension Roll-up Report. See sample page 30.
- Authorization Code Roll-up Report.
- Account Code Roll-up Report.

Frequency/Digits Reports

The following reports provide roll-up summaries of your calling activity based on the frequency of calls to specific numbers and locations:

- Frequently Called Numbers Report. See sample page 32.
- Frequently Called Location Report.
- Area Code Summary Report. See sample page 33.
- Ring Time by Time of Day Report.
- Ring Time by Extension Report.
- Hold Time by Time of Day Report.
- Hold Time by Extension Report.

Trunk Reports

The following reports provide call usage details for each trunk or trunk group in your organization:

- Trunk Group Utilization Report.
- Trunk Utilization Report. See sample page 34.

Diagnostic Reports

The following reports list the extensions and trunks that are entered in the telephone configuration and do not have any call activity. Also included are extensions and trunks that have call activity and that are not entered in the telephone configuration:

- Extension Diagnostic Report.
- Trunk Diagnostic Report. See sample page 35.

Note: Based on your access rights, some or all of these reports appear in the list.

Report Filters

You can use a filter to generate a report with very specific criteria.

Select a report and click **RunReport**. The system displays a page containing the filters available. You can customize your report by using these filters.

Costing Configuration

Select the configuration name in the drop-down list from the available configuration tables used to cost the call records for the TBS.

Minimum and Maximum Date

Enter the date range for the data you want to see in the report. Use the mm/dd/yyyy format.

Call Direction

Select the types of calls to be included in the report from the drop-down list. The choices are Incoming, Outgoing, or Both. Select Incoming to

produce a report that shows only incoming calls on a telephone system or telephone extension. Select Outgoing to show only the outgoing calls. Select Both to show both incoming and outgoing calls.

Duration (Seconds)

Enter the minimum number of seconds for the calls that you want to include in the report. This filters out all calls that are below this minimum call duration.

Cost

Enter the minimum cost of the calls to be included in the report.

Specific Extension(s)

Enter the extension numbers from which the calls were made. You can enter multiple extension numbers or a range of numbers by entering a comma (,) or hyphen (-) between the numbers. For example: 100, 250-300.

Display Top

Enter a number to indicate the number of most frequently-called telephone numbers in the Frequently Called Numbers Report. For example, if you enter 20, then only the 20 most frequently-called numbers are included in this report.

Digits

Enter the call digit patterns of the calls to be included on the report. These patterns must include the actual call digits entered before any call digit translations were applied. The question mark (?) is a wildcard place holder for a single character; the asterisk (*) is a wildcard place holder for multiple characters.

Excluded Digits

Enter the call digit patterns of the calls to be excluded from the reports. These patterns must include the actual call digits that are entered before any call digit translations are applied. The question mark (?) is a wildcard place holder for a single character; the asterisk (*) is a wildcard place holder for multiple characters.

Significant Digits

Enter the total number of digits (starting from the left or the right of the digit stream) to display the report. Select the Left Number or Right Number to determine if the significant digits start from the left or right side of the digit stream.

Frequency Range

Enter the minimum and maximum number of calls made in the Min and Max fields.

Employee First Name/Last Name

Enter the first name and last names of the people to be included in the report. The question mark (?) is a wildcard place holder for a single character; the asterisk (*) is a wildcard place holder for multiple characters. For example, to include all entries with a last name starting with J, enter: **J*** in the Last Name field.

Role/Project Name

Enter the name of the role or project to be included in the report. The question mark (?) is a wildcard place holder for a single character; the asterisk (*) is a wildcard place holder for multiple characters. For example, to search all entries with a project name starting with CS1000, enter **CS1000***

External Party Name

Enter the name of the external party to be included in the reports. The question mark (?) is a wildcard place holder for a single character; the asterisk (*) is a wildcard place holder for multiple characters.

Organization Level

From the drop-down list box, select the level in your organizational hierarchy to be included in the reports. This includes all sublevels.

Exclude Sublevels

Select the exclude sublevels check box to turn off a search by sublevel.

Note: The filters displayed by the system vary, depending on the type of report you select.

Sample Reports

Extension Summary Report

The Extension Summary Report, provides a summary of telephone usage for the extensions in your system. See “Using TBS Web reporting” on page 23 for information on how to run a report.

To view a detailed listing of calls for any location displayed as a link in this report, click the extension.

Figure 6: Extension Summary Report

**Sample Meridian 1 - Sample Site
Extension Summary Report**

Extension: **1500-7400**
Corporation: **MyCompany**

Extension	Name	Cost Field	Calls	Duration	Cost
1500	ACD Agent1	All Calls	4	29:23	0.00
			4	29:23	0.00
1501	ACD Agent2	All Calls	4	19:40	0.00
			4	19:40	0.00
7000	Bill President	All Calls	10	3:32:18	7.26
			10	3:32:18	7.26
7001	Sally VicePresident	All Calls	14	59:03	2.68
			14	59:03	2.68
7002	Joe Secretary	All Calls	16	2:34:44	4.28
			16	2:34:44	4.28
7003	Jane Receptionist	All Calls	17	18:13	0.00
			17	18:13	0.00
7400	ACD Agent1	All Calls	4	28:14	0.36
			4	28:14	0.36
			69	8:41:35	\$14.58

Filters Close Help

Extension Detail Report

The Extension Detail Report, shown in Figure 7, provides a detailed listing of calls, duration, and cost totals for each extension. From the Extension Summary Report window, click on an extension number to view the Extension Detail Report.

Figure 7: Extension Detail Report

**Sample Meridian 1 - Sample Site
Extension Detail Report**

Extension: **1500** Name: **ACD Agent 1**
 Division: **MyCompany/Sales**

Direction	Digits	Location	Date	Time	Cost Field	Route	Duration	Cost
Incoming	5148790000		10/22/2002	14:21	All Calls	DDD	0:30	0.00
Incoming	4162261111		11/1/2002	11:34	All Calls	DDD	0:01	0.00
Incoming			11/4/2002	12:16	All Calls	DDD	28:10	0.00
Incoming	9056488888		11/15/2002	16:11	All Calls	DDD	0:42	0.00
							29:23	\$0.00

Back Filters Close Help

Extension Roll-Up Report

The Extension Roll-Up Report, shown in Figure 8 on page 31, provides the total costs for calls made using extensions grouped by the levels of the Organizational Hierarchy of the company.

See “Using TBS Web reporting” on page 23 for information on how to run a report.

Figure 8: Extension Roll-Up Report

**Sample Meridian 1 - Sample Site
Extension Roll-Up Report**

Corporation: **MyCompany**

Level	Cost Field	Calls	Duration	Cost
MyCompany	All Calls	92	12:48:34	38.09
		92	12:48:34	38.09
Accounting	All Calls	26	2:13:31	9.40
		26	2:13:31	9.40
Marketing	All Calls	18	1:03:44	2.59
		18	1:03:44	2.59
Sales	All Calls	45	7:11:27	13.97
		45	7:11:27	13.97
		181	23:17:16	\$64.05

Filters Close Help

Authorization Code Roll-Up Report

The Authorization Code Roll-Up Report, shown in Figure 9 on page 32, displays cost totals, grouped by organizational level, for calls made using an authorization code, extension, or trunk. For each organizational level, the total number of calls, the total duration, and the total cost are provided.

From this report, you can access the Authorization Code Summary Report and Authorization Code Detail Report.

Figure 9: Authorization Code Roll-Up Report

Authorization Code Roll-Up Report - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Sample Meridian 1 - Sample Site
Authorization Code Roll-Up Report

Corporation: **MyCompany**

Level	Cost Field	Calls	Duration	Cost
MyCompany	All Calls	102	14:40:04	38.09
		102	14:40:04	38.09
Accounting	All Calls	26	2:13:31	9.40
		26	2:13:31	9.40
Marketing	All Calls	18	1:03:44	2.59
		18	1:03:44	2.59
Sales	All Calls	45	7:11:27	13.97
		45	7:11:27	13.97
		191	25:08:46	\$64.05

Filters Close Help

Authorization Code Detail Report

The Authorization Code Detail Report provides a detailed listing of calls and summary information for each authorization code user (such as Employee, External Party Name, or Role/Project Name).

Calls that have no authorization code, or that have an authorization code that is not assigned to any user, are charged using the extension on the call. For security purposes, this report suppresses the display of the authorization code.

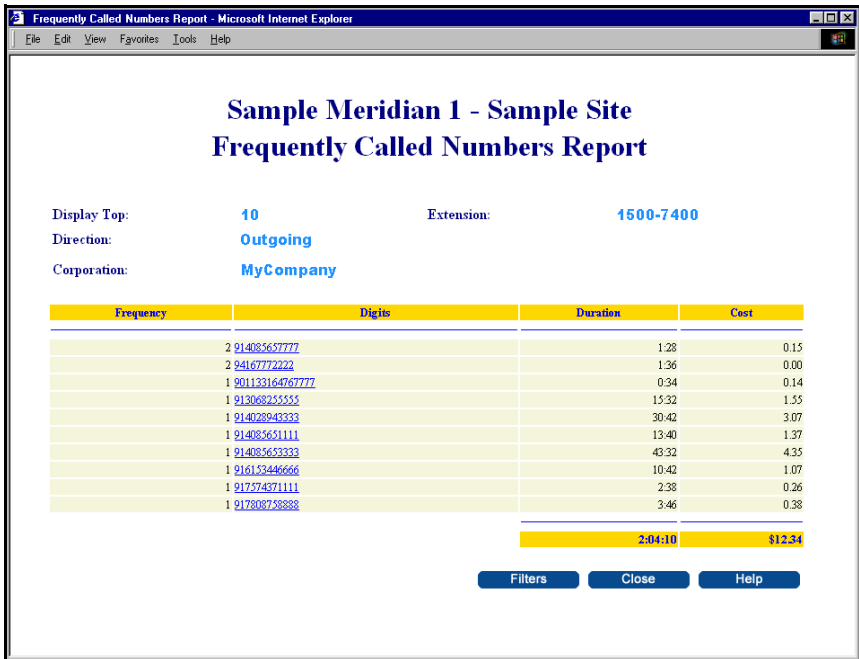
Frequently Called Numbers Report

The Frequently Called Numbers Report, shown in Figure 10 on page 33, provides a roll-up summary of your calling activity based on the frequency of calls to or from specific telephone numbers.

The report provides the frequency of calls, as well as the total duration and total cost of incoming and outgoing calls for each telephone number.

To view a detailed listing of calls for any telephone number displayed as a link in this report, click the number.

Figure 10: Frequently Called Numbers Report



Frequently Called Locations Report

The Frequently Called Locations Report provides a roll-up summary of your calling activity based on the frequency of calls to or from individual locations.

The report lists the frequency of calls, the duration, and the cost of incoming and outgoing calls for each location.

To view a detailed listing of calls for any location displayed as a link in this report, click the location.

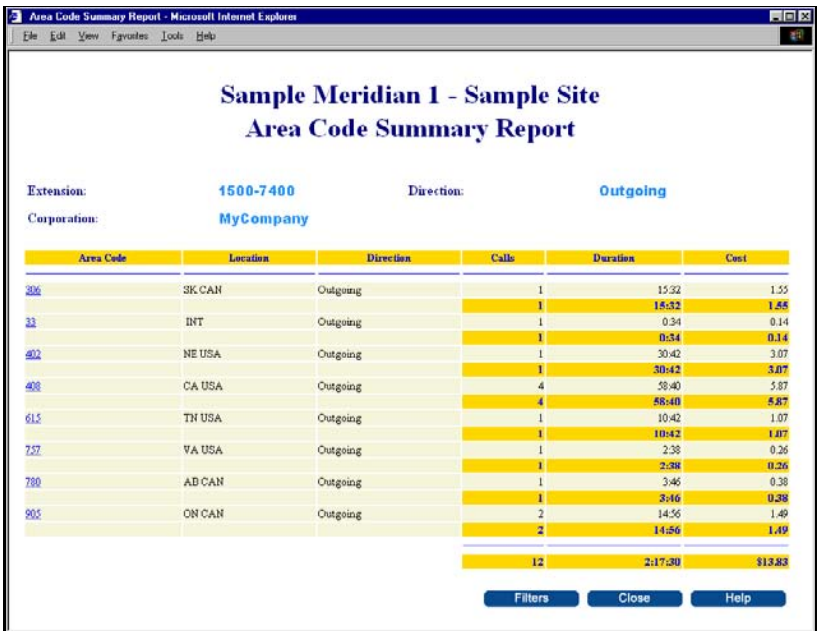
Area Code Summary Report

The Area Code Summary Report, shown in Figure 11 on page 34, summarizes calling patterns by area code. The report includes the total

number, duration, and cost of incoming and outgoing calls for each area code.

To view a detailed listing of calls for any area code displayed as a link in this report, click the area code.

Figure 11: Area Code Summary Report

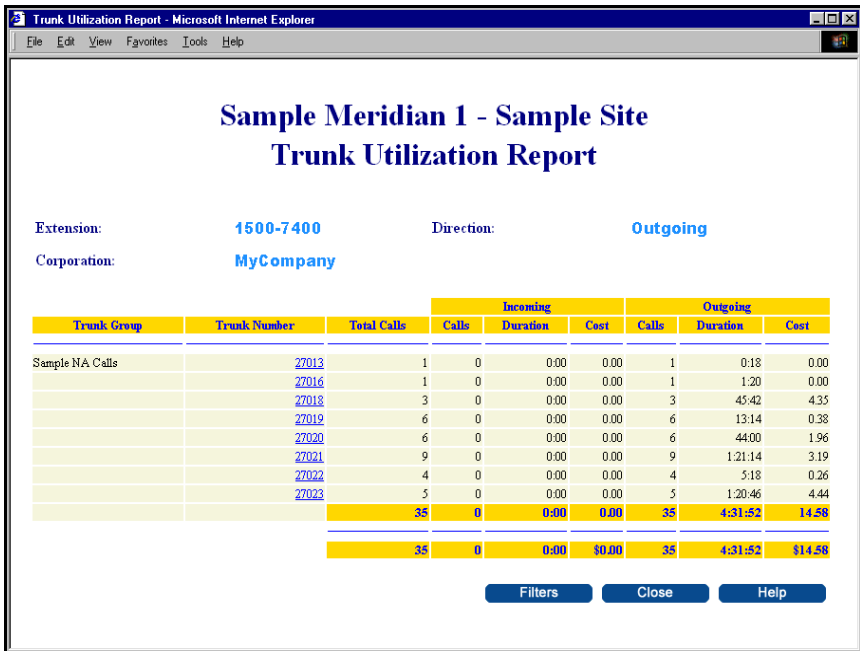


Trunk Utilization Report

The Trunk Utilization Report, shown in Figure 12 on page 35, displays call usage details for each trunk or service in a particular trunk group in your system.

The report provides a summary of the incoming and outgoing calls, including the total duration and cost for each member of the group, as well as for the entire group.

To view a detailed listing of calls for any trunk displayed as a link in this report, click the trunk number.

Figure 12: Trunk Utilization Report

Trunk Diagnostic Report

The Trunk Diagnostic Report, shown in Figure 13 on page 36, compares trunk ranges that you enter in the telephone configuration with the trunks that have call activity during the filtered period.

The report lists the trunks that are entered in the telephone configuration that have no call activity, as well as the trunks that have call activity but are not entered in the telephone configuration.

Figure 13: Trunk Diagnostic Report

Trunk Diagnostic Report - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Sample Meridian 1 - Sample Site
Trunk Diagnostic Report

Trunk Group	Trunk Range	Inactive Trunks
Sample NA Calls	1-9999999	1-4002
		4004-26000
		26019-26020
		26023-27011
		27024-30009
		30011-50099
		50101-86104
		86106-9999999
Unconfigured Trunks		
None		

Filters Close Help

Nortel Communication Server 1000

Telephony Manager 4.0 Desktop

User Guide

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