

# Multimedia Automated Attendant Reports

# 3

## What's in This Chapter?

This chapter describes the reports available for the Aria User Interface on Intuity multimedia automated attendant. These reports include:

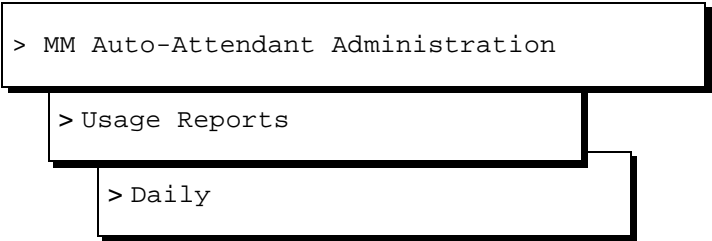
- Daily usage report
- Hourly usage report

## Daily Usage Report

The daily usage report is used to track the usage of a multimedia auto-attendant and its nested auto-attendants for a specified date.

To generate a daily usage report for an auto-attendant, do the following:

1. Starting at the INTUITY Administration menu, select



The system displays the Daily Reports selection window ([Figure 3-1](#)).

Daily Reports

Report Type: Daily

Start Date: 09/03/97

Auto-Attendant: \_\_\_\_\_

**Figure 3-1. Daily Reports Selection Window**

2. Complete the Daily Reports selection window using the information in [Table 3-1](#).

**Table 3-1. Daily Reports Selection Window Field Descriptions**

Field	Description	Valid Input
Report Type:	Indicates the type of report to be generated.	Default is <b>Daily</b>
Start Date:	First date on which data should be reported.	mm/dd/yy; the default is the current date
Auto Attendant:	Multimedia auto-attendant mailbox extension for which the report will be generated.	3 to 10 digits, or <b>all</b>

3. Press **F3** (Save).

The system displays the Daily Reports window ([Figure 3-2](#)).

Daily Reports				
SELECTION CRITERIA:				
[10/03/97 - 10/03/97] [00:00 - 23:59] [Mailbox: 5076]				
USAGE REPORT				
*****				
Internal: 3 External: 1 Out-of-hour: 0				
Button	Extension	Treatment	Comment	#Calls
1:	3000	submenu	Columbus LEO Team	0
2:	3001	submenu	Leave message to LEO Team	0
3:	3002	submenu	Fax on latest information	0
4:	-	-		0
5:	-	-		0
6:	-	-		0
7:	-	-		0


Figure 3-2. Daily Reports Window

4. Review the field descriptions for the Daily Reports as listed in [Table 3-2](#).

Table 3-2. Daily Reports Field Descriptions

Field	Description
Selection Criteria:	Criteria by which you define the date to be reported for a specific multimedia auto-attendant extension. The system generates a report for the date you specified.
Usage Report	
Internal:	Total number of internal calls to this multimedia auto-attendant.
External:	Total number of external calls to this multimedia auto-attendant.
Out-of-hour:	Total number of out-of-hours calls to this multimedia auto-attendant.
Button (1-10)	Telephone buttons to be defined for call transfer functions for this multimedia auto-attendant.
Extension	Mailbox extension mapped to the telephone button.

Table 3-2. Daily Reports Field Descriptions

Field	Description
Treatment	<p><b>Enter fax</b> to allow material to be faxed back to the caller.</p> <p><b>Enter submenu</b> to transfer the call to a nested multimedia auto-attendant without going through the switch.</p> <p><b>Enter transfer to</b> transfer the call directly to the corresponding extension number. The transfer must be a valid number on the switch for this to function correctly.</p> <p><b>Enter guest greeting</b> to initiate the guest greeting feature. This feature is used when user's who have voice mailboxes call in for messages, but do not have actual telephone extensions on the switch. A valid subscriber must be created for this to function correctly.</p> <p> <b>NOTE:</b> Regardless of the interface style, a guest greeting treatment will force an Aria style call-answer to be executed.</p> <p><b>Enter call-answer</b> to transfer the call directly into the mailbox for this extension without actually ringing the subscriber's telephone. A valid subscriber must be created for this to function correctly.</p>
Comment	<p>This is an optional field that can be used for any notation that may help to identify the extension. This could be helpful should you need to modify the attendant's functions or re-record the attendant menu at a later date.</p>
#Calls	<p>Total number of calls that used this multimedia auto-attendant to access the mailbox extension mapped to this telephone button.</p>

5. Press **F6** (Cancel) to return to the Usage Reports menu.

## Hourly Usage Report

The hourly usage report is used to track the usage of a multimedia auto-attendant and its nested auto-attendants for a specified hour.

To generate a hourly usage report for an auto-attendant, do the following:

1. Start at the Usage Reports menu, and select

Hourly

The system displays the Hourly Reports selection window ([Figure 3-3](#)).

Hourly Reports

Report Type: Hourly

Start Date: 05/03/99

Hour:

Auto-Attendant:

**Figure 3-3. Hourly Reports Selection Window**

2. Complete the Hourly Reports selection window using the information in [Table 3-3](#).

Table 3-3. Hourly Reports Selection window Field Descriptions

Field	Description	Valid Input
Report Type:	The type of report to be generated.	Default is <b>Hourly</b>
Start Date:	First date on which data should be reported.	mm/dd/yy; default is the current date
Hour:	Number of hours for which data should be reported.	2 digits (based on 24-hour clock)
Auto Attendant:	Multimedia auto-attendant mailbox extension for which the report will be generated.	3 to 10 digits, or <b>all</b>

3. Press **F3** (Save).
- The system displays the Hourly Reports [\(Figure 3-4\)](#).

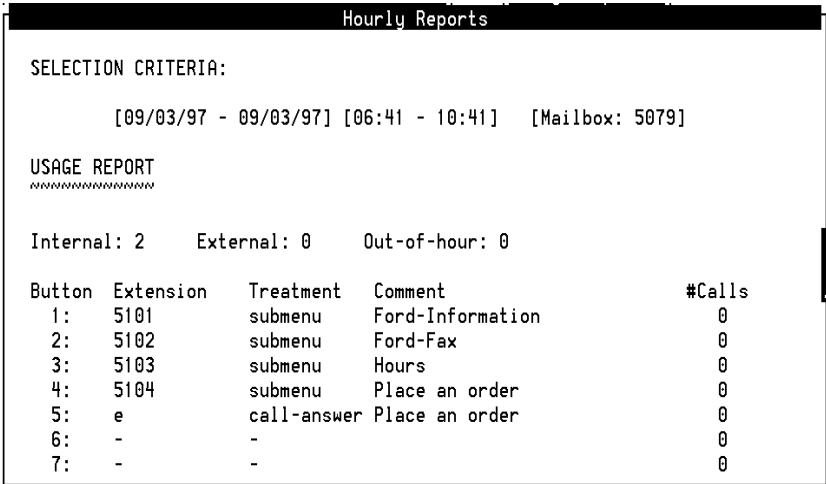


Figure 3-4. Hourly Reports Window

4. Review the field descriptions for the Hourly Reports as listed in [Table 3-4](#).

**Table 3-4. Hourly Usage Report Field Descriptions**



Field	Description
Selection Criteria:	<p>Criteria by which you define the number of hours to be reported for a specific multimedia auto-attendant extension. The system generates a report for the hours you specified.</p> <p> <b>NOTE:</b> If you enter 10 hours, the report will create a range from the current time less 10 hours. For example, if the current time is 12:00pm, and you enter 10 hours, the system generates a report from 2:00am to 12:00pm.</p> <p>The maximum hours you can enter is 10.</p>
Usage Report	
Internal:	Total number of internal calls to this multimedia auto-attendant.
External:	Total number of external calls to this multimedia auto-attendant.
Out-of-hour:	Total number of out-of-hours calls to this multimedia auto-attendant.
Button (1-10)	Telephone buttons to be defined for call transfer functions for this multimedia auto-attendant.
Extension	Mailbox extension mapped to the telephone button.

Table 3-4. Hourly Usage Report Field Descriptions

Field	Description
Treatment	<p><b>Enter fax</b> to allow material to be faxed back to the caller.</p> <p><b>Enter submenu</b> to transfer the call to a nested multimedia auto-attendant without going through the switch.</p> <p><b>Enter transfer to</b> transfer the call directly to the corresponding extension number. The transfer must be a valid number on the switch for this to function correctly.</p> <p><b>Enter guest greeting</b> to initiate the guest greeting feature. This feature is used when user's who have voice mailboxes call in for messages, but do not have actual telephone extensions on the switch. A valid subscriber must be created for this to function correctly.</p> <p> <b>NOTE:</b> Regardless of the interface style, a guest greeting treatment will force an Aria style call-answer to be executed.</p> <p><b>Enter call-answer</b> to transfer the call directly into the mailbox for this extension without actually ringing the subscriber's telephone. A valid subscriber must be created for this to function correctly.</p>
Comment	<p>This is an optional field that can be used for any notation that may help to identify the extension. This could be helpful should you need to modify the attendant's functions or re-record the attendant menu at a later date.</p>
#Calls	<p>Total number of calls that used this multimedia auto-attendant to access the mailbox extension mapped to this telephone button.</p>

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5. Press **F6** (Cancel) until you return to the INTUITY Administration menu.