

# PC2AUDIX Traffic Reports

# 5

---

## Overview

Using voice mail traffic data that has been retrieved to the PC, PC2AUDIX can generate the following traffic reports:

- Average Port Usage Report — Average number of ports in use for specified hours for each specified day.
- Peak Port Usage Report — Maximum number of ports in use during the hour for specified hours on each specified day.
- Hourly File System Usage Report — Amount of free and used filesystem space (in blocks) for each hour in a specified day.
- Daily File System Usage Report — Amount of free and used filesystem space (in blocks) for each day in a specified range of days.
- Session Usage Traffic Report — Number of voice mail calls, voice mail messages, call answer calls, call answer messages, and the total call time (in seconds) for each day specified. This report also shows the total number of subscribers on your system as of the last day in the reporting period.
- Voice Mail Traffic Data Reports — Retrieved data in the format used by each of the voice mail traffic forms.
- Remote Traffic Report — Amount of connect time and the number of messages sent and received for a particular remote system for each day in a specified range of days.

## 5 PC2AUDIX Traffic Reports

### *Prerequisites*

5-2

- Daily System Attendant Traffic Report — Total calls and total prime and non-prime calls for a main automated attendant and its subattendants for a specified day. The report is generated using live data in the voice mail database.
- Monthly System Attendant Traffic Report — Total calls and total prime and non-prime calls for a main automated attendant and its subattendants for a specified day. This report is generated using live data in the voice mail database.

## Prerequisites

---

Except for the system attendant traffic reports, which use live data in the voice mail database, you must retrieve data from the system to the PC before producing reports described in this chapter. Refer to [Chapter 4, "PC2AUDIX Data Retrieval"](#), or [Chapter 8, "Scheduling PC2AUDIX Data Retrieval"](#), for instructions on downloading data from the voice mail system to the PC.

Graphical presentations are available for PC2AUDIX traffic reports if you have the Stella Business Graphics package installed on your PC and you have configured PC2AUDIX Setup Parameters to recognize this software. Refer to [Chapter 2, "Installation"](#), for information about installing a graphics package and to [Chapter 3, "Using PC2AUDIX Application Programs"](#) for information about configuring PC2AUDIX Setup Parameters to recognize the graphics software.

## Producing Traffic Reports

---

Perform the following steps to produce PC2AUDIX traffic reports.

1. At the DOS prompt C>, enter **cd** machine\_name to change to the directory for the DEFINITY AUDIX system, or R1 AUDIX system for which you want traffic reports.
2. Enter **pc2audix** to call the software for PC2AUDIX.
3. At the PC2AUDIX Root Menu, select 2) Traffic Reports.

The AUDIX Traffic Reports menu appears.

AUDIX Traffic Reports

1> Average Ports in use by Hour for a Period  
2> Peak ports in use by Hour for a Period  
3> Hourly File System Usage for a Day  
4> Daily File System Usage for a Period  
5> Session Usage per Day for a Period  
6> View AUDIX Traffic Data  
7> Remote Traffic per Day for a Period  
8> System Attendant Traffic for a Day  
9> System Attendant Traffic for a Month

Selection? \_

STATUS: F7 PREU FORM F9 ROOT FORM F10 HELP

4. Select the appropriate option for the traffic report you wish to produce.

## Average Port Usage Report

This report displays the average number of ports in use for each hour in a selected range of hours during a selected range of dates for a maximum of seven days. You must first retrieve Hourly System Traffic Data, using ADAP.

This report shows you how your subscribers are using the voice mail system, and when the load is heavy or light. It also shows you trends over time if you save older copies of this report. These trends might indicate that you need more ports to support your subscribers or that you can add more subscribers without adversely affecting performance. (However, remember also to consider whether you have enough disk space for additional subscribers.)

The following is an example of the Average Port Usage Report in table format:

OUTPUT FOR FILE <output.dbf>  
AUDIX DRMB13 AVERAGE PORT USAGE REPORT  
HOUR 05/03/95 05/04/95 05/05/95  
13 -- -- 7.4  
14 -- -- --

STATUS:  
F5 PRINT PAGE F6 PRINT ALL F7 PREV PAGE F8 NEXT PAGE F9 QUIT F10 HELP

To display the Average Port Usage Report:

- 1. At the AUDIX Traffic Reports menu, select 1) Average Ports in use by Hour for a Period.
- 2. The following screen appears:

Display Average Ports in Use

Report Starting Date:	05/03/95	<MM/DD/YY>
Report Ending Date:	05/05/95	<MM/DD/YY>
Hours Displayed from:	13 to: 14	<HH>
Send output to:		

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

Defaults are as follows:

- Report Starting Date is the latest Monday for which five days of traffic data exist on the PC, and the default Report Ending Date is the latest date for which traffic data exists on the PC. You can change these dates to any dates in a seven-day period for which hourly system traffic data exists on the PC.
  - Hours Displayed are the hours for which data exists on the PC during the range of days represented by the default starting and ending dates. You can change these hours to include fewer hours than the displayed range.
  - "Send output to device" is the printer defined in the PC2AUDIX Setup Parameters. You can display the report on the PC screen by blanking out the field, or copy the report to a file by entering a file name. If you did not define a printer in PC2AUDIX Setup Parameters, this field is blank by default and the report appears on the PC screen.
3. If you wish, change the default report data. Otherwise PC2AUDIX retrieves the default-specified information.
  4. Press **Ⓢ** (CHANGE/RUN) to generate the report and send it to the specified output device.
  5. If Stella Business Graphics is installed on your PC, the prompt "Do you want to see the graphical view of this data?" appears. Enter **y** to include graphical output or **n** to display the report in table format only.
  6. The report appears as a table with days shown horizontally across the page and hours listed vertically. If you have graphical output capability and entered **y** in the previous step, a chart also is included with the output.

## Peak Port Usage Report

This report displays the peak port usage for each hour in a selected range of hours during a selected range of dates for a maximum of seven days. You must first retrieve Hourly System Traffic Data for the specified dates on this report, using PC2AUDIX.

Peak port usage tells you the maximum number of ports that were used during a particular hour. If your system is configured properly for your actual usage, the system should peak at the maximum number of ports occasionally. If you never reach the maximum, you may be able to add more subscribers without worrying about ports.

The following is an example of the Peak Port Usage Report in table format:

OUTPUT FOR FILE <output.dbf>

AUDIX DRMB13 PEAK PORT USAGE REPORT

HOUR	05/03/95	05/04/95	05/05/95
13	--	--	8.0
14	--	--	--

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

To display the Peak Port Usage Report:

- 1. At the AUDIX Traffic Reports menu, select 2) Peak Ports in use by Hour for a Period.

The following screen appears:

Display Peak Port Usage

Report Starting Date: 05/03/95 <MM/DD/YY>

Report Ending Date: 05/05/95 <MM/DD/YY>

Hours Displayed from: 13 to: 14 <HH>

Send output to:

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

Defaults are as follows:

- Report Starting Date is the latest Monday for which five days of traffic data exist on the PC, and the default Report Ending Date is the latest date for which traffic data exists on the PC. You can change these dates to any dates in a seven-day period for which hourly system traffic data exists on the PC.
  - Hours Displayed are the hours for which data exists on the PC during the range of days represented by the default starting and ending dates. You can change these hours to include fewer hours than the displayed range.
  - "Send output to device" is the printer defined in the PC2AUDIX Setup Parameters. You can display the report on the PC screen by blanking out the field, or copy the report to a file by entering a file name. If you did not define a printer in PC2AUDIX Setup Parameters, this field is blank by default and the report appears on the PC screen.
2. If you wish, change the default report data. Otherwise PC2AUDIX retrieves the default-specified information.
  3. Press **F8** (CHANGE/RUN) to generate the report and send it to the specified output device.
  4. If you have Stella Business Graphics installed on your PC, the prompt "Do you want to see the graphical view of this data?" appears. Enter **y** to include graphical output or **n** to display the report in table format only.
  5. The report appears as a table with days shown horizontally across the page and hours listed vertically. If you have graphical output capability and entered **y** in the previous step, a chart also is included with the output.

# Hourly File System Usage Report

This report displays the number of blocks of voice text space used and available for each hour during a specified day. You must first retrieve Hourly System Traffic Data for this report for the specified date, using PC2AUDIX.

This report shows you how your subscribers use message space during the day. For example, you may see the used space increasing in the morning when employees are in meetings, then decrease at lunchtime when messages are picked up and deleted, increase again in the afternoon, and decrease again at the end of the day.

The following is an example of the Hourly File System Report in table format:

OUTPUT FOR FILE <output.dbf>

AUDIX DRMPB13 FILE SYSTEM REPORT BY HOUR  
Report Date: May 5, 1995

hour	free space	used space
13	66454	7346
13	66454	7346
14	66441	7359

STATUS:

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

Data fields in this report provide the following information:

- FREE SPACE  
The total amount of space (measured in blocks) allocated for, but not used by, voice text filesystems.
- USED SPACE  
The total amount of space (measured in blocks) used by voice text filesystems.



**To display the Hourly File System Report:**

1. At the AUDIX Traffic Reports menu, select 3) Hourly File System Usage for a Day.  
The following screen appears:

Display Hourly File System Usage for One Day

Report for Day: 05/05/95 <MM/DD/YY>

Send output to:

STATUS:

F7 PREU FORM

F8 CHANGE/RUN

F9 ROOT FORM

F10 HELP

Defaults are as follows:

- Report for Day is the latest date for which hourly system traffic data exists on the PC. You can change this date to any date for which hourly system traffic data exists on the PC.
  - "Send output to device" is the printer defined in the PC2AUDIX Setup Parameters. You can display the report on the PC screen by blanking out the field, or copy the report to a file by entering a file name. If you did not define a printer PC2AUDIX Setup Parameters, this field is blank by default and the report appears on the PC screen.
2. If you wish, change the default report data. Otherwise PC2AUDIX retrieves the default-specified information.
  3. Press (F8) (CHANGE/RUN) to generate the report and send it to the specified output device.
  4. If you have Stella Business Graphics installed on your PC, the prompt "Do you want to see the graphical view of this data?" appears. Enter **y** to include graphical output or **n** to display the report in table format only.
  5. The report appears as a table with free space and used space shown horizontally across the page and hours listed vertically. If you have graphical output capability and entered **y** in the previous step, a chart also is included with the output.

# Daily File System Usage Report

This report displays the total number of blocks of voice text space used and available for each day in a range of days (up to 50 days). You must first retrieve Daily System Traffic Data for this report for the specified dates, using PC2AUDIX.

This report shows you how your system's message space is being used. When a system is first installed, the trend is upward (filesystem usage keeps increasing). Also, when you add new subscribers, normally you see an upward trend. If, once your system is stable, you still see an upward trend, try to estimate when you may need more message space. Analyzing filesystem space also lets you know when you can add more subscribers without degrading system performance (remember to check your average port usage as well).

If your disk(s) are fully allocated, you should print this report often to see if you need to order a new disk. (The DEFINITY AUDIX system accommodates only one disk, but you may need to order a larger disk.) Remember, it takes a few weeks to place the order and get the new disk, so this report helps you to anticipate when you might need to increase your capacity.

The following is an example of the Daily File System Usage Report in table format:

OUTPUT FOR FILE <output.dbf>

AUDIX DRMBF13 DAILY FILE SYSTEM REPORT

Report Date: May 3, 1995

DAY	FREE SPACE	USED SPACE
05/03/95	0	0
05/04/95	65815	7985

STATUS:

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

Data fields in this report provide the following information:

- FREE SPACE  
The total amount of space (measured in blocks) allocated for, but not used, by voice text filesystems.
- USED SPACE  
The total amount of space (measured in blocks) used by voice text filesystems.

To display the Daily File System Report:

- 1. At the AUDIX Traffic Reports menu, select 4) Daily File System Usage for a Period.

The following screen appears:

Display Daily File System Usage

Report Starting Date: 05/03/95 <MM/DD/YY>

Report Ending Date: 05/04/95 <MM/DD/YY>

Send output to:

STATUS:

F7 PREU FORM

F8 CHANGE/RUN

F9 ROOT FORM

F10 HELP

Defaults are as follows:

- Report Starting Date is the latest Monday for which five days of traffic data exist on the PC. The Report Ending Date is the latest date for which daily system traffic data exists on the PC. You can change these dates to any dates in a 50-day period for which daily system traffic data exists on the PC.
  - "Send output to 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 did not define a printer in PC2AUDIX Setup Parameters, this field is blank by default and the report appears on the PC screen.
- 2. If you wish, change the default report data. Otherwise PC2AUDIX retrieves the default-specified information.
  - 3. Press (F8) (CHANGE/RUN) to generate the report and send it to the specified output device.
  - 4. If you have Stella Business Graphics installed on your PC, the prompt "Do you want to see the graphical view of this data?" appears. Enter **y** to include graphical output or **n** to display the report in table format only.
  - 5. The report appears as a table with free space and used space shown horizontally across the page and days listed vertically. If you have graphical output capability and entered **y** in the previous step, a chart also is included with the output.

# Session Usage Traffic Report

This report displays the total number of the following per day:

- Voice mail calls
- Voice mail messages created
- Call answer calls
- Call answer messages left
- Total connect time for all ports (in seconds divided by 100) for each specified day in a range of days (up to 40 days)

The report also shows the number of subscribers administered on the voice mail system as of the last date in the reports. You must first retrieve Daily System Traffic Data for the specified dates on this report, using PC2AUDIX.

This report shows you how your subscribers are using the voice mail and call answer features:

- Are subscribers recording voice mail messages? If not, should you set up a class to teach them the benefits of using voice mail?
- For the number of call answer calls, how many messages are left? Fifty percent is an industry average. If the number is very low, is there a reason? Perhaps personal greetings are not friendly enough, or fail to invite the caller to leave a message. Perhaps subscribers use a covering extension.
- Are the number of voice mail messages keeping up with the number of call answer messages? This is one indication of how responsive your subscribers are.

The following is an example of the Session Usage Traffic Report in table format:

OUTPUT FOR FILE <output.dbf>

AUDIX DRMBF13 SESSION USAGE TRAFFIC REPORT

For dates from 05/03/95 to 05/04/95.  
Total subscribers = 0

DAY	UM CALLS	UM MSGS	CA CALLS	CA MSGS	CCS
3	0	0	0	0	0
4	3306	1463	41	0	2806

Data fields in this report provide the following information:

Total Subscribers	Total number of subscribers administered on the voice mail system as of the last day of the report.
VM CALLS	Total number of voice mail calls placed during the day.
VM MSGS	Total number of voice mail messages created.
CA CALLS	Total number of call answer calls.
CA MSGS	Total number of call answer messages that were left.
CCS	Total connect time for all ports, measured in hundred (centum) call seconds (total seconds divided by 100).

**To display the Session Usage Traffic Report:**

- At the AUDIX Traffic Reports menu, select 5) Session Usage per Day for a Period.

The following screen appears:

Display Session Usage per Day

Report Starting Date: 05/03/95 <MM/DD/YY>

Report Ending Date: 05/04/95 <MM/DD/YY>

Send output to:

STATUS:

F7 PREVIOUS FORM

F8 CHANGE/RUN

F9 ROOT FORM

F10 HELP

Displayed defaults are as follows:

- Default Report Starting Date is the latest Monday for which five days of traffic data exist on the PC, and the Report Ending Date is the latest date for which daily system traffic data exists on the PC. You can change these dates to any dates in a 40-day period for which daily system traffic data exists on the PC.

- The "Send output to device" is the printer defined in the PC2AUDIX Setup Parameters. You can display the report on the PC screen by blanking out the field, or copy the report to a file by entering a file name. If you did not define a printer in PC2AUDIX Setup Parameters, this field is blank by default and the report appears on the PC screen.
2. If you wish, change the default report data. Otherwise PC2AUDIX retrieves the default-specified information.
  3. Press **F8** (CHANGE/RUN) to generate the report and send it to the specified output device.
  4. If Stella Business Graphics is installed on your PC, the prompt "Do you want to see the graphical view of this data?" appears. Enter **y** to include graphical output or **n** to display the report in table format only.
  5. The report appears as a table with report fields shown horizontally across the page and days listed vertically down the page. If you have graphical output capability and entered **y** in the previous step, a line chart also is included with the output.

## **Traffic Data Reports**

---

The PC2AUDIX View AUDIX Traffic Data option allows you to display downloaded system and subscriber traffic data in report formats that are similar to the voice mail traffic forms displayed on the administration terminal. Graphical output via the Stella Business Graphics package is not available for these reports.

This section describes how to display and manipulate AUDIX Traffic Data reports with PC2AUDIX. Refer to the following manuals for information about interpreting these reports and for descriptions of the specific information contained in data fields on the reports:

- Refer to [Chapter 8, "Scheduling PC2AUDIX Data Retrieval"](#), in DEFINITY AUDIX System Administration, 585-300-507, or in AUDIX Administration, 585-305-501, for information about interpreting each traffic report.
- Refer to the traffic forms in DEFINITY AUDIX System Forms Reference, 585-300-207, or in AUDIX Release 1 Version 8 Forms Reference, 585-306-204, for descriptions of the specific information contained in data fields on each traffic report.

The PC2AUDIX help files also contain summarized information about using and interpreting these reports.

**To Select AUDIX Traffic Data Reports to view:**

1. At the AUDIX Traffic Reports menu, select 6) View AUDIX Traffic Data.

The following screen appears:

```
View AUDIX Traffic Data

1) Hourly Feature Statistics
2) Hourly Load Statistics
3) Hourly Network Load Statistics
4) Hourly Special Feature Statistics
5) Hourly Community Statistics
6) Daily Feature Statistics
7) Daily Load Statistics
8) Daily Network Load Statistics
9) Daily Remote Message Statistics
A) Daily Special Feature Statistics
B) Daily Community Statistics
C) Daily Subscriber Statistics
D) Monthly Remote Message Statistics
E) Monthly Subscriber Statistics
```

STATUS: Selection? \_

F7 PREU FORM

F9 ROOT FORM

F10 HELP

2. Select the appropriate option for the AUDIX Traffic Data report you wish to produce. Individual reports are described on the next several pages.
3. These reports display the appropriate traffic data. Occasionally, a traffic item displays as -1, which means that the particular traffic item is unavailable.

## **View Hourly Feature Statistics**

The Hourly Feature Statistics Report displays downloaded traffic data in the same format as the DEFINITY AUDIX List Measurements Feature Hour screen or the R1 AUDIX traffic : feature : hour screen. You must first retrieve Hourly System Traffic Data, using PC2AUDIX.

This report includes the following types of information about the DEFINITY AUDIX or R1 AUDIX system feature usage for a specific hour on a specific date:

- Average number of ports in use during the busiest hour
- Voice mail session usage time and the number of successful and unsuccessful login attempts by internal and external callers
- Call answer session usage time and the number of completed and abandoned calls by internal and external callers
- Number of voice mail messages sent and currently residing on the voice mail system

- Number of broadcast messages, login announcements, priority messages, and private messages sent and currently residing on the voice mail system
- The number of call answer messages sent and currently residing on the voice mail system
- The average length and storage time of voice mail and call answer calls

**To display the Hourly Feature Statistics Report:**

1. At the View AUDIX Traffic Data menu, select 1) Hourly Feature Statistics.  
  
The first page of the report displays data for the latest hour of the latest date for which hourly system traffic data exists on the PC.

FEATURE HOURLY TRAFFIC DATA

Date <mmddyy>: 05/03/95

Hour <hh>: 14

Ending Time: 1459

Maximum Average Ports in Use: 0.0

SUBSCRIBERS

Local: 0 Remote: 0 Non Administered Remote: 0

VOICE MAIL

Successful Logins, External: 0 Internal: 0

Failed Logins, External: 0 Internal: 0

Session Usage <Seconds> : 0

CALL ANSWER

Completed Calls, External: 0 Internal: 0

Abandoned Calls, External: 0 Internal: 0

Session Usage <Seconds> : 0

STATUS:

F4 NEXT F5 PRINT F6 PREU F7 PREU F8 CHANGE/ F9 ROOT F10 HELP

PAGE REC FORM RUN FORM

<CONTINUED ON NEXT PAGE>



2. Press **F4** (NEXT PAGE) to display the second page of report information.

**FEATURE HOURLY TRAFFIC DATA**

Date <mmddyy>: **05/03/95**      Hour <hh>: **14**      Ending Time: 1459

  

**VOICE MAIL**

Total Messages,	Sent:	0	Current:	0	
Broadcast Messages,	Sent:	0	Current:	0	
Log-in Announcements,	Sent:	0	Current:	0	
Priority Messages,	Sent:	0	Current:	0	
Private Messages,	Sent:	0	Current:	0	

  

Avg. Storage Time:	0	Avg. Connect Time:	0		
--------------------	---	--------------------	---	--	--

  

**CALL ANSWER**

Total Messages,	Sent:	0	Current:	0	
Avg. Storage Time:	0	Avg. Connect Time:	0		

  

**STATUS:**

<b>F4 NEXT</b>	<b>F5 PRINT</b>	<b>F6 PREV</b>	<b>F7 PREV</b>	<b>F8 CHANGE/</b>	<b>F9 ROOT</b>	<b>F10 HELP</b>
<b>PAGE</b>		<b>REC</b>	<b>FORM</b>	<b>RUN</b>	<b>FORM</b>	

3. Choose from the following:

- Press **F4** (NEXT PAGE) again to redisplay the first report page.
- Enter a date (and optionally a different hour in the Hour field); and then press **F8** (CHANGE/RUN) to display data for the same hour (or optionally for a different hour) on that date.
- With the cursor at the Date field:
  - Press **F6** (PREV REC) to display data for the same hour on the date prior to the displayed date

**OR**

  - Press **F8** (CHANGE/RUN) to display data for the same hour on the next date after the displayed date.
- Enter an hour (and optionally a different date in the Date field); and then press **F8** (CHANGE/RUN) to display data for that hour on the same date (or optionally for a different date).
- With the cursor at the Hour field:
  - Press **F6** (PREV REC) to display data for the hour prior to the displayed hour on the same date.

**OR**

  - Press **F8** (CHANGE/RUN) to display data for the next hour after the displayed hour on the same date.

## View Daily Feature Statistics

The Daily Feature Statistics Report displays downloaded traffic data in the same format as the DEFINITY AUDIX List Measurements Feature Day screen or the R1 AUDIX traffic : feature : day screen. You must first retrieve Daily System Traffic Data for this report, using PC2AUDIX.

This report includes the same types of information as the Hourly Feature Statistics Report except information is shown for an entire day instead of for a specific hour.

### To display the Daily Feature Statistics Report:

- 1. At the View AUDIX Traffic Data menu, select 6) Daily Feature Statistics.

The first page of the report appears with data for the latest date for which daily system traffic data exists on the PC.

FEATURE DAILY TRAFFIC DATA

Date <mmddyy>: 05/03/95

Ending Time: 2359

Maximum Average Ports in Use: 0.0

SUBSCRIBERS

Local: 0

Remote: 0

Non Administered Remote: 0

VOICE MAIL

Successful Logins, External: 0

Internal: 0

Failed Logins, External: 0

Internal: 0

Session Usage <Seconds> : 0

CALL ANSWER

Completed Calls, External: 0

Internal: 0

Abandoned Calls, External: 0

Internal: 0

Session Usage <Seconds> : 0

<CONTINUED ON NEXT PAGE>

STATUS:

F4 NEXT PAGE

F5 PRINT

F6 PREU REC

F7 PREU FORM

F8 CHANGE/ RUN

F9 ROOT FORM

F10 HELP

- 2. Press **(F4)** (NEXT PAGE) to display the second page of information for the report.

ATURE DAILY TRAFFIC DATA

Date <mddyy>: 05/03/75

Ending Time: 2359

VOICE MAIL

Total Messages, Sent: 0 Current: 0

Broadcast Messages, Sent: 0 Current: 0

Log-in Announcements, Sent: 0 Current: 0

Priority Messages, Sent: 0 Current: 0

Private Messages, Sent: 0 Current: 0

Avg. Storage Time: 0

Avg. Connect Time: 0

CALL ANSWER

Total Messages, Sent: 0 Current: 0

Avg. Storage Time: 0

Avg. Connect Time: 0

STATUS:

F4 NEXT PAGE

F5 PRINT

F6 PREV REC

F7 PREV FORM

F8 CHANGE/RUN

F9 ROOT FORM

F10 HELP

- 3. Choose from the following:
  - Press **(F4)** (NEXT PAGE) again to redisplay the first page of the report.
  - Enter a date, then press **(F8)** (CHANGE/RUN) to display data for that date.
  - With the cursor at the Date field, press **(F6)** (PREV REC) to display data for the date prior to the displayed date.
  - With the cursor at the Date field, press **(F8)** (CHANGE/RUN) to display data for the next date after the displayed date.

**View Hourly Load Statistics**

The Hourly Load Statistics Report displays downloaded traffic data in the same format as the DEFINITY AUDIX List Measurements Load Hour screen or the R1 AUDIX traffic : load : hour screen. You must first retrieve Hourly System Traffic Data for this report, using PC2AUDIX.

This report includes the following types of information about the voice mail system port usage for a specific hour on a specific date:

- Number of seconds each port handled calls and the number of calls that were handled
- Amount of voice text filesystem space used and the amount available
- Number of subscriber mailbox threshold exceptions and the number of message deliveries that required rescheduling

To display the Hourly Load Statistics Report:

- 1. At the View AUDIX Traffic Data menu, select 2) Hourly Load Statistics.  
The report appears with data for the latest hour of the latest date for which hourly system traffic data exists on the PC.

LOAD HOURLY TRAFFIC DATA

Date <mmddyy>: 05/05/95

Hour <hh>: 14

Ending Time: 1456

TOTAL SUBSCRIBER THRESHOLD EXCEPTIONS

Lists: 0

Message Space, Lower: 0

Subscribers Over Threshold: 0

List Space: 0

Upper: 0

Deliveries Rescheduled: 0

Maximum Simultaneous Ports: 8

System Storage

Total Storage : 3.6

Message Storage : 0.9

Voiced Name Storage : 0.4

Announcement Storage: 2.4

Used <hours>

Free <hours>

37.4

% Remote: 48

<CONTINUED ON NEXT PAGE>

STATUS:

F4 NEXT PAGE

F5 PRINT

F6 PREU REC

F7 PREU FORM

F8 CHANGE/RUN

F9 ROOT FORM

F10 HELP

- 2. Press (F4) (NEXT PAGE) to display the second page of the report.

LOAD HOURLY TRAFFIC DATA

Date <mmddyy>: 05/05/95

Hour <hh>: 14

Ending Time: 1456

Port Usage Data <Seconds>

1- 8: 2803 2673 2659 2745 2769 2754 2294 2649

9-16: 0 0 0 0 0 0 0 0

17-24: 0 0 0 0 0 0 0 0

25-32: 0 0 0 0 0 0 0 0

Port Peg Count Data <Number of Calls>

1- 8: 28 27 33 31 30 34 32

9-16: 0 0 0 0 0 0 0

17-24: 0 0 0 0 0 0 0

25-32: 0 0 0 0 0 0 0

STATUS:

F4 NEXT PAGE

F5 PRINT

F6 PREU REC

F7 PREU FORM

F8 CHANGE/RUN

F9 ROOT FORM

F10 HELP

- 3. Press (F4) (NEXT PAGE) again to redisplay the first page of the report.

4. Choose from the following:

- Enter a date (and optionally a different hour in the Hour field); and then press **F8** (CHANGE/RUN) to display data for the same hour (or optionally for a different hour) on that date.

- With the cursor at the Date field:

- Press **F6** (PREV REC) to display data for the same hour on the date prior to the displayed date.

**OR**

- Press **F8** (CHANGE/RUN) to display data for the same hour on the next date after the displayed date.

- Enter an hour (and optionally a different date in the Date field); and then press **F8** (CHANGE/RUN) to display data for that hour on the same date (or optionally for a different date).

- With the cursor at the Hour field:

- Press **F6** (PREV REC) to display data for the hour prior to the displayed hour on the same date.

**OR**

- Press **F8** (CHANGE/RUN) to display data for next hour after the displayed hour on the same date.

## **View Daily Load Statistics**

---

The Daily Load Statistics Report displays downloaded traffic data in the same format as the DEFINITY AUDIX List Measurements Load Day screen or the R1 AUDIX traffic : load : day screen. You must first retrieve Daily System Traffic Data for this report, using PC2AUDIX.

This report includes the same types of information as the Hourly Load Statistics Report except information is shown for an entire day instead of for a specific hour.

### **To display the Daily Load Statistics Report:**

1. At the View AUDIX Traffic Data menu, select 7) Daily Load Statistics.

The report appears with data for the latest date for which daily system traffic data exists on the PC.

LOAD DAILY TRAFFIC DATA

Date (mmdyy): 05/04/95 Ending Time: 2359

TOTAL SUBSCRIBER THRESHOLD EXCEPTIONS

Lists: 0 List Space: 0  
Message Space, Lower: 0 Upper: 0  
Subscribers Over Threshold: 0

Deliveries Rescheduled: 0

Maximum Simultaneous Ports: 8

System Storage	Used (hours)	Free (hours)
Total Storage :	4.4	36.6
Message Storage :	1.7	
Voiced Name Storage :	0.4	% Remote: 48
Announcement Storage:	2.4	

<CONTINUED ON NEXT PAGE>

STATUS:  
F4 NEXT F5 PRINT F6 PREU F7 PREU F8 CHANGE/ F9 ROOT F10 HELP  
PAGE REC FORM RUN FORM

2. Press (F4) (NEXT PAGE) to display the second page of the report.

LOAD DAILY TRAFFIC DATA

Date (mmdyy): 05/04/95 Ending Time: 2359

Port Usage Data (Seconds)

1- 8:	34850	35234	35380	35029	35145	34616	34268	35890
9-16:	0	0	0	0	0	0	0	0
17-24:	0	0	0	0	0	0	0	0
25-32:	0	0	0	0	0	0	0	655360

Port Peg Count Data (Number of Calls)

1- 8:	420	403	405	437	411	431	449	413
9-16:	0	0	0	0	0	0	0	0
17-24:	0	0	0	0	0	0	0	0
25-32:	0	0	0	0	0	0	0	0

STATUS:  
F4 NEXT F5 PRINT F6 PREU F7 PREU F8 CHANGE/ F9 ROOT F10 HELP  
PAGE REC FORM RUN FORM

3. Choose from the following:

- Press **[F4]** (NEXT PAGE) again to redisplay the first page of the report.
- Enter a date and press **[F8]** (CHANGE/RUN) to display data for that date.
- With the cursor at the Date field:
  - Press **[F6]** (PREV REC) to display data for the date prior to the displayed date

**OR**

- Press **[F8]** (CHANGE/RUN) to display data for the next hour after the displayed hour on the same date.

## **View Hourly Network Load Statistics**

---

The Hourly Network Load Statistics Report displays downloaded traffic data in the same format as the R1 AUDIX traffic : network load : hour screen and DEFINITY AUDIX List Measurements Network Load Hourly screen (beginning with release 3.2). You must first retrieve Hourly System Traffic Data, using PC2AUDIX.

This report includes the following types of information about network port usage on the AUDIX system for a specific hour on a specific date:

- Maximum number of network data ports that were active at one time, the number of seconds each port handled incoming and outgoing calls, and the number of incoming and outgoing calls that were handled by each port
- Number of incoming calls that were unanswered, the number of message transmission threshold exceptions, and the number of limit exceptions that caused the transmission to cease
- Number of remote messages that were not deliverable to the remote system and the number of remote messages that were rescheduled for delivery

To display the Hourly Network Load Statistics Report:

- 1. At the View AUDIX Traffic Data menu, select 3) Hourly Network Load Statistic.

The report appears with data for the latest hour of the latest date for which hourly system traffic data exists on the PC.

NETWORK LOAD HOURLY TRAFFIC DATA

Date <mmddyy>: 05/05/95

Hour <hh>: 14

Ending Time: 1457

Total Message Transmission Threshold Exceptions: 0

Total Message Transmission Limit Exceptions: 0

Remote Deliveries Rescheduled: 1

Maximum Simultaneous Channels: 2

Total Incoming Calls Unanswered: 0

Total Remote Undeliverable Messages: 0

Network Channel		Usage <seconds>			Peg Count <Number of Calls>		
Number	Type	Incoming	Outgoing	Total	Incoming	Outgoing	Total
1:	dcp	0	1690	1690	0	3	3
2:	dcp	4078	0	4078	2	0	2

STATUS:

F5 PRINT F6 PREV REC F7 PREV FORM F8 CHANGE/RUN F9 ROOT FORM F10 HELP

- 2. Choose from the following:
  - Enter a date (and optionally a different hour in the hour field); and then press **[F8]** (CHANGE/RUN) to display data for the same hour (or optionally for a different hour) on that date.
  - With the cursor at the date field
    - Press **[F6]** (PREV REC) to display data for the same hour on the date prior to the displayed date.

OR

  - Press **[F8]** (CHANGE/RUN) to display data for the same hour on the next date after the displayed date.
- With the cursor at the hour field, enter an hour (and optionally a different date in the starting date field); and then press **[F8]** (CHANGE/RUN) to display data for that hour on the same date (or optionally for a different date).
- With the cursor at the hour field:
  - Press **[F6]** (PREV REC) to display data for the hour prior to the displayed hour on the same date.

OR

- Press **[F8]** (CHANGE/RUN) to display data for the next hour after the displayed hour on the same date.



## View Daily Network Load Statistics

The Daily Network Load Statistics Report displays downloaded traffic data in the same format as the R1 AUDIX traffic : network load : day screen and DEFINITY AUDIX List Measurements Network Load Hourly screen (beginning with release 3.2). You must first retrieve Daily System Traffic Data, using PC2AUDIX.

This report includes the same types of information as the Hourly Network Load Statistics Report except information is shown for an entire day instead of for a specific hour.

### To display the Daily Network Load Statistics Report:

- At the View AUDIX Traffic Data menu, select 8) Daily Network Load Statistics. The report appears with data for the latest date for which daily system traffic data exists on the PC.

NETWORK LOAD DAILY TRAFFIC DATA

Date (mmddyy): 05/04/95

Ending Time: 2359

Total Message Transmission Threshold Exceptions: 0

Total Message Transmission Limit Exceptions : 0

Remote Deliveries Rescheduled : 2

Maximum Simultaneous Channels : 2

Total Incoming Calls Unanswered : 0

Total Remote Undeliverable Messages : 0

Network Channel		Usage (seconds)			Peg Count (Number of Calls)		
Number	Type	Incoming	Outgoing	Total	Incoming	Outgoing	Total
1:	dcp	0	14989	14989	0	57	57
2:	dcp	9641	0	9641	9	0	9

STATUS:

F5 PRINT F6 PREV REC F7 PREV FORM F8 CHANGE/RUN F9 ROOT FORM F10 HELP

- Choose from the following:
  - Enter a date and press **F8** (CHANGE/RUN) to display data for that date.
  - With the cursor at the date field:
    - Press **F6** (PREV REC) to display data for the date prior to the displayed date.

**OR**

  - Press **F8** (CHANGE/RUN) to display data for the next date after the displayed date.

View Hourly Special Feature Statistics

The Hourly Special Feature Statistics Report displays downloaded traffic data in the same format as the DEFINITY AUDIX List Measurements Special-Features screen or the R1 AUDIX traffic : special features : hour screen. You must first retrieve Hourly System Traffic Data, using PC2AUDIX.

This report includes the following types of information about the port-dependent feature usage on a voice mail system for a specific hour on a specific date:

- The highest number of simultaneous outcalls and the number of outcalls attempted, completed, and rescheduled
- The number of calls that were answered without a switch-link "connect" message.

To display the Hourly Special Feature Statistics Report:

1. At the View AUDIX Traffic Data menu, select 4) Hourly Special Feature Statistics.

The report appears with data for the latest hour of the latest date for which hourly system traffic data exists on the PC.

SPECIAL FEATURES HOURLY TRAFFIC DATA

Date <mmddyy>: 05/05/95      Hour <hh>: 14      Ending Time: 1457

Maximum Simultaneous Outcalls : 2

Outcalls Attempted : 4

Outcalls Completed : 0

Outcalls Rescheduled: 0

Calls Answered Without Connect: 0

2. Choose from the following:

- Enter a date (and optionally a different hour in the hour field); and then press **[F8]** (CHANGE/RUN) to display data for the same hour (or optionally for a different hour) on that date.
- With the cursor at the Date field:
  - Press **[F6]** (PREV REC) to display data for the same hour on the date prior to the displayed date

**OR**

  - Press **[F8]** (CHANGE/RUN) to display data for the same hour on the next date after the displayed date.
- Enter an hour (and optionally a different date in the Date field); and then press **[F8]** (CHANGE/RUN) to display data for that hour on the same date (or optionally for a different date).
- With the cursor at the Hour field:
  - Press **[F6]** (PREV REC) to display data for the hour prior to the displayed hour on the same date.

**OR**

  - Press **[F8]** (CHANGE/RUN) to display data for the next hour after the displayed hour on the same date.

## **View Daily Special Feature Statistics**

The Daily Special Feature Statistics Report displays downloaded traffic data in the same format as the DEFINITY AUDIX List Measurements Special-Features Day screen or the R1 AUDIX traffic : special features : day screen. You must first retrieve Daily System Traffic Data for this report, using PC2AUDIX.

This report includes the same types of information as the Hourly Special Feature Statistics Report except information is shown for an entire day instead of for a specific hour.

**To display the Daily Special Feature Report:**

- 1. At the View AUDIX Traffic Data menu, select A) Daily Special Feature Statistics.

The report appears with data for the latest date for which daily system traffic data exists on the PC.

**SPECIAL FEATURES DAILY TRAFFIC DATA**

Date <mmdyy>: 05/04/95

Ending Time: 2359

Maximum Simultaneous Outcalls : 2

Outcalls Attempted : 31

Outcalls Completed : 0

Outcalls Rescheduled: 0

Calls Answered Without Connect: 0

STATUS:

F5 PRINT F6 PREV REC F7 PREV FORM F8 CHANGE/RUN F9 ROOT FORM F10 HELP

- 2. Choose from the following:
  - Enter a date and press **F8** (CHANGE/RUN) to display data for that date.
  - With the cursor at the Date field, press **F6** (PREV REC) to display data for the date prior to the displayed date, or press **F8** (CHANGE/RUN) to display data for the next date after the displayed date.

**View Hourly Community Statistics**

The Hourly Community Statistics Report displays downloaded traffic data in the same format as the DEFINITY AUDIX List Measurements Community Hour screen or the R1 AUDIX traffic : community : hour screen. You must first retrieve Hourly System Traffic Data for this report, using PC2AUDIX.

This report includes the following types of information about usage of the sending restriction by community feature on the voice mail system for a specific hour on a specific date:

- Number of messages sent and received by each community
- Number of messages not sent and not received by each community due to sending restrictions

To display the Hourly Community Statistics Report:

- 1. At the View AUDIX Traffic Data menu, select 5) Hourly Community Statistics.

The report appears with data for the latest hour of the latest date for which hourly system traffic data exists on the PC.

COMMUNITY HOURLY TRAFFIC DATA

Date <mmddyy>: 05/05/95Hour <hh>: 14Ending Time: 1457

Community ID	Number of Sent by	Uoice Mail Messages Received by	Not Sent by	Not Received by
1	109	109	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	0	0	0	0
6	0	0	0	0
7	0	0	0	0
8	0	0	0	0
9	0	0	0	0
10	0	0	0	0
11	0	0	0	0
12	0	0	0	0
13	0	0	0	0
14	0	0	0	0
15	0	0	0	0

STATUS:

F5 PRINTF6 PREV REC F7 PREV FORM F8 CHANGE/RUN F9 ROOT FORM F10 HELP

- 2. Choose from the following:
  - Enter a date (and optionally a different hour in the Hour field); and then press **F8** (CHANGE/RUN) to display data for the same hour (or optionally for a different hour) on that date.
  - With the cursor at the Date field, press **F6** (PREV REC) to display data for the same hour on the date prior to the displayed date, or press **F8** (CHANGE/RUN) to display data for the same hour on the next date after the displayed date.
  - Enter an hour (and optionally a different date in the Date field); and then press **F8** (CHANGE/RUN) to display data for that hour on the same date (or optionally for a different date).
  - With the cursor at the Hour field, press **F6** (PREV REC) to display data for the hour prior to the displayed hour on the same date, or press **F8** (CHANGE/RUN) to display data for the next hour after the displayed hour on the same date.

## View Daily Community Statistics

The Daily Community Statistics Report displays downloaded traffic data in the same format as the DEFINITY AUDIX List Measurements Community Day screen or the R1 AUDIX traffic : community : day screen. This report includes the same types of information as the Hourly Community Statistics Report except information is shown for an entire day instead of for a specific hour. You must first retrieve data you want for this report by using PC2AUDIX.

### To display the Daily Community Report:

- At the View AUDIX Traffic Data menu, select B) Daily Community Statistics.

The report appears with data for the latest date for which daily system traffic data exists on the PC.

COMMUNITY DAILY TRAFFIC DATA

Date (mmddyy): 05/04/95

Ending Time: 2359

Community ID	Number of Voice Mail Messages			
	Sent by	Received by	Not Sent by	Not Received by
1	1466	1466	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	0	0	0	0
6	0	0	0	0
7	0	0	0	0
8	0	0	0	0
9	0	0	0	0
10	0	0	0	0
11	0	0	0	0
12	0	0	0	0
13	0	0	0	0
14	0	0	0	0
15	0	0	0	0

STATUS:

F5 PRINT F6 PREU REC F7 PREU FORM F8 CHANGE/RUN F9 ROOT FORM F10 HELP

- Choose from the following:
    - Enter a date and press **[F8]** (CHANGE/RUN) to display data for that date.
    - With the cursor at the Date field:
      - Press **[F6]** (PREV REC) to display data for the date prior to the displayed date.
- OR**
- Press **[F8]** (CHANGE/RUN) to display data for the next date after the displayed date.

View Daily Remote Message Statistics

The Daily Remote Message Statistics Report displays downloaded traffic data in the same format as the DEFINITY AUDIX List Measurements Remote-Messages Day screen or the R1 AUDIX traffic : remote messages : day screen. You must first retrieve Daily System Traffic Data, using PC2AUDIX.

This report includes the following types of information about message traffic data for remote systems connected via digital networking, AMIS analog networking, or Message Delivery.

- The number of message transfer sessions between the local voice mail system and the remote machine, the total and average times for these sessions, and the number of unsuccessful call attempts from the local voice mail system to the remote system (or telephone)
- The number of messages that were sent by the local voice mail system to the remote system, the number of messages that were scheduled for delivery from the local voice mail system to the remote system but rejected as undeliverable, and the number of messages sent by the remote system to the local voice mail system (or telephone)

REMOTE MESSAGE DAILY TRAFFIC DATA

Machine Name : <b>drmfh12</b>			Machine Type: <b>audix</b>	
Date <mmddyy>: <b>95/04/95</b>			Ending Time : <b>2359</b>	
	LOCAL ORIGINATION		REMOTE ORIGINATION	
	Prime	Non-Prime	Prime	Non-Prime
Transfer Sessions:	22	37	0	1
Usage <seconds> :	6925	6945	0	5871
Average Usage :	314	187	0	5871
Messages Sent :	167	194	0	28
Messages Rejected:	0	1	0	0
Status Sent :	200	90	n/a	n/a
Status Received :	n/a	n/a	0	27
Admin Updates :	0	0	0	0
Message Transmission Threshold Exceptions:			0	
Session Failures Far End "No Answer":			3	

### To display the Daily Remote Message Report:

1. At the View AUDIX Traffic Data menu, select 9) Daily Remote Message Statistics.

The report appears as shown below, with data for the first administered remote system on the latest date for which daily system traffic data exists on the PC.

2. Choose from the following:
  - With the cursor at the Machine Name field, enter a remote system name (and optionally a different date in the Date field); and then press **(F8)** (CHANGE/RUN) to display data for that system on the displayed date.
    - With the cursor at the Machine Name field Press **(F6)** (PREV REC) to display data about the previous remote machine for the same date.
  - OR**
  - Press **(F8)** (CHANGE/RUN) to display data for the next remote system for the same date.
  - With the cursor at the Date field, enter a date (and optionally a different remote system in the machine name field); and then press **(F8)** (CHANGE/RUN) to display data about the remote system for that date.
  - With the cursor at the Date field:
    - Press **(F6)** (PREV REC) to display data for the remote system for the date prior to the currently displayed date.
  - OR**
  - Press **(F8)** (CHANGE/RUN) to display data for the remote system for the next date after the currently displayed date.

### View Monthly Remote Message Statistics

The Monthly Remote Message Statistics Report displays downloaded traffic data in the same format as the DEFINITY AUDIX List Measurements Remote-Messages Month screen or the R1 AUDIX traffic : remote messages : month screen. You must first retrieve Monthly System Traffic Data, using PC2AUDIX.

This report includes the same types of information as the Daily Remote Message Statistics Report except information is shown for an entire month instead of for a specific day.



To display the Monthly Remote Message Report:

- 1. At the View AUDIX Traffic Data menu, select D) Monthly Remote Message Statistics.

The report appears with data for the first administered remote system on the latest month for which monthly system traffic data exists on the PC.

REMOTE MESSAGE MONTHLY TRAFFIC DATA

Machine Name : **drmfh12**  
Date <mmddyy>: **05/01/95**

Machine Type: **audix**  
Ending Date : **05/05/95**

	LOCAL ORIGINATION		REMOTE ORIGINATION	
	Prime	Non-Prime	Prime	Non-Prime
Transfer Sessions:	52	88	7	2
Usage <seconds> :	11944	14999	37827	34215
Average Usage :	229	170	5403	17107
Messages Sent :	272	418	147	143
Messages Rejected:	1	2	0	0
Status Sent :	263	205	n/a	n/a
Status Received :	n/a	n/a	99	79
Admin Updates :	0	0	0	0
Message Transmission Threshold Exceptions:			0	
Session Failures	Far End "No Answer":		14	

STATUS:

F5 **PRINT** F6 **PREV REC** F7 **PREV FORM** F8 **CHANGE/RUN** F9 **ROOT FORM** F10 **HELP**

- 2. Choose from the following:
  - Enter a remote machine name (and optionally a different starting date in the Date field); and then press **(F8)** (CHANGE/RUN).
  - With the cursor at the Machine Name field:
    - Press **(F6)** (PREV REC) to display data about the previous remote system for the same period.
  - OR**
    - Press **(F8)** (CHANGE/RUN) to display data for the next remote system for the same period.
  - Enter a starting date (and optionally a different remote system in the Machine Name field); and then press **(F8)** (CHANGE/RUN).
  - With the cursor at the Date field:
    - Press **(F6)** (PREV REC) to display data for the remote system for the month prior to the currently displayed month.
  - OR**
    - Press **(F8)** (CHANGE/RUN) to display data for the remote system for the next month after the currently displayed month.

## **View Daily Subscriber Statistics**

---

The Daily Subscriber Statistics Report displays downloaded subscriber traffic data in the same format as the DEFINITY AUDIX List Measurements Subscriber Day screen or the R1 AUDIX traffic : subscriber : day screen. You must first retrieve data you want to display on this report, using PC2AUDIX.

This report contains three separate pages of data and includes the following types of information about any individual subscriber on the voice mail system for a specific date:

- Subscriber's community id, total mailbox space used and allowed, the largest message space used during this day, and the minimum amount of message space guaranteed for the subscriber's mailbox
- Number of times during prime and non-prime hours that call answer callers were directed to the voice mail system on behalf of the subscriber and the number of times the subscriber logged into the system
- Number of voice mail messages received by the subscriber from local and remote subscribers during prime and non-prime hours
- Number of undeliverable voice mail notifications received by the subscriber during prime and non-prime hours indicating that messages scheduled for delivery by the subscriber were rejected as undeliverable
- Number of new call answer messages accumulated in the subscriber's mailbox during prime and non-prime hours
- Number of voice mail messages, broadcast messages, log-in announcements, priority messages, and private messages created by the subscriber during prime and non-prime hours
- Number of voice mail messages that were sent by the subscriber to local and remote subscribers during prime and non-prime hours

To display the Daily Subscriber Statistics Report:

1. At the View AUDIX Traffic Data menu, select C) Daily Subscriber Statistics.
- The first page of the report appears with data for the first subscriber alphabetically on the latest date for which daily subscriber traffic data exists on the PC.

SUBSCRIBER DAILY TRAFFIC

Name: **vm48099**

Extension: **48099**

Date <mmddyy>: 050495

Community ID: 1

Mailbox Space Used: 0

Space Allowed : 1200

Maximum Space Used: 0

Space Guaranteed : 0

SESSION TRAFFIC

CALL ANSWER

VOICE MAIL

PrimeNon-PrimePrimeNon-Prime

Sessions : 00

Session Usage : 00

Text Service Hdrs : 00

<CONTINUED ON NEXT PAGE>

STATUS:

F3 NEXT

F4 NEXT

F5 PRINT

F6 PREU

F7 PREU

F8 CHANGE/

F9 ROOT

F10 HELP

PAGE

MTCH

REC

FORM

RUN

FORM

2. Press (F3) (NEXT PAGE) to display the second page of information.

SUBSCRIBER DAILY TRAFFIC

Name: **vm48099**

Extension: **48099**

Date <mmddyy>: 050495

VOICE MAIL MESSAGES RECEIVED

PrimeNon-Prime

Local Voice Mail Messages : 00

Remote Voice Mail Messages : 00

Undeliverable Notifications : 00

CALL ANSWER MESSAGES RECEIVED : 00

<CONTINUED ON NEXT PAGE>

STATUS:

F3 NEXT

F4 NEXT

F5 PRINT

F6 PREU

F7 PREU

F8 CHANGE/

F9 ROOT

F10 HELP

PAGE

MTCH

REC

FORM

RUN

FORM

3. Press **F3** (NEXT PAGE) again to display the third page of information.

SUBSCRIBER DAILY TRAFFIC

Name: **Um48099**

Extension: **48099**

Date (mmddyy): **050495**

VOICE MAIL MESSAGES CREATED

	Prime	Non-Prime
Total Voice Mail Messages	0	0
Broadcast Messages	0	0
Login Announcements	0	0
Priority Messages	0	0
Private Messages	0	0

VOICE MAIL MESSAGES SENT

Local Voice Mail Messages	0	0
Remote Voice Mail Messages	0	0

STATUS:

F3

NEXT

PAGE

F4

NEXT

MTCH

F5

PRINT

F6

PREV

REC

F7

PREV

FORM

F8

CHANGE/

RUN

F9

ROOT

FORM

F10

HELP

4. Press **F3** (NEXT PAGE) again to redisplay the first page of the report.

5. Enter the name or extension of the subscriber you want to display, and press **F8** (CHANGE/RUN).

Daily traffic data is displayed for the specified subscriber. You can then select any of the previous options or choose from the following additional options:

- Press **F3** (NEXT PAGE) to display the next subscriber.
- Press **F4** (NX MTCH) to display the next sequential record in the file with the same name.
- Press **F5** (PRINT) to print the subscriber record on your printer.
- Press **F6** (PREV REC) to display the previous sequential record in the file. If the Name field is highlighted, the previous name appears; if the Extension field is highlighted, the previous extension appears.

**View Monthly Subscriber Statistics**

The Monthly Subscriber Statistics Report displays downloaded subscriber traffic data in the same format as the DEFINITY AUDIX List Measurements Subscriber Month screen or the R1 AUDIX traffic : subscriber : month screen. You must first retrieve Daily Subscriber Traffic Data for this report, using PC2AUDIX.

This report includes the same types of information as the Daily Subscriber Statistics Report except information is shown for an entire month instead of one day.

To display the Monthly Subscriber Statistics Report:

- 1. At the View AUDIX Traffic Data menu, select E) Monthly Subscriber Statistics.

The first page of the report displays data for the first subscriber alphabetically in the latest month for which monthly subscriber traffic data exists on the PC.

SUBSCRIBER MONTHLY TRAFFIC

Name: Jm48099

Extension: 48099

Date <mmy>: 0595

Community ID: 1

Mailbox Space Used: 0

Maximum Space Used: 0

Space Allowed : 1200

Space Guaranteed : 0

SESSION TRAFFIC

	CALL ANSWER		VOICE MAIL	
	Prime	Non-Prime	Prime	Non-Prime
Sessions :	0	0	0	0
Session Usage :	0	0	0	0
Text Service Hdrs :	0	0	0	0

<CONTINUED ON NEXT PAGE>

STATUS:

F3 NEXT PAGE

F4 NEXT MCH

F5 PRINT

F6 PREU REC

F7 PREU FORM

F8 CHANGE/ RUN

F9 ROOT FORM

F10 HELP

- 2. Press (F3) (NEXT PAGE) to display the second page of information.

SUBSCRIBER MONTHLY TRAFFIC

Name: Jm48099

Extension: 48099

Date <mmy>: 0595

VOICE MAIL MESSAGES RECEIVED

Local Voice Mail Messages : 0

Remote Voice Mail Messages : 0

Undeliverable Notifications : 0

CALL ANSWER MESSAGES RECEIVED : 0

Non-Prime 0 0 0

<CONTINUED ON NEXT PAGE>

STATUS:

F3 NEXT PAGE

F4 NEXT MCH

F5 PRINT

F6 PREU REC

F7 PREU FORM

F8 CHANGE/ RUN

F9 ROOT FORM

F10 HELP

3. Press **F3** (NEXT PAGE) again to display the third page.

SUBSCRIBER MONTHLY TRAFFIC

Name: **um48099**

Extension: **48099**

Date (mmyy): **0595**

VOICE MAIL MESSAGES CREATED	Prime	Non-Prime
Total Voice Mail Messages	0	0
Broadcast Messages	0	0
Login Announcements	0	0
Priority Messages	0	0
Private Messages	0	0

VOICE MAIL MESSAGES SENT	
Local Voice Mail Messages	0
Remote Voice Mail Messages	0

STATUS:

F3 NEXT PAGE

F4 NEXT MTCH

F5 PRINT

F6 PREV REC

F7 PREV FORM

F8 CHANGE/RUN

F9 ROOT FORM

F10 HELP

4. Press **F3** (NEXT PAGE) again to redisplay the first page of the report.

5. Enter the name or extension of the subscriber you want to display, and press **F8** (CHANGE/RUN)

Monthly traffic data appears for the specified subscriber. You then can select any of the previous options or choose from the following additional options:

- Press **F3** (NEXT PAGE) to display additional pages for the displayed subscriber.
- Press **F4** (NX MTCH) to display the next sequential record in the file with the same name.
- Press **F5** (PRINT) to print the subscriber record on your printer.
- Press **F6** (PREV REC) to display the previous sequential record in the file. If the name field is highlighted, the previous name appears; if the extension field is highlighted, the previous extension appears.

## Remote Traffic Report

This report displays the daily connect time (local and remote usage, local messages sent, and remote messages received) between a voice mail system and a specified remote system using AMIS Analog Networking or digital AUDIX networking for each specified day in a range of days (up to 40 days). You must first retrieve Daily System Traffic Data for the specified dates on this report, using PC2AUDIX.

This report lets you see the activity between your voice mail system and the remote systems when using AMIS Analog Networking or an AUDIX network. If traffic is heavy, you might want to examine how often messages are exchanged and increase the frequency accordingly. Conversely, if traffic is light, you may want to reduce the frequency of transmissions, or only allow transmissions during reduced-cost hours.

The following is an example of the Remote Traffic Report in table format:

OUTPUT FOR FILE <output.dbf>

AUDIX DRMF13 TO DRMF11 REMOTE TRAFFIC REPORT

For dates from 05/03/95 to 05/04/95.

DAY	USAGE TO	USAGE FROM	MSG SENT	MSG RECEIVED
3	158	10	90	0
4	0	0	0	0

Data fields in this report provide the following information:

USAGE TO	Total connect time initiated from the local system to the remote system in CCS (hundred call seconds—total seconds divided by 100).
USAGE FROM	Total connect time initiated from the remote system to the local system in CCS (hundred call seconds—total seconds divided by 100).
MSGs SENT	Total number of messages sent from the local system to the remote system.
MSGs RECEIVED	Total number of messages received by the local system from the remote system.

**To display the Remote Traffic Report:**

1. At the AUDIX Traffic Reports menu, select 7) Remote Traffic per Day for a Period.
- The following screen appears:

Display Remote Traffic per Day

Machine Name:

Report Starting Date: 05/03/95 <MM/DD/YY>

Report Ending Date: 05/04/95 <MM/DD/YY>

Send output to:



**5 PC2AUDIX Traffic Reports***Daily System Attendant Traffic Report*

5-41

Defaults are as follows:

- Report Starting Date is the latest Monday for which five days of traffic data exists on the PC, and the Report Ending Date is the latest date for which daily system traffic data exists on the PC. You can change these dates to any dates in a 40-day period for which daily system traffic data exists on the PC.
  - "Send output to device" is the printer defined in the PC2AUDIX Setup Parameters. You can display the report on the PC screen by blanking out the field, or copy the report to a file by entering a file name. If you did not define a printer in PC2AUDIX Setup Parameters, this field is blank by default and the report appears on the PC screen.
2. If you wish, change the default output device. Otherwise PC2AUDIX retrieves the default-specified information.
  3. Press **F8** (CHANGE/RUN) to generate the report.
  4. If you have Stella Business Graphics installed on your PC, the prompt "Do you want to see the graphical view of this data?" appears. Enter **y** to include graphical output or **n** to display the report in table format only.
  5. The report appears as a table with report fields shown horizontally across the page and days listed vertically down the page. If you have graphical output capability and entered **y** in the previous step, a chart also is included with the output.

## **Daily System Attendant Traffic Report**

This report displays the call answer traffic for each automated attendant (and its subattendants) for one day. No data collection is required prior to running this report; the PC calls the voice mail system to gather appropriate data when this report is run.

This report lets you see how your attendants are being used. When you first set up an attendant, you choose the ordering of the options based on which options you expect to be used most frequently, so that the first choice is expected to be used more than the second choice and so on in descending order. If menu options are secondary attendants, this report tells you if you were correct, or if you need to rearrange the options. If options are not secondary attendants, similar information can be obtained from call detail recording (CDR) records.

The following is an example of the Daily System Attendant Traffic Report in table format:

OUTPUT FOR FILE <output.dbf>				
DRMFB13 AUDIX SYSTEM ATTENDANT TRAFFIC REPORT				
For date 04/28/95				
OPER.	COMMENT OR EXTENSION	PRIME	NON-PRIME	TOTAL CALLS
65195	ca65195,drmfb13-g1	0	0	0
Sub 1	65191	0	0	0
Sub 2	65192	0	0	0
Sub 3	65193	0	0	0
Sub 4	65194	0	0	0
Sub 5	tdd	-----not an AUDIX subscriber-----		
Sub 7	65000	-----not an AUDIX subscriber-----		
Sub 8	main attnd	0	0	0
Sub 9	65196	0	0	0
Def	Default Coverage on Time-out	0	0	0
TOTAL FOR SUB ATTDS AND DEFAULT		0	0	0
STATUS:				
F5 PRINT PAGE F6 PRINT ALL F7 PREV PAGE F8 NEXT PAGE F9 QUIT F10 HELP				

Data fields in this report provide the following information:

- PRIME

Total number of calls placed during prime time hours.
- NON-PRIME

Total number of calls placed during non-prime time hours.
- TOTAL CALLS

Total number of calls placed during all hours.

**To display the Daily System Attendant Traffic Report:**

1. At the AUDIX Traffic Reports menu, select 8) System Attendant Traffic for a Day.

The following screen appears:

Display System Attendant Traffic per Day

Main Automated Attendant Extension:

Report Date: 04/28/95 <MM/DD/YY>

Send output to:

STATUS:

F7 **PREV FORM**

F8 **CHANGE/RUN**

F9 **ROOT FORM**

F10 **HELP**

Defaults are as follows:

- Report Date is seven days prior to the current day. You can change this date to any date for which traffic data still exists in the voice mail database.
  - "Send output to device" is the printer defined in the PC2AUDIX Setup Parameters. You can display the report on the PC screen by blanking out the field, or copy the report to a file by entering a file name. If you did not define a printer in PC2AUDIX Setup Parameters, this field is blank by default and the report appears on the PC screen.
2. Enter the extension of the automated attendant to report on.
  3. If you wish, change any or all of the default report data. Otherwise PC2AUDIX retrieves the default-specified information.
  4. Press **(F8)** (CHANGE/RUN) to begin execution.
  5. If you have Stella Business Graphics installed on your PC, the prompt "Do you want to see the graphical view of this data?" appears. Enter **y** to include graphical output or **n** to display the report in table format only.
  6. The report appears as a table with report fields shown horizontally across the page and attendants listed vertically down the page. If you have graphical output capability and entered **y** in the previous step, a chart also is included with the output. If a system attendant uses an extension which is recognized as a valid extension on the switch but is not an AUDIX subscriber, the message `not an AUDIX subscriber` prints in place of the traffic statistics for that extension.

# Monthly System Attendant Traffic Report

This report displays the call answer traffic for each automated attendant (and its subattendants) for a month. No data collection is required prior to running this report; the PC calls the voice mail system to gather appropriate data when this report is run. This report includes the same types of information as the Daily System Attendant Traffic Report except information is shown for an entire month instead of for a specific day.

The following is an example of the Monthly System Attendant Traffic Report in table format:

OUTPUT FOR FILE <output.dbf>				
DRMFB13 AUDIX SYSTEM ATTENDANT TRAFFIC REPORT				
For month beginning 05/01/95				
OPER.	COMMENT OR EXTENSION	PRIME	NON-PRIME	TOTAL CALLS
65195	ca65195.drmfb13-g1	0	0	0
Sub 1	65191	0	0	0
Sub 2	65192	0	0	0
Sub 3	65193	0	0	0
Sub 4	65194	0	0	0
Sub 5	tdd	-----not an AUDIX subscriber-----		
Sub 7	65000	-----not an AUDIX subscriber-----		
Sub 8	main attnd	0	0	0
Sub 9	65196	0	0	0
Def	Default Coverage on Time-out	0	0	0
TOTAL FOR SUB ATTDS AND DEFAULT		0	0	0
STATUS:				
F5	PRINT PAGE	F6	PRINT ALL	F7
PREV PAGE	F8	NEXT PAGE	F9	QUIT
F10	HELP			

Data fields in this report provide the following information :

PRIME	Total number of calls placed during prime time hours.
NON-PRIME	Total number of calls placed during non-prime time hours.
TOTAL CALLS	Total number of calls placed during all hours.

### To display the Monthly System Attendant Traffic Report:

1. At the AUDIX Traffic Reports menu, select 9) System Attendant Traffic for a Month.

The following screen appears:

**Display System Attendant Traffic per Month**

<b>Main Automated Attendant Extension:</b> <input type="text"/>
<b>Report Date:</b> <input type="text" value="05/95"/> <input type="text" value="MM/YY"/>
<b>Send output to:</b> <input type="text"/>

**STATUS:**

**F7** **PREV FORM**

**F8** **CHANGE/RUN**

**F9** **ROOT FORM**

**F10** **HELP**

Defaults are as follows:

- Report Date is the current month. You can change this date to any month for which traffic data still exists in the voice mail database.
  - "Send output to device" is the printer defined in the PC2AUDIX Setup Parameters. You can display the report on the PC screen by blanking out the field, or copy the report to a file by entering a file name. If you did not define a printer in PC2AUDIX Setup Parameters, this field is blank by default and the report appears on the PC screen.
2. Enter the extension of the automated attendant to report on
  3. If you wish, change any or all of the default report data. Otherwise PC2AUDIX retrieves the default-specified information.
  4. Press **F8** (CHANGE/RUN) to generate the report.
  5. If you have Stella Business Graphics installed on your PC, the prompt "Do you want to see the graphical view of this data?" appears. Enter **y** to include graphical output or **n** to display the report in table format only.
  6. The report appears as a table with report fields shown horizontally across the page and attendants listed vertically down the page. If you have graphical output capability and entered **y** in the previous step, a chart also is included with the output. If the system attendant uses an extension which is recognized as a valid extension on the switch but is not a voice mail subscriber, the message `not an AUDIX subscriber` is printed in place of the traffic statistics for that extension.

<b>5</b>	<b>PC2AUDIX Traffic Reports</b>	
	<i>Monthly System Attendant Traffic Report</i>	<b>5-46</b>