Using PC2AUDIX Application Programs

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PC2AUDIX is a menu-driven application that downloads selected voice mail data to your PC, and works with dBASE III PLUS software to generate standardized traffic and billing reports. PC2AUDIX also provides tools for managing retrieved data on the PC.

Using PC2AUDIX you can:

- Retrieve traffic and subscriber data to the PC

- Retrieve AUDIX system Call Detail Recording (CDR) data to the PC

- Generate standardized traffic reports on the PC displayed in table format or in graphical format with a compatible graphics package

- Generate subscriber usage billing reports on the PC

- Generate reports that reveal how subscribers use the voice mail system (such as who creates voice mail messages and how many, who allows mailboxes to reach a certain percentage, and who the heavy users are)

- Schedule data retrieval from local and network machines for on-hours or off-hours execution

- Display individual local and remote subscriber records

- Update specific PC2AUDIX data fields in PC2AUDIX subscriber records (and Name and Ext fields in the subscriber database)

- Back up, restore, and delete retrieved voice mail database files from your PC's fixed disk

  NOTE:
  PC2AUDIX does not work with the INTUITY AUDIX system.

Working in PC2AUDIX

Before using PC2AUDIX, you must first install the ADAP and PC2AUDIX software onto your PC following the installation instructions in Chapter 2. You also must install dBASE III PLUS software, as described in Chapter 2, to use PC2AUDIX.

While working in PC2AUDIX you use screens to enter report parameters and generate reports. The keys described below are your tools for moving around the screen and entering values in the data entry fields:

▼	moves to the next field
▲	moves to the previous field
◄	moves back one character
►	moves forward one character
RETURN	moves to the start of the next field
Ctrl-y	erases to the end of the field
INS	toggles insert mode on or off
DEL	erases the character under the cursor

Function keys appear at the bottom of each PC2AUDIX screen. Each display key corresponds to a function key on your keyboard.The most typically used function keys are shown below:

F4 (NEXT PAGE)	displays the next page of data for multiple-page screens
F5 (PRINT FORM)	prints the screen with three screens to a printed page
F6 (PREV REC)	displays the previous record on the same screen
F7 (PREV FORM	returns to the previously-displayed screen
F8 (CHANGE/RUN)	saves changes that were made or starts execution of the screen. Screens containing modifiable fields do not start execution until you press F8 (CHANGE/RUN).
F9 (ROOT MENU)	returns to the PC2AUDIX Root Menu
F10 (HELP)	displays PC2AUDIX on-line help for the screen

> ⇒ **NOTE:**
> If you enter an invalid date in a date field, such as 99/99/99, dBASE III
> PLUS does not allow you to leave that field, and function keys (including
> HELP) do not function properly. You can either enter a valid date, or press
> the ESC key to restore the date field to its initial value. Make cautious use of
> the ESC key, or you may unintentionally halt a PC2AUDIX operation.

Setting Up PC2AUDIX Interface in a New Work Area

To set up PC2AUDIX in a new work area on your PC, you must perform three
tasks:

1. Create PC2AUDIX subdirectories.

2. Establish PC2AUDIX Setup Parameters.

3. Establish Setup Parameters for Call Detail Recording (CDR).

Each of these tasks is described in this section.

Creating PC2AUDIX Subdirectories

PC2AUDIX works only in a subdirectory. Before using the interface, you must
create a subdirectory on your PC to serve as a work area for storing retrieved
data.

If you want to retrieve data from more than one voice mail system, you must first
create a separate subdirectory on your PC corresponding to each system. To do
this, perform the following steps:

1. Use the MS-DOS Date and Time commands to verify that the date and
   time are correct on your PC.

2. At the DOS prompt, enter **cd ** to ensure that you are in your PC's root
   directory (drive C:). You should see the C> prompt displayed. (If you are
   using an alternate drive, such as drive D, you should see that drive letter
   displayed.)

3. Enter **mkdir *machine_name*** (where ***machine_name*** is the name of your
   voice mail system) to create a PC2AUDIX subdirectory for your system.

If you have more than one voice mail system in an your network, repeat step 3 for
each system.

Establishing PC2AUDIX Setup Parameters

Setup parameters define the link between your PC and the voice mail system from which your PC retrieves data. If you created subdirectories for more than one system in the previous task, you must also establish separate setup parameters for each system.

1. At the DOS prompt C>, enter **cd *machine_name*** to change to the AUDIX system subdirectory you created in the previous task. (If you are using an alternate disk drive, such as drive D:, that drive letter should be displayed.)

2. Enter **pc2audix** to call the PC2AUDIX software. Copyright information appears on the screen for approximately five seconds. If you want to bypass this delay, press (RETURN).

   The PC2AUDIX software checks to see that you are currently in a subdirectory, that no database structures are missing, and that the database structures are a version prior to ADAP R1V8.

3. If subscriber data exists, a (re)indexing message appears

   The PC2AUDIX Setup Parameters screen appears.

4. Position the cursor (using either (RETURN) or the down arrow key) at each of the fields that are empty or that have incorrect default values, and enter the correct values. Field descriptions and valid entries are shown below.

```
            PC2AUDIX Setup Parameters              PAGE 1/3

     ┌─────────────────────────────────────────────────────────┐
     │ Type of connection: direct                              │
     │                     (att4000, direct, hayes, pdm)       │
     │ Initialization String:                                  │
     │ Baud Rate: 9600 (AUDIX: 1200, 4800)                     │
     │                  (DEFINITY AUDIX: 1200, 2400, 4800, 9600)│
     │                                                         │
     │ Port Number: 1 (1=COM1, 2=COM2)                         │
     │                                                         │
     │ Access Phone #:                                         │
     │                                                         │
 --> │ AUDIX login name:                                       │
     │                                                         │
     │ AUDIX Password: ###########                             │
     │                                                         │
     │ AUDIX System Password: #########                        │
     │                                                         │
     │ AUDIX software version: D-r3.2 (r1v2, r1v3, r1v4, r1v4_5, r1v5,│
     │      r1v6, r1v7, r1v8, D-r1.0, D-r2.0, D-r3.0, D-r3.1, D-r3.2) │
     │                     ═(CONTINUED ON NEXT PAGE)═          │
     └─────────────────────────────────────────────────────────┘
 STATUS:
 F6  NEXT PG      F7  PREV FORM    F8  CHANGE/RUN    F9  ROOT FORM   F10  HELP
```

Field Name	Description	Valid Entries
Type of connection	Connection type. Default: direct	att4000 (ATT4000 modem) direct (hardwired connection using NULL modem) hayes (Hayes-compatible modem) pdm (Modular Processor Data Module (MPDM) in conjunction with your Lucent Technologies switch)
Initialization String	Initialization string for automatic modem setup Default: a null string.	< 40 characters. Spaces are legal in Hayes initialization strings. You cannot use automatic modem setup with the Lucent Technologies 7400B data module.
Baud Rate	Sets the communications baud rate, measured in bits per second (bps), if the connection type is set to anything other than direct. Default: 9600	1200, 2400, 4800, or 9600 (for D-r3.2 thru D-r1.0.) 1200, 4800 (for R1 AUDIX software version) **NOTE:** Your modem must be able to transmit at the selected bits per second.
Port Number	Port that connects your PC to the voice mail system. Default: COM1	1 (COM1) 2 (COM2) Should specify number of the port to which the null modem, modem, or PDM is connected.
Access Phone #	Phone number for your Local Administration Terminal.	The PC used to access the DEFINITY AUDIX system must be connected to Port A on the DEFINITY AUDIX MFB. The PC used to access the AUDIX system must be connected to the LAT (Local Administration Terminal) port on the AUDIX equipment cabinet. You must enter the phone number if the connection type is set to anything other than direct.
	NOTE: When using a Hayes Compatible modem, you may input a "t" in front of the access phone number to access the system more quickly using touch-tone dialing.	
AUDIX Login Name	Administrator's login ID.	

Field Name	Description	Valid Entries
AUDIX Password	Password for AUDIX Login Name.	For security purposes, the password does not appear on the screen after you press F8 (CHANGE/RUN). To make an entry you must clear out remaining pound signs before pressing F8.
AUDIX System Password	Password of the DEFINITY AUDIX system you want to access. Password is required when the AUDIX login name is cust.	For security purposes, the password never appears (hidden by pound [#] signs) on the screen after you press F8 (CHANGE/RUN). If the DEFINITY AUDIX system does not have a system password, place a set of double quotes ("") in the field. To make an entry you must clear out remaining pound signs before pressing F8.
AUDIX software version	Version of the voice mail system software used on this system. Default: D-r3.2	**NOTE:** This field must be set correctly in order for PC2AUDIX to function properly.

5. Press F8 (CHANGE/RUN) to save the changes you have made to page 1 of the PC2AUDIX Setup Parameters. (You can also wait until you have made all changes to page 1 and page 2 of this screen before saving.) ADAP logs into the voice mail system to verify the switch connection type and logs out again.

   If you specified D-r3.2, D-r3.1, D-r3.0, D-r2.0, or D-r1.0 as the AUDIX software version, PC2AUDIX displays a message stating that you cannot revert to an R1 environment for the PC2AUDIX.

6. Press F6 (NEXT PG) to display page 2 of this screen.

7. Enter the desired information. Field descriptions and valid entries are shown below the screen example.

```
            PC2AUDIX Setup Parameters           PAGE 2/3

    ┌──────────────────────────────────────────────────────────────┐
    │ Printer port: none (lpt1, lpt2, lpt3, com2, none)            │
    │ Printer Type:                    (dotmatrix, laser)          │
    │ AUDIX name for this site: DRMFB13                            │
    │ Switch connection type: dciu-sci                            │
    │ Delete delimited data files after merged by PC2AUDIX?: Y (Y/N)│
    │ AUDIX misc field = organization #?: N (Y/N)                 │
    │ Graph Option Installed?: N (Y/N)                            │
    │ Location of Graphics Work Area (i.e., Stella Business Graphics):│
    │              C:\SBG                                          │
    │              ═══════════<CONTINUED ON NEXT PAGE>═══════════  │
    └──────────────────────────────────────────────────────────────┘

STATUS:
F6  NEXT PG      F7  PREU FORM    F8  CHANGE/RUN    F9  ROOT FORM   F10  HELP
```

Field Name	Description	Valid Entries
Printer Port	The port on the PC which connects the local printer. Default: lpt1	lpt1, lpt2, lpt3, com2 none (no printer connected; output is displayed automatically on the PC screen). You may redirect the printed output from lpt1 to a serial port, COMn, using the DOS **mode** command. If you use the **mode** command, enter lpt1 in the Printer port field.
Printer Type	Indicates that there is a printer connected.	dotmatrix (formats output for a 100-percent Epson compatible dot matrix printer) laser (formats output printing for a Hewlett-Packard LaserJet II or printer capable of 100 percent emulation of a Hewlett-Packard LaserJet II blank (no printer connected) If the previous field is none, enter a blank.

Field Name	Description	Valid Entries
AUDIX name for this site	Name of the voice mail system, your company, or other identifier which appears in the header information of reports generated by PC2AUDIX.	display-only field
Switch connection type	Identifies the type of connection between the switch and the voice mail system. A default (dciu-sci) initially displays; this is verified and changed (if appropriate) when the PC connects to the system.	display-only field dciu-sci, smsi, bri-api, sl1, sail, or stand-alone For a DEFINITY AUDIX system, the connection type in this field comes from the System-Parameters Features form, and the value is embedded. For the AUDIX system, the connection type in this field comes from the System : Translation : Switch Connection screen.
Delete delimited data files after merged by PC2AUDIX?	Determines if intermediate data files received from the voice mail system are deleted from the PC. Default: y	y (avoids unnecessary space usage on the PC) n (you must manually delete these files when they are no longer needed)
AUDIX misc field = organization #?:	Interprets organization codes Default: n	y (PC2AUDIX interprets org. codes from the Miscellaneous field on the DEFINITY AUDIX Subscriber screen or from the Misc field on the AUDIX Subscriber : Local screen). n (org. codes are interpreted from PC2AUDIX site specific data fields).
Graph Option Installed?:	Defines whether optional graphics software is installed. Default: n	y (Stella Business Graphics package is installed on this PC) n (Stella not installed)
Location of Graphics Work Area	Graphics work area location.	Directory path for the directory in which the Stella Business Graphics Package was installed.

8. If you have the optional AUDIX Call Detail Recording (CDR) package installed on the AUDIX system, you can continue with page 3 of the PC2AUDIX setup Parameters. Refer to "Establishing Setup Parameters for Call Detail Recording (Optional)" on the next page.

9. Press F8 (CHANGE/RUN) to save the changes you have made to the PC2AUDIX Setup Parameters.

    You have now completed establishing the PC2AUDIX Setup Parameters.

10. Press F9 (ROOT FORM) to return to the PC2AUDIX Root Menu.

11. At the PC2AUDIX Root Menu, select 9) EXIT to MS-DOS.

12. At the DOS prompt, enter **cd ** RETURN to return to the root directory (C\>) on your PC.

> **NOTE:**
> If you have more than one voice mail system in an your network, repeat this task for each system.

Establishing Setup Parameters for Call Detail Recording (Optional)

Perform the following steps if you have the optional AUDIX Call Detail Recording (CDR) package installed on the AUDIX system. The Lucent INTUITY and DEFINITY AUDIX systems do not support this package.

1. At the DOS prompt C>, enter **cd *machine_name*** to change to the subdirectory you created for your AUDIX system in the previous task.

2. Enter **pc2audix** to call the PC2AUDIX software.

    Copyright information appears on the screen for approximately five seconds. If you want to bypass this delay, press RETURN.

3. In the PC2AUDIX Root Menu, select option **8** (Setup Parameters).

4. In page 1 of the PC2AUDIX Setup Parameters screen, press F6 (NEXT PG) to display page 2.

5. In page 2 of the PC2AUDIX Setup Parameters screen, press F6 (NEXT PG) again to display page 3.

    Page 3 of the PC2AUDIX Setup Parameters defines the connection and login specifics for retrieving CDR data from the AUDIX system to the PC. Refer to AUDIX Call Detail Recording Package, 585-305-506, for instructions on completing this page of the form.

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Setting Up PC2AUDIX Interface in a New Work Area

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6. To use the automatic modem setup, enter an Initialization String of up to 40 characters; the default is a null string. Spaces are legal in Hayes initialization strings. You cannot use automatic modem setup with the Lucent Technologies 7400B data module. The **get_cdr** command uses this initialization string when the **-I** option is specified.

```
        PC2AUDIX Setup Parameters              PAGE 3/3

    FOR RETRIEVING CDR DATA FROM AUDIX

    Type of connection: ██████████████
                        (direct, hayes, pdm)
    Initialization String: ████████████████████████
    Baud Rate: █████<1200, 2400, 4800, 9600, 19200>

    Port Number:█   (1=COM1, 2=COM2)

    CDR Data Format: █(a=ASCII Format, d=dBASE Format)

    Access Phone #: ████████████████████████

    PC Machine Name: ██████████

    AUDIX Machine Name: ██████████

    AUDIX Password: ███████████

STATUS:
F6  NEXT PG      F7  PREV FORM    F8  CHANGE/RUN     F9  ROOT FORM   F10  HELP
```

7. When you have correctly set all values for Call Detail Recording, press F8 (CHANGE/RUN) to save your changes.

8. Press F9 (ROOT FORM) to return to the PC2AUDIX Root Menu.

9. At the PC2AUDIX Root Menu, select option 9) EXIT to MS-DOS.

10. At the DOS prompt, enter **cd ** to return to the root directory (C:\>) on your PC.

If you have the Call Detail Recording option installed on more than one AUDIX system in an AUDIX network, repeat this task for each AUDIX system with CDR.

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Modifying PC2AUDIX Setup Parameters

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Modifying PC2AUDIX Setup Parameters

Perform the following steps to change the PC2AUDIX Setup Parameters.

1. At the DOS prompt C>, enter **cd *machine_name*** to change to the subdirectory for this voice mail system.

2. Enter **pc2audix** to call the PC2AUDIX software.

3. In the PC2AUDIX Root Menu, select option **8** (Setup Parameters).

4. Enter any changes to the data fields on page 1, page 2, and/or page 3.

5. Press F8 (CHANGE/RUN) to save the changes.

6. Press F9 (ROOT FORM) to return to the PC2AUDIX Root Menu.

7. Select 9) EXIT to MS-DOS.

8. At the DOS prompt, enter **cd ** to return to the root directory (C:\).

If you need to make changes for other voice mail systems in your network, repeat this task for each system.

Setting Up PC2AUDIX Interface in an Existing Work Area

Follow the instructions in this section each time you set up PC2AUDIX in an existing work area on your PC. If you are upgrading from a previous version of the ADAP software, you can save any data that you had retrieved using the previous version.

1. At the DOS prompt C>, enter **cd *machine_name*** to change to the subdirectory where your database structures and text files reside. These are the database structures and text files you want to upgrade to the new version of the PC2AUDIX software.

2. Enter **pc2audix** to call the PC2AUDIX software.

   The PC2AUDIX Root Menu appears.

3. Select option 8 from the PC2AUDIX Root Menu to display the PC2AUDIX Setup Parameters screen.

4. In the PC2AUDIX Setup Parameters screen, change the AUDIX software version to D-r3.2. If this field is set incorrectly, the software does not function properly.

5. Press F8 (CHANGE/RUN) to save the changes. ADAP tries to log into the voice mail system to verify the switch connection type, then logs out again.

6. Press F9 (ROOT FORM) to return to the PC2AUDIX Root Menu.

Starting the PC2AUDIX Interface

The following steps describe how to start PC2AUDIX.

1. At the DOS C> prompt, enter **cd *machine_name*** where ***machine_name*** is the name of the subdirectory you set up to represent the voice mail system. You run PC2AUDIX from this subdirectory.

2. Enter **pc2audix** at the DOS prompt.

   The PC2AUDIX Root Menu appears.

```
                    PC2AUDIX Root Menu


              ┌─────────────────────────────────┐
              │  0) Run Scheduled Events         │
              │  1) Data Retrieval               │
              │  2) Traffic Reports              │
              │  3) Customer Billing             │
              │  4) Site Specific Data           │
              │  5) Schedule Editor              │
              │  6) Searches                     │
              │  7) Data Management              │
              │  8) Setup Parameters             │
              │  9) EXIT to MS-DOS               │
              └─────────────────────────────────┘


                                    ┌─────────────────────────────┐
                                    │ Copyright (C) 1996          │
                                    │ Lucent Technologies         │
                                    │ Release #: r1v8-3.1 LA      │
          Selection?                │ Release date: 10/01/96      │
STATUS:                             └─────────────────────────────┘
                                              F10   HELP
```

3. Select options from the PC2AUDIX Root Menu as described in the next section.

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PC2AUDIX Root Menu Options

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PC2AUDIX Root Menu Options

The PC2AUDIX Root Menu provides access to all PC2AUDIX functions. These options are as follows:

Menu Option	Menu/Screen it Accesses	For More Info.
0) Run Scheduled Events	Schedule Mode screen, which must display before scheduled events begin and during scheduled event execution.	Chapter 8, "Scheduling PC2AUDIX Data Retrieval"
1) Data Retrieval	Data Retrieval Menu, used to retrieve and verify the PC2AUDIX data needed before generating traffic and billing reports or performing data searches.	Chapter 4, "PC2AUDIX Data Retrieval"
2) Traffic Reports	Traffic Reports Menu, used to generate reports from traffic and subscriber information previously retrieved to the PC (excluding system attendant reports).	Chapter 5, "PC2AUDIX Traffic Reports"
3) Customer Billing	Customer Billing Menu, used to define customer billing criteria and to generate billing reports from retrieved subscriber information.	Chapter 6, "PC2AUDIX Billing Reports"
4) Site Specific Data	Non-AUDIX Data Field Specification Menu, used to: 1) enter data into non-AUDIX fields in subscriber records on the PC 2) search for subscribers with specific data in specified fields 3) list all subscribers; 4) list subscribers with specific data in specified fields 5) modify names and extensions directly in the DEFINITY AUDIX or R1 AUDIX database.	Chapter 9, "PC2AUDIX Site Specific Data"
5) Schedule Editor	Scheduling Menu, used to schedule data retrieval and database verification, executed automatically from a queue at specified times.	Chapter 8, "Scheduling PC2AUDIX Data Retrieval"

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PC2AUDIX Root Menu Options

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Menu Option	Menu/Screen it Accesses	For More Info.
6) Searches	Searches Menu, used to search for and list: 1) subscribers with system usage over or under a specified amount 2) subscribers with bills over a specified amount 3) subscribers with mailbox space over a specified threshold.	Chapter 7, "PC2AUDIX Database Searches"
7) Data Management	Data Management Options Menu, used to perform the following on the fixed disk of your PC: 1) back up selected traffic and subscriber data to a diskette 2) delete selected data 3) restore selected data from a diskette.	Chapter 10, "PC2AUDIX Database Management Tools"
8) Setup Parameters	PC2AUDIX Setup Parameters Menu, used to: 1) define the connection between the PC and the voice mail system 2) enable the graphical output option 3) define the connection to the R1 AUDIX system for the optional Call Detail Recording (CDR) feature.	Described previously in this chapter.
9) EXIT to MS-DOS	Exits you from PC2AUDIX to DOS and terminates the DEFINITY AUDIX or AUDIX system connection, if any. Use this selection to end a PC2AUDIX interface session.	N/A
	NOTE: To execute a DOS command from the PC2AUDIX Root Menu without quitting the PC2AUDIX interface, press (ESC) , press (s) for suspend, and type the exclamation mark character (!) followed by a command. To return to PC2AUDIX, type **resume**, and press the desired key from the PC2AUDIX Root Menu.	

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3 Using PC2AUDIX Application Programs
Using On-line Help Files

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Using On-line Help Files

The PC2AUDIX help files provide detailed information about PC2AUDIX screens, field definitions, function key definitions, and error messages. To display this information at any time, press (F10) (HELP). Information about the current screen appears. The help screens have several function keys that let you print the screen, page forward or backward, access general information on operating help, and exiting help.

You can print a copy of the complete on-line help files to retain as a reference:

1. At the C> prompt, enter **audhelp printdoc >*myfile*** where ***myfile*** is a file name of your choosing that does not reside already on your fixed disk. This copies a formatted ASCII version of the PC2AUDIX help information to a file named myfile on your fixed disk.

2. Print the file myfile as you would any text file.

You can also print the help files from PC2AUDIX by pressing (F10) (HELP) and then pressing (F6) (PRINT ALL). The printed help files are quite long.

Directing PC2AUDIX Output

All screens that generate output contain a "Send output" line that specifies an output destination. The default destination is set in the Setup Parameters screen. If you define a printer type and port, the default destination is the specified printer. If you don't define a printer, the output is displayed on the screen by default.

Redirecting Output to the Screen

To display output on the screen, press (Ctrl-y) while the cursor is in the destination field, or blank out the printer variable. The output displays on your PC screen.

By sending reports to the PC screen, you can preview them and optionally send a copy to the printer. You can print from the PC screen if a printer is defined on the Setup Parameters screen and you override the default manually for individual reports you produce.

When you display a report on the screen, you can scroll through the displayed report using function keys defined at the bottom of the screen. You can also use function keys to print all or part of the data you are viewing.

Redirecting Output to a File

For each screen report you generate, you can override the default and send the output to a file on your PC by entering a file name; the output is stored in a file with that name. The file contains all the control characters needed for printing, so that you can later generate a printout by sending the file to the printer.

Using Graphical Output

You can graphically format for PC2AUDIX traffic reports (such as bar charts and line charts) if you have the Stella Business Graphics package on your PC and you so identified it in the PC2AUDIX Setup Parameters screen. If the graphics software is not present, the data is presented in table format. When graphical output is available, screens with graphic output capability prompt you to specify if you want output displayed graphically for the report.

Interrupting the PC2AUDIX Interface

Depending on the state of PC2AUDIX, there are two ways to interrupt PC2AUDIX. Only use these techniques if you must gain control quickly. It is safer to allow normal program operation.

- If PC2AUDIX is retrieving data from the voice mail system, halt the data retrieval by typing Ctrl-c (hold down the CONTROL key and the C key at the same time).

- If PC2AUDIX is not retrieving data, press the ESC key to return to the PC2AUDIX Root Menu, then type **A**. At the Root Menu, you can select option **9** to terminate PC2AUDIX. You can select exit PC2AUDIX temporarily from the Root Menu without breaking the connection to the voice mail system by pressing the exclamation point (!) key.

   To execute a DOS command from the PC2AUDIX Root Menu press ESC, press S for suspend, and type the exclamation mark character (!) followed by a command. To return to PC2AUDIX, type **resume**, and press the desired key from the PC2AUDIX Root Menu.

   If you accidentally press the ESC key, type **I** to ignore the escape command and return to the procedure that was executing.

While the field edit mode is active on any of the forms, the ESC key has no effect. (Field edit mode is active when the cursor is inside an inverse video field on the screen.) Use one of the screen exit choices — F9 (ROOT FORM) or F7 (PREV FORM) — to exit while the field edit mode is active.

Do not use the ESC key indiscriminately, because it usually leaves temporary files in the work area.

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3 Using PC2AUDIX Application Programs
Managing PC2AUDIX Data

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Managing PC2AUDIX Data

Now that you have PC2AUDIX up and running and are familiar with its basic operation and capabilities, let's discuss how you might use this tool in your organization.

In time, your PC2AUDIX activities should be fairly cyclical in nature. First you retrieve the data, then you generate reports, then you delete old data or archive it on a diskette. For best results, these tasks should become part of your regular system administration routine that you perform at the same time each week and month, depending on the activity.

Scheduling PC2AUDIX Processes

After some trial and error, you can establish a schedule for performing PC2AUDIX tasks. For example, if you plan to use the billing reports, you need to establish a schedule for regularly retrieving billing data from the voice mail database and then running the billing reports at the same time each month. The same is true for traffic reports, where you need the same types of data each week or month to generate reports for meaningful and accurate comparisons from one reporting period to another.

⇒ NOTE:
The voice mail system does not store traffic and subscriber data indefinitely. You must retrieve data from the voice mail database in a timely fashion, before it is deleted by audits that are run weekly by the voice mail system. Chapter 4, "PC2AUDIX Data Retrieval", tells you how long the voice mail system retains the different types of retrievable data.

Since retrieving data can be a lengthy process that ties up your PC, you can use the PC2AUDIX scheduling option to perform data retrieval during off-hours. This frees up your PC for other duties during the workday, and automates essential recurring activities. Refer to Chapter 8, "Scheduling PC2AUDIX Data Retrieval", for information about the scheduling option.

Deleting PC2AUDIX Data

Remember that your PC does not have infinite storage space. You must periodically delete retrieved data that you no longer need. Chapter 10, "PC2AUDIX Database Management Tools", describes how to manage data on your PC, such as backing up, deleting, and restoring data.

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Managing PC2AUDIX Data

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Generating PC2AUDIX Reports

The next seven chapters describe each of PC2AUDIX functions in detail and provide tips on how you might use them in your organization. These chapters are organized according to the PC2AUDIX Root Menu.

- Chapter 4, "PC2AUDIX Data Retrieval"

- Chapter 5, "PC2AUDIX Traffic Reports"

- Chapter 6, "PC2AUDIX Billing Reports"

- Chapter 7, "PC2AUDIX Database Searches"

- Chapter 8, "Scheduling PC2AUDIX Data Retrieval"

- Chapter 9, "PC2AUDIX Site Specific Data"

- Chapter 10, "PC2AUDIX Database Management Tools"