

The **Department/Extension (Detail)** report provides a monthly list of calls placed or received, with totals, for every department and extension. For each call, the report shows the number dialed (or caller's number, if the phone system is so equipped), length of call, time of day, circuit number used, and other pertinent details. A shortened example report is illustrated below.

## Example Report

Cost Allocation/Billing - By Department/Extension (Detail)  
From 06/01/2000 00:00 to 06/30/2000 23:59

...

Department: Warehouse

Ext. 108 Jackson, Marshall

<u>Date</u>	<u>Time</u>	<u>Ckt.</u>	<u>Account</u>	<u>Type</u>	<u># Dialed</u>	<u>St City</u>	<u>Length</u>
06/02	2:24p	000001		INCOMING		I	0:00:31
0.00							
06/06	1:53p	000002		INCOMING		I	0:05:20
0.00							
06/09	10:22a	000031		OUTGOING	555-7333	WI MILWAUKEE	0:01:42
0.00							
06/14	10:40a	000003		INCOMING		I	0:01:03
0.00							
06/14	10:42a	000023		OUTGOING	555-6682	WI MILWAUKEE	0:02:07
0.00							
06/26	12:05p	000031		OUTGOING	555-1286	WI THIENSVL	0:01:18
0.00							

Totals for ext. 108: 6 call(s). 0 hours, 12 min. \$0.00

...

Ext. 147 Burns, Maureen

<u>Date</u>	<u>Time</u>	<u>Ckt.</u>	<u>Account</u>	<u>Type</u>	<u># Dialed</u>	<u>St City</u>	<u>Length</u>
06/23	3:16p	000031		OUTGOING	608-555-5090	WI LA CROSSE	0:02:09
0.00							

Totals for ext. 147: 1 call(s). 0 hours, 2 min. \$0.00

Dept. Warehouse had 155 call(s).

Totals: 4 hours, 29 min. \$0.00 Averages: 1 min., 44 sec. \$0.00

Total Calls: 6975

Total Length of Calls: 258 hours, 16 minutes

Total Cost of Calls: \$0.00

Average Length of Calls: 2 minutes, 13 seconds



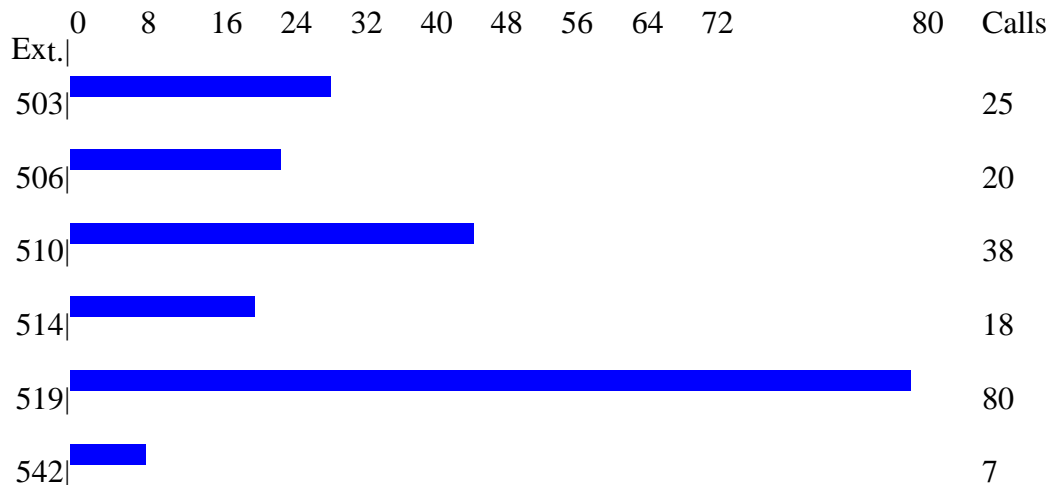
Average Cost of Calls: \$0.00

Department	Calls	Calls %	Cost	Cost %
Accounts Payable	182	2.6	0.00	0.0
Accounts Receivable	558	8.0	0.00	0.0
Agent Group	1037	14.9	0.00	0.0
Bookkeeping	126	1.8	0.00	0.0
Customer Service	762	10.9	0.00	0.0
Engineering	224	3.2	0.00	0.0
Executive	410	5.9	0.00	0.0
...				
Personnel	155	2.2	0.00	0.0
Quality Control	684	9.8	0.00	0.0
Sales	489	7.0	0.00	0.0
SwitchBoard	1060	15.2	0.00	0.0
Voice Mail	281	4.0	0.00	0.0
Warehouse	155	2.2	0.00	0.0

The **Extension Incoming Call Count Comparison** report provides a weekly comparison of the number of calls received by each extension. Compare employees with similar job functions to determine if the number of incoming calls is appropriate for each. A shortened example report is illustrated below.

### Example Report

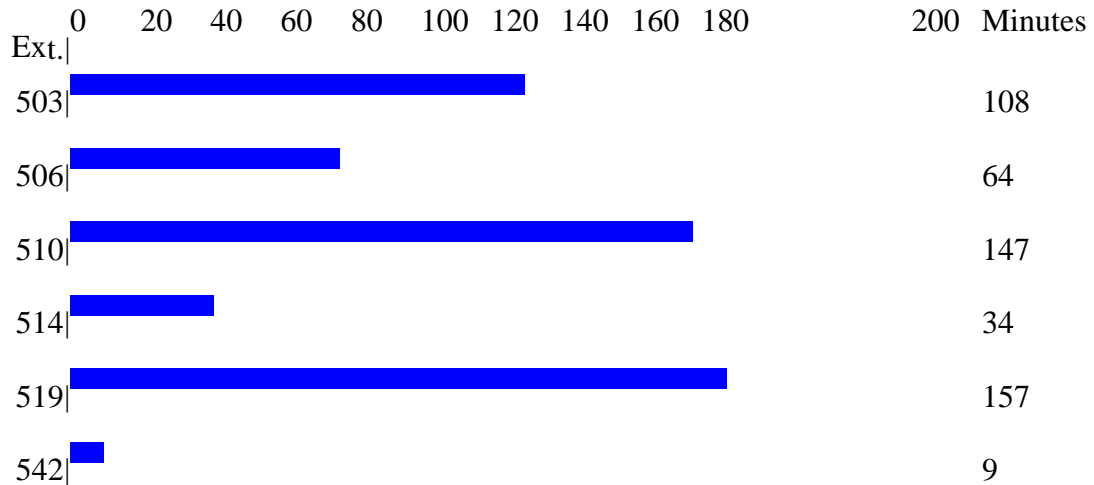
**Productivity Evaluation - Extension Incoming Call Count Comparison**  
**From 06/19/2000 00:00 to 06/25/2000 23:59**



The **Extension Incoming Call Time Comparison** report provides a weekly comparison of the total time spent on incoming calls to each extension. Compare employees with similar job functions to determine if the time spent on incoming calls is appropriate for each. A shortened example report is illustrated below.

### Example Report

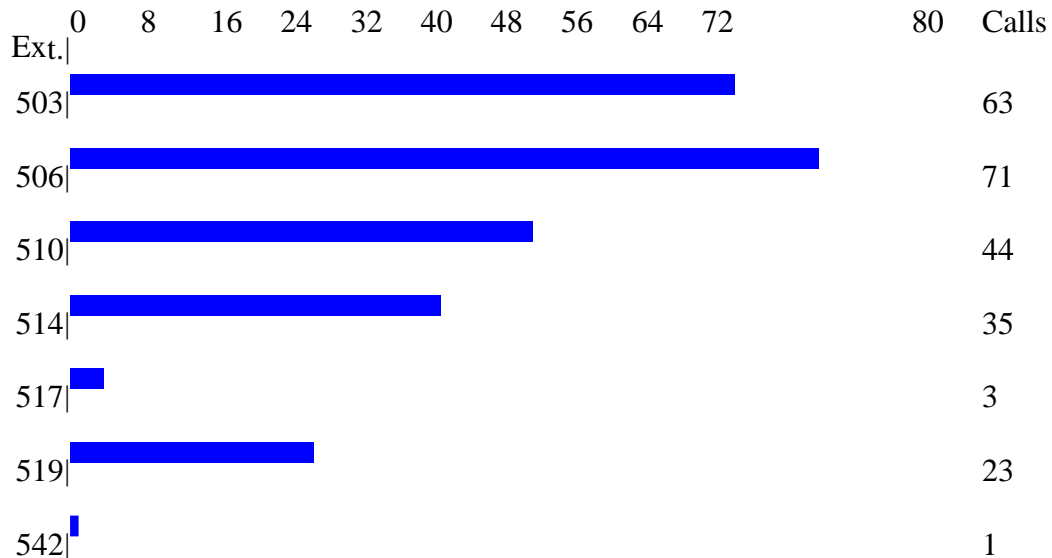
Productivity Evaluation - Extension Incoming Call Time Comparison  
From 06/19/2000 00:00 to 06/25/2000 23:59



The **Extension Outgoing Call Count Comparison** report provides a weekly comparison of the number of calls originated by each extension. Compare employees with similar job functions to determine if the number of outgoing calls is appropriate for each. A shortened example report is illustrated below.

### Example Report

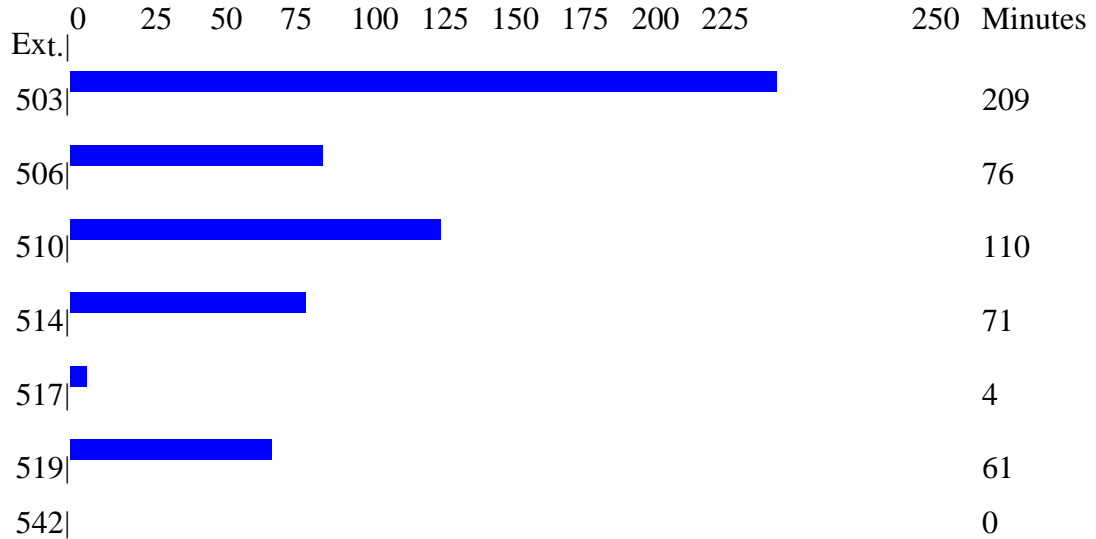
Productivity Evaluation - Extension Outgoing Call Count Comparison  
From 06/19/2000 00:00 to 06/25/2000 23:59



The **Extension Outgoing Call Time Comparison** report provides a weekly comparison of the total time spent on outgoing calls by each extension. Compare employees with similar job functions to determine if the time spent on outgoing calls is appropriate for each. A shortened example report is illustrated below.

**Example Report**

**Productivity Evaluation - Extension Outgoing Call Time Comparison**  
 From 06/19/2000 00:00 to 06/25/2000 23:59



The **Directory Assistance Detail** report provides a monthly list of directory assistance calls with totals for every department and extension. For each call, the report shows the number dialed, length of call, time of day, circuit number used, and other pertinent details. Compare employees with similar job functions to determine if the number of directory assistance calls is appropriate for each. A shortened example report is illustrated below.

## Example Report

Caller Abuse/Misuse - Directory Assistance Detail  
From 06/01/2000 00:00 to 06/30/2000 23:59

Department: Accounts Receivable

**Ext. 503 Graham, Judy**

<u>Date</u>	<u>Time</u>	<u>Ckt.</u>	<u>Account</u>	<u>Type</u>	<u># Dialed</u>	<u>St City</u>	<u>Length</u>
06/14	12:58p	000042		DIRASST	262-555-1212	WI	0:00:35
0.00							
Totals for ext. 503: 1 call(s). 0 hours, 1 min. \$0.00							

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**Ext. 506 Spiegelberg, Simone**

<u>Date</u>	<u>Time</u>	<u>Ckt.</u>	<u>Account</u>	<u>Type</u>	<u># Dialed</u>	<u>St City</u>	<u>Length</u>
06/06	3:21p	000013		DIRASST	608-555-1212	WI DIR ASST	0:00:18
0.00							
06/20	10:34a	000031		DIRASST	1411	I	0:00:11
0.00							
Totals for ext. 506: 2 call(s). 0 hours, 0 min. \$0.00							

**Ext. 510 Weber Polly**

<u>Date</u>	<u>Time</u>	<u>Ckt.</u>	<u>Account</u>	<u>Type</u>	<u># Dialed</u>	<u>St City</u>	<u>Length</u>
06/07	8:49a	000031		DIRASST	262-555-1212	WI	0:00:20
0.00							
06/07	8:50a	000042		DIRASST	262-555-1212	WI	0:00:18
0.00							
06/23	10:20a	000042		DIRASST	262-555-1212	WI	0:00:00
0.00							
06/23	10:20a	000042		DIRASST	713-555-1212	TX DIR ASST	0:00:29
0.00							
Totals for ext. 510: 4 call(s). 0 hours, 1 min. \$0.00							

Dept. Accounts Receivable had 7 call(s).

Totals: 0 hours, 2 min. \$0.00 Averages: 0 min., 18 sec. \$0.00

Total Calls: 26  
Total Length of Calls: 0 hours, 14 minutes  
Total Cost of Calls: \$11.55  
Average Length of Calls: 0 minutes, 33 seconds  
Average Cost of Calls: \$0.44

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The **Outgoing Calls Over 30 Minutes** report provides a monthly list of outgoing calls longer than 30 minutes in duration with totals for every department and extension. For each call, the report shows the number dialed, length of call, time of day, circuit number used, and other pertinent details. Compare employees with similar job functions to determine if the number of lengthy calls is appropriate for each. A shortened example report is illustrated below.

### Example Report

**Caller Abuse/Misuse - Outgoing Calls Over 30 Minutes**  
 From 06/01/2000 00:00 to 06/30/2000 23:59

...

**Department: Cafeteria Services**

**Ext. 401 Decker, Lynn**

<u>Date</u>	<u>Time</u>	<u>Ckt.</u>	<u>Account</u>	<u>Type</u>	<u># Dialed</u>	<u>St City</u>	<u>Length</u>
06/12	12:09p	000042		OUTGOING	555-6787	WI MILWAUKEE	0:47:51
<b>Cost</b>							
0.00							

Totals for ext. 401: 1 call(s). 0 hours, 48 min. \$0.00

**Ext. 410 Small, Ken**

<u>Date</u>	<u>Time</u>	<u>Ckt.</u>	<u>Account</u>	<u>Type</u>	<u># Dialed</u>	<u>St City</u>	<u>Length</u>
06/20	2:06p	000031		OUTGOING	555-6668	WI MILWAUKEE	0:32:53
<b>Cost</b>							
0.00							

Totals for ext. 410: 1 call(s). 0 hours, 33 min. \$0.00

Dept. Cafeteria Services had 2 call(s).

Totals: 1 hours, 21 min. \$0.00 Averages : 40 min., 22 sec. \$0.00

Total Calls: 9

Total Length of Calls: 5 hours, 46 minutes

Total Cost of Calls: \$0.00

Average Length of Calls: 38 minutes, 23 seconds

Average Cost of Calls: \$0.00

The **Frequently Dialed Numbers** report provides a monthly listing of your organization's most frequently dialed numbers. Each line of the report contains a priority number, the dialed digits, and a frequency value. Compare the listing of your actual contacts with the priorities of your business. Decide whether the numbers you are calling are appropriate for your organization. A shortened example report is illustrated below.

### Example Report

**Caller Abuse/Misuse - Frequently Dialed Numbers**  
**From 06/01/2000 00:00 to 06/30/2000 23:59**

1.	5559494	121	calls
2.	5554126	60	calls
3.	5558036	55	calls
4.	12625559171	43	calls
5.	5554410	38	calls
6.	17155552046	38	calls
7.	5553565	29	calls
8.	16085550610	29	calls
9.	5555470	25	calls
10.	5556740	22	calls
11.	17155555577	20	calls
12.	12625554971	20	calls
13.	5559191	18	calls
14.	5550270	17	calls
15.	5557200	16	calls
16.	5557853	15	calls
17.	5557887	14	calls
18.	5552304	14	calls
19.	17155552271	14	calls
20.	5551122	13	calls
21.	5559800	13	calls
22.	17155552116	13	calls
23.	5553730	12	calls
24.	5556554	12	calls
25.	12625555655	12	calls



The **Distribution of Calls By Trunk** report shows the number of calls each trunk, line or circuit placed or received during the month. Circuits may be compared, in the same group, to reveal potential problems. The example report, displayed below, illustrates a malfunction with line 000031. Additional problems may be identified by tracking circuits from month to month.

### Example Report

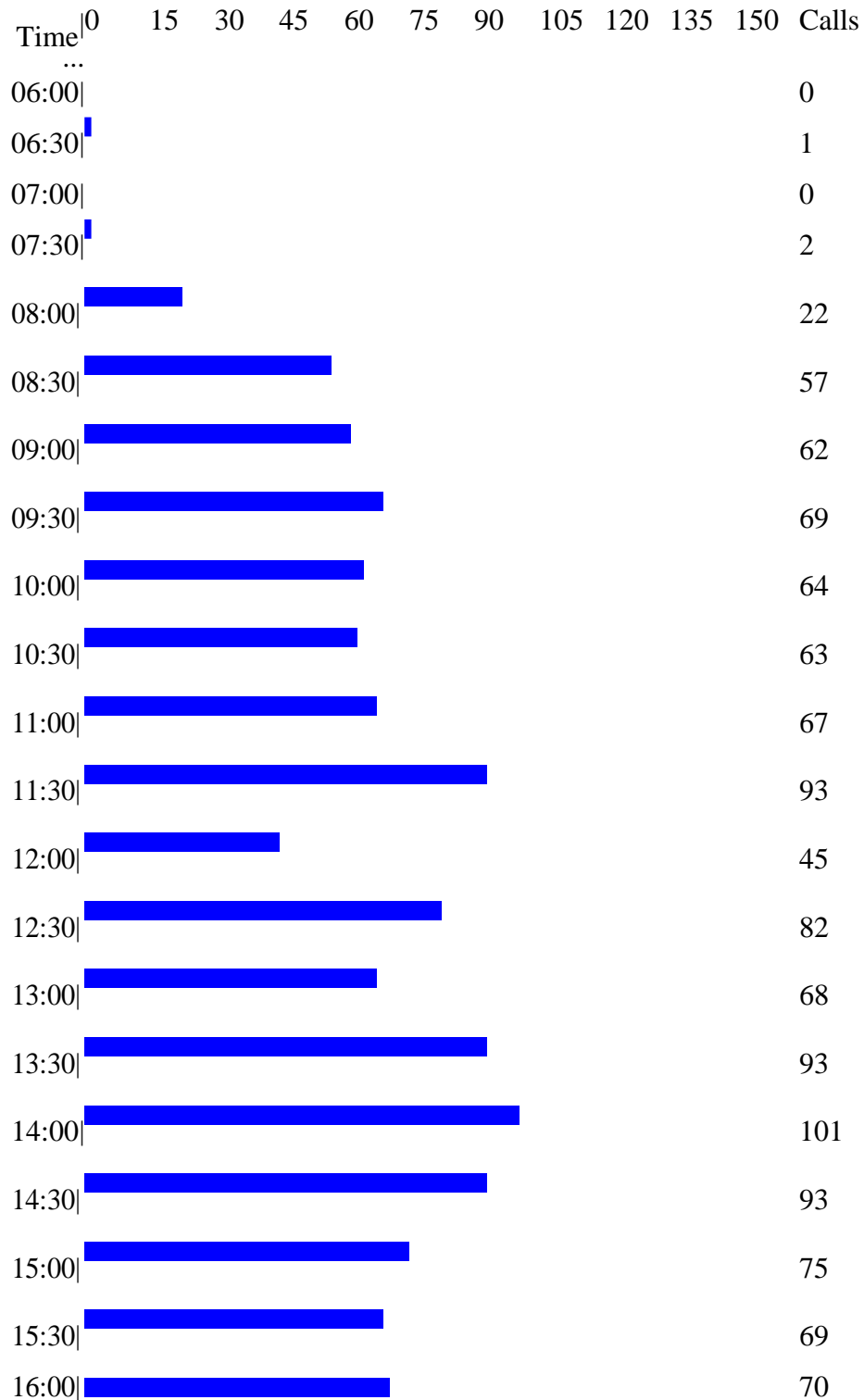
Traffic Analysis - Distribution of Calls By Trunk  
From 06/19/2000 00:00 to 06/25/2000 23:59

Circuit #	150	300	450	600	750	900	1050	1200	1350	1500	Calls
000001											1059
000002											437
000003											308
000004											167
000011											89
000012											50
000013											49
000014											76
000021											110
000022											204
000023											361
000024											544
000031											161
000042											874

The **Distribution of Calls By Time of Day** report sorts daily inbound and outbound calls into 30 minute time slots. Use this report to track staffing requirements during the workday. An example report is illustrated below.

### Example Report

**Traffic Analysis - Distribution of Calls By Time of Day**  
 From 06/20/2000 00:00 to 06/20/2000 23:59

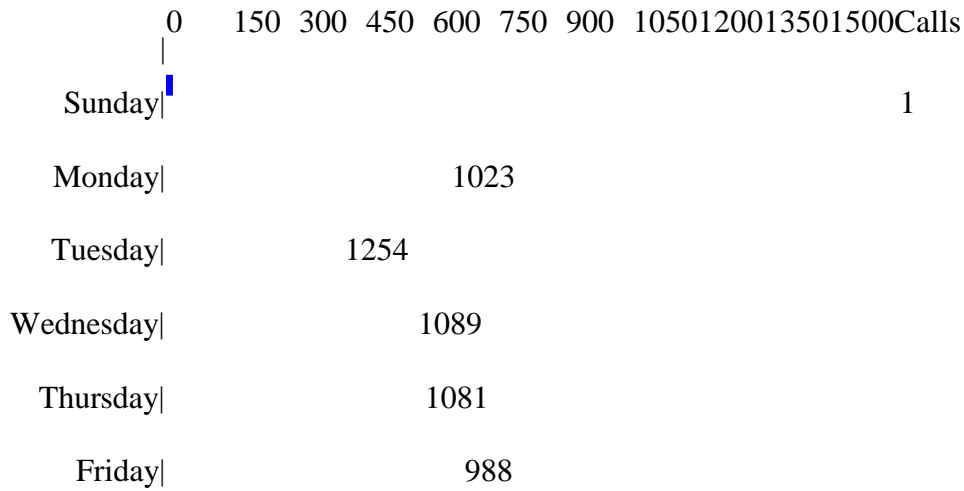


16:30	29
17:00	16
17:30	2

The **Distribution of Calls By Day of Week** report compares the total number of calls for each day during the week. Use this report to determine staffing requirements for each day of the week. An example report is illustrated below.

### Example Report

Traffic Analysis - Distribution of Calls By Day of Week  
 From 06/19/2000 00:00 to 06/25/2000 23:59



The **Circuit Group Traffic Summary** reports provide a monthly analysis of the primary lines, trunks or circuits in your telephone system. The traffic analysis is composed of two report files. The first report indicates peak circuit activity for each day in the month. In this example report, all lines were busy for 1.1 minutes (66 seconds) on the 19th day of June. The second report must be displayed with the Traffic Summary Detail Viewer (provided separately) to investigate days with high activity.

### Example Report

**Traffic Summary for Circuit Group 1. LOCAL LINES( 14 Circuits in Group)**  
**From 06/01/2000 00:00 to 06/30/2000 23:59**

Date	Peak %	Peak Time	Peak Ckt.	At Time of Day	100 % Minutes
...					
06/19/00 (MON)	100.0	0.5	14	01:57p	1.1
06/20/00 (TUE)	100.0	0.1	14	03:17p	0.1
06/21/00 (WED)	100.0	0.2	14	10:34a	0.6
06/22/00 (THU)	100.0	0.3	14	02:01p	0.6
06/23/00 (FRI)	100.0	0.2	14	09:45a	0.3
06/24/00 (SAT)	14.3	0.2	2	12:16a	0.0
06/25/00 (SUN)	1.2	0.1	0	06:35p	0.0
06/26/00 (MON)	98.8	0.1	14	01:59p	0.0
06/27/00 (TUE)	92.9	0.1	13	10:32a	0.0
...					
Totals					2.7

#### Follow the call through the office

Each call we follow is assigned an account code which is assigned at the beginning of each call that enables us to track the call as it progress through the office or your case offices. This was a sales call to a local account followed by several short contacts within the office.

#### Trail of Transfer report for some phone systems

Account code 124563

Date	Time	Account	Extension	Type	# Dialed	St City	Length
06/20	11:09a	00000023	Ext.501	LOCAL	263-6315	WI MILWAUKEE	0:15:00
06/20	11:24a	00000023	Ext.520	LOCAL	263-6315	WI MILWAUKEE	0:01:05
06/20	11:26a	00000023	Ext.535	LOCAL	263-6315	WI MILWAUKEE	0:01:20
06/20	11:28a	00000023	Ext.522	LOCAL	263-6315	WI MILWAUKEE	0:05:00
06/20	11:32a	00000023	Ext.529	LOCAL	263-6315	WI MILWAUKEE	0:01:04
06/20	11:34a	00000023	Ext.536	LOCAL	263-6315	WI MILWAUKEE	0:01:20

# The Ultimate Traffic Study

