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
 Date    Time  Ckt.      Account       Type                # Dialed St City       Length
Cost
 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
 Date    Time  Ckt.      Account       Type                # Dialed St City       Length
Cost
 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
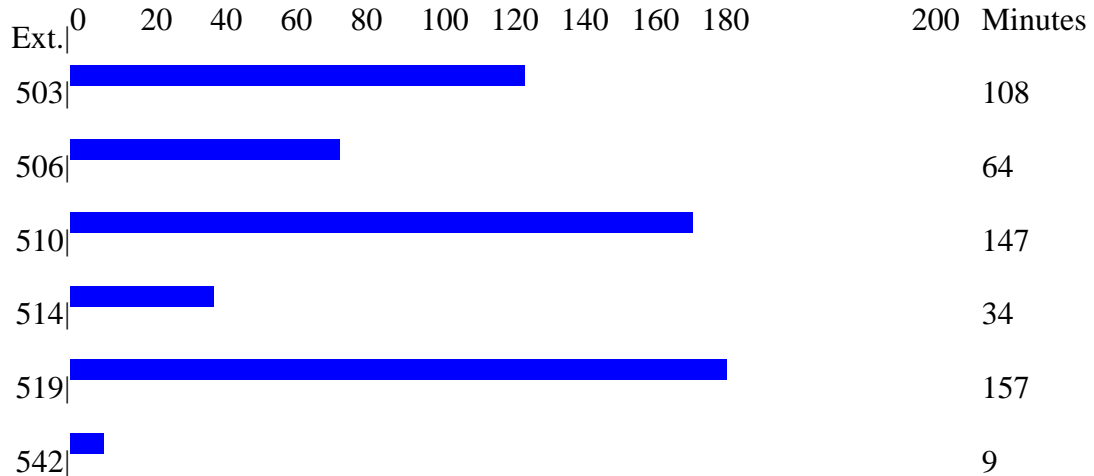
Productivity Evaluation - Extension Incoming Call Count Comparison
From 06/19/2000 00:00 to 06/25/2000 23:59

Ext.	Calls
503	25
506	20
510	38
514	18
519	80
542	7
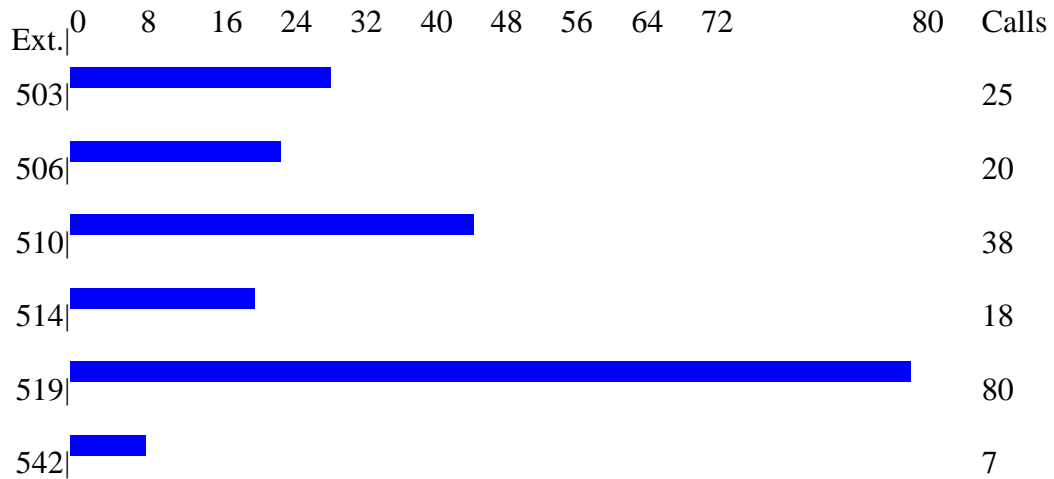
The **Extension Incoming Call Time Comparison** report provides a weekly comparison of the total time spent on incoming calls to each extension. Compare employees with similar job functions to determine if the time spent on incoming calls is appropriate for each. A shortened example report is illustrated below.
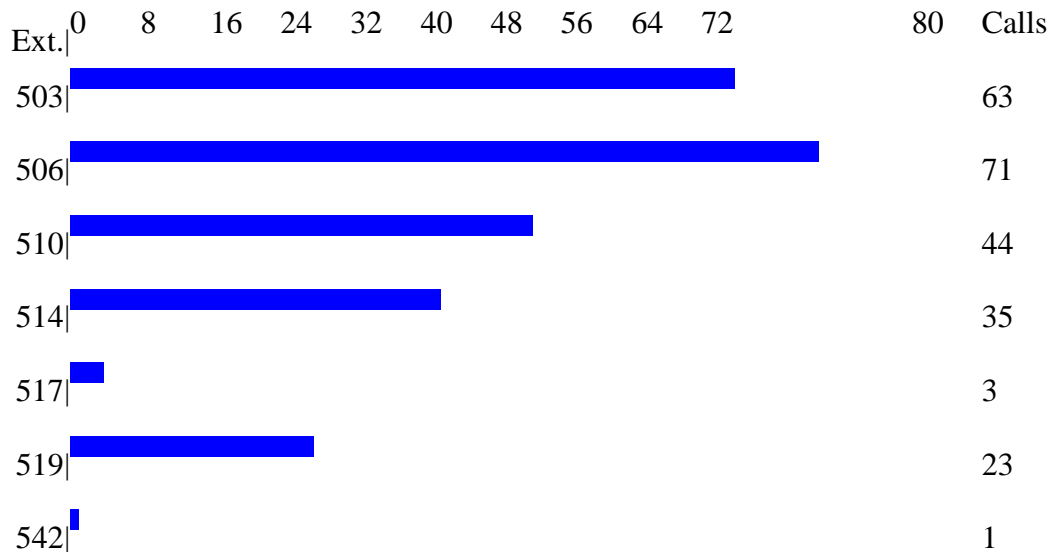
Example Report

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

Ext.	0 20 40 60 80 100 120 140 160 180 200	Minutes
503		108
506		64
510		147
514		34
519		157
542		9

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.
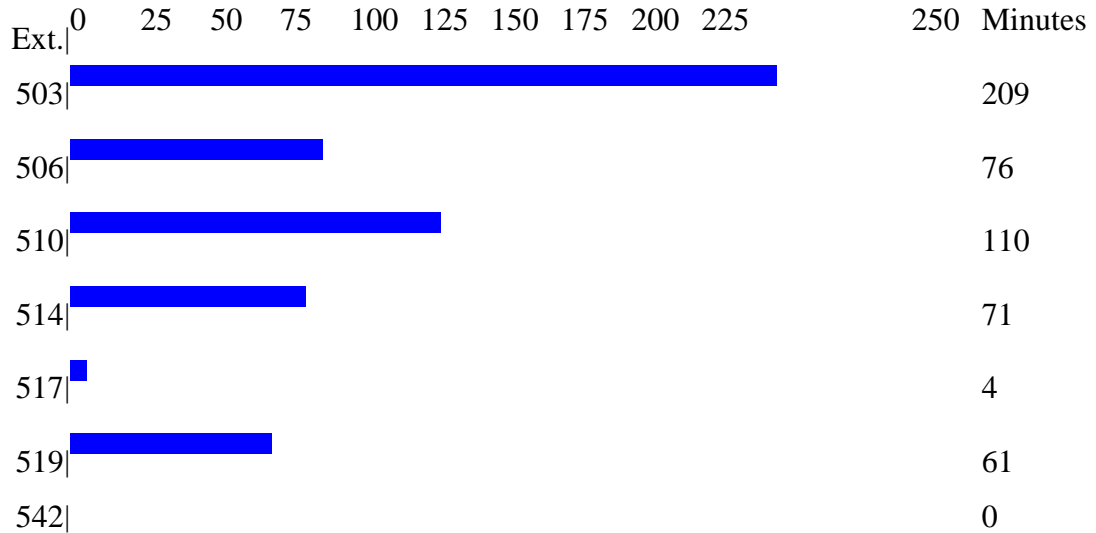
Example Report

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

Ext.	0 8 16 24 32 40 48 56 64 72 80	Calls
503		63
506		71
510		44
514		35
517		3
519		23
542		1

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

Ext.	0 25 50 75 100 125 150 175 200 225	250 Minutes
503	██████████████████████████████████████	209
506	███████████	76
510	█████████████████████	110
514	██████████	71
517	▪	4
519	█████████	61
542		0

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.

Department: Accounts Receivable

Ext. 503 Grahm, Judy

Date	Time	Ckt.	Account	Type	# Dialed	St City	Length	Cost
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

Ext. 506 Spiegelberg, Simone

Date	Time	Ckt.	Account	Type	# Dialed	St City	Length	Cost
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

Date	Time	Ckt.	Account	Type	# Dialed	St City	Length	Cost
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
```

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

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

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

Ext. 410 Small, Ken

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

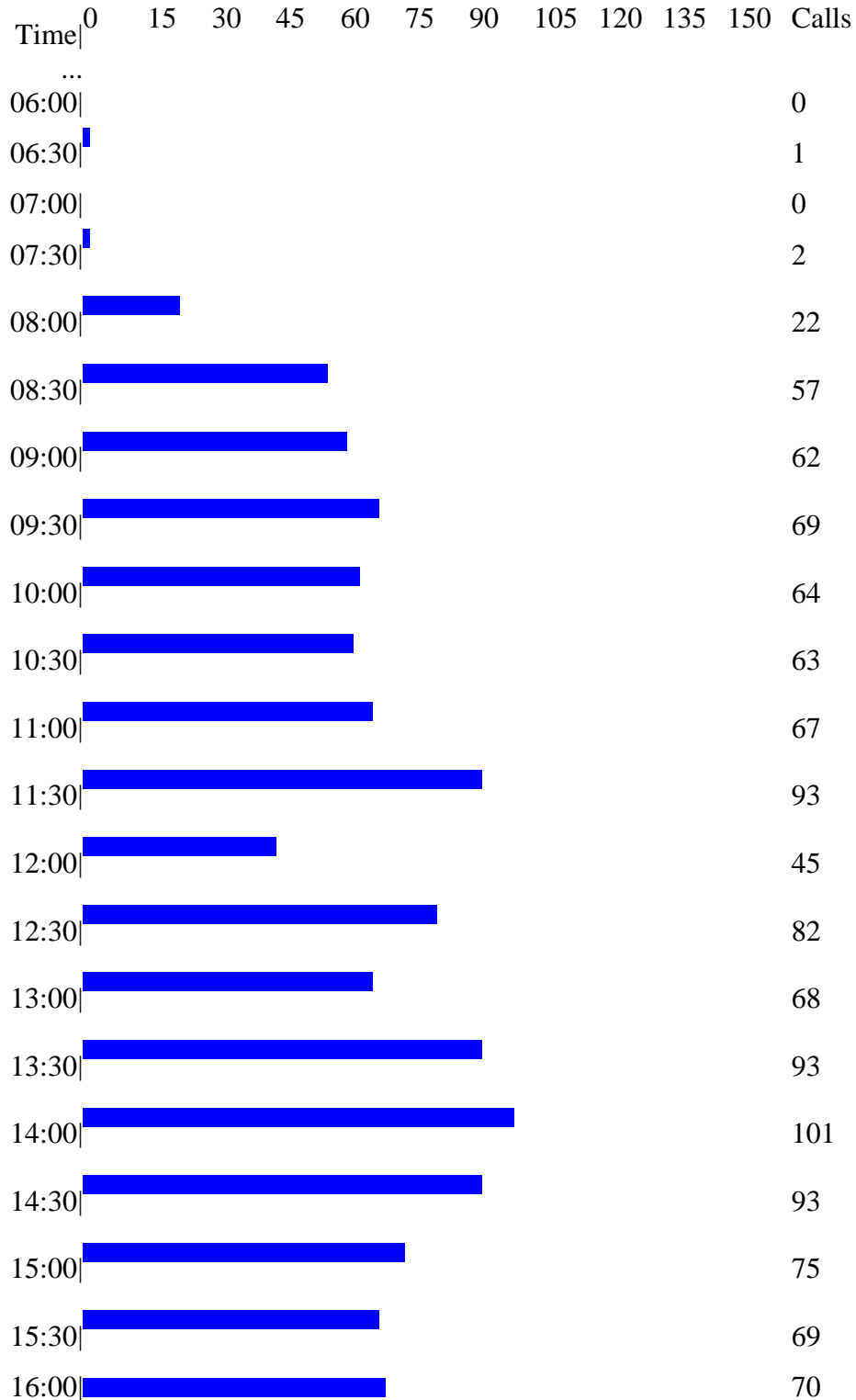| Circuit #	Calls
000001	1059
000002	437
000003	308
000004	167
000011	89
000012	50
000013	49
000014	76
000021	110
000022	204
000023	361
000024	544
000031	161
000042	874
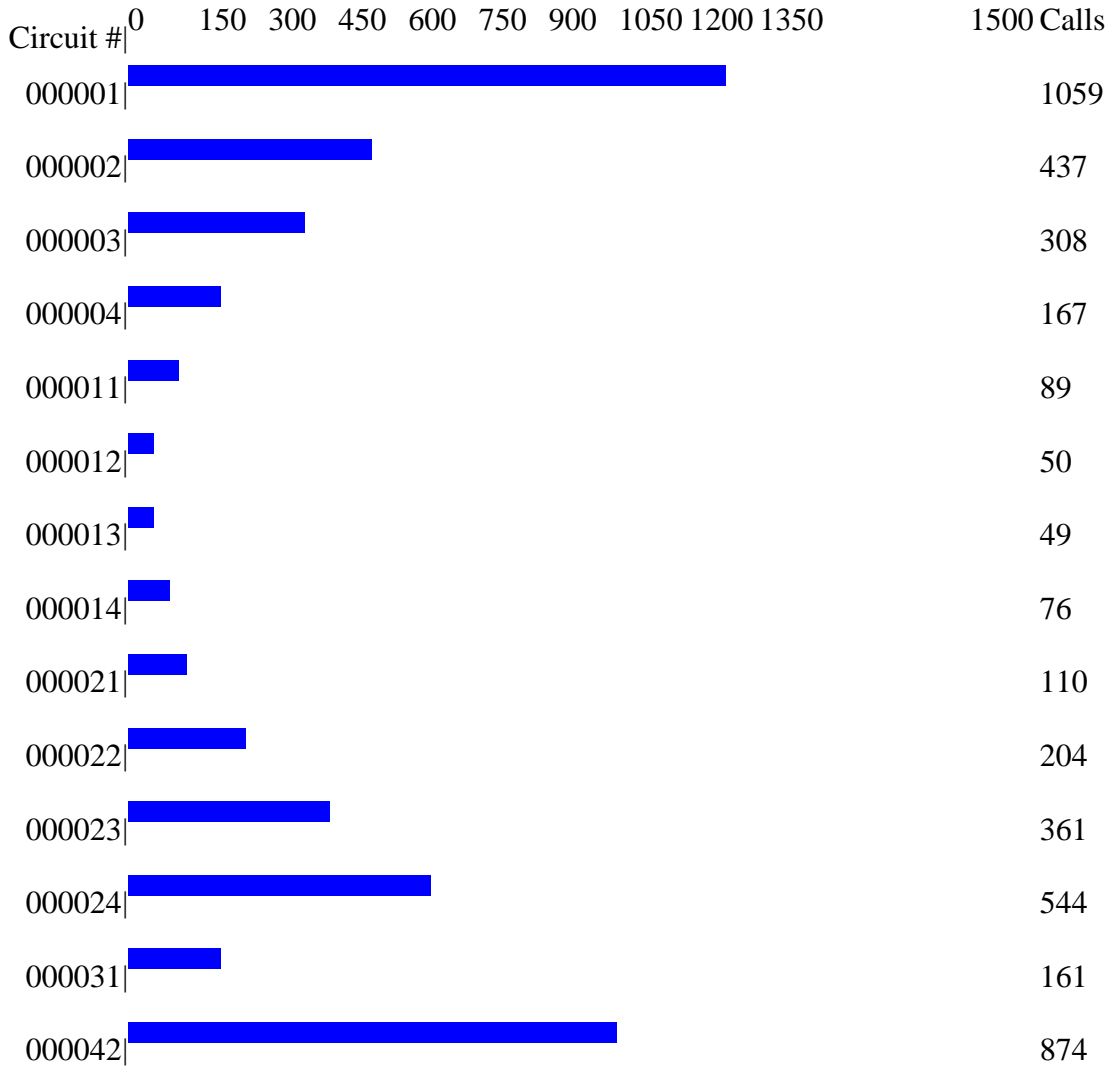
The **Distribution of Calls By Time of Day** report sorts daily inbound and outbound calls into 30 minute time slots. Use this report to track staffing requirements during the workday. An example report is illustrated below.

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

Time	0	15	30	45	60	75	90	105	120	135	150	Calls
...												
06:00												0
06:30												1
07:00												0
07:30												2
08:00												22
08:30												57
09:00												62
09:30												69
10:00												64
10:30												63
11:00												67
11:30												93
12:00												45
12:30												82
13:00												68
13:30												93
14:00												101
14:30												93
15:00												75
15:30												69
16:00												70

```
16:30|███████        29

17:00|███            16

17:30|▌              2
```
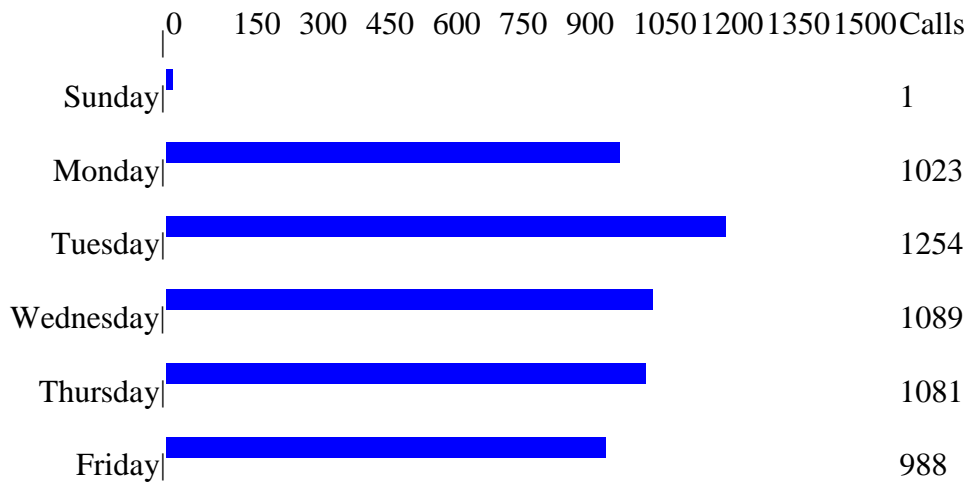
The **Distribution of Calls By Day of Week** report compares the total number of calls for each day during the week. Use this report to determine staffing requirements for each day of the week. An example report is illustrated below.

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

```
          |0    150  300  450  600  750  900  1050 1200 1350 1500 Calls
          |
   Sunday|▌                                                        1
          |
   Monday|███████████████████████████                            1023
          |
  Tuesday|██████████████████████████████████                     1254
          |
Wednesday|█████████████████████████████                          1089
          |
 Thursday|█████████████████████████████                          1081
          |
   Friday|██████████████████████████                             988
```

12

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


                                  Peak    Peak  At Time      100 %
              Date       Peak %   Time    Ckt.   of Day     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