

TABS.iT

Reports Explained



MTS Asia Ltd.

**www.mtsasia.com
info@mtsasia.com**

Classification of Reports

No.	Page No.	Type of Report	Budgetary Report	Network Usage Report	Management Report	Call Centre/ Sales & Marketing Report
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Remark: Reports with "*" are only available in version 7.0 & web

No.	Page No.	Type of Report	Budgetary Report	Network Usage Report	Management Report	Customer Services/ Sales & Marketing Report
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36	P.41	Web/FTP Details/ Summary Report	ü			
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Call Details/Summary Report

This report lists detailed or summary call billing information according to either organizational level, account, authorization, trunk or cost centers.

This report is a detailed organization report whose report level is Extension. It can be shown by 2D/3D graphs.

Date: 08/15/02 Time: 15:56

TABS.IT Extension Details

To: 08/15/02
Extension: Mr. Alex Smith
Extension Number: 105

DATE	DAY	TIME	TYPE	DIALED NUMBER	LOCATION	DURATION	CHARGE	TRUNK
04/13	THURSDAY	18:55	OUT	10564121512321	-----	1:15:30	7.03	5
07/15	SATURDAY	3:55	IN	-----	-----	0:25:30	0.00	3
07/15	SATURDAY	3:55	OUT	14163352135453	BURLINGTON	0:25:20	9.56	1
10/30	MONDAY	9:45	IN	-----	-----	0:55:30	0.00	5
11/03	FRIDAY	21:05	IN	-----	-----	0:25:30	0.00	3
12/25	MONDAY	10:50	OUT	31365632152512	NEW YORK	0:15:11	6.25	3
02/04	SUNDAY	2:22	IN	-----	-----	0:05:24	0.00	2
02/10	SATURDAY	13:59	IN	-----	-----	0:38:44	0.00	3
02/12	MONDAY	6:55	OUT	26553113545335	NEW YORK	0:45:13	6.22	3
02/16	FRIDAY	9:55	IN	EXT. -101	-----	0:15:33	0.00	
03/03	SUNDAY	4:55	IN	-----	-----	0:59:30	0.00	2
						=====	=====	
						7:39:30	29.06	
TOTAL CALLS: 13								
						Sales Tax:	2.32	
						=====	=====	
						TOTAL:	31.38	

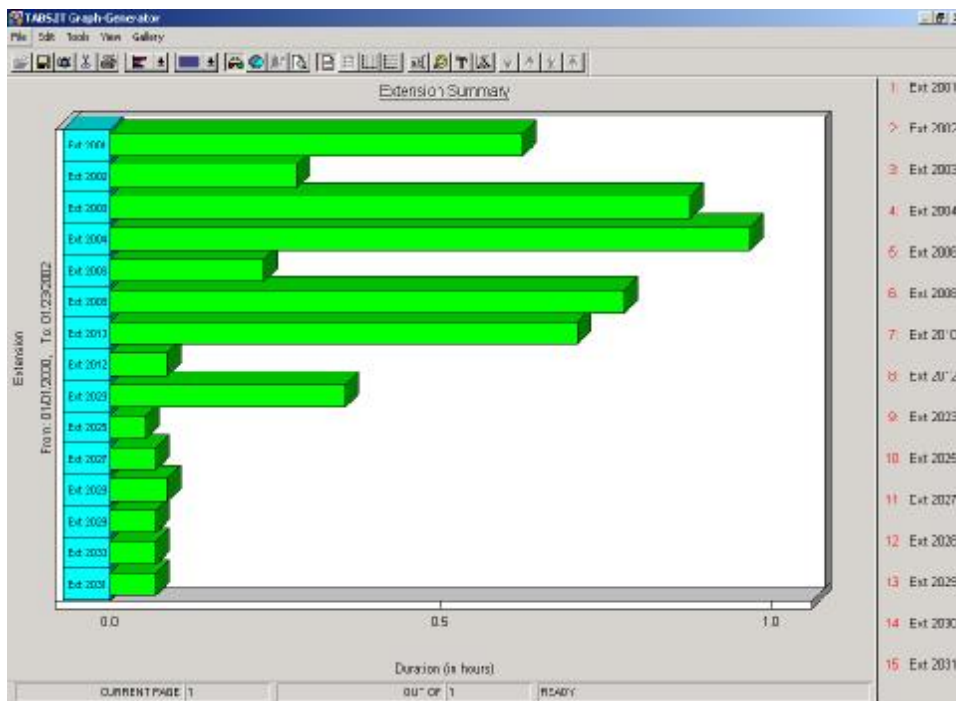
Date: 12/02 Time: 15:47

TABS.IT Extension Summary

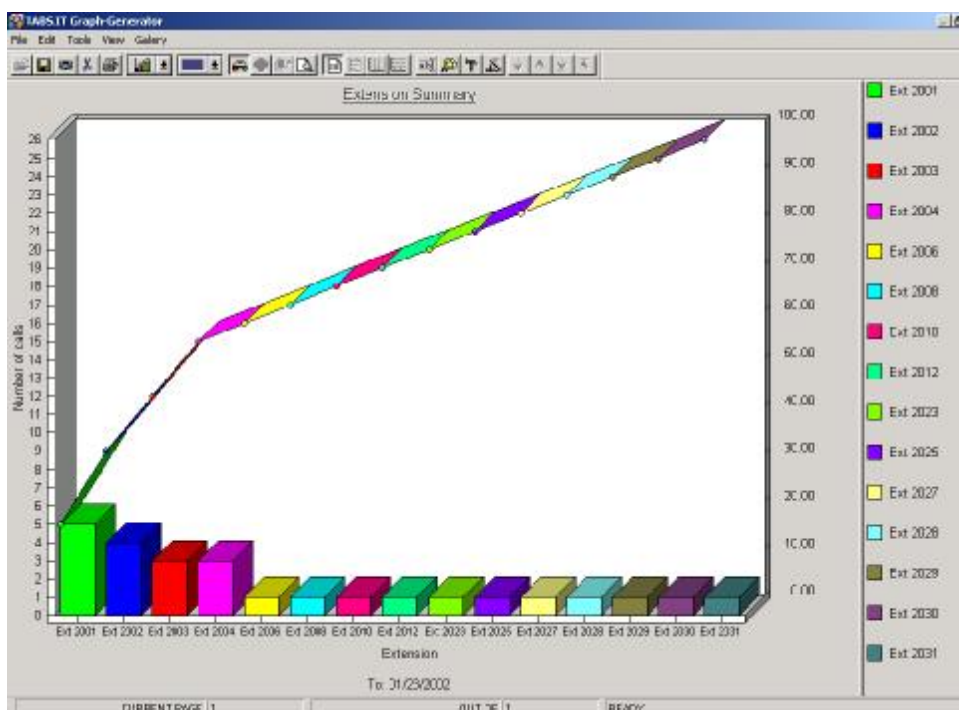
From: 01/01/2001
To: 31/12/2001

EXT. NAME	EXT. NUMBER	CALLS	DURATION	CHARGE
Olaf Sjonsberg	2334	20	01:11:09	5.8147
Philip Travers	2333	6	00:50:59	2.6028
Ralf Masin	1018	7	00:20:02	1.0616
Roger Cave	1179	3	00:07:29	0.5282
Sally Haliway	2331	2	00:04:18	0.0000
Miss Sara O'mare	1213	5	00:00:40	0.0000
Seagull	2600	15	00:28:50	0.0000
Shirly Hines	2525	9	00:11:20	0.7325
Stef Johnson	2479	2	00:00:11	0.0000
Miss Tillie Brian	2328	19	02:08:02	14.1654
Mr. Yannick Hop	2326	2	00:07:13	0.0000
TOTAL:		90	5:22:15	24.9052

Graph of Extension Summary by Duration



Graph of Number of Call per Extension



Account Detail Report

The Account Details report generates a list of call details for each account specified in the range. It provides an itemized list of calls that may be used as part of a client invoice. Or, if the account code field is used as a PIN number or authorization number, calls placed by employees can be tracked regardless of the actual extension used.

<u>Date:</u> 08/02		<u>Time:</u> 10:52		TABS.IT			
				Account Details			
From: 01/06/2001							
To: 31/12/2001							
<u>Account:</u> 120205							
DATE	DAY	TIME	TYPE	DIALED NUMBER	LOCATION	DURATION	CHARGE
03/11	SAT	08:56	OUT	01131235432432#	HEEMSTEDE	00:02:17	2.4775
04/11	SUN	09:17	OUT	01131235432432#	HEEMSTEDE	00:10:59	9.8586
11/11	SUN	11:17	OUT	1498894189#	OHIO	00:00:23	0.1465
30/11	FRI	17:18	OUT	12079606423	ME	00:02:38	0.3868
TOTAL CALLS: 4						00:16:17	12.8694
<u>Account:</u> 140205							
DATE	DAY	TIME	TYPE	DIALED NUMBER	LOCATION	DURATION	CHARGE
03/11	SAT	09:01	OUT	01131235432432#	HEEMSTEDE	00:00:53	1.2898
07/11	WED	10:00	OUT	01131235432432#	HEEMSTEDE	00:05:56	5.6166
08/11	THU	10:28	OUT	01134985984000#	SPAIN	00:45:41	43.6684
13/11	TUE	11:47	OUT	01131235432432#	HEEMSTEDE	00:05:42	5.3621
TOTAL CALLS: 4						00:58:12	55.9369

Authorization Detail/Summary Report

These reports are used to monitor trunk usage in your facility. Using the Call Detail/Summary report options, Authorization Details and Summary Reports can be generated. Authorization reports are generally used to bill customers or projects, based on the code numbers specified in the PBX database.

Date: 08/26/02	Time: 17:00				
TABS.IT					
Authorization - Group Summary					
From: 01/01/002,		To: 08/26/02			
<u>GROUP</u>	<u>CALLS</u>	<u>DURATION</u>	<u>CHARGE</u>	<u>TAXES</u>	<u>TOTAL</u>
Account Group	34	18:45:26	335.78	26.86	362.64
Account Group	119	72:03:37	417.25	33.38	450.63
Account Group	3	0:56:37	16.33	1.31	17.64
<u>GRAND TOTALS</u>	156	91:45:40	769.36	61.55	830.91

Usage Details/Summary Report

This report provides information about the usage of system resources that can help determine whether a change in system resources is required.

For example, if a trunk is busy more than x% of the time, extra trunks should be added (and in the same way, if a trunk is being used too little, maybe it is not required). An extension's usage can be monitored to check how much it is used for incoming/outgoing calls for marketing or service purposes.

Date: 14/02		Time: 12:20									
TABS.IT											
Trunks Weekly Usage - Trunk Details											
From: 01/01/2001											
To: 31/12/2001											
Trunk: 15											
TIME	MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		
	CHARGE	CALLS	CHARGE	CALLS	CHARGE	CALLS	CHARGE	CALLS	CHARGE	CALLS	
03:00	0.0000	0	0.0000	0	0.0000	0	0.1465	1	0.0000	0	
07:00	0.0000	0	0.0000	0	0.0000	0	4.1200	2	0.0000	0	
08:00	0.0000	0	0.0000	0	0.0000	0	0.0615	4	2.7646	4	
09:00	2.7866	5	0.1889	4	0.0000	0	0.0000	0	1.0543	1	
10:00	0.0000	0	0.0000	0	1.1494	4	2.1362	6	1.7403	6	
11:00	8.4668	2	1.7019	4	0.0000	1	0.0000	0	0.0000	0	
12:00	0.0000	0	0.0000	1	0.6606	5	0.1465	4	0.0000	0	
13:00	0.0000	0	0.0000	0	0.0000	0	0.1465	1	18.3194	7	
14:00	0.0000	3	5.8368	5	0.9446	8	0.7030	5	0.0000	0	
15:00	0.0000	1	0.0000	0	0.0000	0	0.9807	2	2.1747	8	
16:00	0.8393	4	0.0000	5	0.5384	5	9.4935	3	0.0000	0	
17:00	0.0000	0	0.0000	0	0.0000	0	5.9474	7	0.6747	6	
18:00	0.0000	0	0.0000	0	0.0000	0	0.9858	4	0.0000	0	
19:00	0.0000	0	0.0000	0	0.0000	0	0.0000	2	0.0000	0	
20:00	0.0000	0	0.0000	0	0.0000	0	0.1465	1	0.0000	0	
23:00	0.0000	0	0.0000	0	0.0000	0	0.1465	1	0.0000	0	
=====		=====		=====		=====		=====		=====	
	15		19		23		43		32		
Shared Calls:	1		1		0		3		1		
Summary Totals:	14		7.7276	18	3.2930	23	55.1606	40	26.7280	1	

Trunk Detail/Summary Report

These reports are used to monitor trunk usage in your facility. Using the Call Detail/Summary report options, Trunk Details and Trunk Summary Reports can be generated.

Date: 12/02 **Time:** 16:15

TABS.IT
Trunks USAGE - Trunk Summary

From: 01/01/2001
To: 31/12/2001

TRUNK	CALLS		TOTAL DURATION		AVERAGE DURATION		TRK. USAGE(%)		
	IN	OUT	INCOMING	OUTGOING	IN	RING OUT	IN	OUT	IDLE
01	244	85	34:25:42	06:55:24	00:08:27	0 00:04:53	0.39	0.08	99.53
02	243	117	15:50:00	14:05:02	00:03:54	0 00:07:13	0.18	0.16	99.66
03	190	103	15:02:11	10:52:30	00:04:44	0 00:06:20	0.17	0.12	99.71
04	177	131	09:35:38	12:26:20	00:03:15	0 00:05:41	0.11	0.14	99.75
05	141	125	08:27:40	12:45:12	00:03:36	0 00:06:07	0.10	0.15	99.75
06	105	96	04:59:00	19:03:30	00:02:50	0 00:11:54	0.06	0.22	99.72
07	88	98	03:03:36	18:57:00	00:02:05	0 00:11:36	0.03	0.22	99.75
08	90	117	04:28:47	14:22:32	00:02:59	0 00:07:22	0.05	0.16	99.79
09	62	97	02:00:44	20:53:18	00:01:56	0 00:12:55	0.02	0.24	99.74
10	52	115	01:37:54	20:25:14	00:01:52	0 00:10:39	0.02	0.23	99.75
11	45	79	01:54:45	23:30:18	00:02:33	0 00:17:51	0.02	0.27	99.71
12	46	21	01:00:47	27:49:50	00:01:19	0 01:19:30	0.01	0.32	99.67
13	49	141	01:47:38	15:06:11	00:02:11	0 00:06:25	0.02	0.17	99.81
14	48	97	07:04:21	16:49:13	00:08:50	0 00:10:24	0.08	0.19	99.73
15	50	130	01:51:36	10:24:25	00:02:13	0 00:04:48	0.02	0.12	99.86
GRAND TOTALS									
	1630	1552	113:10:19	244:25:59	00:04:09	0 00:09:26	0.02	0.05	99.93

Weekly Usage Report

This report lists a breakdown of calls according to the selected time resolution (15 minutes, 30 minutes, or 60 minutes) and the selected categories (Erlangs, Call duration or Call cost).

<u>Date:</u> 08/13/02		<u>Time:</u> 13:40		TABS.IT							
Weekly Usage											
From: 01/01/02,		To: 08/13/02									
Extension: Mr. Alex Smith											
Extension Number: 105											
TIME	SUNDAY		MONDAY		TUESDAY		WEDNESDAY		CALLS		
	DURATION	CALLS	DURATION	CALLS	DURATION	CALLS	DURATION	CALLS			
2:00	0:05:24	1	0:00:00	0	7:04:30	5	0:00:00	0			
4:00	0:59:30	1	0:00:00	0	0:00:00	0	6:56:10	4			
6:00	0:00:00	0	1:18:43	2	0:00:00	0	0:00:00	0			
9:00	0:00:00	0	0:00:00	0	2:16:10	3	21:44:17	7			
13:00	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00	0			
20:00	0:00:00	0	0:39:05	1	0:00:00	0	34:17:09	13			
	=====	=====	=====	=====	=====	=====	=====	=====	=====		
	1:04:54	2	1:57:48	3	9:20:40	8	62:17:36	24			

Call Class Breakdown Report

This report lists call summary information for an organizational level (for example, Company, Division, Department, Extension) according to the area or zone dialed (Local, Area, Long Distance, etc.).

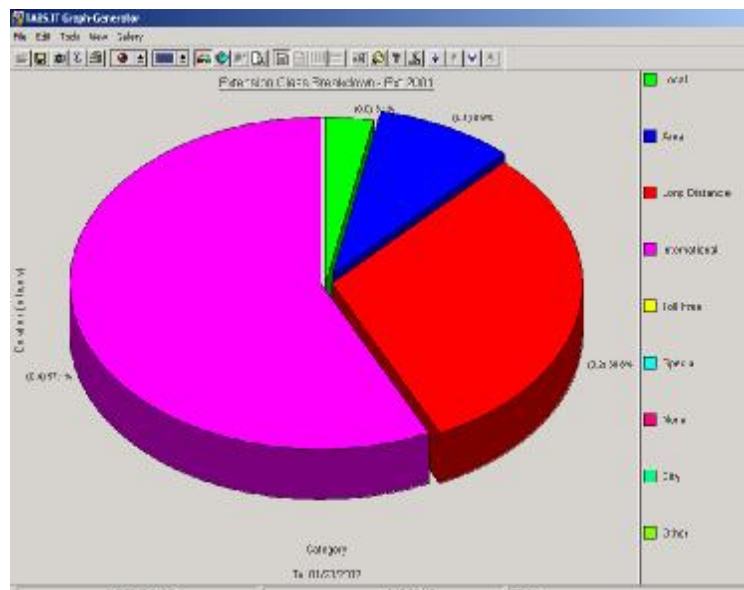
This report can be used to monitor call distribution for sales purposes (for example, efforts and costs of telemarketing), or to see the division of costs and if there is a need for alternative communication channels (for example, leased lines). It can be shown by 2D/3D graphs.

Date: 10/10/01 **Time:** 10:23

TABS.IT Call Class Breakdown

From: 10/08/2001
To: 10/10/2001

EXT. NAME	NUMBER OF CALLS					TOTAL
	OUTGOING	INCOMING	INTERNAL	TRUNK-T-TRUNK		
Adam Rafter	4	2	2	1		9
Ann Lemann	21	9	1	2		33
Brent Clarke	2	1	2	0		5
Chris Kunath	21	5	3	1		30
Conference Room	1	1	0	0		2
Cathy Dole	5	3	1	1		10
Dan Deahl	6	4	2	2		14
Dan O'Neil	4	1	1	1		7
Dennis Long	34	6	1	1		42
Don Mays	16	3	2	1		22
Doug Wells	6	2	2	1		11
Eric Krenn	23	7	2	0		32
Ethan Johnson	18	2	4	1		25
Henry Chester	9	3	2	1		15
James Brickman	4	2	1	1		8
Jason Simms	26	2	1	1		30
Leslie Davis	14	3	2	1		20
GRAND TOTALS	263	56	29	16		324

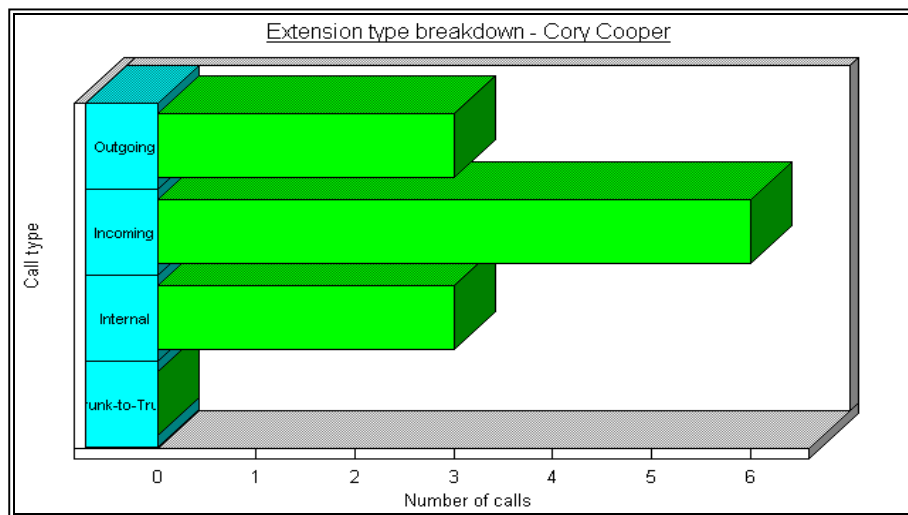


Call Type Breakdown Report

This report lists call summary information for an organizational level according to the call type (incoming, outgoing, internal, trunk-to-trunk). This report provides information that may help decide how the PBX equipment could best be used according to the call type (for example, how many trunks for incoming and outgoing calls).

It can be shown by 2D/3D graphs.

Date: 08/15/02		Time: 15:41		TABS.IT			
To: 08/15/02		Call Type Breakdown					
EXTENSION NAME	NUMBER OF CALLS					TOTAL	
	OUTGOING	INCOMING	INTERNAL	TRUNK-T-TRUNK			
Mr. Alex Smith	4	8	1	0		13	
Mrs. Amanda Woods	6	3	0	0		9	
Mr. Barry Melnikoff	4	4	0	0		8	
Mr. Danny Alex	4	0	0	0		4	
Mr. Darren Fredrick	8	11	0	0		19	
Mr. Daryl Gates	13	6	2	0		21	
Horace Wilkins	12	11	0	0		23	
Mr. Joey Jones	6	5	0	0		11	
Mr. John Col	12	8	2	0		22	
Mr. John Gerber	10	10	4	0		24	
Mrs. Melanie Summer	4	2	2	0		8	
Mrs. Miranda Graff	5	3	0	0		8	
Mrs. Naomi Woods	8	2	2	0		12	
Mr. Peter Wang	6	3	2	0		11	
Mr. Robert Red	8	8	6	0		22	
Mr. Warren Daniels	3	0	0	0		3	
Mr. William Firelli	11	8	5	0		24	
GRAND TOTALS	124	92	26	0		242	



Destination Distribution Report

This report lists a breakdown of calls made according to their destination (dialed numbers) and the call categories selected during different periods of the day. This report can be used as a tool to rearrange calling patterns (for example, postpone international calls to be made during cheaper time periods to save costs).

Date: 30/10/01		Time: 10:23		TABS.IT			
				Destination Distribution			
From: 14/10/2001							
To: 16/10/2001							
No. of Digits: 6							
Call Category: All.							
DESTIN.	CALLS	DURATION	CHARGE	----- CHARGE IN DAY -----			
				DAY	EVENING	NIGHT	
130145	2	00:02:14	6.47	2.33	1.71	2.43	
130169	5	00:39:25	33.49	23.95	7.58	1.96	
130339	2	00:04:21	8.74	2.85	4.33	1.56	
130351	5	00:38:37	29.48	23.38	2.66	3.44	
130353	2	00:00:45	5.92	0.57	3.56	1.22	
130365	2	00:00:41	3.22	0.57	0.65	2.00	
130366	2	00:00:52	3.27	0.57	0.87	1.83	
130372	2	00:00:35	3.91	0.57	1.22	2.12	
130377	3	00:01:12	6.16	1.14	2.02	3.00	
130385	4	00:03:25	5.86	2.85	1.00	2.01	
130393	3	00:05:09	6.03	3.99	0.77	1.27	
130394	2	00:12:18	15.19	7.41	4.67	3.11	
130399	2	00:00:40	3.44	1.55	0.75	1.14	
130425	6	00:04:32	15.82	3.42	9.65	2.75	
130523	3	00:00:26	3.91	0.57	2.33	1.01	
130559	2	00:00:28	2.80	0.57	0.98	1.25	
130567	2	00:00:40	1.98	0.57	0.54	0.87	
130839	3	00:01:07	4.79	1.14	1.65	2.00	
130968	4	00:03:30	5.13	1.71	1.14	2.28	
131222	4	00:00:46	2.90	0.57	1.33	1.00	
131246	2	00:33:22	23.80	19.39	3.20	1.21	
=====	=====	=====	=====	=====	=====	=====	
TOTALS	62	2:35:05	192.21	100.14	52:61	39.46	

Dialed Number Summary Report

This report lists all outgoing calls (dialed numbers) within the specified time period in numerical order.

This report can be used to determine the outside numbers that are called most frequently, and for various evaluation purposes (such as whether to change to a different type of communication system for that location).

Date: 31/12/2001		Time: 9:03		TABS.IT	
		Dialed Number Summary			
From: 01/01/2002					
To: 10/01/2002					
<u>DIALED NUMBER</u>	<u>CALLS</u>	<u>DURATION</u>	<u>CHARGE</u>	<u>LOCATION</u>	
18014292170	1	00:40:23	23.38	UT	UT
18015637106	2	00:02:42	1.71	UT	UT
18042810162	4	00:03:42	2.85	VA	VA
18047940144	2	00:02:59	2.28	VA	VA
18049803568	1	00:00:44	0.57	VA	VA
18088401595	4	00:03:44	2.85	HI	HI
18132822179	3	00:04:33	3.42	FL	FL
18136122757	4	00:03:32	2.85	FL	FL
18157650044	1	00:00:11	0.57	IL	IL
18157650044	1	00:00:36	0.57	IL	IL
18157650044	1	00:58:58	33.65	IL	IL
18165842343	1	00:03:19	2.28	MO	MO
18169202584	2	00:01:51	1.14	MO	MO
18172101321	2	00:01:49	1.71	TX	TX
18172101597	4	00:03:33	2.28	TX	TX
18172513297	2	00:02:03	1.71	TX	TX
18174916637	1	00:06:11	3.99	TX	TX
18176526499	4	00:25:43	15.40	TX	TX
18436622595	1	00:08:34	5.13	SC	SC
18436623158	2	00:07:28	4.56	SC	SC
18473103189	2	00:07:02	4.56	IL	IL
18474275164	2	00:01:34	1.14	IL	IL
18474275959	3	00:02:03	1.71	IL	IL
18476153211	2	00:48:20	28.52	IL	IL
=====					
TOTALS	62	4:01:29	148.83		

Details and Summary Combined Report

This report lists a summary of call data according to the selected organizational level with details of the calls according to the categories selected. This report provides a more focused view of the call data, allowing you to detail the more significant information. This report may be the most closely structured to a service provider's bill.

Date: 12/02 Time: 10:38

TABS.IT Details and Summary Combined

From: 01/01/2002
To: 31/01/2002

Detail: Category: International

Extension: Alan Bosko
Extension Number: 751

DATE	DAY	TIME	TYPE	DIALED NUMBER	LOCATION	DURATION	CHARGE
TOTAL DETAIL CALLS: 0						00:00:00	0.0000
TOTAL NOT DETAILED CALLS: 371						03:12:32	64.52
TOTAL CALLS: 371						=====	=====
						03:12:32	64.52

Extension: Andrew Siverts
Extension Number: 785

DATE	DAY	TIME	TYPE	DIALED NUMBER	LOCATION	DURATION	CHARGE
18/11	SUN	14:01	OUT	01131235432020#	HEEMSTEDE	00:00:36	1.0353
18/11	SUN	14:03	OUT	01131235432020#	HEEMSTEDE	00:02:00	2.2230
22/11	THU	14:54	OUT	01131235432020#	HEEMSTEDE	00:02:03	2.3079
24/11	SAT	15:23	OUT	01131235432020#	HEEMSTEDE	00:00:08	0.9504
TOTAL DETAIL CALLS: 4						00:04:47	6.5166
TOTAL NOT DETAILED CALLS: 24						02:36:05	10.3051
TOTAL CALLS: 28						=====	=====
						02:40:52	16.8217

Personal / Business Combined Report

This report lists the detail of the business calls for an extension and summarizes the personal calls, or lists the detail the personal calls and summarize the business calls.

The calls included in this report can be filtered according to the call duration, units or cost.

Date: 20/11		Time: 11:05		TABS.IT						
							Combined Personal/Business			
From: 2000-01-01										
To: 2000-12-31										
Detail: Call Flags: Personal										
Extension: Alan Bosko										
Extension Number: 0										
DATE	DAY	TIME	TYPE	DIALED NUMBER	LOCATION	UNITS	DURATION	CHARGE	EURO	CHARGE
						=====	=====	=====	=====	=====
TOTAL PERSONAL CALLS: 0							0	00:00:00	0.0000	0.0000
TOTAL BUSINESS CALLS: 371							0	03:12:32	0.0000	0.0000
						=====	=====	=====	=====	=====
TOTAL CALLS: 371							0	03:12:32	0.0000	0.0000
Extension: Alex Shobosky										
Extension Number: 1002										
DATE	DAY	TIME	TYPE	DIALED NUMBER	LOCATION	UNITS	DURATION	CHARGE	EURO	CHARGE
						=====	=====	=====	=====	=====
TOTAL PERSONAL CALLS: 0							0	00:00:00	0.0000	0.0000
TOTAL BUSINESS CALLS: 2							0	00:09:17	0.5141	0.5141
						=====	=====	=====	=====	=====
TOTAL CALLS: 2							0	00:09:17	0.5141	0.5141
Extension: Andrew Sivers										
Extension Number: 1000										
DATE	DAY	TIME	TYPE	DIALED NUMBER	LOCATION	UNITS	DURATION	CHARGE	EURO	CHARGE
						=====	=====	=====	=====	=====
TOTAL PERSONAL CALLS: 0							0	00:00:00	0.0000	0.0000

Service Comparison by Trunk Report

This report enables comparison of call costs between different telephone service providers to determine which provider is most suitable for your organization's communication profile.

		-----COST-----	
		<u>AT&T Out</u>	<u>MCI Out</u>
Date: 12/02 Time: 15:12			
TABS.IT			
Service Comparison by Trunk			
From: 01/01/2001			
To: 31/12/2001			
Trunk No:	01	50.5907	45.1020
Trunk Name:	01		
No. of Calls:	85		
Total Duration:	06:55:24		
Trunk No:	02	109.1149	100.4512
Trunk Name:	02		
No. of Calls:	117		
Total Duration:	14:05:02		
Trunk No:	03	73.4845	70.4852
Trunk Name:	03		
No. of Calls:	103		
Total Duration:	10:52:30		
Trunk No:	04	135.2723	129.5120
Trunk Name:	04		
No. of Calls:	124		
Total Duration:	17:42:17		
GRAND TOTALS:		=====	=====
		368.4624	345.5504

Trunk History Report

This report lists call data grouped according to trunks with a breakdown according to month, number of calls, duration and charge.

This report is used to monitor the trunk usage in your facility. Equipped with this information, organizations can better utilize their external lines. For example, if most of the trunks appear to be heavily used, you may need to add another trunk. Or if little or no data is available for a certain trunk, you may have too many trunks. You can also see the increase/decrease in trunk usage for each month of the year.

<u>Date:</u> 12/02		<u>Time:</u> 15:57	
TABS.IT			
Trunk History			
From: 01/01/2001			
To: 31/12/2001			
<u>Trunk: 01</u>			
<u>MM/YY</u>	<u>CALLS</u>	<u>DURATION</u>	<u>CHARGE</u>
01/01	329	31:21:06	50.6840
02/01	412	25:28:16	74.2105
=====	=====	=====	=====
	741	56:49:22	124.8990
<u>Trunk: 02</u>			
<u>MM/YY</u>	<u>CALLS</u>	<u>DURATION</u>	<u>CHARGE</u>
01/01	360	29:15:02	108.9581
02/01	253	21:35:02	89.1149
=====	=====	=====	=====
	613	50:50:04	198.0730
<u>Trunk: 03</u>			
<u>MM/YY</u>	<u>CALLS</u>	<u>DURATION</u>	<u>CHARGE</u>
01/01	167	25:04:11	54.6626
02/01	293	38:54:41	73.4845
=====	=====	=====	=====
	460	63:58:52	127.1471
<u>Trunk: 04</u>			
<u>MM/YY</u>	<u>CALLS</u>	<u>DURATION</u>	<u>CHARGE</u>
01/01	231	22:01:18	73.2265
11/01	308	36:45:38	135.2723
=====	=====	=====	=====
	539	58:46:56	208.4988

Trunk Trends Report

This report lists call data grouped according to trunks on a monthly basis with a breakdown according to number of calls, duration, charge and units.

The report is structured in a table format to enable easy comparisons to be made. This report is used to monitor the trunk usage in your facility and the change over the months. Equipped with this information, organizations can better utilize their external lines.

<u>Date:</u> 08/15/02		<u>Time:</u> 17:17		<u>TABS.IT</u>					
		Trunk Trends							
To: 08/15/02									
Trunk	Sept. 01	October 01	November 01	December 01	January 02				
5									
CALLS	17	44	23	122	37				
DURATION	6:00:03	17:04:50	67:14:33	124:44:07	43:24:06				
CHARGE	6.54	19.65	9.77	88.01	12.40				
	=====	=====	=====	=====	=====				
Trunk	Sept. 01	October 01	November 01	December 01	January 02				
1									
CALLS	22	37	64	22	11				
DURATION	34:01:10	66:04:40	77:63:00	22:09:04	16:50:47				
CHARGE	7.07	95.09	36.75	63.22	4.65				

Hit Parade by Dialed Number Report

This report lists up to the top fifteen dialed numbers, most frequently dialed, with the longest duration, by the highest charges, and with the highest units. This report enables you to view the dialed numbers that are used most frequently.

<u>Date:</u> 14/02		<u>Time:</u> 14:30			
TABS.IT					
Hit Parade by Dialed No.					
From: 01/06/2001					
To: 31/12/2001					
<u>Top 5 by NUMBER OF CALLS:</u>					
<u>DIALED NUMBER</u>	<u>CALLS</u>	<u>DURATION</u>	<u>CHARGE</u>	<u>LOCATION</u>	
441718541235	214	33:54:54	0.0000	London	
31421565512	205	20:14:10	0.0000	Amsterdam	
495114510021	133	04:19:42	0.0000	Hannover	
8522110846	131	05:50:18	0.0000	Hong Kong	
493148824333	67	05:31:09	0.0000	Frankfurt	
<u>Top 5 by DURATION:</u>					
<u>DIALED NUMBER</u>	<u>CALLS</u>	<u>DURATION</u>	<u>CHARGE</u>	<u>LOCATION</u>	
1932763838	20	73:28:33	0.0000	Cambridge	
54	214	33:54:54	0.0000	New York	
52	205	20:14:10	0.0000	Seattle	
12074040039	2	18:36:02	157.8267	Milan	
01117134316966	7	05:50:26	49.6809	Sao Paulo	
<u>Top 5 by CHARGE:</u>					
<u>DIALED NUMBER</u>	<u>CALLS</u>	<u>DURATION</u>	<u>CHARGE</u>	<u>LOCATION</u>	
12074040039	2	18:36:02	157.8267	ME	
01173272218626	1	00:38:50	75.4127	ALMA -ATA	
01173272656195	2	00:26:13	51.6696	ALMA -ATA	
01117134316966	7	05:50:26	49.6809	TX	
01131235432637	1	00:55:26	47.6124	HEEMSTEDE	

Hit Parade by Extension Report

This report lists up to the top fifteen in each of the following categories:

- Extensions with the most calls
- Extensions with the longest calls
- Extensions with the highest charge

This report allows you to focus on the peak values for each category.

<u>Date:</u> 14/02		<u>Time:</u> 15:27		TABS.IT		
Hit Parade by Extension						
From: 01/01/2001						
To: 31/12/2001						
<u>Top 5 by NUMBER OF CALLS:</u>						
<u>EXT. NAME</u>	<u>EXT. NUMBER</u>	<u>CALLS</u>	<u>DURATION</u>	<u>CHARGE</u>		
Alan Bosko	2032	371	03:12:32	40.7845		
Farcus Moore	1043	41	02:33:48	13.4819		
Daphne Summers	1005	37	01:38:28	4.3347		
Ext 2053	2053	36	01:41:24	6.6422		
Ext 1232	1232	35	01:51:56	1.1984		
<u>Top 5 by DURATION:</u>						
<u>EXT. NAME</u>	<u>EXT. NUMBER</u>	<u>CALLS</u>	<u>DURATION</u>	<u>CHARGE</u>		
Ext 1242	1242	3	30:59:06	0.0000		
Gregory Linen	1015	9	24:26:28	207.5076		
Ext 1146	1146	5	21:50:56	10.7454		
Grud Arlenson	3009	4	20:37:38	2.0965		
Ext 1165	1165	3	13:19:28	0.8522		
<u>Top 5 by CHARGE:</u>						
<u>EXT. NAME</u>	<u>EXT. NUMBER</u>	<u>CALLS</u>	<u>DURATION</u>	<u>CHARGE</u>		
Gregory Linen	1015	9	24:26:28	207.5076		
Ext 1240	1240	13	01:44:05	206.7955		
Ext 1243	1243	6	00:57:24	109.4971		
Ext 2324	2324	11	01:29:37	56.3237		
Ext 2062	2062	15	02:20:08	47.7030		

Annual Organization History Report

This report summarizes call information per month over the past year. You can also generate a report according to divisions or sections to compare monthly data for the year.

This report can be used as a tool to assess the budgets needed for each month per organization for the coming months/years. It can be shown by 2D/3D graphs.

Date: 10/01 **Time:** 11:04

TABS.IT Annual Organization History

From: 01/09/2001
To: 31/12/2001

Extension: Alan Bosko
Extension Number: 1001

	Sept. 2001	October 2001	November 2001	December 2001
CALLS	9	28	37	40
DURATION	00:12:08	01:42:19	03:12:32	02:36:41
CHARGE	7.80	18.75	80.64	64.15

=====
=====
=====
=====

Extension: Alex Shobosky
Extension Number: 1002

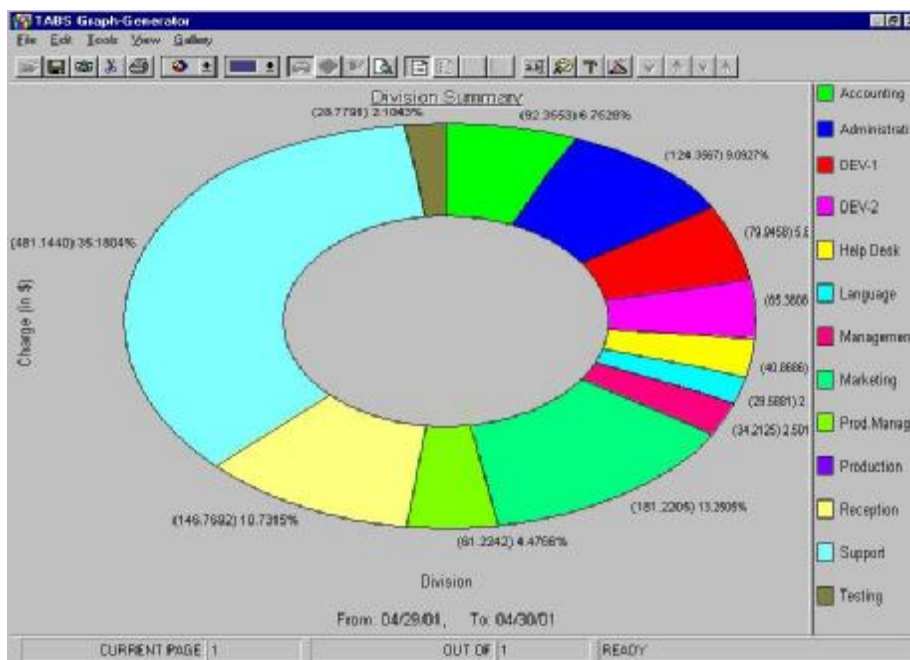
	Sept. 2001	October 2001	November 2001	December 2001
CALLS	46	30	27	16
DURATION	00:38:24	00:29:06	00:09:17	00:06:50
CHARGE	16.24	8.75	4.10	2.30

=====
=====
=====
=====

Extension: Andrew Sivers
Extension Number: 1000

	Sept. 2001	October 2001	November 2001	December 2001
CALLS	80	54	28	62
DURATION	01:06:20	01:10:36	02:40:52	00:54:14
CHARGE	49.70	30.98	66.8217	34.84

=====
=====
=====
=====



History Report

This report summarizes call information for an organization over an infinite period of time (even after the data has been archived): either per month or year.

This report can be used as a tool to assess the budgets needed for each month per organization for the coming months/years.

<u>Date:</u> 14/02		<u>Time:</u> 13:40	
TABS.IT			
History			
From: 01/10/2001			
To: 31/11/2001			
<u>Extension:</u> Daphne Summers			
<u>Extension Number:</u> 1005			
<u>MM/YY</u>	<u>CALLS</u>	<u>DURATION</u>	<u>CHARGE</u>
01/01	37	01:38:28	4.4585
11/01	37	01:38:28	4.3347
=====			
	74	03:16:56	8.7932
<u>Extension:</u> Alex Shobosky			
<u>Extension Number:</u> 1002			
<u>MM/YY</u>	<u>CALLS</u>	<u>DURATION</u>	<u>CHARGE</u>
10/01	2	00:09:17	0.5141
11/01	2	00:09:17	0.5141
=====			
	4	00:18:34	1.0282
<u>Extension:</u> Andrew Sivers			
<u>Extension Number:</u> 1000			
<u>MM/YY</u>	<u>CALLS</u>	<u>DURATION</u>	<u>CHARGE</u>
10/01	28	02:40:52	16.8217
11/01	28	02:40:52	16.8217
=====			
	56	05:21:44	33.6434

Organization Directory Report

This report lists all company extensions sorted in one of four ways:

- § By extension name
- § By extension number
- § By both section and extension name
- § By both section and extension number

The organizational level (for example, section) changes according to the configuration of your system. The level will be the one above the extension level.

<u>EXT. NAME</u>	<u>EXT. NUMBER</u>	<u>DIVISION</u>	<u>DEPARTMENT</u>
Felix Harrison	1012	Product Mana	Vir1
Gayle Sondo	3103	Product Mana	Vir1
Gregory Linen	1015	Sales	Internationa
Grud Arlenson	3009	Production	<None>
John Devons	3008	Production	<None>
Kevin Paggers	2344	Sales	Internationa
Lex Hollow	2379	Sales	Internationa
Mark Ferris	1202	Sales	Internationa
Mary Jonson	1184	Sales	Internationa
Michael Peeters	2337	Sales	Local Sales
Olaf Sjonsberg	2334	Sales	Local Sales
Philip Travers	2333	Sales	Local Sales
Roger Cave	1179	Sales	Internationa
Sally Haliway	2331	Sales	Local Sales
Miss Sara O'mare	1213	Sales	Internationa
Seagull	2600	Sales	Helpdesk
Shirly Hines	2525	Sales	Internationa
Stef Johnson	2479	Sales	Internationa
Miss Tillie Brian	2328	Sales	Internationa
Mr. Yannick Hop	2326	Sales	Internationa
Alan Bosko	2032	General Mana	<None>
Alex Shobosky	1002	General Mana	<None>
Andrew Sivers	1000	General Mana	Accountancy
Boris Owens	1003	General Mana	Front Desk
Carl Peterson	1004	General Mana	Front Desk

Ring Time Report

This report lists incoming calls received per 15 minutes, 30 minutes or per hour, over a 24-hour period, grouped according to the length of time (in seconds) or rings required to answer each call, meaning how long or how many times the telephone was ringing.

This report can be used to gather information on customer service (how quickly incoming calls are answered at different times of day) and telephone staffing requirements. It can be shown by 2D/3D graphs.

From: 10/16/2001		TABS.IT							
To: 10/16/2001		Ring Time							
Call Type: Incoming									
Extension: Jane Trill									
Extension Number: 1988									
TIME	TOTAL	-----Answered in-----				-----As a Percentage-----			
		-----(No. of Rings or Seconds)----				-----of All Calls-----			
		<15	<30	<60	>60	<15	<30	<60	>60
2:00	2	2	0	0	0	100.00%	0.00%	0.00%	0.00%
6:00	2	2	0	0	0	100.00%	0.00%	0.00%	0.00%
7:00	10	10	0	0	0	100.00%	0.00%	0.00%	0.00%
8:00	126	126	0	0	0	100.00%	0.00%	0.00%	0.00%
9:00	188	180	4	4	0	95.74%	2.13%	2.13%	0.00%
10:00	296	294	0	2	0	99.32%	0.00%	0.68%	0.00%
11:00	236	236	0	0	0	100.00%	0.00%	0.00%	0.00%
12:00	282	282	0	0	0	100.00%	0.00%	0.00%	0.00%
13:00	196	196	0	0	0	100.00%	0.00%	0.00%	0.00%
14:00	216	212	2	2	0	98.15%	0.93%	0.93%	0.00%
15:00	162	162	0	0	0	100.00%	0.00%	0.00%	0.00%
16:00	168	166	0	2	0	98.81%	0.00%	1.19%	0.00%
17:00	164	164	0	0	0	100.00%	0.00%	0.00%	0.00%
18:00	66	64	2	0	0	96.97%	3.03%	0.00%	0.00%
19:00	42	42	0	0	0	100.00%	0.00%	0.00%	0.00%
20:00	12	12	0	0	0	100.00%	0.00%	0.00%	0.00%
21:00	18	18	0	0	0	100.00%	0.00%	0.00%	0.00%
22:00	10	10	0	0	0	100.00%	0.00%	0.00%	0.00%
23:00	4	4	0	0	0	100.00%	0.00%	0.00%	0.00%
=====		=====	=====	=====	=====	=====	=====	=====	=====
	2,200	2,182	8	10	0	99.18%	0.36%	0.45%	0.00%
Total:	2,200	2,182	8	10	0	99.18%	0.36%	0.45%	0.00%

Ring Time by Hour Report

This report lists data on the ring time of all incoming calls, grouped by the time resolution period selected (60 minutes, 30 minutes or 15 minutes). This report can be used to gather information on customer service (how quickly incoming calls are answered at different times of day) and telephone staffing requirements. It can be shown by 2D/3D graphs.

Date: 08/15/96 **Time:** 17:04

TABS.IT Ring Time By Hour

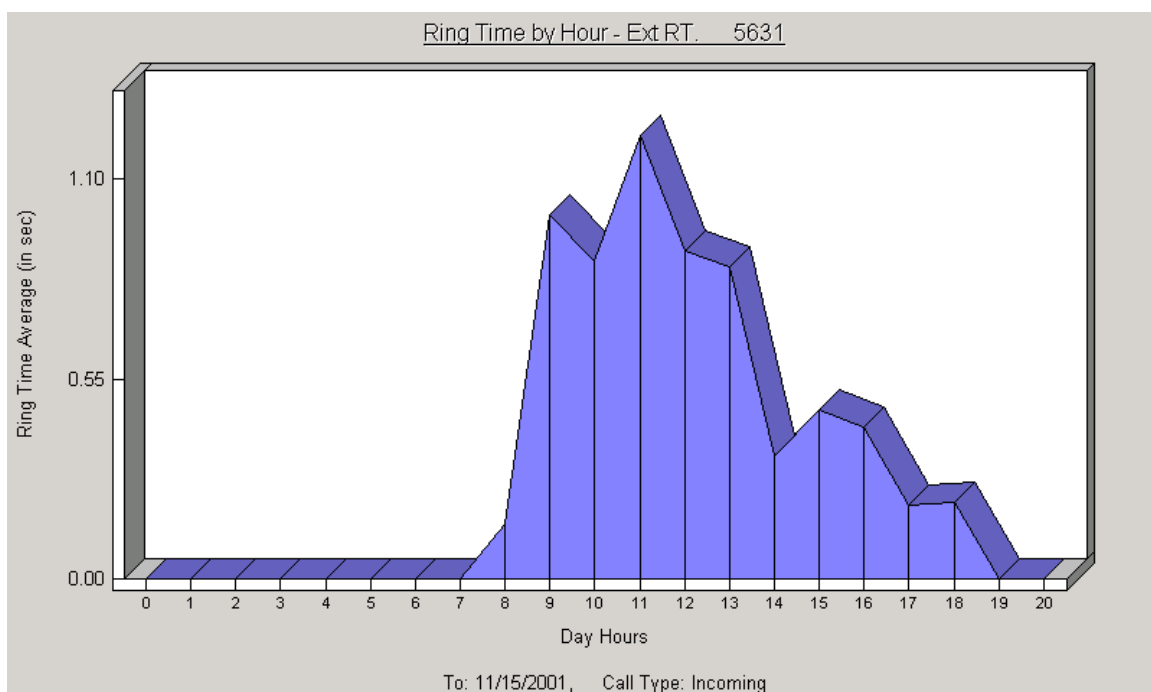
To: 08/15/96, Call Type: Incoming

Extension: Mr. Alex Smith
Extension Number: 105

TIME	CALLS	TOT. RING	AVG. RING	MAX. RING	TOTAL DURATION	AVERAGE DURATION
2:00	1	0:00:25	0:00:25	0:00:25	0:05:24	0:05:24
3:00	1	0:00:30	0:00:30	0:00:30	0:25:30	0:25:30
4:00	1	0:00:27	0:00:27	0:00:27	0:59:30	0:59:30
6:00	1	0:00:30	0:00:30	0:00:30	0:33:30	0:33:30
9:00	1	0:00:30	0:00:30	0:00:30	0:55:30	0:55:30
13:00	1	0:00:44	0:00:44	0:00:44	0:38:44	0:38:44
20:00	1	0:00:25	0:00:25	0:00:25	0:39:05	0:39:05
21:00	1	0:00:30	0:00:30	0:00:30	0:25:30	0:25:30
=====	=====	=====	=====	=====	=====	=====
	8	0:04:01	0:00:30	0:00:44	4:42:43	0:35:20

Extension: Mrs. Amanda Woods
Extension Number: 108

TIME	CALLS	TOT. RING	AVG. RING	MAX. RING	TOTAL DURATION	AVERAGE DURATION
3:00	1	0:00:30	0:00:30	0:00:30	0:15:30	0:15:30
5:00	1	0:00:30	0:00:30	0:00:30	0:06:30	0:06:30
13:00	1	0:00:30	0:00:30	0:00:30	0:25:30	0:25:30
=====	=====	=====	=====	=====	=====	=====
	3	0:01:30	0:00:30	0:00:30	0:47:30	0:15:50



Volume By Hour Report

This report lists a breakdown of call volume according to the selected time resolution (15 minutes, 30 minutes, or 60 minutes) and the selected organizational level.

This report can be useful when planning an organization's workflow to determine which are the busiest hours for incoming or outgoing calls and how many employees are required in each period.

<u>Date:</u> 13/02		<u>Time:</u> 16:58		TABS.IT			
Volume by Hour							
From: 01/01/2001							
To: 31/12/2001							
<u>Extension:</u> Alex Shobosky							
<u>Extension Number:</u> 1002							
TIME	CALLS	SHARED	CHARGE	TOTAL DUR.	AVERAGE DUR.		
09:00	1	0	0.0000	00:05:42	00:05:42		
13:00	1	0	0.5141	00:03:35	00:03:35		
	=====	=====	=====	=====	=====		
	2	0					
Summary Totals:							
	2		0.5141	00:09:17	00:04:38		
<u>Extension:</u> Annete Birg							
<u>Extension Number:</u> 1019							
TIME	CALLS	SHARED	CHARGE	TOTAL DUR.	AVERAGE DUR.		
14:00	1	0	0.7403	00:05:08	00:05:08		
16:00	4	0	0.0000	00:26:10	00:06:32		
17:00	5	1	0.1465	00:14:20	00:02:52		
18:00	2	0	0.0000	00:16:26	00:08:13		
20:00	1	0	0.0000	00:10:06	00:10:06		
	=====	=====	=====	=====	=====		
	13	1					
Summary Totals:							
	12		0.8868	01:12:10	00:06:00		

Incoming Calls Breakdown Report

This reports lists the status of incoming calls. It details the number of calls answered in less than x (seconds defined), greater than x (seconds defined), number of busy calls, and number of lost calls.

<u>EXT. NUMBER</u>	<u>CALLS</u>	<u>AVG. RING</u>	<u>DURATION</u>	<u>ANSWERED<15</u>	<u>ANSWERED</u>	<u>BUSY</u>	<u>LOST</u>
2003	1	0	00:04:12	1	0	0	0
2005	5	2	00:06:08	4	1	0	0
2006	9	3	00:15:14	6	1	2	0
2008	4	1	00:09:11	2	2	0	0
<u>GRAND TOTALS</u>	19	2	00:34:45	13	4	2	0

Non-answered Calls Report

This report analyzes the proportion of non-answered calls to total calls for extension or other hierarchy level.

Date: 05/15 Time: 11:48

TABS.IT
Non Answered Calls

To: 05/15/2002

Extension: Shelly Nate

Extension Number: 2003

<u>TIME</u>	<u>CALLS</u>	<u>N/A CALLS</u>	<u>N/A PERCENTAGE</u>
09:00	2	0	0.00%
10:00	8	2	25.00%
11:00	5	0	0.00%
12:00	10	1	10.00%
13:00	3	0	0.00%
14:00	1	1	100.00%
Total:	29	4	13.79%

No Traffic for Accounts Report

This report lists the accounts for which no call traffic was detected in the specified time range.

This report can help an organization see which accounts are no longer in use, so that a reason for the lack of use can be determined.

Date: 14/02 Time: 15:35

TABS.IT Accounts with no Traffic

From: 10/16/2001
To: 10/16/2001

<u>ACCOUNT NO.</u>	<u>ACCOUNT NAME</u>
340	Alan Lodge
074	Bill Spier
423	David Pole
101	George Teale
112	John Leeberg
031	Karen Beale
014	Kim Reese
126	Lance Bergman
224	Leslie Turner
347	Lynn Mansfield
256	Mark Lisk
338	Mary Moore
219	Mike Ballard
107	Mitch Allen
004	Pat Graham
015	Paul Clayton
019	Peter Gaines
214	Randy Patterson
102	Rebecca Hudson
020	Ron Olson
026	Sean Stevens
021	Stacy McCoy
322	Terrence James
309	Tim Rodgers

No Traffic for Extensions Report

This report lists the extensions for which no call traffic was detected in the specified time range.

This report can help the communications manager determine if an extension is not being used and can be used for other purposes.

Date: 14/02 Time: 15:35

TABS.IT No Traffic for Extensions

From: 10/11/2001
To: 10/12/2001

<u>EXTENSION NO.</u>	<u>EXTENSION NAME</u>
340	Albert Lawson
074	Bob Dawson
423	Dave Simmons
101	Debbie Johnson
214	Diane Lee
102	Eric MacArthur
020	Frank Reynolds
026	Gale Kennedy
021	Greg Williams
322	Jason Prinze
309	John Mainz
355	Karl Day
014	Kathy Hayward
126	Laura Hurst
224	Leslie Green
347	Lynn Barfield
256	Michael Jenkins
338	Monica Hamilton
219	Monty Perkins
107	Pam March
004	Pat Graham
015	Paul Leary
019	Peter Chapman
244	Randy Stern
117	Ron Kerns

No Traffic for Trunks Report

This report lists the trunks for which no call traffic was detected in the specified time range.

This report can help the communications manager trace whether a trunk is out of use and in need of repair.

<u>TRUNK</u>	<u>TRUNK NAME</u>	<u>SERVICE</u>
005	005	Standard Rates
006	006	Standard Rates
007	007	Standard Rates
008	008	Standard Rates
009	009	Standard Rates
010	010	Standard Rates
011	011	Standard Rates
012	012	Standard Rates
013	013	Standard Rates
038	038	Standard Rates
039	039	Standard Rates
040	040	Standard Rates
041	041	Standard Rates
042	042	Standard Rates
043	043	Standard Rates
049	049	Standard Rates
050	050	Standard Rates
051	051	Standard Rates
052	052	Standard Rates
057	057	Standard Rates
058	058	Standard Rates
059	059	Standard Rates
060	060	Standard Rates

Wrong Account Report

This report lists accounts that have been accessed but that have no name defined by the system administrator.

It depends on the type of PABX.

Date: 31/12/2001

Time: 9:03

TABS.IT Wrong Accounts

ACCOUNT

8
12
15
19
34
41
55
78
54
104
118
133

Missing Accounts Report

This report lists telephone calls, sorted by extension, that were placed but not charged to any account.

This report is useful for organizations that use accounts as a project allocation and need to have each call assigned to a project. The Missing Accounts report will specify all calls that have not been assigned to an account. The user may then edit the calls and add the proper account.

It depends on the type of PABX.

<u>Date:</u> 12/02		<u>Time:</u> 09:47					
<u>TABS.IT</u>							
Missing Accounts							
From: 01/01/2002							
To: 31/01/2002							
<u>Extension:</u> Stef Johnson							
<u>Extension Number:</u> 2479							
<u>DATE</u>	<u>DAY</u>	<u>TIME</u>	<u>TYPE</u>	<u>DIALED NUMBER</u>	<u>LOCATION</u>	<u>DURATION</u>	<u>CHARGE</u>
01/11	THU	07:33	OUT	54	New York	00:00:05	1.70
01/11	THU	18:08	OUT	54	Washington	00:00:06	2.20
TOTAL CALLS: 2						00:00:11	3.90
<u>Extension:</u> Miss Tillie Brian							
<u>Extension Number:</u> 2328							
<u>DATE</u>	<u>DAY</u>	<u>TIME</u>	<u>TYPE</u>	<u>DIALED NUMBER</u>	<u>LOCATION</u>	<u>DURATION</u>	<u>CHARGE</u>
05/11	MON	09:36	IN	54	Germany	00:00:51	0.0000
12/11	MON	11:23	IN	2078207200	UK	00:01:44	0.0000
14/11	WED	12:17	IN	54	Texas	00:00:10	0.0000
19/11	MON	14:17	IN	54	Netherlands	00:00:28	0.0000
20/11	TUE	14:28	IN	56	India	00:00:51	0.0000
25/11	SUN	15:53	IN	56	France	00:02:28	0.0000
30/11	FRI	17:25	IN	54	UK	00:00:11	0.0000
TOTAL CALLS: 7						00:06:43	0.0000

Email Details/Summary Report

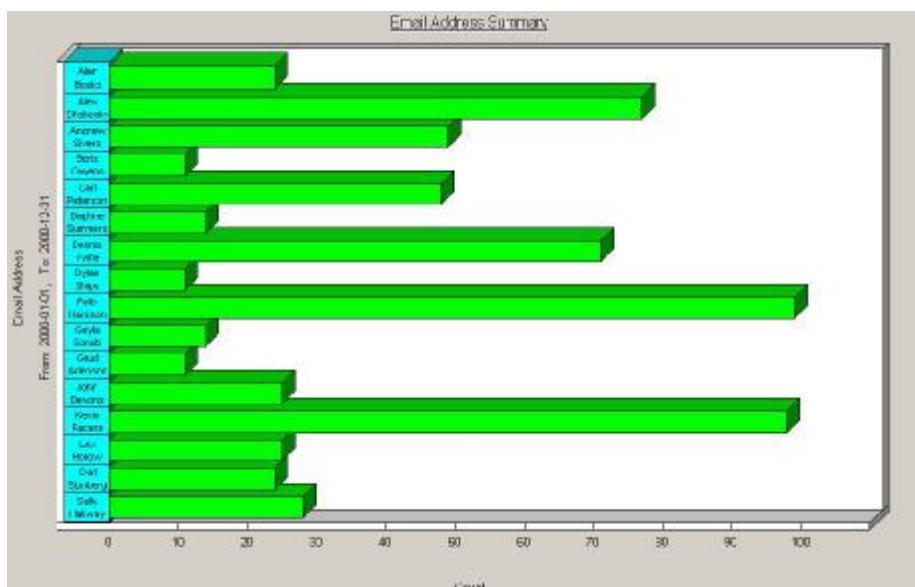
This report lists detailed or summary email activity on your network, sorted by a designated organization level or by extension. If your company assesses charges per KB for email activity, you can use this detail to allocate cost of bandwidth to organizations or extensions. It can be shown by 2D/3D graphs.

Date: 20/11 Time: 10:51

TABS.IT Organization - Email Summary

From: 2000-01-01
To: 2000-12-31

EMAIL ADDRESS	COUNT	SIZE	CHARGE
Mr. Alan Bosko	24	1,128	1.1280
Alex Shobosky	77	2,865	2.5785
Mr. Andrew Silvers	49	292	0.2820
Boris Owens	11	22	0.0176
Mr. Carl Peterson	48	106	0.1060
Daphne Summers	14	4,100	3.6900
Dennis Irvine	71	271	0.2710
Dylan Ships	11	3,250	2.9250
Felix Harrison	99	148	0.1480
Gayle Sondo	14	1,810	1.4480
Grud Arlenson	11	1,425	1.1400
John Devons	25	86	0.0774
Kevin Pacers	98	3,610	3.2490
Lex Hollow	25	25	0.0200
Olaf Sjonberg	24	24	0.0240
Sally Halliway	28	42	0.0336
Seagull	50	159,567	159.5670
Shirly Hines	20	29	0.0232
Tillie Brian	25	25	0.0225
Yannick Hop	14	28	0.0224
GRAND TOTALS	738	178,853	176.7732



Email Breakdown Report

This report lists the email activity for an organizational level (Company, Division, Department, or Email address), according to count, size or charge.

Date: 20/11 Time: 10:49

TABS.IT Email Breakdown

From: 2000-01-01
To: 2000-12-31

EMAIL ADDRESS	COUNT				TOTAL
	OUTGOING	INCOMING	INTERNAL	TOTAL	
Mr. Alan Bosko	13	0	0	13	
Alex Shobosky	0	0	42	42	
Mr. Andrew Sivers	13	0	14	27	
Boris Owens	0	6	0	6	
Mr. Carl Peterson	26	0	0	26	
Daphne Summers	0	0	8	8	
Dennis Irvine	38	0	0	38	
Dylan Ships	0	0	6	6	
Felix Harrison	55	0	0	55	
Gayle Sondo	0	8	0	8	
Grud Arlenson	0	6	0	6	
John Devons	0	0	14	14	
Kevin Pacers	0	0	56	56	
Lex Hollow	0	14	0	14	
Olaf Sjonberg	13	0	0	13	
Sally Haliway	0	16	0	16	
Seagull	28	0	0	28	
Shirly Hines	0	11	0	11	
Tillie Brian	0	0	14	14	
Yannick Hop	0	8	0	8	
GRAND TOTALS	186	69	154	409	

Email by Hour Report

This report lists the data of email number and file size of emails within the enterprise network according to the selected time resolution (15 minutes, 30 minutes, or 60 minutes).

Date: 20/11 **Time:** 10:56

TABS.IT Email by Hour

From: 2000-01-01
To: 2000-12-31

Email Address: Mr. Alan Bosko

<u>TIME</u>	<u>COUNT</u>	<u>SIZE</u>	<u>CHARGE</u>
15:00	8	376.0000	0.3760
16:00	4	188.0000	0.1880
21:00	1	47.0000	0.0470
=====			
	13	611.0000	0.6110

Email Address: Alex Shobosky

<u>TIME</u>	<u>COUNT</u>	<u>SIZE</u>	<u>CHARGE</u>
05:00	42	1590.0000	1.4310
=====			
	42	1590.0000	1.4310

Email Address: Mr. Andrew Sivers

<u>TIME</u>	<u>COUNT</u>	<u>SIZE</u>	<u>CHARGE</u>
05:00	6	24.0000	0.0216
06:00	4	16.0000	0.0144
08:00	4	16.0000	0.0144
15:00	8	64.0000	0.0640
16:00	4	32.0000	0.0320
21:00	1	8.0000	0.0080
=====			
	27	160.0000	0.1544

Email Address: Boris Owens

<u>TIME</u>	<u>COUNT</u>	<u>SIZE</u>	<u>CHARGE</u>
04:00	6	12.0000	0.0096
=====			
	6	12.0000	0.0096

Weekly Email Usage Report

This report lists a breakdown of emails according to the selected time resolution (15 minutes, 30 minutes, or 60 minutes) and the selected categories (number of emails and charges)

Date: 20/11 Time: 11:00

TABS.IT
Weekly Email Usage

From: 2000-01-01
To: 2000-12-31

Email Address: **Mr. Alan Bosko**

TIME	SUNDAY		MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY	
	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT
15:00	0.1410	3	0.0000	0	0.0000	0	0.0470	1	0.0470	1	0.0470	1	0.0940	2
16:00	0.0470	1	0.0000	0	0.0940	2	0.0000	0	0.0000	0	0.0470	1	0.0000	0
21:00	0.0000	0	0.0470	1	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0

	0.1880	4	0.0470	1	0.0940	2	0.0470	1	0.0470	1	0.0940	2	0.0940	2

Email Address: **Alex Shobosky**

TIME	SUNDAY		MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY	
	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT
05:00	0.1935	7	0.7605	21	0.0000	0	0.0000	0	0.4770	14	0.0000	0	0.0000	0

	0.1935	7	0.7605	21	0.0000	0	0.0000	0	0.4770	14	0.0000	0	0.0000	0

Email Address: **Mr. Andrew Silvers**

TIME	SUNDAY		MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY	
	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT
05:00	0.0036	1	0.0108	3	0.0000	0	0.0000	0	0.0072	2	0.0000	0	0.0000	0
06:00	0.0000	0	0.0000	0	0.0036	1	0.0072	2	0.0000	0	0.0000	0	0.0036	1
08:00	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0036	1	0.0108	3
15:00	0.0240	3	0.0000	0	0.0000	0	0.0080	1	0.0080	1	0.0080	1	0.0160	2
16:00	0.0080	1	0.0000	0	0.0160	2	0.0000	0	0.0000	0	0.0080	1	0.0000	0
21:00	0.0000	0	0.0080	1	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0

	0.0356	5	0.0188	4	0.0196	3	0.0152	3	0.0152	3	0.0196	3	0.0304	6

Email Address Not In Use Report

This report lists the email address for which no email usage activity was detected in the specified time range.

This report can help the MIS manager to allocate the network bandwidth usage more efficiently.

Date: 20/11 **Time:** 10:47

TABS.IT Email Address Not in Use

From: 2000-01-01
To: 2000-12-31

EMAIL ADDRESS

Danny Levin
David Wolcomb
Derrick Sybels
Doreen Potters
Douglas Fairchild
Gregory Lines
Micheal Peeters
Philip Travers
Stef Johnson

Hit Parade by Email Address Report

This report lists (up to) 15 of the most frequent destination email addresses. The data is ranked by count, size and charge.

Date: 20/11 **Time:** 10:58

TABS.IT Hit Parade by Email Address

From: 2000-01-01
To: 2000-12-31

Top 5 by SIZE:

<u>EMAIL ADDRESS</u>	<u>COUNT</u>	<u>SIZE</u>	<u>CHARGE</u>
Seagull	50	159,567	159.5670
Daphne Summers	14	4,100	3.6900
Kevin Pacers	98	3,610	3.2490
Dylan Ships	11	3,250	2.9250
Alex Shobosky	77	2,865	2.5785

Top 5 by COUNT:

<u>EMAIL ADDRESS</u>	<u>COUNT</u>	<u>SIZE</u>	<u>CHARGE</u>
Felix Harrison	99	148	0.1480
Kevin Pacers	98	3,610	3.2490
Alex Shobosky	77	2,865	2.5785
Dennis Irvine	71	271	0.2710
Seagull	50	159,567	159.5670

Top 5 by CHARGE:

<u>EMAIL ADDRESS</u>	<u>COUNT</u>	<u>SIZE</u>	<u>CHARGE</u>
Seagull	50	159,567	159.5670
Daphne Summers	14	4,100	3.6900
Kevin Pacers	98	3,610	3.2490
Dylan Ships	11	3,250	2.9250
Alex Shobosky	77	2,865	2.5785

Hit Parade by Email Recipient Report

This report lists (up to) 15 email addresses of the most frequent recipients of emails in your system. The data is ranked by count, size and charge.

This report enables you to view what persons and associated departments are requiring the greatest bandwidth for email activity.

Date: 20/11 Time: 10:59

TABS.IT Hit Parade by Email Recipient

From: 2000-01-01
To: 2000-12-31

Top 5 by SIZE:

DESTINATION ADDRESS	COUNT	SIZE	CHARGE
Ginall@hotmail.com	14	48,146	48.1460
Ginall@yahoo.com	14	42,744	42.7440
Doreen@virtua.com	14	4,200	3.7800
Andrew@virtua.com	28	3,640	3.2760
NOBODY@WWW.OLSALE.CO	14	1,820	1.4560

Top 5 by COUNT:

DESTINATION ADDRESS	COUNT	SIZE	CHARGE
Andrew@virtua.com	28	3,640	3.2760
Philip_t@virtua.com	20	20	0.0180
Alanb@virtua.com	14	14	0.0126
Danny_L@virtua.com	14	49	0.0441
Derrick@virtua.com	14	56	0.0504

Top 5 by CHARGE:

DESTINATION ADDRESS	COUNT	SIZE	CHARGE
Ginall@hotmail.com	14	48,146	48.1460
Ginall@yahoo.com	14	42,744	42.7440
Doreen@virtua.com	14	4,200	3.7800
Andrew@virtua.com	28	3,640	3.2760
NOBODY@WWW.OLSALE.CO	14	1,820	1.4560

Web/FTP Details/ Summary Report

This report lists detailed or summary web or FTP sites visited by users on your network, sorted by a designated organization level or by extension. If your company assesses charges per KB for Web/FTP activity, you can use this detail to allocate cost of bandwidth to organizations or extensions. It can be shown by 2D/3D graphs.

Date: 20/11 **Time:** 11:31

TABS.IT
Organization - User Details

From: 2000-01-01
To: 2000-12-31
Time: Business Hours

User Login: Alan Bosko

DATE	DAY	TIME	TYPE	WEB/FTP ADDRESS	SIZE	CHARGE
07/12	THU	13:23	OUT	www.letsgo.com	1,001	2.0020
08/12	FRI	14:31	OUT	136.196.433.67	1,000	2.0000
25/12	MON	10:57	OUT	192.116.166.72	25	0.0500
TOTAL TRANSACTIONS: 3					2,026	4.0520

User Login: Alex Shobosky

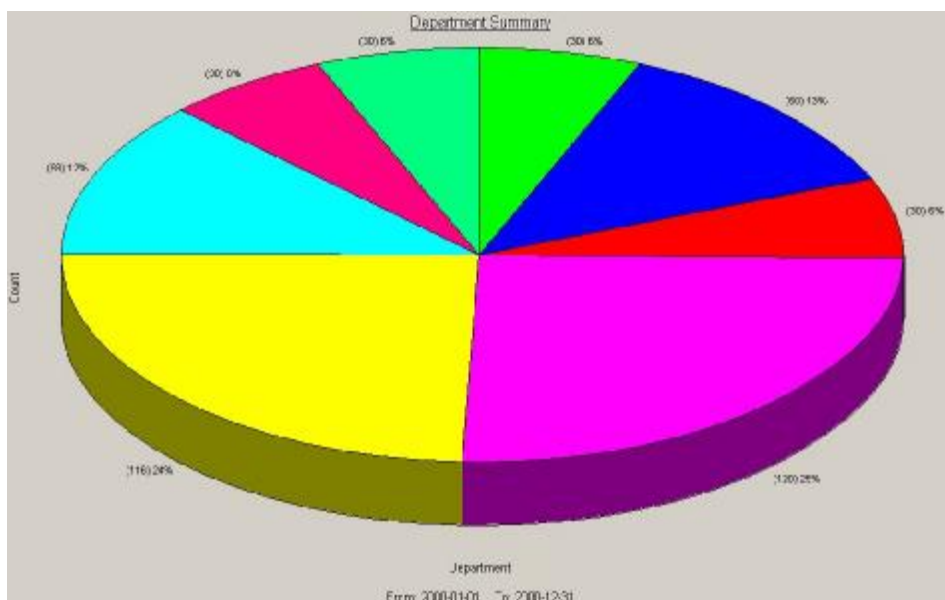
DATE	DAY	TIME	TYPE	WEB/FTP ADDRESS	SIZE	CHARGE
07/12	THU	13:14	OUT	192.116.196.73	1,000	2.0000
08/12	FRI	14:31	OUT	136.136.724.65	25	0.0500
25/12	MON	10:57	OUT	192.116.166.71	10	0.0200
TOTAL TRANSACTIONS: 3					1,035	2.0700

User Login: Andrew Sivers

DATE	DAY	TIME	TYPE	WEB/FTP ADDRESS	SIZE	CHARGE
07/12	THU	13:23	OUT	192.116.196.75	1,001	2.0020
08/12	FRI	14:31	OUT	www.americanairines.com	1,001	2.0020
25/12	MON	11:57	OUT	192.116.196.73	1,000	2.0000
TOTAL TRANSACTIONS: 3					3,002	6.0040

User Login: Boris Owens

DATE	DAY	TIME	TYPE	WEB/FTP ADDRESS	SIZE	CHARGE
07/12	THU	13:23	OUT	192.116.194.71	1,000	2.0000
25/12	MON	11:57	OUT	www.letsgo.com	1,001	2.0020
TOTAL TRANSACTIONS: 2					2,001	4.0020



Web/ FTP Access by Hour Report

This report lists data on the web or FTP sites visited by users on the network according to the selected time resolution (15 minutes, 30 minutes, or 60 minutes).

Date: 20/11 **Time:** 11:20

TABS.IT WEB/FTP Access by Hour

From: 2000-01-01
To: 2000-12-31
Time: Business Hours

User Login: Alan Bosko

TIME	COUNT	SIZE	CHARGE
10:00	1	25.0000	0.0500
13:00	1	1001.0000	2.0020
14:00	1	1000.0000	2.0000
=====			
	3	2026.0000	4.0520

User Login: Alex Shobosky

TIME	COUNT	SIZE	CHARGE
10:00	1	10.0000	0.0200
13:00	1	1000.0000	2.0000
14:00	1	25.0000	0.0500
=====			
	3	1035.0000	2.0700

User Login: Andrew Sivers

TIME	COUNT	SIZE	CHARGE
11:00	1	1000.0000	2.0000
13:00	1	1001.0000	2.0020
14:00	1	1001.0000	2.0020
=====			
	3	3002.0000	6.0040

User Login: Boris Owens

TIME	COUNT	SIZE	CHARGE
11:00	1	1001.0000	2.0020
13:00	1	1000.0000	2.0000
=====			
	2	2001.0000	4.0020

Weekly Web/FTP Usage Report

This report lists a breakdown of Web or FTP sites according to the selected time resolution (15 minutes, 30 minutes, or 60 minutes) and the selected categories (user login, URL type, site)

Date: 20/11 Time: 11:24

TABS.IT
Weekly WEB/FTP Usage

From: 2000-01-01
To: 2000-12-31
Time: Business Hours

User Login: Alan Bosko

TIME	SUNDAY		MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY	
	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT
10:45	0.0000	0	0.0500	1	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0
13:15	0.0000	0	0.0000	0	0.0000	0	0.0000	0	2.0020	1	0.0000	0	0.0000	0
14:30	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	2.0000	1	0.0000	0

	0.0000	0	0.0500	1	0.0000	0	0.0000	0	2.0020	1	2.0000	1	0.0000	0

User Login: Alex Shobosky

TIME	SUNDAY		MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY	
	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT
10:45	0.0000	0	0.0200	1	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0
13:00	0.0000	0	0.0000	0	0.0000	0	0.0000	0	2.0000	1	0.0000	0	0.0000	0
14:30	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0500	1	0.0000	0

	0.0000	0	0.0200	1	0.0000	0	0.0000	0	2.0000	1	0.0500	1	0.0000	0

User Login: Andrew Silvers

TIME	SUNDAY		MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY	
	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT	CHARGE	COUNT
11:45	0.0000	0	2.0000	1	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0
13:15	0.0000	0	0.0000	0	0.0000	0	0.0000	0	2.0020	1	0.0000	0	0.0000	0
14:30	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	2.0020	1	0.0000	0

	0.0000	0	2.0000	1	0.0000	0	0.0000	0	2.0020	1	2.0020	1	0.0000	0

User Login Not In User Report

This report lists the user login for which no web usage activity was detected in the specified time range.

This report can help the MIS manager to allocate the network bandwidth usage more efficiently.

Date: 20/11 Time: 12:39

TABS.IT User Login Not in Use

From: 2000-01-01
To: 2000-12-31

USER LOGIN

Daisy Doles
Lucy Knowles
Patrick Swinger
Samual Knives

Hit Parade by User

This report lists (up to) 15 of the most frequent users on your network. Users are listed by login name. The data is ranked by hit count, by size, and by charge associated. This report enables you to view what persons and associated departments are requiring the greatest network bandwidth.

Date: 20/11 **Time:** 11:25

TABS.IT Hit Parade by User

From: 2000-01-01
To: 2000-12-31

Top 5 by SIZE:

<u>USER LOGIN</u>	<u>COUNT</u>	<u>SIZE</u>	<u>CHARGE</u>
Andrew Sivers	30	22,152	44.3040
Derrick Sybels	30	22,152	44.3040
Felix Harrison	30	22,152	44.3040
Shirly Hines	30	22,152	44.3040
Stef Johnson	30	22,152	44.3040

Top 5 by COUNT:

<u>USER LOGIN</u>	<u>COUNT</u>	<u>SIZE</u>	<u>CHARGE</u>
Andrew Sivers	30	22,152	44.3040
Boris Owens	30	20,170	40.3400
Carl Peterson	30	18,218	36.4360
Daphne Summers	30	18,218	36.4360
Derrick Sybels	30	22,152	44.3040

Top 5 by CHARGE:

<u>USER LOGIN</u>	<u>COUNT</u>	<u>SIZE</u>	<u>CHARGE</u>
Derrick Sybels	30	22,152	44.3040
Shirly Hines	30	22,152	44.3040
Andrew Sivers	30	22,152	44.3040
Felix Harrison	30	22,152	44.3040
Stef Johnson	30	22,152	44.3040

Hit Parade by Destination

The Hit Parade by Destination report lists (up to) 15 of the most frequent URLs visited by users on your network. The data is ranked by hit count, by size, and by charge associated. This report enables you to view the sites most often visited.

<u>Date:</u> 20/11		<u>Time:</u> 11:25	
TABS.IT			
Hit Parade by Destination			
From: 2000-01-01			
To: 2000-12-31			
<u>Top 5 by SIZE:</u>			
<u>WEB/FTP SITE</u>	<u>COUNT</u>	<u>SIZE</u>	<u>CHARGE</u>
192.116.196.71	21	15,060	30.1200
192.116.196.75	9	9,009	18.0180
Www.cnn.com	9	9,009	18.0180
192.416.196.73	9	9,000	18.0000
112.116.196.75	6	6,006	12.0120
<u>Top 5 by COUNT:</u>			
<u>WEB/FTP SITE</u>	<u>COUNT</u>	<u>SIZE</u>	<u>CHARGE</u>
192.116.196.71	21	15,060	30.1200
192.116.166.71	9	3,060	6.1200
192.116.176.71	9	3,060	6.1200
192.116.196.75	9	9,009	18.0180
192.416.196.73	9	9,000	18.0000
<u>Top 5 by CHARGE:</u>			
<u>WEB/FTP SITE</u>	<u>COUNT</u>	<u>SIZE</u>	<u>CHARGE</u>
192.116.196.71	21	15,060	30.1200
192.116.196.75	9	9,009	18.0180
Www.cnn.com	9	9,009	18.0180
192.416.196.73	9	9,000	18.0000
112.116.196.75	6	6,006	12.0120