innovaphone Reporting:

Analysing calls clearly and easily

innovaphone Reporting can provide an overview of the communication taking place in a company quickly and easily. The relevant information on call and response behaviour is delivered and presented clearly. There are various possibilities of grouping the information and specific filters can be set to allow customized reports to be generated. The data is updated in real time and can be saved, exported or printed at any time.

Reporting runs on the innovaphone Linux Application Platform, which is performed either on one of the innovaphone 11 series gateways (IP13011, IP811, IP0011) or the innovaphone ten series IP6010 gateway or on a VMware-based server.

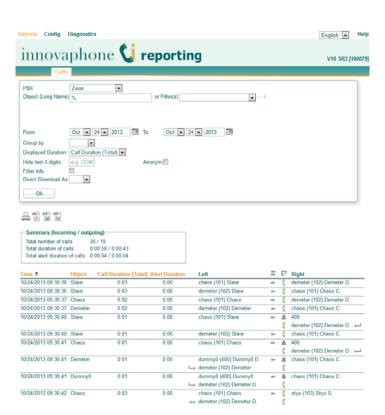
innovaphone Reporting works on the basis of a database, in which the innovaphone PBX Call Detail Records (CDR) are processed.

Key features of innovaphone Reporting: Call queries for individual PBX subscribers or groups

The innovaphone Reporting application offers direct call queries under the item "Reports". Once the object name (for example, the person) and the desired evaluation day or period has been



entered, all calls that have passed through the PBX during the time in question will be listed. Depending on the configuration, external telephone numbers are resolved using a query via a central LDAP phone directory that can also be encrypted. Queries without a specific object name lead to all PBX calls being listed in innovaphone Reporting. The results list can of course be grouped by date, or by object as necessary.



Generating individual filters, especially for frequent queries

The innovaphone Reporting application allows individual filters to be generated. The "Config" item allows queries to be defined with multiple objects or numbers, it also allows the selection of a group defined in the PBX. It is also possible to evaluate just calls with a specific call status (no answer, connected, busy, no connection) and a certain call direction (inbound, outbound, switched or forwarded calls).

Once a filter has been saved, it can be accessed in a pull down menu under "Reports". Furthermore, reports can be generated either for the entire PBX system or just for certain system parts/ locations.

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Multi-client capability

The innovaphone Reporting application makes it possible to define dedicated user access and filters in innovaphone Reporting. Thus, multiple clients can use the same reporting application independently and only see information that is

2701 Total number of calls 30 / 19
Total duration of calls 0:00:58 / 0:00:43
Total alert duration of calls 0:00:04 / 0:00:04 demeter (102) Slave chaos (101) Chaos chaos (101) Chaos C.
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relevant to themselves. A hosting scenario would be an example of a typical application.

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Storing the evaluations

Once generated, the evaluations can be saved at any time. The user can choose between a PDF, XML, and a CSV file or can directly print the results.

Security

10/24/2013 09:30:50 Demeter

In addition to encrypted report queries, there is also the possibility to render entries anonymous. To do this, the last three digits of the connections dialled are blanked out for privacy reasons. Concerning internal calls, the corresponding names are removed.

Licensina

One Port license and one Reporting license per user is required to use innovaphone Reporting. The license is debited as soon as

the function is configured for a user on the PBX - independent of the usage (no Floating!)

The Reporting license version must be greater than or the same as the PBX software version being used.)

Current languages supported

The innovaphone Reporting-solution currently supports the following languages: German, English, French, Italian, Polish, Russian and Czech.

(Other languages on request)

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At a glance



innovaphone Reporting

Reporting:

- Simple and convenient tool for evaluating calls within the innovaphone PBX
- Generating individual filters
- Reports are updated in real time
- Direct call queries possible
- Reports can be saved (PDF, XML, or CSV file), exported or printed at any time
- Reports can be rendered anonymous
- Multi-client capability: multiple clients can use the same Reporting application independently

Requirement:

Reporting runs on the innovaphone Linux application platform that is operated either on one of the innovaphone 11 series gateways (IP3011, IP811, IP0011) or the innovaphone ten series IP6010 gateway or on a VMware-based server

Licensing:

One Port license as well as one Reporting license per user

innovaphone AG

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