

# Advanced Networking, Inc.

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www.advnetwork.com

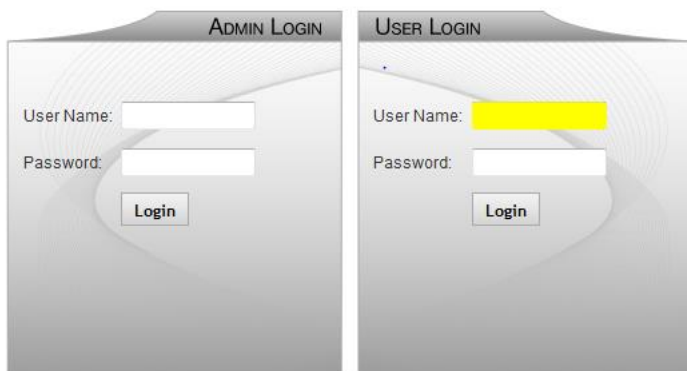
## IPitomy Call Reports

Use this address to access the IPitomy System: (Contact us for this information)

| Call Reports Login Credentials |         |
|--------------------------------|---------|
| Username                       | reports |
| Password                       |         |

### Logging into the Web Reports

1. Open your Web Browser.
2. Type in the **address** in the web browser that is listed above. If looking at this document on a computer, you should be able to click the above link and it will automatically go to the login page.
3. You will see a page come up like this.



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4. On the right hand side, under **USER LOGIN**, enter your **User Name** and **Password** which is listed in the table above.
5. Press **Login** button.

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## IPitomy Call Reports

The Call Reports Screen

### CDR Report – Office PBX

CDR-Report Queue Graphs Queue Summary Live Queue Call Recordings

**CDR Report**

From 3/28/2017 To 3/29/2017 View Export Export (with headers)

| Date/Time       | Direction | Source        | Destination      | Trunk  | Duration | Status          |
|-----------------|-----------|---------------|------------------|--------|----------|-----------------|
| Mar 29 10:22 am | Internal  | Tech Desk     | David            | -      | 0:00:20  | VM NOT LEFT     |
| Mar 29 10:21 am | Internal  | Tech Desk     | David            | -      | 0:00:23  | NOANSWER        |
| Mar 29 09:51 am | Outgoing  | Joe Eigenbrot | 7404504          | Advnet | 0:13:40  | ANSWER          |
| Mar 29 09:49 am | Incoming  | 3027404504    | Karen Bredbenner | Advnet | 0:00:27  | AGENT COMPLETED |
| Mar 29 09:31 am | Outgoing  | Tech Desk     | 16103881300      | Advnet | 0:01:34  | ANSWER          |
| Mar 29 09:29 am | Internal  | Tech Desk     | Rik home         | -      | 0:00:28  | VM NOT LEFT     |
| Mar 29 09:20 am | Outgoing  | Tech Desk     | 4432091155       | Advnet | 0:05:19  | ANSWER          |
| Mar 29 09:25 am | Incoming  | 3027400912    | Karen Bredbenner | Advnet | 0:00:48  | AGENT COMPLETED |
| Mar 29 09:23 am | Incoming  | 3027405041    | Karen Bredbenner | Advnet | 0:00:48  | AGENT COMPLETED |
| Mar 29 09:19 am | Outgoing  | Tech Desk     | 14432091131      | Advnet | 0:00:42  | ANSWER          |
| Mar 29 09:17 am | Incoming  | 3027404504    | Lori Raphael     | Advnet | 0:02:46  | AGENT COMPLETED |
| Mar 29 09:15 am | Incoming  | 3027405041    | Karen Bredbenner | Advnet | 0:02:16  | AGENT COMPLETED |

To view the details of a call, you may click on the row of the call. It will then bring up the data of the call.

#### To look up calls within a date range:

1. When first pulling up the reports, the system by default shows the calls within the last 24 hours.
2. Select a Start date.
3. Select an end date.
4. Click on the View button.
5. You may also Export the data by clicking on Export. Doing this will export it as a CSV file which you can then open in your spreadsheet editor and sort the data.