Home
PBXware
SERVERware
TELCOware
SIPmon
SIPProt
Desktop & Mobile
BRM
UADs
Appliances
EOL

From Bicom Systems Wiki

Statistics can be used to generate detailed information on the number of calls made during the day or an hour. It can also be shown on an extension basis, meaning that when you enter all the desired search information, you will get a list with the number of calls per extension on the system.

Statistics

Contents

Daily

Daily

Daily statistics will list the number of calls on a daily basis. This will show a list of days with the number of calls which were made during those days.

Clicking on the "Advanced Search" button will expand the above search and give users more criteria to choose from:

- **Date range:**

Daily Advanced

This is the start date and end date of the range of displayed calls
(ex. 2017/07/01 - 2017/07/07)
(Date picker)

- **From**

Number(s) from which the calls shown are made. To show calls made from more than one number, list all desired numbers as comma separated. By default, the "ALL" modifier is in this field.
(ex. To display calls made from extension 104 and remote number 44207296666, you would type "104,44207296666" without " ").

NOTE: Depending on the selected box right next to this field, you will be able to show calls containing, beginning with, ending with, or having the exact same number(s) as provided in this field.
([0-9] ,)

- **To**

Number(s) to which the calls shown are made. To show calls made to more than one number, list all desired numbers separated by commas. By default, the "ALL" modifier is in this field.
(ex. To display calls made to extension 104 and remote number 44207295555, you would type "104,44207295555" without " ").

NOTE: Depending on the select box right next to this field, you will be able to show calls containing, beginning with, ending with, or having the exact same number(s) as provided in this field.

([0-9] ,)

- **CallerID**

    CallerID from which the calls are shown.
    (ex. "Tech Support" <064567876>)

    NOTE: Depending on the selected box right next to this field, you will be able to show calls containing, beginning with, ending with, or having the exact same CallerID as provided in this field.
    ([0-9][a-z] " < >)

- **Trunk**

    Show the calls filtered on a trunk basis.
    (ex. The first selected box is used to select technology of the outgoing trunk. The second field is used to enter the trunk name for which outgoing calls should be shown. On the second select box, select whether the string contains, begins with, ends with, or contains the exact same match).
    ([0-9][a-z])

- **Duration**

    In these fields you can set a range for the duration of the calls in seconds. Also, both fields can be modified depending on the equality signs in select boxes like: >, >=, ==, <=, <
    (ex. 300 with > would show all calls with a duration greater than 5 mins (300 seconds))
    ([0-9])

TIP

Depending on the selection in the search section, two or three new sections with data will be opened under the search.

If the date range selected is only one day, the third section will display the same graph that you get when you click on the daily statistics breakdown which will show the number of calls per hours of that day.

The **Download CSV** option is used to download a CSV formatted file with all of the statistics shown on this page.

Daily Statistics

This table will show the total number of calls per day in the date range selected in the search box.

- **DATE**

    Daily Statistics Table

Clickable date for which the total number of calls is shown

- **TOTAL TIME**

    Total time of calls on that particular day

- **TOTAL CALLS**

    Total number of calls made on that particular day

- **AVERAGE CALL TIME**

    Average call time of the calls on that particular day

- **GRAPHIC**

    This field shows the graphic representation of all calls on that day, relative to the day that had biggest total call time. Day which had biggest total call time will have a 100% bar filling this field and every other day will have a bar relative to this day.

TIP

The TOTAL line on the bottom of the table will show the total times of all calls in this date range, the total number of calls of all calls, and the average call time of all calls in this date range.

Daily Statistics Breakdown

Clicking on any day of daily statistics will bring up a new window with an hourly breakdown of calls for that day.

- **TIME**

    Daily Stats Breakdown

    Hour for which the call statistics are shown

- **TOTAL TIME**

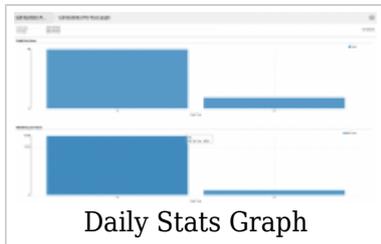   Total time of calls in that particular hour

- **TOTAL CALLS**

    Total number of calls made in that particular hour

- **AVERAGE CALL TIME**

Average call time of the calls in that particular hour

TIP

The **Download CSV** option is used to download the CSV formatted file with the hourly breakdown data.

Daily Stats Graph

The picture shows a more graphic representation of the calls per hour on the given day, and below is the list of all calls that were made on that day.

Complete List of Calls

Below are the Daily Statistics: a complete list of all the calls in the searched date range is shown.

- **Date/Time:**

Complete List of Calls

  Date and Time on which the call was made

- **Trunk:**

  Trunk used for call

- **From:**

  Number from which the call was made

- **Caller ID:**

  Caller ID from which the calls are shown

- **To:**

  Number to which the call was made

- **Duration:**
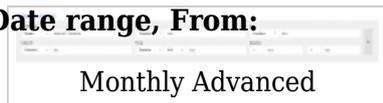
  Duration of the given call

Compare

Hourly statistics will list the number of calls on a daily basis, but will provide more detailed data on an hourly basis.

Monthly Filter

Clicking on the "Advanced Search" button will expand the above search and give users more criteria to choose from:

- **Date range, From:**

Monthly Advanced

    This is the start date of the range of displayed calls
    (ex. Mar-30-2018)
    (Date picker)

- **Date range, To:**

    This is the end date of the range of displayed calls
    (ex. Apr-15-2018)
    (Date picker)

- **Month range, From:**

    If you want to set a range or compare months of the current year, this is the starting month of the range or comparison
    (ex. Feb)
    (Select box)

- **Month range, To:**

    This is the ending month of the range or comparison. Date range and Month range options are mutually exclusive which means that you can either use one or the other.
    (ex. Apr)
    (Select box)

- **Compare**

    Depending on the selection of this option, the results will show data for the selected range or will compare two days or two months of call statistics.
    (ex. Selected, Range)
    (Option buttons)

- **To**

Number(s) to which the calls shown are made. To show calls made to more than one number, list all desired numbers separated by commas. By default, the "ALL" modifier is in this field.
(ex. To display calls made to extension 104 and remote number 44207295555, you would type "104,44207295555" without " ").
NOTE: Depending on the selected box right next to this field, you will be able to show calls containing, beginning with, ending with, or having the exact same number(s) as provided in this field.
([0-9] ,)

- **From**

Number(s) from which the calls shown are made. To show calls made from more than one number, list all desired numbers as comma separated. By default, the "ALL" modifier is in this field.
(ex. To display calls made from extension 104 and remote number 44207296666 you would type "104,44207296666" without " ").
NOTE: Depending on the selected box right next to this field, you will be able to show calls containing, beginning with, ending with, or having the exact same number(s) as provided in this field.
([0-9] ,)

- **CallerID**

CallerID from which the calls are shown.
(ex. "Tech Support" <064567876>)
NOTE: Depending on the selected box right next to this field, you will be able to show calls containing, beginning with, ending with, or having the exact same CallerID as provided in this field.
([0-9][a-z] " < >)

- **Trunk**

Show the calls filtered on a trunk basis.
(ex. The first selected box is used to select technology of the outgoing trunk. The second field is used to enter a trunk name for which outgoing calls should be shown. On the second select box, select whether the string contains, begins with, ends with, or contains the exact same match).
([0-9][a-z])

- **Duration (sec)**

In these fields, you can set a range for the duration of calls in seconds. Also, both fields can be modified depending on equality signs in select boxes like: >, >=, ==, <=, <
(ex. 300 with > would show all calls with a duration greater than 5 minutes (300 seconds))
([0-9])

TIP

Depending on the selection in the search section, different tables and graphs with data will be presented to the user.

The **Download CSV** option is used to download the CSV formatted file with all the statistics shown on this page.

Compare Statistics

If the date range is selected in the search box and the Compare option is set to Range, the following table with data on calls per day in that range will be shown.

NOTE: If the Compare option is set to Selected, the following table will show only two entries for the days selected in the Date range.

- **DATE**

Daily Statistics

    Clickable date for which the total number of calls is shown

- **TOTAL TIME**

    Total call time on that particular day

- **TOTAL CALLS**

    Total number of calls made on that particular day

- **AVERAGE CALL TIME**

    Average call time of the calls on that particular day

- **GRAPHIC**

    This field shows a graphic representation of total calls on that day, relative to the day that had the biggest total call time. The day which had the biggest total call time will have a 100% bar filling this field and every other day will have a bar relative to this day.

TIP

The TOTAL line on the bottom of the table will show the total times of all calls in this date range, the total number of calls of all calls, and the average call time of all calls in this date range.

Compare Statistics Breakdown

Clicking on any day on the daily statistics will bring up a new window with a hourly breakdown of calls for that day.

Daily Statistics Breakdown

- **TIME**

   Hour for which the call statistics are shown

   - **TOTAL TIME**

      Total call time on that particular hour

   - **TOTAL CALLS**

      Total number of calls made on that particular hour

   - **AVERAGE CALL TIME**

   Average call time of the calls on that particular hour

TIP

The **Download CSV** option is used to download the CSV formatted file with the hourly breakdown data.

Daily Statistics Graph

Number of Calls per Hour

When the Date range is selected as an option, this chart will show the number of calls on an hourly basis where one line represents one day from the range. If the Compare option is set to Selected, this chart will show only two lines representing two days from the Date range fields and calls during those days on an hourly basis.

Graph

Monthly
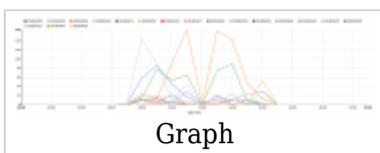
Monthly

Monthly Advanced

This will show a list of months with the number of calls which were made during selected period.

Clicking on the "Advanced Search" button will expand the above search and give users more criteria to choose from:

- **Date range, From:**

    This is the start date of the range of displayed calls
    (ex. Mar-30-2018)
    (Date picker)

- **Date range, To:**

    This is the end date of the range of displayed calls
    (ex. Apr-15-2018)
    (Date picker)

- **Compare**

    Select whether to show calls that were dialed from extension(s) or calls that were received to extension(s)
    (ex. Dialed)
    (Option buttons)

- **To**

    Number(s) to which the shown calls are made. To show calls made to more than one number, list all the desired numbers separated by a comma. By default, the "ALL" modifier is in this field.
    (ex. To display calls made to extension 104 and remote number 44207295555, you would type "104,44207295555" without " ").
    NOTE: Depending on the select box right next to this field, you will be able to show calls containing, beginning with, ending with, or having the exact same number(s) as provided in this field.
    ([0-9] ,)

- **From**

    Number(s) from which the calls shown are made. To show calls made from more than one

number, list all desired numbers as comma separated. By default, the "ALL" modifier is in this field.
(ex. To display calls made from extension 104 and remote number 44207296666, you would type "104,44207296666" without " ").
NOTE: Depending on the select box right next to this field, you will be able to show calls containing, beginning with, ending with, or having the exact same number(s) as provided in this field.
([0-9] ,)

- **CallerID**

  CallerID from which the calls are shown.
  (ex. "Tech Support" <064567876>)
  NOTE: Depending on the select box right next to this field, you will be able to show calls containing, beginning with, ending with, or having the exact same CallerID as provided in this field.
  ([0-9][a-z] " < >)

- **Trunk**

  Show the calls filtered on a trunk basis.
  (ex. The first select box is used to select the technology of the outgoing trunk. The second field is used to enter the trunk name for which outgoing calls should be shown. On the second select box, select whether the string contains, begins with, ends with, or contains the exact same match).
  ([0-9][a-z])

- **Duration (sec)**

  In these fields, you can set a range for the duration of calls in seconds. Also, both fields can be modified depending on the equal signs in select boxes like: >, >=, ==, <=, <
  (ex. 300 with > would mean that all calls with a duration greater than 5 minutes (300 seconds))
  ([0-9])

TIP

The **Download CSV** option is used to download the CSV formatted file with all the statistics shown on this page.

Monthly Statistics

Monthly Statistics

This table will show the total number of calls per day in the date range selected in the search box.

- **DATE**

  Clickable date for which the total number of calls is shown

- **TOTAL TIME**

  Total time of calls on that particular day

- **TOTAL CALLS**

  Total number of calls made on that particular day

- **AVERAGE CALL TIME**

  Average call time of the calls on that particular day

- **GRAPHIC**

  This field shows the graphic representation of all calls on that day, relative to the day that had biggest total call time. Day which had biggest total call time will have a 100% bar filling this field and every other day will have a bar relative to this day.

Monthly Statistics Breakdown

Monthly Statistics
Breakdown

Clicking on "Call Statistics Monthly" will bring up a new window with an detailed breakdown of calls for every day of selected period.

- **TIME**

  Hour for which the call statistics are shown

- **TOTAL TIME**

  Total time of calls in that particular hour

- **TOTAL CALLS**

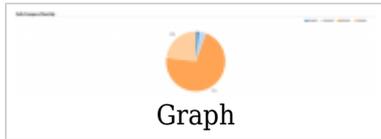 Total number of calls made in that particular hour

- **AVERAGE CALL TIME**

Average call time of the calls in that particular hour

Monthly Compare Statistics

Monthly Compare

Graph

If the date range is selected in the search box and the Compare option is set to Range, the following table with data on calls per day in that range will be shown.

NOTE: If the Compare option is set to Selected, the following table will show only two entries for the days selected in the Date range.

- **DATE**

  Clickable date for which the total number of calls is shown

- **TOTAL TIME**

  Total call time on that particular day

- **TOTAL CALLS**

  Total number of calls made on that particular day

- **AVERAGE CALL TIME**

  Average call time of the calls on that particular day

- **GRAPHIC**

  This field shows a graphic representation of total calls on that day, relative to the day that had the biggest total call time. The day which had the biggest total call time will have a 100% bar filling this field and every other day will have a bar relative to this day.

Extensions

Extension statistics will list the number of calls per extension. This will show a list of days with the number of calls which were made during those.

Extensions

Clicking on the "Advanced Search" button will expand the above search and give users more criteria to choose from:

- **Date range, From:**

   Extensions Advanced

   This is the start date of the range of displayed calls
   (ex. Mar-30-2010)
   (Date picker)

- **Date range, To:**

   This is the end date of the range of displayed calls
   (ex. Apr-15-2010)
   (Date picker)

- **Compare**

   Select whether to show calls that were dialed from extension(s) or calls that were received to extension(s)
   (ex. Dialed)
   (Option buttons)

- **To**

   Number(s) to which the shown calls are made. To show calls made to more than one number, list all the desired numbers separated by a comma. By default, the "ALL" modifier is in this field.
   (ex. To display calls made to extension 104 and remote number 44207295555, you would type "104,44207295555" without " ").
   NOTE: Depending on the select box right next to this field, you will be able to show calls containing, beginning with, ending with, or having the exact same number(s) as provided in this field.
   ([0-9] ,)

- **From**

   Number(s) from which the calls shown are made. To show calls made from more than one number, list all desired numbers as comma separated. By default, the "ALL" modifier is in this field.
   (ex. To display calls made from extension 104 and remote number 44207296666, you would type "104,44207296666" without " ").
   NOTE: Depending on the select box right next to this field, you will be able to show calls containing, beginning with, ending with, or having the exact same number(s) as provided in this field.
   ([0-9] ,)

- **CallerID**

CallerID from which the calls are shown.
(ex. "Tech Support" <064567876>)
NOTE: Depending on the select box right next to this field, you will be able to show calls containing, beginning with, ending with, or having the exact same CallerID as provided in this field.
([0-9][a-z] " < >)

- **Trunk**

    Show the calls filtered on a trunk basis.
    (ex. The first select box is used to select the technology of the outgoing trunk. The second field is used to enter the trunk name for which outgoing calls should be shown. On the second select box, select whether the string contains, begins with, ends with, or contains the exact same match).
    ([0-9][a-z])

- **Duration (sec)**

    In these fields, you can set a range for the duration of calls in seconds. Also, both fields can be modified depending on the equal signs in select boxes like: >, >=, ==, <=, <
    (ex. 300 with > would mean that all calls with a duration greater than 5 minutes (300 seconds))
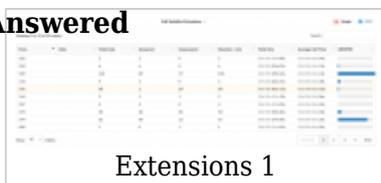   ([0-9])

TIP

The **Download CSV** option is used to download the CSV formatted file with all the statistics shown on this page.

Extensions Statistics

This table will show the total number of calls per days for every extension matching criteria in the search box.

- **Answered**

    Extensions 1

    Total number of answered calls for this extension

- **Unanswered**

    Total number of unanswered calls for this extension

- **Duration < min**

Total number of calls for this extension with call duration less than a minute

- **DATE**

  The clickable date for which the total number of calls is shown

- **TOTAL TIME**

  Total time of calls on that particular day

- **TOTAL CALLS**

  Total number of calls made on that particular day

- **CALL TIME**

  Average call time of the calls on that particular day

- **MAX CALL TIME**

  Maximum call time during this day

- **GRAPHIC**

  This field shows a graphic representation of all calls on that day, relative to the day that had the biggest total call time. The day which had the biggest total call time will have a 100% bar filling this field and every other day will have a bar relative to this day.

TIP

The TOTAL line on the bottom of the table will show the total time of all calls in this date range, total number of calls, and the average call time of all calls in this date range.

- **TIME**

Extensions 2

  Hour for which the call statistics are shown

- **TOTAL TIME**

  Total time of calls on that particular hour
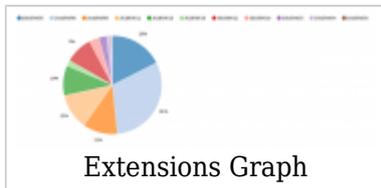
- **TOTAL CALLS**

  Total number of calls made on that particular hour

- **AVERAGE CALL TIME**

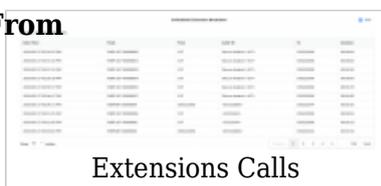   Average call time of the calls on that particular hour

TIP

The **Download CSV** option is used to download the CSV formatted file with the hourly breakdown data.

Extensions Graph

The above picture shows a more graphic representation of the calls per hour on the given day, and below is a list of all calls that were made on that day.

- **From**

Extensions Calls

    Number from which the call was made

- **To**

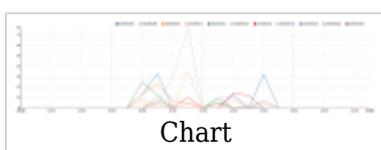   Number to which the call was made

- **Date/Time**

    Date and Time on which the call was made

- **Duration**

    Duration of the given call

Calls per Extension Chart

This chart will show the number of calls made by or received by extensions in the date range selected in the search box.

Chart

TIP

This chart, however, will show a maximum of ten extensions with the number of calls in a given

date range.

Concurent calls

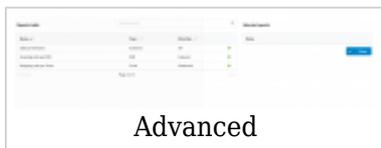Ability to list concurrent calls statistic per tenant/trunk.

- **Max**

Concurent calls

  Maximum of number concurent calls in selected period

- **Average**

  Average number of concurrent calls in selected period

Advanced

Advanced

Advanced statistics can be used to filter

  "**Incoming calls per DID**".

and

  "**Outgoing calls per Trunk**".

Select the desired filter and press **show**, the report will be generated

Advanced report

Incoming calls per DID

- **DID**

  DID number

- **Total calls**

Total number of calls for the selected period of time for specified DID

- **Answered**

   Total number of answered calls

- **Unanswered**

   Total number of unanswered calls

- **Duration**

   Total duration of calls for the selected period of time

Outgoing calls per Trunk

- **Trunk**

   Trunk name

- **Total calls**

   Total number of calls for the selected period of time for specified Trunk

- **Answered**

   Total number of answered calls

- **Unanswered**

   Total number of unanswered calls

- **Duration**

   Total duration of calls for the selected period of time