



CallTraQ

Sample Reports

Summary Reports



Summary reports provide information about your telephone system traffic. These reports can be used to :

- **Track Sales/Agent Activity**
Track Total Calls and Total Talk Time for sales people or sales groups.
- **See how one department or sales group compares to another**
Which department or sales group is meeting their goals
- **See how one extension compares to another**
Compare / Evaluate Sales people;
See how busy your receptionist is.
- **See which trunks (phone lines) are busy and which are not**
If trunks are not busy, maybe you have too many trunks.
If all the trunks are busy most of the time, then maybe you need more trunks to handle the traffic.
- **Determine busy times of the day**
Bring in part time people to handle high traffic at peak times of the day.
- **Lots more...**

All summary reports group this information into three basic columns; Incoming Totals, Outgoing Totals, and Summary Totals. Within these three columns summary reports display the following information :

Heading	Description
=====	=====
No.	The number of calls for the period.
Duration	The length of all the telephone calls in hours, minutes and seconds.
Use \$	The total cost of all calls, based on rates you set up.
Time \$	The total charge for time spent on the phone. CallTraQ can price calls (both incoming and outgoing; local or long distance) at a rate you choose, in order to charge for time spent on the phone.

Under the Summary Totals Group, you are also provided with the following field:

Avg **The average duration of phone calls.**



Telcom FX Demo Corporate Summary Report

Reporting From 1/1/2003

Through 12/31/2003

Time Filter:
Start Time: 12:00:00 AM
End Time: 11:59:59 PM

Department	Incoming Totals				Outgoing Totals				Summary Totals					
	No.	Duration	Use \$	Time \$	No.	Duration	Use \$	Time \$	No.	Duration	Use \$	Time \$	Avg	
General														
REMOTE ACCESS	5	0:17:49		63.00					5	0:17:49		63.00	0:03:33	
EXECUTIVE OFFICES	4159	60:16:54		17,937.00	827	33:11:59	274.21	7,044.00	4986	93:28:53	274.21	24,981.00	0:01:07	
SALES	784	34:43:43		7,461.00	1066	48:38:54	1,312.72	10,122.00	1850	83:22:37	1,312.72	17,583.00	0:02:42	
ENGINEERING DEPARTMENT	306	20:28:56		4,158.00	638	29:04:06	114.71	6,177.00	944	49:33:02	114.71	10,335.00	0:03:08	
SERVICE DEPARTMENT	2074	48:32:18		11,937.00	882	29:25:44	212.06	6,435.00	2956	77:58:02	212.06	18,372.00	0:01:34	
ACCOUNTING DEPARTMENT	359	18:55:37		3,942.00	820	43:41:46	22.83	9,123.00	1179	62:37:23	22.83	13,065.00	0:03:11	
MANUFACTURING	580	22:09:16		4,848.00	2394	80:17:57	49.26	17,763.00	2974	102:27:13	49.26	22,611.00	0:02:04	
MEETING ROOMS	22	1:55:06		384.00	582	19:21:43	66.28	4,380.00	604	21:16:49	66.28	4,764.00	0:02:06	
TOOLING DIVISION	1053	30:40:32		7,182.00	1695	60:40:34	120.14	13,440.00	2748	91:21:06	120.14	20,622.00	0:01:59	
MARKETING	49	1:28:52		357.00	560	9:43:22	9.03	2,088.00	609	11:12:14	9.03	2,445.00	0:01:06	
	9391	239:29:03	0.00	58,269.00	9464	354:06:05	2,181.24	76,572.00	18855	593:35:08	2,181.24	134,841.00	0:01:53	
		GST	0.00	4,078.83		GST	152.69	5,360.04		GST	152.69	9,438.87		
		RST	0.00	4,987.83		RST	186.71	6,554.56		RST	186.71	11,542.39		
		Total	0.00	67,335.66		Total	2,520.64	88,486.60		Total	2,520.64	155,822.26		



Telcom FX Demo Department Summary Report

Time Filter:
Start Time: 12:00:00 AM
End Time: 11:59:59 PM

Reporting From 1/1/2003

Through 12/31/2003

Your Logo Here

SALES		Incoming Totals				Outgoing Totals				Summary Totals				
		Ext	Name	No.	Duration	Use \$	Time \$	No.	Duration	Use \$	Time \$	No.	Duration	Use \$
220	IVENS BRIAN	53	5:53:17		1,134.00	59	4:00:57	277.77	819.00	112	9:54:14	277.77	1,953.00	0:05:18
221	SABEAN SUSAN	99	6:21:45		1,284.00	147	7:12:00	59.58	1,518.00	246	13:33:45	59.58	2,802.00	0:03:18
222	WILEN SUSAN	52	1:12:55		291.00	75	2:05:05	3.90	483.00	127	3:18:00	3.90	774.00	0:01:33
223	INGLIS-MOORE PAMELA	88	3:26:17		750.00	101	3:21:23	4.55	759.00	189	6:47:40	4.55	1,509.00	0:02:09
224	DAGNINO JAMIE	41	5:50:23		1,116.00	105	7:29:44	506.84	1,512.00	146	13:20:07	506.84	2,628.00	0:05:28
225	ESTEFAN JOHN	30	2:01:44		417.00	116	7:57:53	27.12	1,602.00	146	9:59:37	27.12	2,019.00	0:04:06
227	WINTER BRENDA	37	1:04:12		252.00	28	0:56:53	1.03	219.00	65	2:01:05	1.03	471.00	0:01:51
233	RAHIER TONY	31	3:47:45		729.00	73	5:44:10	234.95	1,131.00	104	9:31:55	234.95	1,860.00	0:05:29
234	WILLIAMS GRAHAM	26	1:40:40		342.00	119	6:26:38	196.98	1,350.00	145	8:07:18	196.98	1,692.00	0:03:21
296	PATEL CHIMON	5	0:12:27		45.00					5	0:12:27		45.00	0:02:29
402	ROMAN TERRY	322	3:12:18		1,101.00	243	3:24:11		729.00	565	6:36:29		1,830.00	0:00:42
		784	34:43:43	0.00	7,461.00	1066	48:38:54	1,312.72	10,122.00	1850	83:22:37	1,312.72	17,583.00	0:02:42
			GST	0.00	522.27		GST	91.89	708.54		GST	91.89	1,230.81	
			RST	0.00	638.66		RST	112.37	866.44		RST	112.37	1,505.10	
			Total	0.00	8,621.93		Total	1,516.98	11,696.98		Total	1,516.98	20,318.91	



Telcom FX Demo Extension Summary Report

Reporting From 1/1/2003

Through 12/31/2003

Time Filter:
Start Time: 12:00:00 AM
End Time: 11:59:59 PM

Ext Name	Incoming Totals				Outgoing Totals				Summary Totals				
	No.	Duration	Use \$	Time \$	No.	Duration	Use \$	Time \$	No.	Duration	Use \$	Time \$	Avg
292 YEE JEROME	23	0:47:20		174.00	42	1:28:33	0.14	324.00	65	2:15:53	0.14	498.00	0:02:05
293 CHATHA JAZ	61	1:31:49		378.00	239	6:00:19	5.75	1,431.00	300	7:32:08	5.75	1,809.00	0:01:30
294 PATEL SUMAN	8	0:36:30		123.00	83	2:43:10	2.02	606.00	91	3:19:40	2.02	729.00	0:02:11
295 EVANS MARY	41	1:49:28		396.00	269	8:47:03	2.29	1,965.00	310	10:36:31	2.29	2,361.00	0:02:03
296 PATEL CHIMON	5	0:12:27		45.00					5	0:12:27		45.00	0:02:29
297 NICOLL BRIAN	88	5:23:07		1,107.00	21	0:39:00	1.25	150.00	109	6:02:07	1.25	1,257.00	0:03:19
298 MUCCILLI ANTHONY	8	0:33:26		114.00	3	0:05:25		24.00	11	0:38:51		138.00	0:03:31
299 GOLTS PHIL	58	3:05:34		633.00	14	0:41:44	0.88	147.00	72	3:47:18	0.88	780.00	0:03:09
300 MARTINS PARRICIA	484	8:07:28		2,253.00	85	2:20:35	3.46	540.00	569	10:28:03	3.46	2,793.00	0:01:06
301 WARREN EARL	63	3:23:06		702.00	119	4:52:31	55.10	1,050.00	182	8:15:37	55.10	1,752.00	0:02:43
302 BREUNIG KRISTINA	188	8:17:10		1,779.00	161	5:12:11	12.98	1,176.00	349	13:29:21	12.98	2,955.00	0:02:19
303 APPLGATE CHESTER	90	2:03:55		513.00	46	1:13:58	7.61	285.00	136	3:17:53	7.61	798.00	0:01:27
304 WILMOTT WENDY	127	2:53:24		711.00	99	3:35:29	10.51	795.00	226	6:28:53	10.51	1,506.00	0:01:43
305 JENKINS BILL	22	0:40:49		150.00	54	2:09:48	36.61	468.00	76	2:50:37	36.61	618.00	0:02:14
306 MUHS OLIVER	3	0:02:12		12.00	3	0:05:30		21.00	6	0:07:42		33.00	0:01:17
307 DRAPER GROD	9	0:19:09		75.00	57	2:23:18	8.17	516.00	66	2:42:27	8.17	591.00	0:02:27
308 TWO LUNCH ROOM	3	0:08:24		30.00	628	20:45:26	14.83	4,656.00	631	20:53:50	14.83	4,686.00	0:01:59
309 ROOM MEETING	12	0:27:15		102.00	12	0:31:57	1.15	114.00	24	0:59:12	1.15	216.00	0:02:28
311 SHIPPING	10	0:17:15		69.00	249	8:36:43	5.53	1,935.00	259	8:53:58	5.53	2,004.00	0:02:03
312 CHU HERBIE	33	2:34:00		507.00	104	4:25:33	0.24	954.00	137	6:59:33	0.24	1,461.00	0:03:03
313 CHU WAYNE	23	1:54:55		378.00	124	6:21:03	0.56	1,335.00	147	8:15:58	0.56	1,713.00	0:03:22
314 CURRAN JOHN	59	2:40:39		567.00					59	2:40:39		567.00	0:02:43
322 FRANKS JOHNATHAN					145	16:22:54		3,168.00	145	16:22:54		3,168.00	0:06:46
324 DARRENS CRAIG					22	0:26:44	1.33	120.00	22	0:26:44	1.33	120.00	0:01:12
400 THOMPSON BLAIR	1552	17:35:14		5,607.00	229	3:12:39		687.00	1781	20:47:53		6,294.00	0:00:42
401 WALTERS CHRISTOPHER	605	6:11:37		2,073.00	186	2:36:01		558.00	791	8:47:38		2,631.00	0:00:40
402 ROMAN TERRY	322	3:12:18		1,101.00	243	3:24:11		729.00	565	6:36:29		1,830.00	0:00:42
403 MCCALLUM BILL	122	1:22:52		435.00	240	3:21:39		720.00	362	4:44:31		1,155.00	0:00:47
404 MCCLEAN KEVIN	28	0:12:44		90.00	238	3:19:40		714.00	266	3:32:24		804.00	0:00:47
405 MCDERMOTT DILLON	5	0:02:12		15.00	250	3:30:00		750.00	255	3:32:12		765.00	0:00:49
601 HOLDEN BILL					3	0:49:27		153.00	3	0:49:27		153.00	0:16:29
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	9391	239:29:03	0.00	58,269.00	9464	354:06:05	2,181.24	76,572.00	18855	593:35:08	2,181.24	134,841.00	0:01:53
		GST	0.00	4,078.83		GST	152.69	5,360.04		GST	152.69	9,438.87	
		RST	0.00	4,987.83		RST	186.71	6,554.56		RST	186.71	11,542.39	
		Total	0.00	67,335.66		Total	2,520.64	88,486.60		Total	2,520.64	155,822.26	



Telcom FX Demo Account Summary Report

Time Filter:
Start Time: 12:00:00 AM
End Time: 11:59:59 PM

Reporting From 1/1/2003 Through 12/31/2003

Your Logo Here

Account	Incoming Totals				Outgoing Totals				Summary Totals				
	No.	Duration	Use \$	Time \$	No.	Duration	Use \$	Time \$	No.	Duration	Use \$	Time \$	Avg
0	No Account Entered	9374	239:16:56	58,206.00	9424	352:36:27	2,180.30	76,248.00	18798	591:53:23	2,180.30	134,454.00	0:01:53
10001	Weppler Realty	3	0:02:01	12.00	11	0:31:33	0.10	111.00	14	0:33:34	0.10	123.00	0:02:23
10002	Giesl Consulting	2	0:03:38	12.00	8	0:10:20	0.29	39.00	10	0:13:58	0.29	51.00	0:01:23
10003	Wilken Developments	5	0:03:03	18.00	12	0:35:14	0.42	123.00	17	0:38:17	0.42	141.00	0:02:15
10004	ABC Trucking	7	0:03:25	21.00	9	0:12:31	0.13	51.00	16	0:15:56	0.13	72.00	0:00:59
		9391	239:29:03	0.00	9464	354:06:05	2,181.24	76,572.00	18855	593:35:08	2,181.24	134,841.00	0:01:53
			GST	0.00			GST	152.69			GST	152.69	9,438.87
			RST	0.00			RST	186.71			RST	186.71	11,542.39
			Total	0.00			Total	2,520.64			Total	2,520.64	155,822.26



2/3/2005 11:50:31 AM

Telcom FX Demo Trunk Group Summary Report

Reporting From 1/1/2003

Through 12/31/2003

Time Filter:
Start Time: 12:00:00 AM
End Time: 11:59:59 PM

Trunk Group	Incoming Totals				Outgoing Totals				Summary Totals				
	No.	Duration	Use \$	Time \$	No.	Duration	Use \$	Time \$	No.	Duration	Use \$	Time \$	Avg
Local	9391	239:29:03		58,269.00	9464	354:06:05	2,181.24	76,572.00	18855	593:35:08	2,181.24	134,841.00	0:01:53
No Trunk													
	9391	239:29:03	0.00	58,269.00	9464	354:06:05	2,181.24	76,572.00	18855	593:35:08	2,181.24	134,841.00	0:01:53
		GST	0.00	4,078.83		GST	152.69	5,360.04		GST	152.69	9,438.87	
		RST	0.00	4,987.83		RST	186.71	6,554.56		RST	186.71	11,542.39	
		Total	0.00	67,335.66		Total	2,520.64	88,486.60		Total	2,520.64	155,822.26	



Telcom FX Demo Trunk Summary Report

Reporting From 1/1/2003

Through 12/31/2003

Time Filter:
Start Time: 12:00:00 AM
End Time: 11:59:59 PM

Trunk	Phone No:	Incoming Totals				Outgoing Totals				Summary Totals				
		No.	Duration	Use \$	Time \$	No.	Duration	Use \$	Time \$	No.	Duration	Use \$	Time \$	Avg
0														
1		2254	52:03:04		13,071.00	28	0:26:54		129.00	2282	52:29:58		13,200.00	0:01:22
2		1323	29:27:03		7,512.00	25	0:24:28	0.43	117.00	1348	29:51:31	0.43	7,629.00	0:01:19
3		651	15:39:01		3,900.00	31	0:50:51	1.40	213.00	682	16:29:52	1.40	4,113.00	0:01:27
4		290	7:43:28		1,890.00	44	2:05:05	5.13	441.00	334	9:48:33	5.13	2,331.00	0:01:45
5		130	4:11:09		954.00					130	4:11:09		954.00	0:01:55
6		30	1:19:49		291.00	96	5:39:01	80.27	1,143.00	126	6:58:50	80.27	1,434.00	0:03:19
7		1014	30:10:59		7,023.00	1	0:01:01	0.50	6.00	1015	30:12:00	0.50	7,029.00	0:01:47
8		323	8:31:38		2,034.00					323	8:31:38		2,034.00	0:01:35
9		87	2:34:25		597.00	231	9:28:47	84.04	2,052.00	318	12:03:12	84.04	2,649.00	0:02:16
10		6	0:11:37		45.00	452	21:06:55	138.92	4,452.00	458	21:18:32	138.92	4,497.00	0:02:47
11		1426	40:05:53		9,519.00					1426	40:05:53		9,519.00	0:01:41
12		427	11:58:45		2,829.00					427	11:58:45		2,829.00	0:01:40
13		83	2:34:09		588.00					83	2:34:09		588.00	0:01:51
14		11	0:09:12		42.00	777	33:07:24	259.86	7,098.00	788	33:16:36	259.86	7,140.00	0:02:32
15		9	0:11:05		48.00	1217	47:19:29	356.78	10,281.00	1226	47:30:34	356.78	10,329.00	0:02:19
16						1660	68:09:28	426.80	14,625.00	1660	68:09:28	426.80	14,625.00	0:02:27
17						3266	106:07:44	676.46	22,905.00	3266	106:07:44	676.46	22,905.00	0:01:56
20		985	24:11:48		5,868.00	2	0:02:09		9.00	987	24:13:57		5,877.00	0:01:28
21		240	6:27:34		1,542.00	9	0:08:14	0.13	39.00	249	6:35:48	0.13	1,581.00	0:01:35
22		45	0:54:13		240.00	12	0:43:39	0.66	150.00	57	1:37:52	0.66	390.00	0:01:43
23		4	0:03:07		15.00	105	4:35:11	9.36	969.00	109	4:38:18	9.36	984.00	0:02:33
24		3	0:01:07		9.00	371	13:03:40	38.41	2,907.00	374	13:04:47	38.41	2,916.00	0:02:05
25		3	0:01:21		9.00	1137	40:46:05	102.09	9,036.00	1140	40:47:26	102.09	9,045.00	0:02:08
26		1	0:00:42		3.00					1	0:00:42		3.00	0:00:42
27		46	0:57:54		240.00					46	0:57:54		240.00	0:01:15
		9391	239:29:03	0.00	58,269.00	9464	354:06:05	2,181.24	76,572.00	18855	593:35:08	2,181.24	134,841.00	0:01:53
			GST	0.00	4,078.83		GST	152.69	5,360.04		GST	152.69	9,438.87	
			RST	0.00	4,987.83		RST	186.71	6,554.56		RST	186.71	11,542.39	
			Total	0.00	67,335.66		Total	2,520.64	88,486.60		Total	2,520.64	155,822.26	

Detail Reports



Detail reports provide detailed information on every call your phone system processes. These reports can be used to determine :

- **Where calls are going to**
Reduce abuse and personal calls
- **Where calls are coming from**
Using Call Display, see where your traffic is coming from
- **The cost of an individual or group of calls.**
Check the cost of a call, or bill back a client for that call
- **The cost of time spent on the phone**
What does it cost to have an employee on the phone
- **Lots more...**

All detail reports display most of the same telephone usage information . The reports show information of both incoming and outgoing calls. The information shown is :

Heading	Description
Date	Date in Year - month - Day format that the call was placed or received.
Time	Time in Hours : Minutes format identifies when the call was placed or received.
Duration	Length of the call in Hours : Minutes : Seconds format
Ring	Length of time an incoming call rang before answer (in seconds) Only a few phone system provide this information.
Phone Number	Number dialed (or the Caller ID information)
Location	Location of the phone number. It is the city / state / province or country that the call was placed to or received from.
Use \$	The cost of the call, based on rates you set up.
Time \$	The cost of the call for time spent on the phone. CallTraQ can price calls (both incoming and outgoing; local or long distance) at a rate you choose, in order to charge for time spent on the phone.
Trunk Group	The trunk group used to place/receive the call CallTraQ can price calls (both incoming and outgoing; local or long distance) at a rate
Extension	The extension number that made or received the call.
Account	The Account Code entered by the user to identify the call. Account codes entered by the user during a call to identify the call as being for a project or client. CallTraQ uses this information in order to bill back the call a project or client.
Comment	Text Comment relating to the phone number of this call. On incoming calls, this is the Caller ID Name. On outgoing calls (or incoming without Caller ID) this information comes from a database you setup, linking to the phone number.



2/3/2005 11:51:56 AM
 Incoming
 Outgoing

Telcom FX Demo
Extension Detail Report
245 JAKE SMITH

Time Filter:
 Start Time: 12:00:00 AM
 End Time: 11:59:59 PM

Your Logo Here

Reporting From 1/1/2003 Through 1/31/2003

CT	Date	Time	Duration	Ring	Phone Number	Location	Use \$	Time \$	Trunk Group	Account	Comment
O *	1/4/2003	07:09	0:05:47		[11]69+1		1.00	18.00	Local		Last Call Return
O	1/4/2003	07:59	0:01:01		[11]69		0.50	6.00	Local		Last Call
I	1/4/2003	13:48	0:02:25		416.208.0372	Toronto ON		9.00	Local		Telcom FX
I *	1/7/2003	10:54	0:06:05		845.567.0595	New burgh NY		21.00	Local		OC Choppers
O	1/14/2003	11:31	0:00:27		1.519.571.3331	Kitchener-Waterloo ON	0.10	3.00	Local		Chromer
O	1/14/2003	11:33	0:01:44		416.208.0527	Toronto ON		6.00	Local		Telcom FX Fax
O	1/26/2003	09:58	0:04:10		1015654 1.718.486.7474	Brooklyn NY	0.29	15.00	Local		Cheap Calls
O	1/28/2003	09:41	0:00:22		905.828.2581	Streetsville ON		3.00	Local		Our Metal Shop
O	1/28/2003	09:42	0:00:21		1.704.258.1340	Charlotte P-C NC	0.10	3.00	Local		
O	1/28/2003	09:42	0:00:21		905.828.2581	Streetsville ON		3.00	Local		Our Metal Shop
O	1/28/2003	09:46	0:01:00		905.828.2581	Streetsville ON		3.00	Local		Our Metal Shop
O *	1/28/2003	11:03	0:05:06		1.415.567.0357	San Francisco CA	0.33	18.00	Local		
O *	1/28/2003	11:44	0:09:12		011.5742887597	Colombia	10.00	30.00	Local		Drug Supplier ;)
O	1/28/2003	13:24	0:04:09		1.800.327.5723	Toll Free		15.00	Local		
O *	1/29/2003	07:50	0:12:55		1.704.922.9977	Gastonia NC	0.73	39.00	Local		

15	Total Duration:	0:55:05	Total Ring Time:				13.05	192.00			
Calls	Avg Duration:	0:03:40	Avg Ring Time:				GST 0.91	13.44			
							RST 1.12	16.44			
							Total 15.08	221.88			



2/3/2005 11:52:45 AM
 Incoming
 Outgoing

Telcom FX Demo
Phone Number
1516??????????????

Time Filter:
 Start Time: 12:00:00 AM
 End Time: 11:59:59 PM

Your Logo Here

Reporting From 1/1/2003 Through 1/31/2003

CT	Date	Time	Duration	Ring	Ext.	Phone Number	Location	Use \$	Time \$	Trunk Group	Account	Comment
O	1/4/2003	10:11	0:04:24		283	1.516.242.6243	Nassau Zone 5 NY	0.30	15.00	Local		
O	1/5/2003	09:53	0:01:12		261	1.516.242.6243	Nassau Zone 5 NY	0.14	6.00	Local		
O	1/5/2003	15:16	0:01:22		261	1.516.242.6243	Nassau Zone 5 NY	0.15	6.00	Local		
O	1/6/2003	10:00	0:03:40		283	1.516.242.6243	Nassau Zone 5 NY	0.26	12.00	Local		
O	1/6/2003	13:39	0:00:50		261	1.516.242.6243	Nassau Zone 5 NY	0.12	3.00	Local		
O	1/13/2003	11:44	0:03:09		261	1.516.328.3300	Loral Park NY	0.24	12.00	Local		
O *	1/14/2003	11:29	0:08:56		225	1.516.361.7162	Nassau Zone 5 NY	0.53	27.00	Local		
O	1/14/2003	12:34	0:02:04		283	1.516.242.6243	Nassau Zone 5 NY	0.18	9.00	Local		
O	1/15/2003	14:38	0:04:07		261	1.516.328.3300	Loral Park NY	0.29	15.00	Local		
9 Calls		Total Duration:	0:29:44	Total Ring Time:				2.21	105.00			
		Avg Duration:	0:03:18	Avg Ring Time:				GST	0.15	7.35		
								RST	0.19	8.99		
								Total	2.55	121.34		



2/3/2005 11:52:15 AM
 Incoming
 Outgoing

Telcom FX Demo
Account Detail Report
10002 Giesl Consulting

Time Filter:
 Start Time: 12:00:00 AM
 End Time: 11:59:59 PM

Your Logo Here

Reporting From 1/1/2003 Through 1/31/2003

CT	Date	Time	Duration	Ring	Ext.	Phone Number	Location	Use \$	Time \$	Trunk Group	Comment
O	1/4/2003	08:10	0:00:39		291	905.564.1509	Malton ON		3.00	Local	
O	1/4/2003	09:33	0:03:32		261	905.451.5586	Brampton ON		12.00	Local	
O	1/4/2003	12:01	0:00:18		308	416.715.5758	Toronto P-C ON		3.00	Local	Mike's CEL
O	1/4/2003	12:13	0:01:27		249	905.272.1335	Cooksville ON		6.00	Local	
O	1/4/2003	12:24	0:00:52		208	1.705.457.6489	Haliburton ON	0.12	3.00	Local	
O	1/4/2003	12:34	0:00:54		308	905.821.7190	Streetsville ON		3.00	Local	
O	1/4/2003	12:49	0:00:49		278	905.602.0403	Cooksville ON		3.00	Local	
O	1/4/2003	13:02	0:01:49		290	1.519.555.1212	Directory Assistan... ON	0.17	6.00	Local	
I	1/4/2003	13:15	0:00:45		232	1.905.336.1185	Burlington ON		3.00	Local	Burington Cycle
I	1/4/2003	13:30	0:02:53		232	1.604.881.2375	Langley BC		9.00	Local	Chrome Toys
10	Total Duration:		0:13:58	Total Ring Time:				0.29	51.00		
Calls	Avg Duration:		0:01:23	Avg Ring Time:				GST 0.02	3.57		
								RST 0.02	4.37		
								Total 0.33	58.94		



2/3/2005 11:53:09 AM
 Incoming
 Outgoing

Telcom FX Demo Most Costly Phone Calls Top 25

Time Filter:
 Start Time: 12:00:00 AM
 End Time: 11:59:59 PM

Your Logo Here

Reporting From 1/1/2003 Through 1/31/2003

CT	Date	Time	Duration	Ring	Ext.	Phone Number	Location	Use \$	Time \$	Trunk Group	Account	Comment
O *	1/27/2003	17:22	0:47:27		224	011.5283862484	Mexico	48.00	144.00	Local		
O *	1/15/2003	13:18	0:36:27		224	011.55118200077	Federative Brazil	37.00	111.00	Local		
O *	1/7/2003	10:45	0:32:32		220	011.33169109138	France	33.00	99.00	Local		
O *	1/4/2003	14:53	0:30:07		224	011.5417840129	Argentine	31.00	93.00	Local		
O *	1/13/2003	12:58	0:29:57		224	011.34929777062	Spain	30.00	90.00	Local		
O *	1/15/2003	14:12	0:29:36		234	011.5742881211	Colombia	30.00	90.00	Local		
O *	1/19/2003	13:01	0:27:47		233	011.5742881211	Colombia	28.00	84.00	Local		
O *	1/6/2003	14:45	0:26:48		208	011.49303317659	Germany	27.00	81.00	Local		
O *	1/15/2003	11:47	0:26:04		224	011.52381079140	Mexico	27.00	81.00	Local		
O *	1/18/2003	09:37	0:26:30		220	011.4598523049	Denmark	27.00	81.00	Local		
O *	1/14/2003	12:20	0:25:44		224	011.5726675011	Colombia	26.00	78.00	Local		
O *	1/5/2003	09:20	0:24:31		220	011.31356235852	The Netherlands	25.00	75.00	Local		
O *	1/18/2003	17:19	0:23:40		220	011.61295425700	Australia	24.00	72.00	Local		
O *	1/26/2003	11:47	0:23:23		224	011.5415826938	Argentine	24.00	72.00	Local		
O *	1/29/2003	10:31	0:22:49		234	011.5742887597	Colombia	23.00	69.00	Local		Drug Supplier ;)
O *	1/4/2003	10:48	0:21:46		208	011.49307745470	Germany	22.00	66.00	Local		
O *	1/14/2003	10:20	0:19:45		233	011.33608530367	France	20.00	60.00	Local		
O *	1/27/2003	15:17	0:19:37		224	011.52381079140	Mexico	20.00	60.00	Local		
O *	1/18/2003	15:54	0:17:39		234	011.5742881211	Colombia	18.00	54.00	Local		
O *	1/26/2003	12:13	0:17:11		233	011.33608530367	France	18.00	54.00	Local		
O *	1/27/2003	10:33	0:17:04		224	011.34629777062	Spain	18.00	54.00	Local		
O *	1/26/2003	10:19	0:16:29		224	011.5416713726	Argentine	17.00	51.00	Local		
O *	1/15/2003	11:26	0:15:51		234	011.5283592122	Mexico	16.00	48.00	Local		
O *	1/26/2003	11:16	0:15:47		224	011.55118200077	Federative Brazil	16.00	48.00	Local		
O *	1/13/2003	10:35	0:14:07		220	011.44410822920	United Kingdom	15.00	45.00	Local		

25	Total Duration:	10:08:38	Total Ring Time:		620.00	1,860.00
Calls	Avg Duration:	0:24:20	Avg Ring Time:		GST 43.40	130.20
					RST 53.07	159.22
					Total 716.47	2,149.42



2/3/2005 11:53:43 AM
 Incoming
 Outgoing

Telcom FX Demo Longest Duration Phone Calls Top 25

Time Filter:
 Start Time: 12:00:00 AM
 End Time: 11:59:59 PM

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Reporting From 1/1/2003 Through 1/31/2003

CT	Date	Time	Duration	Ring	Ext.	Phone Number	Location	Use \$	Time \$	Trunk Group	Account	Comment
O *	1/6/2003	11:18	1:30:20		322	416.364.3400	Toronto		273.00	Local		
O *	1/18/2003	23:53	1:10:30		208	1.709.786.0840	Bay Roberts	3.60	213.00	Local		
I *	1/18/2003	11:50	1:01:50		233				186.00	Local		
O *	1/15/2003	13:28	0:53:11		208	905.567.8885	Streetsville		162.00	Local		
O *	1/5/2003	08:26	0:52:18		313	1.800.887.4078	Toll Free		159.00	Local		
O *	1/14/2003	14:16	0:49:57		322	416.364.3400	Toronto		150.00	Local		
O *	1/27/2003	17:22	0:47:27		224	011.5283862484	Mexico	48.00	144.00	Local		
O *	1/29/2003	10:50	0:46:53		322	416.364.3400	Toronto		141.00	Local		
O *	1/18/2003	13:08	0:41:40		313	416.754.2987	Toronto		126.00	Local		
O *	1/14/2003	15:38	0:41:31		322	416.364.3400	Toronto		126.00	Local		
I *	1/15/2003	15:00	0:40:48		230				123.00	Local		
O *	1/19/2003	16:34	0:37:34		221	1.800.678.7222	Toll Free		114.00	Local		
I *	1/13/2003	10:25	0:37:26		224				114.00	Local		
O *	1/18/2003	09:02	0:36:34		276	416.620.5409	Toronto		111.00	Local		
O *	1/15/2003	14:42	0:36:28		274	1.714.546.4141	Santa Ana	1.90	111.00	Local		
O *	1/15/2003	13:18	0:36:27		224	011.55118200077	Federative Brazil	37.00	111.00	Local		
O *	1/6/2003	13:23	0:35:59		208	905.824.5492	Streetsville		108.00	Local		
I *	1/18/2003	15:45	0:34:59		210				105.00	Local		
O *	1/4/2003	09:00	0:34:52		204	905.812.8593	Streetsville		105.00	Local		
I *	1/12/2003	20:16	0:33:32		282				102.00	Local		
O *	1/29/2003	09:33	0:33:31		219	416.383.3344	Toronto		102.00	Local		
I *	1/7/2003	14:43	0:33:07		203				102.00	Local		
O *	1/7/2003	10:45	0:32:32		220	011.33169109138	France	33.00	99.00	Local		
O *	1/13/2003	20:48	0:32:31		291	905.615.1908	Cooksville		99.00	Local		
O *	1/19/2003	12:09	0:32:18		322	416.364.3400	Toronto		99.00	Local		
25		Total Duration:	18:04:15			Total Ring Time:		123.50	3,285.00			
Calls		Avg Duration:	0:43:22			Avg Ring Time:		GST 8.65	229.95			
								RST 10.57	281.20			
								Total 142.72	3,796.15			



Ext	Last Name, First Name	Department	Position	Telephone Type	Email
249	AFLAATUN, FARSHAAD	ENGINEERING DEPARTMENT			
210	ALLEN, ROD	ACCOUNTING DEPARTMENT			
303	APPLEGATE, CHESTER	TOOLING DIVISION			
228	BOARDROOM, MAIN	MEETING ROOMS			
243	BOGZA, FLORIN	ENGINEERING DEPARTMENT			
302	BREUNIG, KRISTINA	TOOLING DIVISION			
258	CALLEJA, PETER	MANUFACTURING			
250	CAPARELLO, JOE	ENGINEERING DEPARTMENT			
293	CHATHA, JAZ	MANUFACTURING			
312	CHU, HERBIE	TOOLING DIVISION			
313	CHU, WAYNE	TOOLING DIVISION			
237	CORONADO, MARCI	SERVICE DEPARTMENT			
314	CURRAN, JOHN	ACCOUNTING DEPARTMENT			
224	DAGNINO, JAMIE	SALES			
257	DANCHUCK, GLORIA	MARKETING			
324	DARRENS, CRAIG	SERVICE DEPARTMENT			
242	DERA VI, PIROOZ	ENGINEERING DEPARTMENT			
286	DESOUZA, JULIO	MANUFACTURING			
277	DHUGGA, MANOHAR	ENGINEERING DEPARTMENT			
283	DHUGGAR, MANOHAR	ENGINEERING DEPARTMENT			
0	DISA,	REMOTE ACCESS			
265	DRAPER, GORD	TOOLING DIVISION			
307	DRAPER, GROD	TOOLING DIVISION			
244	EL-SHERBINI, HASHEM	ENGINEERING DEPARTMENT			
232	ELGAR, MARK	SERVICE DEPARTMENT			
200	ELLIS, BRENDA	EXECUTIVE OFFICES			
225	ESTEFAN, JOHN	SALES			
295	EVANS, MARY	MANUFACTURING			
207	FOOTE, BERT	ACCOUNTING DEPARTMENT			
322	FRANKS, JOHNATHAN	ACCOUNTING DEPARTMENT			
211	GALLINGER, BRENDA	ACCOUNTING DEPARTMENT			
248	GEORGE, JEFFREY	ENGINEERING DEPARTMENT			
290	GOLTS, PHIL	MANUFACTURING			
299	GOLTS, PHIL	MANUFACTURING			
247	GRANT, PAUL	ENGINEERING DEPARTMENT			
601	HOLDEN, BILL	ENGINEERING DEPARTMENT			
255	HOLLINS, JACK	MARKETING			
223	INGLIS-MOORE, PAMELA	SALES			
220	IVENS, BRIAN	SALES			
305	JENKINS, BILL	ENGINEERING DEPARTMENT			
260	LIGHTHALL, DOUG	MANUFACTURING			
284	LOBBY, FRONT	MEETING ROOMS			
241	MAIATO, MARGARET	ENGINEERING DEPARTMENT			
216	MANDZIAK, MARGARET	ACCOUNTING DEPARTMENT			
252	MARK, ROLAND	ENGINEERING DEPARTMENT			
300	MARTINS, PARRICIA	TOOLING DIVISION			
213	MASKENS, BEVERLEY	ACCOUNTING DEPARTMENT			
403	MCCALLUM, BILL	MANUFACTURING			
404	MCCLEAN, KEVIN	MARKETING			
405	MCDERMOTT, DILLON	MARKETING			



Ext	Last Name, First Name	Department	Position	Telephone Type	Email
0	DISA,	REMOTE ACCESS			
200	ELLIS, BRENDA	EXECUTIVE OFFICES			
201	MUHS, REINHARD	EXECUTIVE OFFICES			
202	MUHS, HARALD	EXECUTIVE OFFICES			
203	RIMAS, VAL	EXECUTIVE OFFICES			
204	NICOLL, BRIAN	EXECUTIVE OFFICES			
207	FOOTE, BERT	ACCOUNTING DEPARTMENT			
208	RENINI, MONIKA	EXECUTIVE OFFICES			
210	ALLEN, ROD	ACCOUNTING DEPARTMENT			
211	GALLINGER, BRENDA	ACCOUNTING DEPARTMENT			
212	WYPYCH, MARIA	ACCOUNTING DEPARTMENT			
213	MASKENS, BEVERLEY	ACCOUNTING DEPARTMENT			
214	SONG, AMANDA	ACCOUNTING DEPARTMENT			
215	PURBA, SURINDER	ACCOUNTING DEPARTMENT			
216	MANDZIAK, MARGARET	ACCOUNTING DEPARTMENT			
219	ROOM, COMPUTER	ACCOUNTING DEPARTMENT			
220	IVENS, BRIAN	SALES			
221	SABEAN, SUSAN	SALES			
222	WILEN, SUSAN	SALES			
223	INGLIS-MOORE, PAMELA	SALES			
224	DAGNINO, JAMIE	SALES			
225	ESTEFAN, JOHN	SALES			
226	RUSSELL, JOHN	ENGINEERING DEPARTMENT			
227	WINTER, BRENDA	SALES			
228	BOARDROOM, MAIN	MEETING ROOMS			
230	MUCCILLI, ANTHONY	SERVICE DEPARTMENT			
231	PRICE, PATRICIA	SERVICE DEPARTMENT			
232	ELGAR, MARK	SERVICE DEPARTMENT			
233	RAHIER, TONY	SALES			
234	WILLIAMS, GRAHAM	SALES			
235	PUCHOON, AL	SERVICE DEPARTMENT			
237	CORONADO, MARCI	SERVICE DEPARTMENT			
239	THOMPSON, FRANK	MANUFACTURING			
240	YOUNG, WILLIAM	ENGINEERING DEPARTMENT			
241	MAIATO, MARGARET	ENGINEERING DEPARTMENT			
242	DERAVI, PIROOZ	ENGINEERING DEPARTMENT			
243	BOGZA, FLORIN	ENGINEERING DEPARTMENT			
244	EL-SHERBINI, HASHEM	ENGINEERING DEPARTMENT			
245	SMITH, JAKE	SERVICE DEPARTMENT			
246	SENKIW, MARK	ENGINEERING DEPARTMENT			
247	GRANT, PAUL	ENGINEERING DEPARTMENT			
248	GEORGE, JEFFREY	ENGINEERING DEPARTMENT			
249	AFLAATUN, FARSHAAD	ENGINEERING DEPARTMENT			
250	CAPARELLO, JOE	ENGINEERING DEPARTMENT			
251	ZHANG, PETER	ENGINEERING DEPARTMENT			
252	MARK, ROLAND	ENGINEERING DEPARTMENT			
253	SULTANOVICI, CATALIN	ENGINEERING DEPARTMENT			
254	WEPLER, WENDY	ACCOUNTING DEPARTMENT			
255	HOLLINS, JACK	MARKETING			
256	SMITH, WILLIAM	MARKETING			