

# NocTel Talk Standard Reporting

This page lists and describes the standard reporting provided for NocTel Talk cloud-hosted voice services. **Please carefully note that reporting data does not constitute billing data** and should not be misconstrued as such. Operational data provided and analyzed in reporting is purely for informational purposes.

Each report will have an explicit date range and relative date range counterpart unless otherwise explicitly noted.

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## Account Information

These reports are intended to provide an accessible way to audit the account at large.

### Phone Numbers on Account

Reports in a tabular format all of the phone numbers owned on the account providing information regarding each number's activation status and when the phone number was added to the account.

Placing a cursor in the "Hover for Details" column will give additional information relating to the phone number, such as E911 address (if configured differently than the account default), whether faxing is allowed, international calling enabled, etc..

Note the example report is obfuscating the full phone number for privacy and security. Actual reporting output will show the entire phone number.

Phone Number	#	Label	CNAM	Status	FOC Date	Added	Confirmed	
+1503		Main Office		Active	N/A	2017-04-05 13:59:04	2017-04-12 12:16:06	Hover for Details
+1503				Active	N/A	2017-04-05 13:59:05	2017-05-23 07:23:07	Hover for Details
+1503		Operations		Active	N/A	2017-04-05 13:59:07	2017-05-05 14:52:04	Hover for Details
+1503		Branch		Active	N/A	2017-04-05 13:59:08	2017-04-12 10:30:14	Hover for Details
+1503		test client		Active	N/A	2017-04-05 13:59:09	2017-05-23 07:28:07	Hover for Details
+1503				Active	2019-06-24	2019-06-19 11:47:44	2019-06-25 06:04:11	Hover for Details
+1503				Active	2019-06-24	2019-06-19 11:47:44	2019-06-25 06:03:09	Hover for Details
+1503				Active	2019-06-24	2019-06-19 11:47:44	2019-06-25 06:04:14	Hover for Details
+1503				Active	2019-06-24	2019-06-19 11:47:44	2019-06-25 06:03:08	Hover for Details
+1503				Active	2019-06-24	2019-06-19 11:47:44	2019-06-25 06:01:07	Hover for Details
+1503				Active	2019-06-24	2019-06-19 11:47:44	2019-06-25 06:02:06	Hover for Details

### Extensions on Account

Reports in a tabular format all extensions on the account. Deleted extensions can be toggled on or off in the results. Various properties of extensions on account can be filtered on. We recommend using this report to audit active extensions and to take stock of firmware versions and device models.

Duplication of extension numbers is expected in cases where an extension was deleted and a new one was added with the same extension number. Extensions with *no extension number* are defaulted to an extension number of 0. This is done intentionally to ensure correct grouping of unnumbered extensions on the account. Extensions with no label are defaulted to "Unlabeled". These default values where they may not exist are only noted in reporting - their actual values in the NocTel Talk control panel will remain blank or unlabeled.

Ext Number	Description	Class	Status	Type	Device	Firmware
0	CM Trunk	None	active	SIP Trunk	ADTRAN_Total_Access_924e_2nd_Gen	R10.9.6.E
	Flow Trunk	None	active	SIP Trunk	NocTel Flow v1.9	N/A
	Unlabeled	None	active	Virtual	N/A	N/A
211		None	active	Virtual	N/A	N/A
240	Main Menu	None	active	Virtual	N/A	N/A
2197		None	active	Virtual	N/A	N/A
2200	HR Mainline	HR	active	Virtual	N/A	N/A
2201	Matt H	HR	active	Polycom	PolycomV VX-VVX_450-UA	5.9.4.3247

## Metrics and Measurements

### Individual Metrics

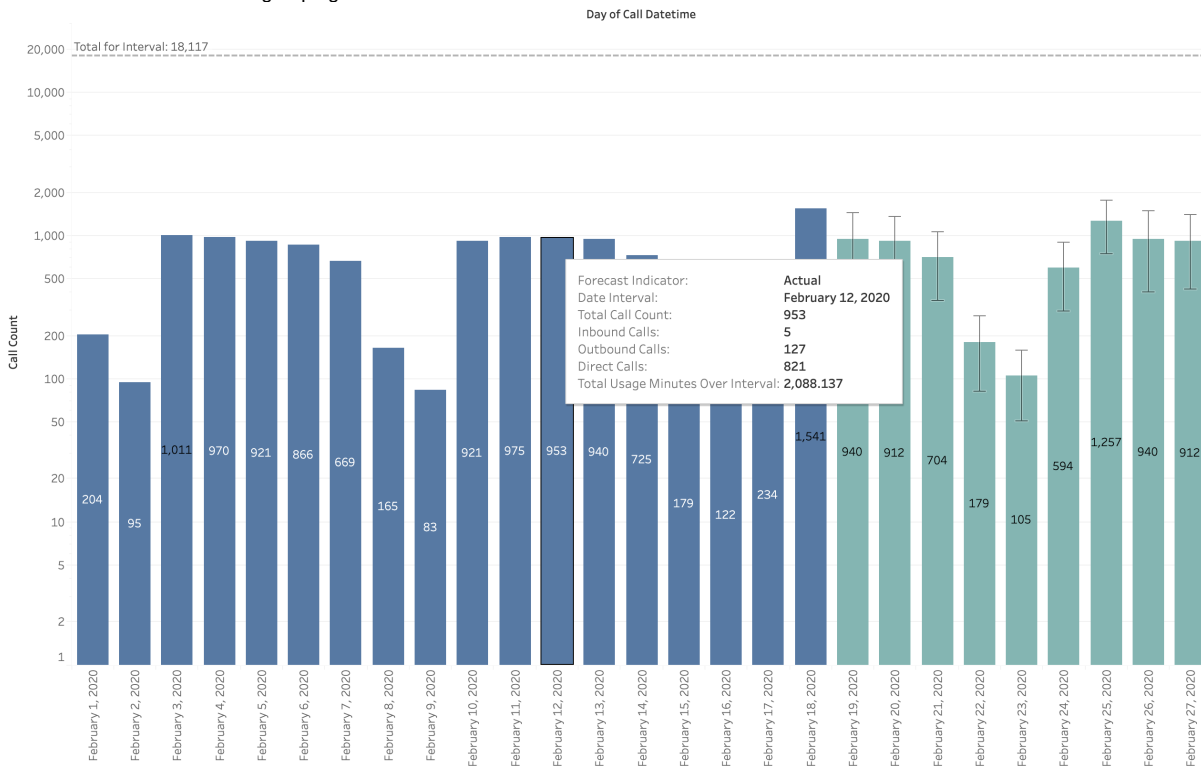
These report on single metrics of interest with filtering and parameters centered around navigation of potentially large sets of call record data.

#### Account Call Volume

Reports as a [stacked bar chart](#) or [tabular format](#) the overall call volume on the account. The factors for call volume can be filtered by the Extension Class, Phone Number, and call direction. This is a summary report and does not provide the minutia data. For detailed call volumes, you should use the Call Volume report instead.

The tabular format counterpart will heat map the row values [column-wise per column](#). Heat mapping does not evaluate all row values across multiple columns.

When sufficient data is present over the date range and relative to the date grouping by zoom level, a *forecast* of call volume may be generated. Hovering your cursor over any individual bar plot will provide additional information relative to the bar hovered on. Forecasts are rendered in a different color and the hover tooltip will indicate the selected as being Actual (historical data) or Forecast (based on the available historical data). Naturally, the most data available relative to the date grouping the better the Forecast's statistical model.



#### Call Volume by Number

Reports call volume by phone number in a [tabular format](#). Heat mapping is applied column-wise per column.

#### Call Volume by Extension

Reports call volume by extension number in a [tabular format](#). Heat mapping is applied column-wise per column.

#### Call Volume by Hunt Group

Reports call volume by Hunt Group in a tabular format. This report differs from other call volume reports in that calls that ring a Hunt Group will have an associated member extension that answered the call. Calls that rang Hunt Groups that went unanswered are also captured here.

Note that as it is not possible to place an outbound call from a Hunt Group, outbound calls are omitted from the reported columns

Month of Call Datetime	Phone Number	Ext Number	Ext Description	Hunt Group	Ext Answered	Direct Calls	Direct Minutes	Inbound Calls	Inbound Minutes
March 2020	+1 0240	0	CM Trunk	N/A	<No Answer>	0	0.0	3	0.051
					CM Trunk	0	0.0	83	49.747
		5105	Temporary Transfer exten..	N/A	<No Answer>	0	0.0	1	0.017
		Number Subtotal				0	0.0	87	49.815
	+1 7824	7824	Rachel H	N/A	<No Answer>	0	0.0	5	2.767
					Rachel H	0	0.0	8	17.049
		Number Subtotal				0	0.0	13	19.816
Interval Subtotal					0	0.0	100	69.631	
Grand Total					0	0.0	100	69.631	

## Dual Axis Metrics

Dual axis metrics are reports that compare a call volume metric against corresponding talk times. This can help characterize relationships relative to calls made/received and how long talking occurs.

### CV v Talk

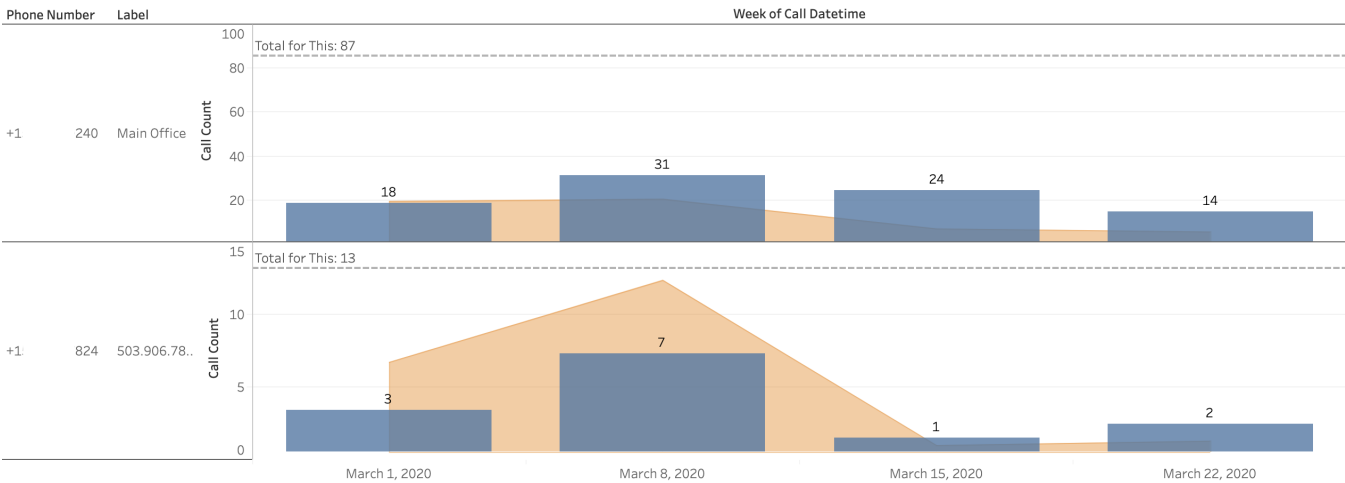
Compares Call Volume against talking time of completed calls over the date range and specified filters.

### Account CV v Talk

Compares the overall Account Call Volume against talking time of completed calls over the date range and specified filters. This is a summary report only.

### CV by Number v Talk

Compares Call Volume by Phone Number against talking time of completed calls.



### CV by Extension v Talk

Compares Call Volume by Extension against talking time of completed calls.