



PhonEX ONE

Microsoft Sample Reports

November 2010

MIND CTI Ltd.

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PhonEX ONE Call Management Solution

PhonEX ONE is a comprehensive, flexible and fully web-based solution for call accounting management and control. It provides an intelligent tracking of all the traditional and VoIP calls, cellular activity and data traffic. PhonEX ONE is scalable from a single site to monitoring call traffic in multinational organizations, as it can easily be adjusted to local languages and currencies. PhonEX ONE helps enterprises to reduce operational costs, improve employee productivity, monitor network activity, report usage trends and statistics, and optimize network resources. Based on advanced Microsoft.NET technology and the standard MS-SQL database, PhonEX ONE is designed with a modular architecture, residing on one or several servers, according to the enterprise size and environment. Some additional features that differentiate PhonEX ONE from the competition include: reports on multi-CDR sources such as cellular, sip devices, gateways, routers, conferences, video calls and more; "What If" reports to analyze and compare different service providers; Traffic Reports to monitor peak loads and bandwidth utilization and Report Scheduler to automate exports and imports to the database, and schedule reports for unattended operation.

PhonEX ONE Reports

The PhonEX ONE system's query is a fast and powerful feature that enables unlimited number of custom reports with exactly the information required. A query form helps users select, sort and summarize data and also format reports. PhonEX ONE allows users to store and re-use their own custom queries, to define customized report layouts and to export information to various external systems in many possible formats.

PhonEX ONE offers a series of advanced features that facilitate report production and viewing. PhonEX ONE produces quick and clear reports on almost every aspect of your telecommunications system and can easily be tailored to suit individual needs as well most company's hierarchies. PhonEX ONE provides full or partial monitoring capability of telephone, fax and multi CDR devices such as cellular, SIP, conferencing, calling cards and more, for the entire enterprise. Whether minute-by-minute updates, monthly reports or data on long-term usage patterns are required, PhonEX ONE will provide this information. Reports can be produced for any hierarchical level of the enterprise and can be presented in detailed tabular form with summary and graphical options.

Standard Query Reports

PhonEX ONE Query tool can be used in order to display information for both voice and non-voice CDRs by applying different user defined formats. Over 80 fields are available for creating completely customized report formats that can be used to produces quick and clear reports on almost every aspect of the communications system and time resolution, tailored to suit most if not all of your company's requirements.

- With the query tool the user selects required data, chooses how the data is going to be sorted and summarized, and selects the format of the report.
- Custom queries can be saved for future use.
- Users can generate query reports with their own completely customized report format:
 - 11 template (pre-defined) report formats that can be customized, too;
 - Over 80 available fields to select for your own report format;
 - Choosing order how selected fields will be displayed in reports;
 - Allow selecting column dimension, justification and column headers for displaying in report.
- This option, combined with the export mode, enables the user to export information to any external system in any possible format.
- Reports file format: *.DOC, *.PDF, * XLS, *.RPT, *.HTML.
- Easy to schedule report directly from report definition.
- The View Chart option when you use the sorting and summary options.
- Query report definition also includes:
 - Criteria/thresholds per week days;
 - Search option for all pickers (e.g.: Date, Extension, Employee, Hierarchy, Department, Cost, Carriers, Duration, Destination, Extended Destination options, Trunks, Account, IP fields, Extended Call Types options, Site, Data Source etc.);
 - Sorting, summary and paging options for all criteria/thresholds;
 - Advanced options: apply surcharges, taxes;
 - Extra fields regarding calls from the CiscoCallManager.

Availability Report by Departments and Agents

In its basic form, the report displays the following columns: **Number of Calls** (the total number of calls, including the abandoned calls, per dates range); **Number of abandoned calls** (the total number of abandoned calls); **Average Call Duration** (the total duration / number of calls); **Average Ring Time** (the total ring time / number of calls); **Abandoned Percent (%)** – (the number of abandoned calls / the total number of calls) * 100.

Any new sorting and summing criteria (in this case **Division** and **URI**) introduces new columns at the beginning of the generated report.

Action: E-mail File format: Word document (*.doc) Address: Go View Chart

MIND Billing & Customer Care 11/05/2010

Site: Lync2010

_Availability Report by Departments and Agents 10/22/2010 - 10/22/2010 Call direction In

Division	URI	Calls	Abandoned Calls	Avg. Call	Avg. Ring Time	Abandoned Calls	Cost (\$)
1 Marketing	ADA SIMMONS	3		1 0:20:35	0:00:08	33.33	0.00
1 Marketing	ADAM BAKER	3		1 0:15:24	0:00:14	33.33	0.00
1 Marketing	ALBERT JOHNSON	3		1 0:22:02	0:00:20	33.33	0.00
1 Marketing	ALICE RUSSEL	3		1 0:09:44	0:00:20	33.33	0.00
1 Marketing	ALLEN MARTIN	3		1 0:08:24	0:00:14	33.33	0.00
1 Marketing	CASPER ANDERSON	3		1 0:02:32	0:00:20	33.33	0.00
1 Marketing	CHANDLER THOM	3		1 0:20:47	0:00:23	33.33	0.00
1 Marketing	CHARLIE YATE	2		0 0:28:13	0:00:17	0.00	0.00
1 Marketing	CINDIE MERTON	2		0 0:16:29	0:00:22	0.00	0.00
1 Marketing	CLAUDE JACKSON	2		0 0:01:22	0:00:18	0.00	0.00
1 Marketing	CLIFF WHITE	2		0 0:22:15	0:00:26	0.00	0.00
1 Marketing	JOHN FREY	4		0 0:20:03	0:00:09	0.00	0.00
1 Marketing	JUSTIN KINGE	4		0 0:23:52	0:00:11	0.00	0.00
1 Marketing	LARRY GOOD	4		0 0:30:33	0:00:17	0.00	0.00
1 Marketing	LED LEMAN	4		0 0:29:03	0:00:24	0.00	0.00
1 Marketing	LESLIE GACE	4		0 0:27:17	0:00:24	0.00	0.00
1 Marketing	LEWIS GARCIA	4		0 0:13:38	0:00:20	0.00	0.00
1 Marketing	LINDA HADLEY	5		0 0:10:58	0:00:33	0.00	0.00
1 Marketing	PHILIP HUGH	9		0 0:12:07	0:00:30	0.00	0.00
1 Marketing	PHILIP PARKER	9		0 0:14:09	0:00:23	0.00	0.00
1 Marketing	RADOLPH PETERS	10		1 0:17:44	0:00:21	10.00	0.00
1 Marketing	RAFAEL REDFORD	10		1 0:21:37	0:00:24	10.00	0.00
1 Marketing	REBECCA RAWLE	10		1 0:17:58	0:00:23	10.00	0.00
1 Marketing	REGGIE NORWOOD	10		1 0:17:29	0:00:17	10.00	0.00
1 Marketing	RICHARD NYLE	10		1 0:15:22	0:00:14	10.00	0.00
1 Marketing	STEVE JERARD	7		0 0:16:07	0:00:24	0.00	0.00
1 Marketing	SHILWAN RITTLE	7		0 0:33:47	0:00:34	0.00	0.00

'Availability Report by Departments and Agents' – sample report

In case the list of sites option is selected, the report will display data from the selected sites one after another without mixing them.

The title of the report specifies the filtering criteria, the group criteria and the date range.

Calls to Mobile Numbers: Statistics per Departments

PhonEX ONE Date range: 08/01/2010 - 10/22/2010 Site: Lync2010

Reporting Tables Tariffs System Configuration Favorites User: Florin Help

Reporting > Standard queries > Update Query

Updating Query_Calls to mobiles numbers: Statistics per Departments

Filter

Criteria:

Date: 10/15/2010 To 10/21/2010

URI: []

Employee: []

Division: []

Location: []

Cost: []

Duration: []

Destination: 07 To 07

Time: []

Gateway: []

Trunk: []

Account: []

Data source: Lync2010 To Lync2010

Service Type: []

Service Code: []

Usage: []

Messages: []

Call type: Out In Internal

Format

Summary

Query Advanced Options

Apply surcharge Add taxes

Currencies

Primary: \$ USD

Secondary: (none)

Sites

* Lync2010

Summary only

Cross-Site

Design

Report Design

Generate Schedule Report Save Save As Reset Clear Help

'Calls to Mobile Numbers: Statistics per Departments'- definition page

The query report is generated using the **Summary** format and will display only the summary information for each list selected for summarizing in your query (in this case *Departments*), and only for the calls to mobile numbers.

Action: **Export as ...** File format: **Word document (*.doc)** Name: **Go** **View Chart**

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Billing & Customer Care 11/05/2010

Site: Lync2010

Calls to mobiles numbers: Statistics per Departments
10/15/2010 - 10/21/2010
Call direction Out

Division	Calls	Duration	Cost (\$)
1 Marketing	345	115:53:28	926.09
2 Development	372	130:59:34	1,085.09
3 Management	94	28:07:53	220.74
4 Support	103	36:50:34	251.53
5 Accounting	143	46:34:04	376.77
Total for 1,057 Calls	1,057	358:25:33	2,860.22

'Calls to Mobile Numbers: Statistics per Departments' - sample report

Calls with cost bigger than 5\$

This query report presents the basic information for each call made during the designated period that has a cost which is bigger than 5 dollars.

Action: **E-mail** File format: **Acrobat Document (*.pdf)** Address: **Go**

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MIND
Billing & Customer Care 11/05/2010

Site: Lync2010

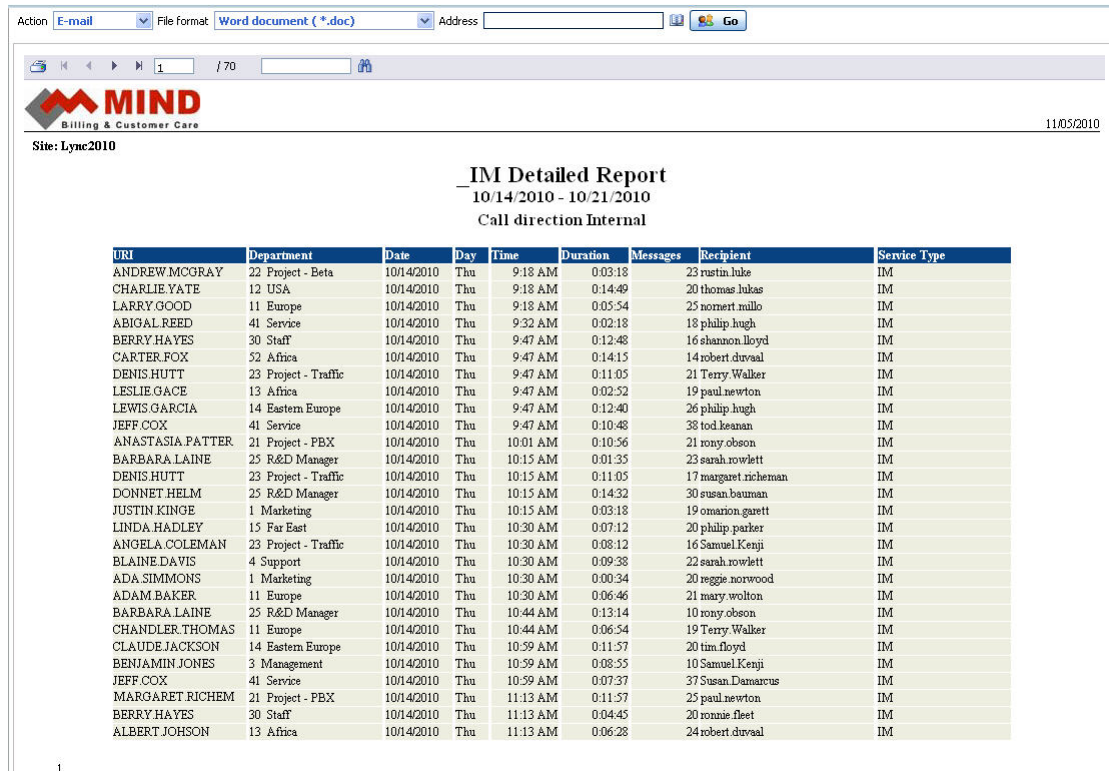
Calls with cost > 5\$
10/21/2010 - 10/22/2010
Call direction Out

URI	Employee	Organizatio	Date	Day	Time	Duration	Cost (\$)	Dialed number
EMILY.LEMAN	emily.leman emily leman	26	10/21/2010	Thu	2:56 PM	0:24:03	7.22	00852258356
MARY.WOLTO	mary.wolton mary	24	10/21/2010	Thu	2:56 PM	0:34:25	10.32	0767599409
ALICE.RUSSEL	alice.russel alice russel	14	10/21/2010	Thu	2:56 PM	0:30:14	7.56	0894502
RONY.OBSON	rony.obson rony obson	24	10/21/2010	Thu	3:11 PM	0:36:34	10.97	0721086215
REBECCA.RAW	rebecca.rawley rebecca	13	10/21/2010	Thu	3:25 PM	0:26:13	7.86	0750773746
RUSTIN.LUKE	rustin.luke rustin luke	25	10/21/2010	Thu	3:40 PM	0:31:32	9.46	0780483416
STANLEY.JAM	stanley.jamaal stanley	52	10/21/2010	Thu	3:40 PM	0:26:39	5.33	0571180
OMARION.GAR	omarion.garett omarion	41	10/21/2010	Thu	3:54 PM	0:30:58	9.29	0711202
BENJAMIN.JON	benjamin.jones	3	10/21/2010	Thu	3:54 PM	0:31:07	7.78	0956651
DAVID.NORRIS	david.norris david	22	10/21/2010	Thu	3:54 PM	0:23:03	6.92	00809592602
DENNIS.NORTH	dennis.north dennis	24	10/21/2010	Thu	4:08 PM	0:42:20	8.47	0345406
SMITH.KRAIG	smith.kraig smith kraig	52	10/21/2010	Thu	4:08 PM	0:21:28	6.44	0756252119
DONNET.HELM	donnet.helm donnet	25	10/21/2010	Thu	4:37 PM	0:23:11	6.96	0734822
ANASTASIA.P	anastasia.patterson	21	10/21/2010	Thu	4:37 PM	0:20:09	5.04	0936682
ANTHONY.BRO	anthony.brown	24	10/21/2010	Thu	4:52 PM	0:40:27	12.14	00417630096
LESLIE.GACE	leslie.gace leslie gace	13	10/21/2010	Thu	4:52 PM	0:28:57	8.68	0775331365
CLIFF.WHITE	cliff.white cliff white	15	10/21/2010	Thu	5:20 PM	0:37:18	7.46	0533180
SULLIVAN.RUT	sullivan.rutledge	1	10/21/2010	Thu	5:20 PM	0:24:20	7.30	0731448415
REBECCA.RAW	rebecca.rawley rebecca	13	10/21/2010	Thu	5:20 PM	0:39:44	11.92	00594829763
BARBARA.LAI	barbara.laine barbara	25	10/21/2010	Thu	5:35 PM	0:22:19	6.70	0766939201
PABLO.WARRE	Pablo.Warren Pablo	5	10/21/2010	Thu	5:49 PM	0:29:23	5.88	0555543
SARAH.MALIN	sarah.malins sarah	3	10/21/2010	Thu	6:04 PM	0:32:41	8.17	0821300
ROBERT.FOWL	robert.fowler robert	21	10/21/2010	Thu	6:04 PM	0:25:12	7.56	0761771890
SHANNON.LLO	shannon.loyd shannon	5	10/22/2010	Fri	8:42 AM	0:34:25	6.88	0534544
NORNERT.MILL	nomert.nullo nomert	3	10/22/2010	Fri	9:11 AM	0:30:15	9.08	0721854755
CARTER.FOX	carter.fox carter fox	52	10/22/2010	Fri	9:25 AM	0:27:47	8.34	0737023148
SULLIVAN.RUT	sullivan.rutledge	1	10/22/2010	Fri	9:25 AM	0:43:04	12.92	0724065585
PATRICK.HUDS	patrick.hudson patrick	52	10/22/2010	Fri	9:25 AM	0:19:35	5.88	0720473

'Calls with cost bigger than 5\$' Query Report

IM Detailed Report

PhonEX ONE Query tool can be used to display information for both voice and non-voice CDRs by applying different user defined formats. The **User Defined Formats** feature allows users to create their own type of report format (by choosing the fields to be displayed in the report, arranging these fields in any order and customizing each field's formatting).



Site: Lync2010

11/05/2010

IM Detailed Report

10/14/2010 - 10/21/2010

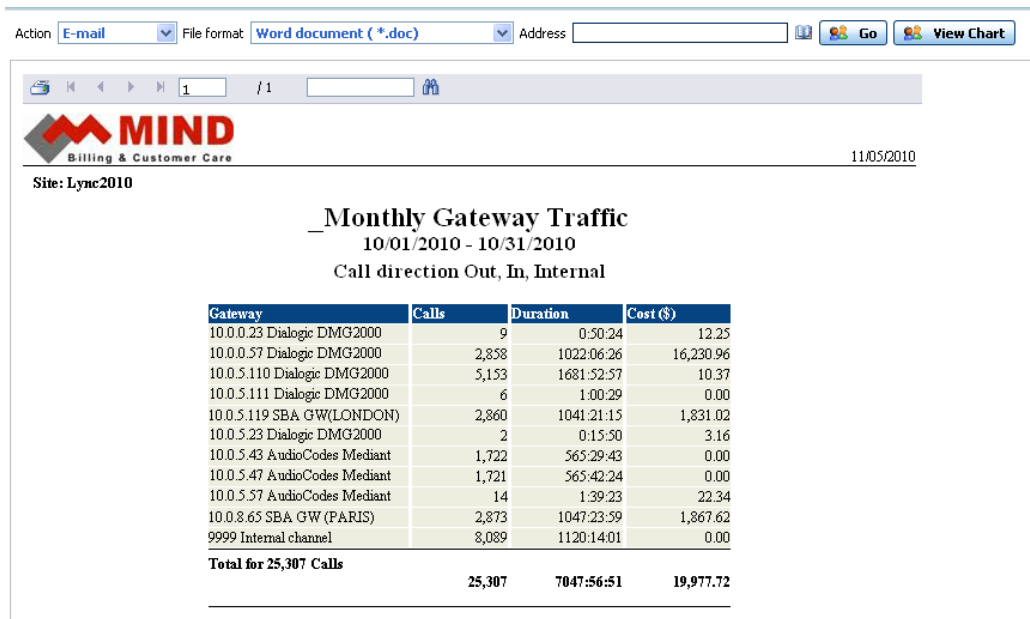
Call direction Internal

URI	Department	Date	Day	Time	Duration	Messages	Recipient	Service Type
ANDREW.MCGRAY	22 Project - Beta	10/14/2010	Thu	9:18 AM	0:03:18	23	rustin.luke	IM
CHARLIE.YATE	12 USA	10/14/2010	Thu	9:18 AM	0:14:49	20	thomas.lukas	IM
LARRY.GOOD	11 Europe	10/14/2010	Thu	9:18 AM	0:05:54	25	somert.mallo	IM
ABIGAL.REED	41 Service	10/14/2010	Thu	9:32 AM	0:02:18	18	philip.lugh	IM
BERRY.HAYES	30 Staff	10/14/2010	Thu	9:47 AM	0:12:48	16	shannon.loyd	IM
CARTER.FOX	52 Africa	10/14/2010	Thu	9:47 AM	0:14:15	14	robert.druval	IM
DENIS.HUTT	23 Project - Traffic	10/14/2010	Thu	9:47 AM	0:11:05	21	Terry.Walker	IM
LESLIE.GACE	13 Africa	10/14/2010	Thu	9:47 AM	0:02:52	19	paul.newton	IM
LEWIS.GARCIA	14 Eastern Europe	10/14/2010	Thu	9:47 AM	0:12:40	26	philip.lugh	IM
JEFF.COX	41 Service	10/14/2010	Thu	9:47 AM	0:10:48	38	tod.keanan	IM
ANASTASIA.PATTER	21 Project - PBX	10/14/2010	Thu	10:01 AM	0:10:56	21	rony.obson	IM
BARBARA.LAINE	25 R&D Manager	10/14/2010	Thu	10:15 AM	0:01:35	23	sarah.rowlett	IM
DENIS.HUTT	23 Project - Traffic	10/14/2010	Thu	10:15 AM	0:11:05	17	margaret.richeman	IM
DONNET.HELM	25 R&D Manager	10/14/2010	Thu	10:15 AM	0:14:32	30	susan.beuman	IM
JUSTIN.KINGE	1 Marketing	10/14/2010	Thu	10:15 AM	0:03:18	19	omarian.garett	IM
LINDA.HADLEY	15 Far East	10/14/2010	Thu	10:30 AM	0:07:12	20	philip.parker	IM
ANGELA.COLEMAN	23 Project - Traffic	10/14/2010	Thu	10:30 AM	0:08:12	16	Samuel.Kenji	IM
BLAINE.DAVIS	4 Support	10/14/2010	Thu	10:30 AM	0:09:38	22	sarah.rowlett	IM
ADA.SIMMONS	1 Marketing	10/14/2010	Thu	10:30 AM	0:00:34	20	reggie.norwood	IM
ADAM.BAKER	11 Europe	10/14/2010	Thu	10:30 AM	0:06:46	21	mary.wolton	IM
BARBARA.LAINE	25 R&D Manager	10/14/2010	Thu	10:44 AM	0:13:14	10	rony.obson	IM
CHANDLER.THOMAS	11 Europe	10/14/2010	Thu	10:44 AM	0:06:54	19	Terry.Walker	IM
CLAUDE.JACKSON	14 Eastern Europe	10/14/2010	Thu	10:59 AM	0:11:57	20	tim.floyd	IM
BENJAMIN.JONES	3 Management	10/14/2010	Thu	10:59 AM	0:08:55	10	Samuel.Kenji	IM
JEFF.COX	41 Service	10/14/2010	Thu	10:59 AM	0:07:37	37	Susan.Damarcus	IM
MARGARET.RICHEM	21 Project - PBX	10/14/2010	Thu	11:13 AM	0:11:57	25	paul.newton	IM
BERRY.HAYES	30 Staff	10/14/2010	Thu	11:13 AM	0:04:45	20	tonnie.fleet	IM
ALBERT.JOHSON	13 Africa	10/14/2010	Thu	11:13 AM	0:06:28	24	robert.druval	IM

IM Detailed Report

The *IM Detailed Report* (which uses an *IM Detailed* user-defined format) gives you all the necessary information for the specified service type (*IM*).

Monthly Gateway Traffic



Site: Lync2010

11/05/2010

Monthly Gateway Traffic

10/01/2010 - 10/31/2010

Call direction Out, In, Internal

Gateway	Calls	Duration	Cost (\$)
10.0.0.23 Dialogic DMG2000	9	0:50:24	12.25
10.0.0.57 Dialogic DMG2000	2,858	1022:06:26	16,230.96
10.0.5.110 Dialogic DMG2000	5,153	1681:52:57	10.37
10.0.5.111 Dialogic DMG2000	6	1:00:29	0.00
10.0.5.119 SBA GW(LONDON)	2,860	1041:21:15	1,831.02
10.0.5.23 Dialogic DMG2000	2	0:15:50	3.16
10.0.5.43 AudioCodes Mediant	1,722	565:29:43	0.00
10.0.5.47 AudioCodes Mediant	1,721	565:42:24	0.00
10.0.5.57 AudioCodes Mediant	14	1:39:23	22.34
10.0.8.65 SBA GW (PARIS)	2,873	1047:23:59	1,867.62
9999 Internal channel	8,089	1120:14:01	0.00
Total for 25,307 Calls	25,307	7047:56:51	19,977.72

'Monthly Gateway Traffic' - sample report

This report displays only the summary information (number of calls, calls duration and cost) for each Gateway during the month selected in the query definition page.

“What If...” - Carrier Comparison

This report allows the user to compare the real cost of selected calls with the cost of the same calls as if they were made using an alternate carrier, or an alternate origin of call. The user can see at a glance if it is cheaper to use a different carrier for certain calls to a specific destination. It lists the real cost of the call alongside the cost according to the alternate carrier.



Extension	Date	Day	Time	Duration	Dialed Number	Cost Price (\$)	Calc Price (\$)	
THOMAS.LUKAS	10/21/2010	Thu	3:54 PM	0:23:45	0834148	0.47	5.94	
RICHARD.NYLE	10/21/2010	Thu	3:54 PM	0:39:02	00711146531	1.56	11.71	
YASMIN.DEFOE	10/21/2010	Thu	4:08 PM	0:06:46	0309041	0.00	1.35	
MARGARET.RICHE	10/21/2010	Thu	4:08 PM	0:27:13	0966288	0.54	6.80	
LED.LEMAN	10/21/2010	Thu	4:08 PM	0:01:53	0744966477	0.09	0.56	
LED.LEMAN	10/21/2010	Thu	4:08 PM	0:14:16	0547684	0.00	2.85	
BLAINE.DAVIS	10/21/2010	Thu	4:08 PM	0:30:32	0746505266	1.53	9.16	
ABIGAL.REED	10/21/2010	Thu	4:23 PM	0:25:56	00791755674	1.04	7.78	
DONNET.HELM	10/21/2010	Thu	4:23 PM	0:10:13	0414252	0.20	2.55	
SMITH.KRAIG	10/21/2010	Thu	4:23 PM	0:18:26	00693483558	0.74	5.53	
BLAINE.DAVIS	10/21/2010	Thu	4:37 PM	0:32:50	0560811	0.00	6.57	
CARL.YUL	10/21/2010	Thu	4:52 PM	0:32:07	0845526	0.64	8.03	
CATALIN.TEODORU	10/21/2010	Thu	4:52 PM	0:37:00	0775427727	1.85	11.10	
ANABLELL.BRYANT	10/21/2010	Thu	4:52 PM	0:00:52	0515828	0.00	0.17	
NORNERT.MILLO	10/21/2010	Thu	4:52 PM	0:13:41	0711584	0.68	4.10	
CHARLIE.YATE	10/21/2010	Thu	5:06 PM	0:19:52	00707677120	0.79	5.96	
CASPER.ANDERSON	10/21/2010	Thu	5:06 PM	0:03:19	0536083	0.00	0.66	
ALICE.RUSSEL	10/21/2010	Thu	5:06 PM	0:30:14	0738160394	1.51	9.07	
PHILIP.PARKER	10/21/2010	Thu	5:20 PM	0:20:44	00690852844	0.83	6.22	
RONNIE.FLEET	10/21/2010	Thu	5:20 PM	0:08:47	0889806	0.18	2.20	
STEVE.JERARD	10/21/2010	Thu	5:20 PM	0:12:40	0729457	0.63	3.80	
SUSAN.BAUMAN	10/21/2010	Thu	5:35 PM	0:26:13	0464824	0.52	6.55	
NORRIS.STUBB	10/21/2010	Thu	5:35 PM	0:17:43	0775312	0.89	5.32	
DENNIS.NORTH	10/21/2010	Thu	5:49 PM	0:39:19	00197005262	1.57	11.80	
RONY.OBSON	10/21/2010	Thu	5:49 PM	0:19:18	0199430	0.00	3.86	
SCOTT.KEON	10/21/2010	Thu	6:04 PM	0:27:22	0715742	1.37	8.21	
PATRICK.HUDSON	10/21/2010	Thu	6:04 PM	0:19:26	0157544	0.00	3.89	
BERRY.HAYES	10/21/2010	Thu	6:04 PM	0:09:39	00603123787	0.39	2.90	
BERRY.HAYES	10/21/2010	Thu	6:04 PM	0:37:09	0769826719	1.86	11.14	
Total for 903 Calls						334:01:22	587.92	5,295.91

‘What if...’ report

The standard call information is listed alongside the calculated cost. The *Cost Price* column displays the actual cost of each call, while the *Calc. Price* column displays the calculated cost of each call according to the alternate carrier. This allows you to compare the two amounts.

Statistics by Gateways and Dest Types

Action: E-mail | File format: Word document (*.doc) | Address: | Go | View Chart

MIND Billing & Customer Care | 11/05/2010

Site: Lync2010

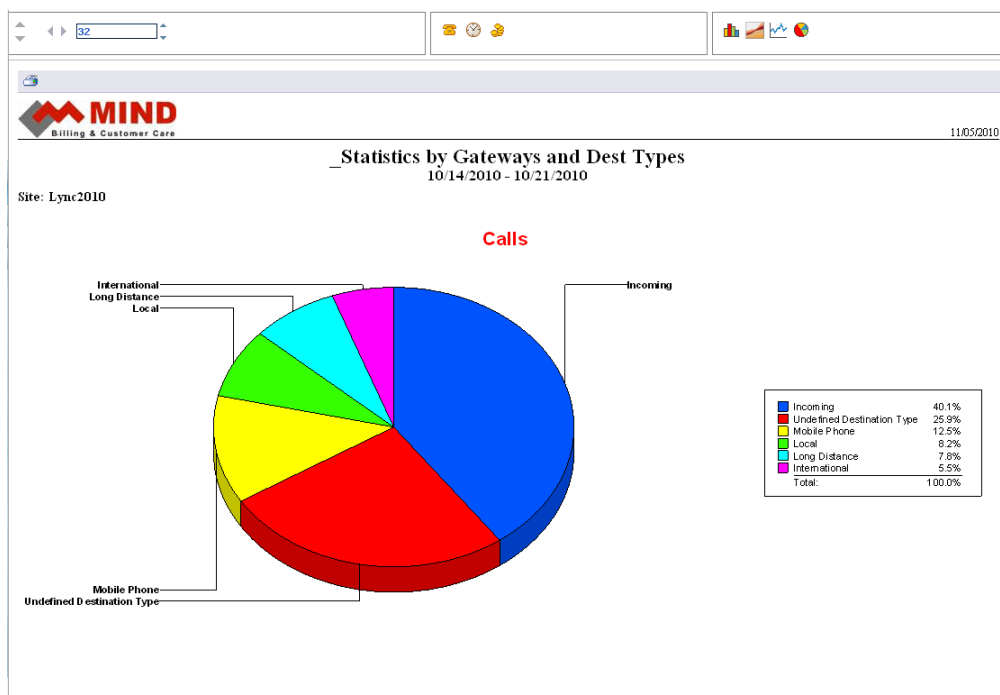
_Statistics by Gateways and Dest Types

10/14/2010 - 10/21/2010
Call direction Out, In, Internal

Gateway	Destination Type	Calls	Duration	Cost (\$)
10.0.0.23 Dialogic DMG2000	Local	4	0:27:22	5.47
10.0.0.23 Dialogic DMG2000	International	3	0:20:10	6.06
10.0.0.23 Dialogic DMG2000	Mobile Phone	1	0:01:26	0.43
10.0.0.23 Dialogic DMG2000		8	0:48:58	11.96
10.0.0.57 Dialogic DMG2000	Local	242	88:41:18	1,064.29
10.0.0.57 Dialogic DMG2000	Long Distance	238	87:25:34	1,311.48
10.0.0.57 Dialogic DMG2000	International	169	59:10:19	1,065.09
10.0.0.57 Dialogic DMG2000	Mobile Phone	385	135:11:47	2,433.54
10.0.0.57 Dialogic DMG2000		1,034	370:28:58	5,874.40
10.0.5.110 Dialogic DMG2000	Undefined Destination Type	1	0:00:00	0.00
10.0.5.110 Dialogic DMG2000	Local	3	0:30:16	6.05
10.0.5.110 Dialogic DMG2000	Mobile Phone	1	0:14:24	4.32
10.0.5.110 Dialogic DMG2000	Incoming	2,042	671:14:29	0.00
10.0.5.110 Dialogic DMG2000		2,047	671:59:09	10.37
10.0.5.111 Dialogic DMG2000	Incoming	6	1:00:29	0.00
10.0.5.111 Dialogic DMG2000		6	1:00:29	0.00
10.0.5.119 SBA GW(LONDON)	Local	240	88:20:43	0.00
10.0.5.119 SBA GW(LONDON)	Long Distance	247	93:16:15	111.80
10.0.5.119 SBA GW(LONDON)	International	167	60:43:53	145.82
10.0.5.119 SBA GW(LONDON)	Mobile Phone	380	139:46:24	419.20
10.0.5.119 SBA		1,034	382:07:15	676.82
10.0.5.23 Dialogic DMG2000	Local	2	0:15:50	3.16
10.0.5.23 Dialogic DMG2000		2	0:15:50	3.16
10.0.5.43 AudioCodes Mediant	Incoming	676	227:38:13	0.00
10.0.5.43 AudioCodes Mediant		676	227:38:13	0.00

'Statistics by Gateways and Dest Types' - sample report

This report displays only the summary information (number of calls, calls duration and cost) for each Gateway and Destination Type during the time period selected in the query definition page.



'Statistics by Gateways and Dest Types' - Graph report

Voice Summary per Call Type

The report displays the outgoing (OUT) and incoming (IN) calls from your PBX, as well as the calls from employee to employee within your organization (INTERNAL).

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MIND
Billing & Customer Care 11/05/2010

Site: Lync2010

_Voice Summary per call type
10/14/2010 - 10/21/2010
Call direction Out, In, Internal

Type	Calls	Duration	Cost (\$)
O	2,650	954:50:28	6,156.10
I	2,753	984:29:49	0.00
OC	5	0:15:50	3.75
OX	10	0:52:26	12.10
IX	18	4:47:08	0.00
OF	146	56:37:31	362.97
IF	84	33:55:54	0.00
OV	322	116:06:52	728.32
IV	550	100:32:55	0.00
Total for 6,538 Calls	6,538	2252:28:53	7,263.24

'Voice Summary per Call Type' query report

Personal calls and Error calls (calls that could not be processed for one reason or another) are not included in the *Voice Summary per Call Type* report.

Voice vs. IM Sessions

The *Voice vs. IM Sessions* report displays the summary information (number of calls, calls duration and cost) for each of the Service Types during the time period selected in the query definition page.

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MIND
Billing & Customer Care 11/05/2010

Site: Lync2010

_Voice vs IM sessions
10/20/2010 - 10/22/2010
Call direction Out, In, Internal

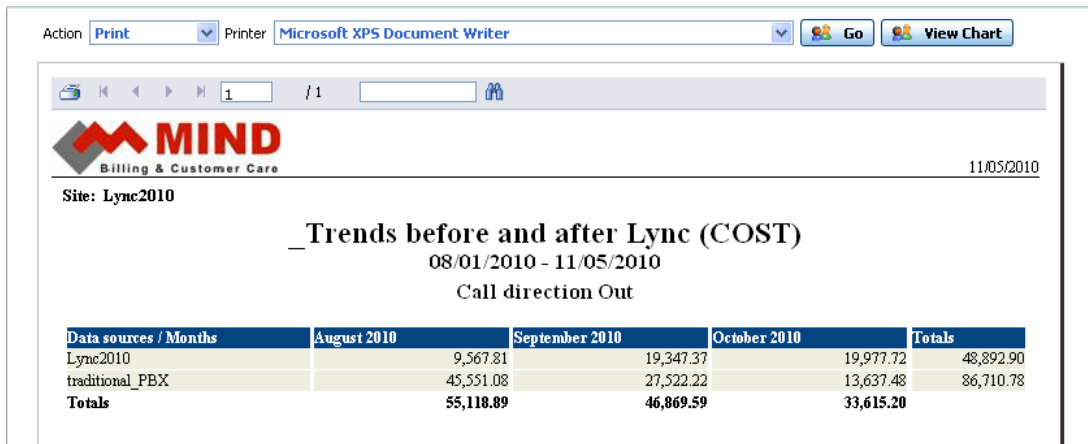
Service Type	Calls	Duration	Cost (\$)
IM	739	98:03:03	0.00
VOICESVT	3,589	1063:34:57	2,682.50
Total for 4,328 Calls	4,328	1161:38:00	2,682.50

'Voice vs. IM Sessions' - sample report

Matrix Query Reports

The **Matrix Query** reports offer users the possibility to get a different view of the data already existing in the database, displayed in a new format. The Matrix Queries can be used in order to generate table-like reports, with summarized information for different combinations of system entities. In the matrix query definition page the user can select the entities that will be displayed on the columns and rows of the table (the manner in which the selected fields will be displayed in table-like reports) and also specify the information to be displayed in the table cells.

Trends Before and After Lync (COST)

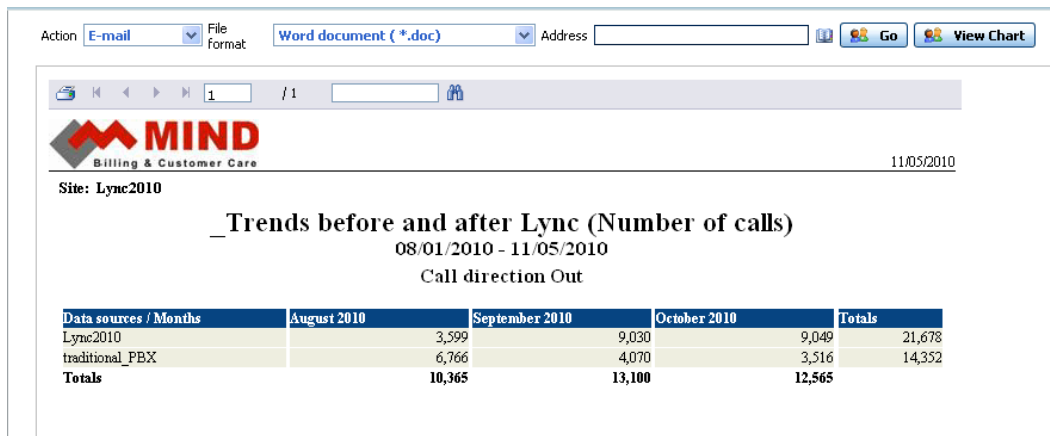


Data sources / Months	August 2010	September 2010	October 2010	Totals
Lync2010	9,567.81	19,347.37	19,977.72	48,892.90
traditional_PBX	45,551.08	27,522.22	13,637.48	86,710.78
Totals	55,118.89	46,869.59	33,615.20	

'Trends before and after Lync (COST)' report

The first column and row of the report are the headers of the matrix. The values for the selected X entity (in this case: *Date*) appear on the header column and the values for the Y entity (*Data source*) are displayed on the header row.

Trends Before and After Lync (Number of Calls)



Data sources / Months	August 2010	September 2010	October 2010	Totals
Lync2010	3,599	9,030	9,049	21,678
traditional_PBX	6,766	4,070	3,516	14,352
Totals	10,365	13,100	12,565	

'Trends before and after Lync (Number of Calls)' report

Each table cell contains a numerical value that represents the evaluation of a group function (count, sum, average, minimum, maximum) applied to a column (the measure column) for a set of CDRs that are filtered by the X and Y entities having the values selected by the cell's column and row intersection.

The last row of the table-report shows summary information for each data column according to the item selected in the ***'Display Information'*** panel. If the *'Total cost'* / *'Total calls'* option is selected, the summary information is also a total cost/total number of calls for the whole column.

Note: PhonEX ONE reports can be used in order to display information for both MOCS Rel2 and Microsoft Lync.

About MIND

MIND CTI (NASDAQ: MNDO) is a leading global provider of true web based call management and call accounting solutions. As one of the first call accounting application developers in 1995, MIND is recognized as a world leader in this field, with over 16,000 installations. A pioneer in call accounting and management solutions, MIND uses its innovative technologies to keep you at pace with the world's changing networks and requirements. MIND CTI operates from offices in the United States, UK, Romania, with headquarters in Israel. MIND offers an easy to use call accounting solution for you to manage, control and measure your telecommunications expenses and resources.

For information about MIND and its products visit the company's web site:
<http://www.mindcti.com/enterprise>.

How to contact us:

E-mail: sales@mindcti.com

Headquarters:

MIND CTI Ltd.
POB 144
Yoqneam Ilit, 20692, Israel
Phone: +972-4-993-6666
Fax: +972-4-993-7776

U.S. Office:

MIND Software Inc.
12520 Prosperity Drive, Suite 220
Silver Spring, MD 20904, USA
Phone: +1-301-572-1100
Fax: +1-301-586-8680
Toll Free (US): +1-877-736-8674

U.K. Office:

Parkview
Arlington Business Park
RG7 4TY, UK 1210
Tel: +44 (0)118 965 7890
Fax: +44 (0)118 965 7889

Romania Office:

MIND Software Srl.
Str. Ciurchi Nr. 126 - 128
Tudor Office Center
Iasi, 700366, Romania
Phone: +40-332-450450



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