



The main menu and login have not change. Logins can be configured for users, supervisors and managers to login here and be sent to any of the applications - CDR Reporting, Asterisk Reporting-Engine, Custom Report-Generator, Wallboard, VoiceRecordingManager, MySQL DB Report-Manager etc.. or use the menus which are customized on the CDR Reporting to allow users access to any/all of the applications.

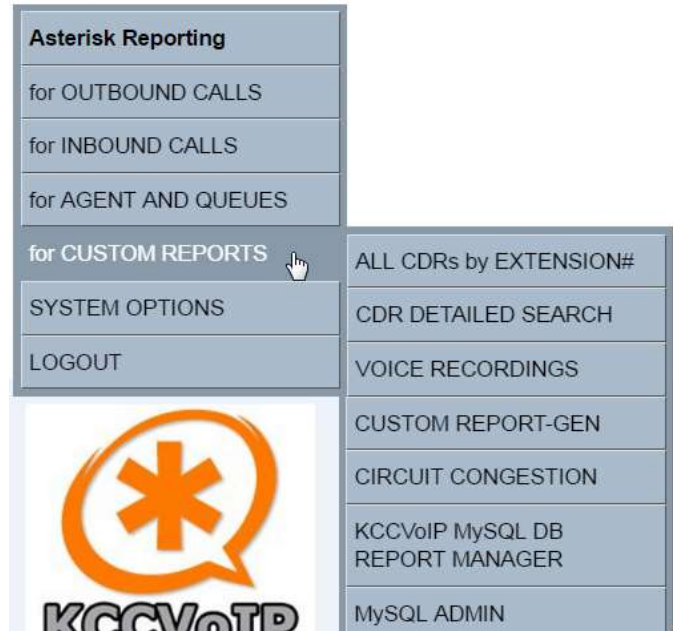


CDR initial menu example - unchanged in this update



Improved in this update – the AGENT AND QUEUES menus

These CDR options allow search and reporting on agent status {login, logout, breaks etc.} for the date range selected. The AGENT PAUSE STATUS shows the breaks in details and any auto-pause conditions. WALLBOARDS opens the Wallboard manager software.



NEW OPTIONS now active for the CUSTOM REPORTS

VOICE RECORDINGS will launch the VoiceRecordingManager software allowing the search, playback, viewing of description files, screencapture files, AA/IVR announcements and voice recordings from voicemail and call recordings {active/live and archive} . Archives are automated to keep the voice servers disk space under control and can use any network storage via secure transfer. PCI compliance and encryption are also options available.

CUSTOM REPORT-GEN will launch the new version of the custom report generator – allows selection of user group {ACD queue/agent group} , selection of extension and date range to then generate reports on agent hours, breaks, calls answered, missed calls, SLAs, outbound answered/unanswered calls by agent and by agent group. All exportable to excel or PDF.

MySQL DB REPORT-MANAGER allows for low level selection directly from MySQL database{s} and selected DB table(s) to generate one off custom reports with export to excel csv and PDF. Allows upload of billing and stats from TSP/ITSP for analysis.

MySQL ADMIN launches the industry standard phpmyadmin system which allows full management of the MySQL database(s) etc Allows the voice system engineers/admin to control the database on the various voice servers and main reporting servers.



SYSTEM OPTIONS – ADMIN FUNCTIONS, DOWNLOADS etc.

CUSTOM REPORT-GEN now updated for Asterisk >13.0 ;



Initial screen has the user select the agent group or queues and the date range to generate the reports - 'Display Report' then generates the reports. Language selection at top of all menus, pre-selected agents, no queue/group selected at startup and reporting time remains 00:00hrs – 23:59 hrs {time range fixed due to the nature of the daily reporting which looks at the agent shift/day to report on hours}

**REMEMBER** - IF there have been no agents logged-in for the dates selected, there will be no calls to report as answered and no agent hours or breaks to report;

**Report Info**

Queue:	'6511'
Queue Name(s):	demo
Start Date:	2017-01-18
End Date:	2017-02-21
Period:	35 days

**Answered Calls**

Answered Calls	0 calls
Transferred Calls	0 calls
Avg Durat.:	0 secs
Total Call Time:	0:00 min
Avg Hold:	0 secs

click on any heading to sort and resort the column

**Answered Calls by Agent**

Agent	Calls	% Calls	Call Time	% Call Time	Avg Call Time	Hold Time	Avg Ho
-------	-------	---------	-----------	-------------	---------------	-----------	--------

IF agents have been logged-in and calls answered, there will be details in the report;

**Report Info**

Queue:	'6514'
Queue Name(s):	UVerse
Start Date:	2017-01-18
End Date:	2017-02-21
Period:	35 days

**Answered Calls**

Answered Calls	2 calls
Transferred Calls	0 calls
Avg Durat.:	17.50 secs
Total Call Time:	0:35 min
Avg Hold:	5.00 secs

click on any heading to sort and resort the column

**Answered Calls by Agent**

Agent	Calls	% Calls	Call Time	% Call Time	Avg Call Time	Hold Time	Avg Ho
kcc test agent <5191>	2	100.00 %	0:35 min	100.00 %	0:17 min	10 secs	5.00 secs

**Report Info**

Queue:	'6514'
Queue Name(s):	UVerse
Start Date:	2017-01-18
End Date:	2017-02-21
Period:	35 days

**Unanswered Calls**

Number of Unanswered Calls:	1 calls
Avg wait time before disconnect:	0 secs
Avg queue position at disconnection:	0
Avg start queue position:	0

**Disconnection Cause**

Cause	Count	%
User Abandon / (0 > 10 sec) calls	0	0.00 %
Timeout	1 calls	100.00 %

**Unanswered Calls by Queue**

ACD Queue	Count	%
UVerse	1 calls	100.00 %

UNANSWERED CALLS by ACD queue

Graphs are customized to agent group requirements

### Report Info

Queue:	8534
Queue Name(s):	Uverse
Start Date:	2017-01-18
End Date:	2017-02-21
Period:	35 days

### All Outbound Calls and Attempts

ALL Outbound Calls and Attempts:	4 calls
Transferred Calls:	0 calls
Avg Dur.:	15:00 secs
Total Call Time:	1:00 sec
Avg Hold:	0:00 secs

NOTE \*\*\* for this report - ALL outbound calls AND ATTEMPTS are counted (a call attempt = any dialed call that is not answered or has duration under 5 seconds)   
 click on any heading to sort and reset the column

### Outbound Calls by Agent

Call Date	Agent	Called Number	seconds	Agent Group
2017-01-27 16:52:27	"Mimi TEST PHONE" <S101>Uverse	8737	0	Uverse
2017-01-31 14:30:01	"Mimi TEST PHONE" <S101>Uverse	8737	38	Uverse
2017-01-27 16:51:06	"Mimi TEST PHONE" <S104>Uverse	873712345	0	Uverse
2017-01-27 16:55:56	"Mimi TEST PHONE" <S104>Uverse	8737123456	22	Uverse

### Daily Reports - agent hours

date	agent	login	logout	DID queue	admin	meeting	training	breaks	lunch
01/27/2017	"Mimi TEST PHONE" <S101>Uverse	16:57:03	16:59:31	00:23:54	00:00:00	00:00:00	00:00:00	00:00:00	00:00:32
01/31/2017	"Mimi TEST PHONE" <S101>Uverse	16:36:34	17:11:47	20:01:53	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
01/31/2017	"Mimi TEST PHONE" <S101>Uverse	13:41:26	14:54:56	00:49:35	00:00:00	00:00:00	00:23:55	00:00:00	00:00:00
01/31/2017	"Mimi TEST PHONE" <S101>Uverse	15:18:38	15:35:23	00:11:25	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

Export table: [icon] [icon]

NOTE \*\*\* The OUTBOUND calls are shown as answered/attempts \*\*\*   
 (a call attempt = any dialed call that is not answered or has duration under 5 seconds)

### Daily Reports - Calls

period	agent	from Q	direct	internal	trans int	trans ext	outbound	all
35 days	"Mimi TEST PHONE" <S101>Uverse	3 calls	0 calls	0 calls	0 calls	0 calls	1/2 calls	76 sec

Export table: [icon] [icon]

\*\* use the OUTBOUND and UNANSWERED tabs for more details \*\*   
 NOTE \*\*\* The OUTBOUND calls are shown as answered/attempts \*\*\*   
 (a call attempt = any dialed call that is not answered or has duration under 5 seconds)   
 \*\*\* abandoned calls are shown as abandoned / abandoned after 9 seconds   
 where abandoned = caller dropped in queue / 30sec, T Out = timeout = caller dropped >300sec in queue \*\*\*   
 OUT = outbound calls (answered / attempted), ANS = calls answered from the queue   
 ASA = average speed to answer, ATT = average talk time, AHT = average handle time

### Summary Reports - Calls

group	avg login	avg logout	ANS	ASA	Aband	T Out	ATT	DIFT	AHT	avg hold
Uverse	09:28:50	15:06:09	2	0	1	1	76	1/2	84	0

Agents that have logged-in but not logged-out will have 'invalid' or 'error' recorded in their time details until they have completed a day/shift

The Digium Web GUI is no longer supported other than for very basic user admin functions, basic CDR and voice recording directory display customized for the site. The VoieRecordingManager software now provides the most comprehensive file search, database, archive, file transfer and playback.

VoiceRecordingManager example initial screen



Allows selection of the file group of interest

These groups are configurable and can be changed to match the site requirements

Example SCREEN CAPTURE FILES – ACTIVE selected;

Location: Menu root /

Name	Type	Size	Date	Permissions	Actions
SCREEN CAPTURE FILES - ACTIVE			14:20 04-02-2017	755	
2017-02-04 14_06_50-KCCVoIP-CRM KCCVoIP CRM accounts search screen	PNG	160 KB	14:20 04-02-2017	644	
2017-02-04 14_09_00-IBC_test inbound call » Calls » KCCVoIP-CRM KCCVoIP CRM test inbound call	PNG	108 KB	14:20 04-02-2017	644	
2017-02-04 14_19_19-Home » KCCVoIP-CRM KCCVoIP CRM agent desktop home screen	PNG	180 KB	14:20 04-02-2017	644	
Screenshot-500 GB Hard Disk (ATA SAMSUNG HM500JI) – SMART Data example NAS screen capture	PNG	80 KB	13:27 04-02-2017	644	

Selection: 1 - 4 ▼

Very straight forward and self-explanatory, files can be seen with their description fields under the 'Name' heading, 'Actions' heading allows for file manipulation and to open the file to view the screen captured





**General Information**

Real Size	3585004 Bytes
Disk size	3.42 MB
Last Modification	14:19 03-02-2017

**Links**

Absolute	http://192.168.0.215/home/VOICERECORDING/2016/11/out-02-5200-USA1-90018005315000-20161102-145925.wav
Relative	/home/VOICERECORDING/2016/11/out-02-5200-USA1-90018005315000-20161102-145925.wav
HTML	<a href="http://192.168.0.215/home/VOICERECORDING/2016/11/out-02-5200-USA1-90018005315000-20161102-145925.wav">out-02-5200-USA1-90018005315000-20161102-145925.wav</a>
PHP-Wiki	[OUT-USA1-18005315000-20161102-145925](http://192.168.0.215/home/VOICERECORDING/2016/11/out-02-5200-USA1-90018005315000-20161102-145925.wav)
MediaWiki	[http://192.168.0.215/home/VOICERECORDING/2016/11/out-02-5200-USA1-90018005315000-20161102-145925.wav]

**Additional Information**

Title	OUT-USA1-18005315000-20161102-145925
Description	see also screen capture CRM 18005315000-20161102-145925
Download times	

Each file can have several links and references to other voice/screen/text files. Description fields will be shown under the filename to assist locating the required files;





The original voice recording utilities remains available to provide a method of playback using the ip phone ;



**KCCVoIP Voice Recording Utilities**

**diskspace currently in use within this period 9.5M  
voice recording archive is 36K / -**

to listen to the recordings dial 6561, then enter the two digit batch-day number {day date} after you hear the prompt.  
While listening - enter 1 to skip to the next recording, enter 2 to replay, 3 to select another day...

note - some telephones will also see the prompt and file information in the display or on screen of the softphone

**current voicefile recordings directory**

[login to download](#)

*batch - extension - group - agent name - called number - date - time*

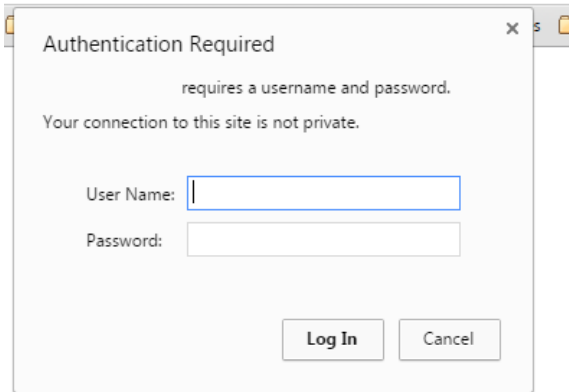
05-5201-IT-KCCVoIP-919252120005-20160805-12325

05-5201-IT-KCCVoIP-919252120005-20160805-12326

05-5201-IT-KCCVoIP-919252120005-20160805-12326

Allows quick access to listen to any of the current voice recordings by dialing 656x followed by the batch number {batch number is the day date as a two digit number}.

Access to the files for individual download is now better through the new VoiceRecordingManager software, but is possible by clicking the 'login to download' link from the above screen which takes you to an FTP session where you can select a file from the current voice recordings or the archive ;



Login using Admin user and your password for the Asterisk server cluster.

# Index of /

Name	Size	Date Modified
archive	0 B	20/08/2016, 08:56:00
voicerecordings	0 B	20/08/2016, 08:51:00

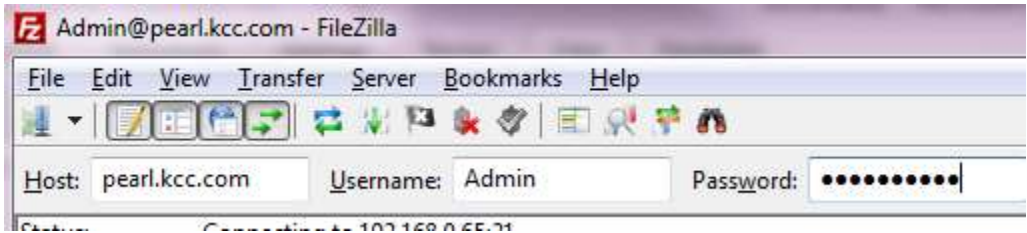
The following is an example when selecting the current voice recordings by clicking on the 'voicerecordings' directory ;

# Index of /voicerecordings

Name	Size	Date Modified
[parent directory]		
out-05-5201-IT-KCCVoIP-919252120005-20160805-123256.wav	143 kB	13/08/2016, 08:09:00
out-05-5201-IT-KCCVoIP-919252120005-20160805-123266.wav	143 kB	13/08/2016, 08:27:00
out-05-5201-IT-KCCVoIP-919252120005-20160805-123267.wav	143 kB	05/08/2016, 12:33:00

A single file can be downloaded from the above example using the original utilities.

For multiple downloads and batches use the VoiceRecordingManager or an FTP Client such as FileZilla {[download FileZilla FTP Client](#)} ;



Login to the Asterisk Reporting server by name or ip address using the username 'Admin' and your password. You then have access to the voicerecording files and archives and can batch download and move any of the voice recordings to your local PC or network storage etc.

Filename	Filesize	Filetype	Last modified	Permissions	Owner/Gr
out-05-5201-IT-KCCVoIP-919252120005-20160805-123256.wav	145,964	VLC media...	13/08/2016 09:...	-rw-r--r--	0 0
out-05-5201-IT-KCCVoIP-919252120005-20160805-123266.wav	145,964	VLC media...	13/08/2016 09:...	-rw-r--r--	0 0
out-05-5201-IT-KCCVoIP-919252120005-20160805-123267.wav	145,964	VLC media...	05/08/2016 13:...	-rw-r--r--	500 10

**Cron to archive files on the 5<sup>th</sup> of every month - example ;**

```
[root@pearl monitor]# crontab -l
```

```
MAILTO=""
```

```
SHELL=/bin/bash
```

```
PATH=/bin:/sbin:/usr/bin:/usr/sbin:/usr/local/sbin
```

```
1,6,11,15,21,26,31,36,41,46,51,56 * * * * /usr/local/sbin/sip-ha
```

```
13 4 5 * * /var/spool/asterisk/kcc-voice-archive
```

**I.e 13 mins past 4am on 5<sup>th</sup> of month run the script kcc-voice-archive**

SECURITY CHANGES TO ALLOW THE SFTP ;

iptables change to allow FTP passive through ;

```
-A INPUT -m state --state NEW -m tcp -p tcp --dport 22 -j ACCEPT
```

```
-A INPUT -m state --state NEW -m tcp -p tcp --dport 80 -j ACCEPT
```

```
-A INPUT -m state --state NEW -m tcp -p tcp --dport 8088 -j ACCEPT
```

```
-A INPUT -m state --state NEW -m tcp -p tcp --dport 21 -j ACCEPT
```

```
-A INPUT -m state --state NEW -m tcp -p tcp --dport 10090:10100 -j ACCEPT
```

```
-A INPUT -p udp --dport 4569 -j ACCEPT
```

```
-A INPUT -p udp --dport 5060:5062 -j ACCEPT
```

```
-A INPUT -p udp --dport 16382:22000 -j ACCEPT
```

```
-A INPUT -j REJECT --reject-with icmp-host-prohibited
```

```
-A FORWARD -j REJECT --reject-with icmp-host-prohibited
```

#vsftp.conf

#

#

pasv\_enable=Yes

pasv\_max\_port=10100

pasv\_min\_port=10090

\*\* watch for permissions on files \*\*

[support@kccvoip.com](mailto:support@kccvoip.com)