

**Callwhere Pro 2005
Technical Release
(6.6.0034)**

Callwhere Pro 2005 Release 6.6.0034

Callwhere Pro 2005 Release 6.6.0034 adds several new features and enhancements.

Features of Release 6.6.0034

- Audible 911 Alarms
- Auto-Attendant Reports
- Avaya IP Office SMDR Configurations
- Toshiba CIX (Rel.4) Network SMDR

Audible 911 Alarm Feature

Previous versions of Callwhere provided a visual indication of 911 calls on the Call Collector screen. Release 6.6.0034 of the Callwhere Pro 2005 network version now provides an audible 911 alarm for Callwhere workstations.

When the 911 Alarm program detects a 911 call, it will play an alarm sound and then, using both an onscreen and an audible message, it will indicate the name and station number of the person that dialed 911.

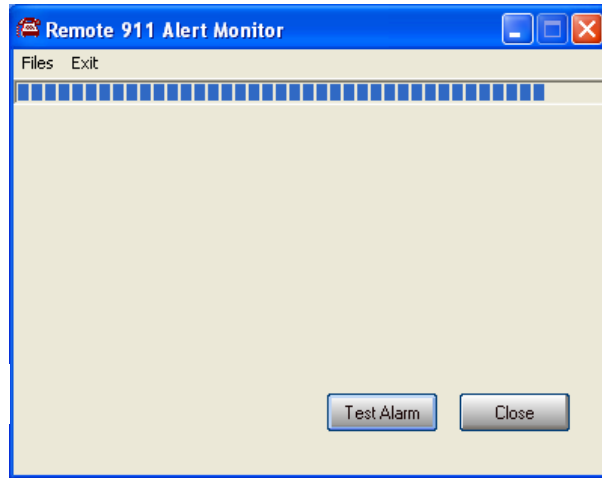


Figure 1.1

Audible 911 Alarm Options

When the Call Collector detects a 911 call and the Audible 911 Alarm is enabled (Figure 1.2), the Call Collector will play an audible alarm and message as well as display an onscreen message. If the audible alarm is disabled, the Call Collector will still display the onscreen notification, but it will not play the audible alarm.

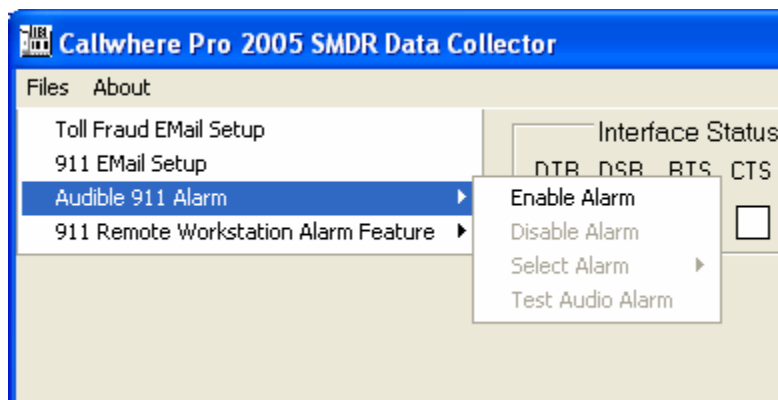


Figure 1.2

There are five selectable audio alarm sounds. Each alarm will play once when selected. The "Test Audio Alarm" option (Figure 1.3) will play the alarm and display a test message for verification of the alarm feature.

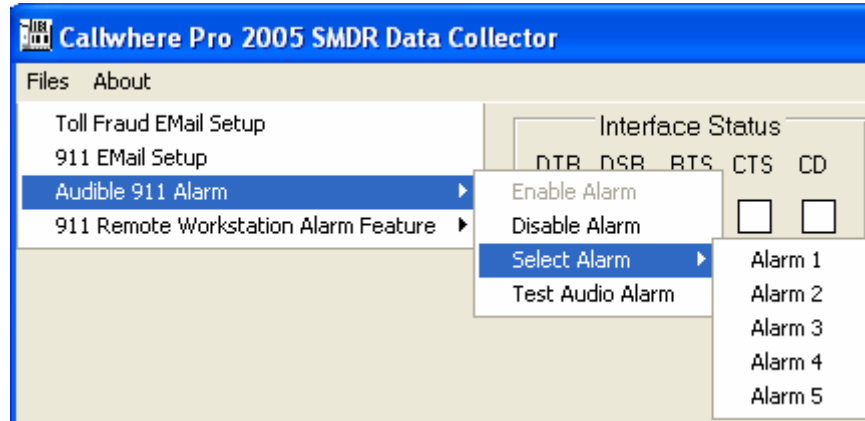


Figure 1.3

911 Alarms on Network Workstations

The network version of Callwhere Pro 2005 allows each workstation client to receive 911 alert messages and play alarms when 911 calls are detected.

For Callwhere workstation clients to receive alarms, you must first enable the Remote Alarm feature in the Call Collector (Figure 1.4).

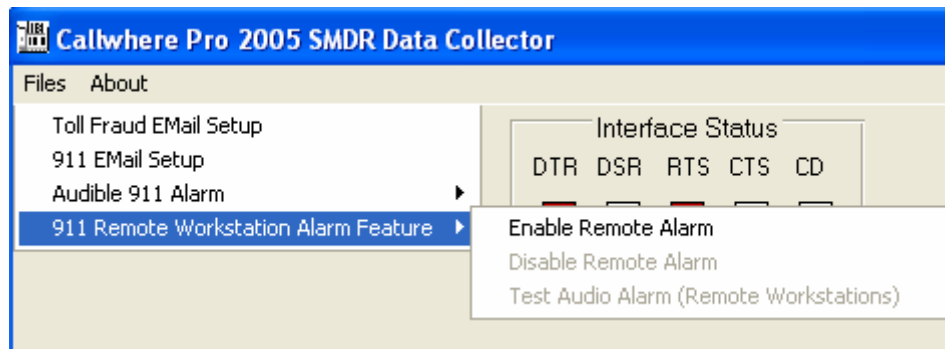


Figure 1.4

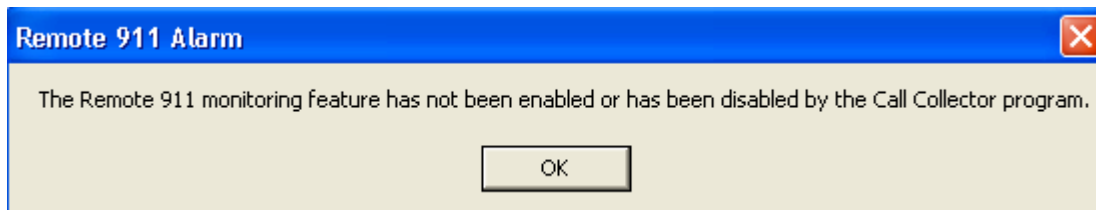


Figure 1.5

When the remote 911 program is active, a bar will be displayed to indicate the program is running (Figure 1.6).

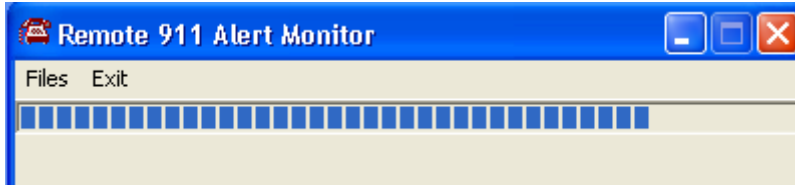


Figure 1.6

You may select one of five alarm sounds on each workstation. Each alarm will play once when selected. The Test Alarm button will play the alarm sound and display a test message for verification of the alarm feature (Figure 1.7).

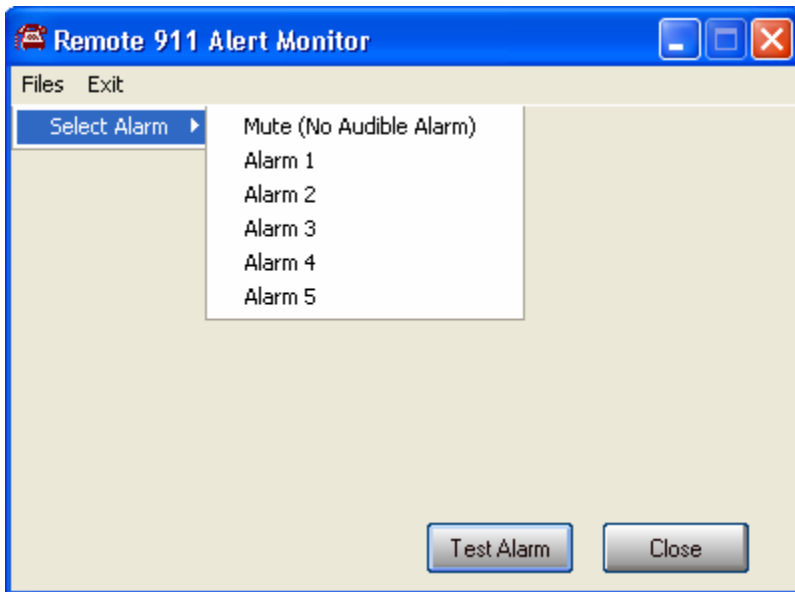


Figure 1.7

Auto-Attendant Reports

Callwhere Pro 2005 Release 6.6.0034 adds specialized automated attendant reports, including an auto-attendant usage summary, an auto-attendant transfers to stations summary, and an auto-attendant transfers to department summary.

Identifying Auto-Attendant Stations

Before you can use the auto-attendant reports, you must first identify which stations are auto-attendants. In the “Add” or “Change” station window (Figure 2.1), check the box next to “Auto Attendant Station” when adding stations in the Call Manager program.

Figure 2.1

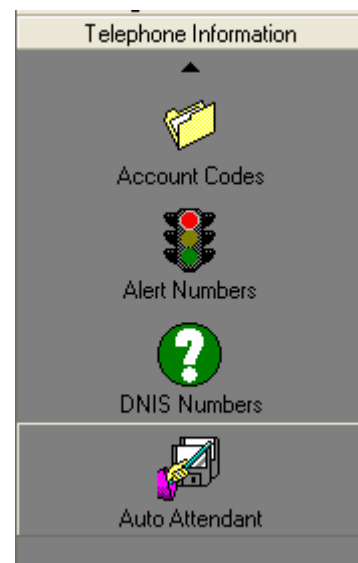


Figure 2.2

After you have identified your auto-attendant stations, a new “Auto Attendant” icon will appear in Call Manager’s “Telephone Information” menu (Figure 2.2). Select this icon to view the auto attendant stations.

Running Auto-Attendant Reports

To run the new auto-attendant reports, open the Callwhere Reports program, select “Call Accounting Reports”, and then select “Auto Attendant (Print Outs)” (Figure 2.3). This will display the Auto Attendant Reports window (Figure 2.4).

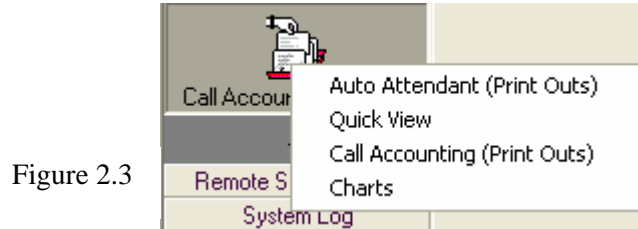


Figure 2.3

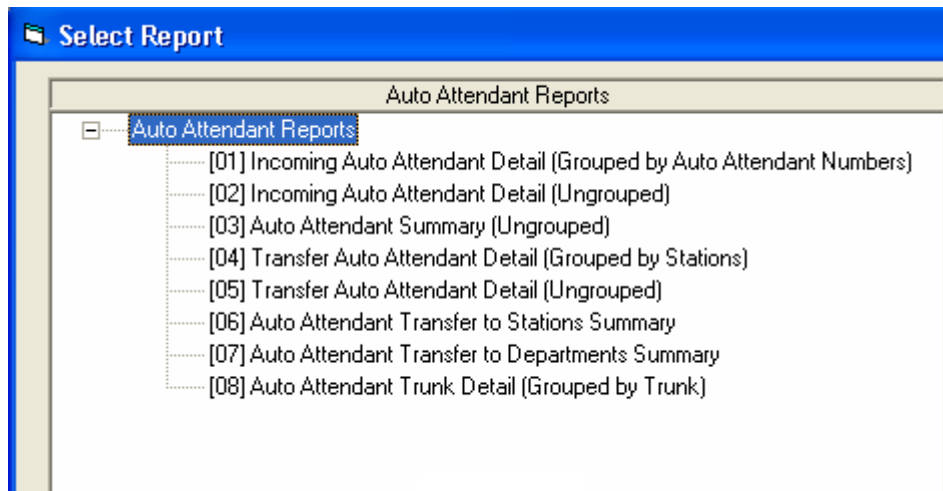


Figure 2.4

Use the Callwhere Report Scheduler program to schedule the auto-attendant reports for automatic print and email delivery (Figure 2.5)

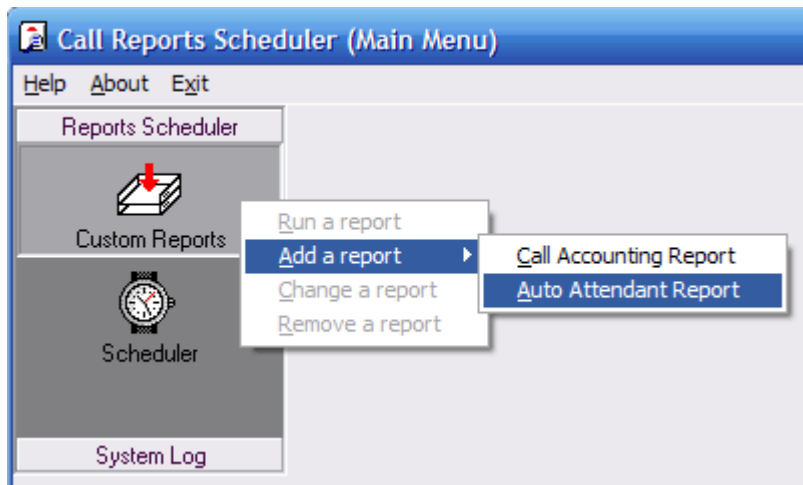


Figure 2.5

Avaya IP Office SMDR

Callwhere Pro 2005 (release 6.6.0034) supports all four of the Avaya IP Office 3.0 Delta Server's SMDR output configurations. Prior releases of Callwhere Pro 2005 only supported the Delta Server's "SMDR Log File" configuration.

Delta Server SMDR output configurations

- **SMDR Log File**

SMDR records are saved to a CSV format log file (SMDR.csv). Each day, a new log file is started for the current day and the date is appended to the previous day's log file.

The Callwhere Call Manager program automatically accesses the SMDR log file, processes the records, and saves the call record information to the Callwhere database.

- **IP Polling**

The Delta Server PC listens to a specified IP port number as a TCP/IP server socket. The Call Collector program will connect to the Delta Server's IP port as a TCP\IP client socket to collect the SMDR. When the Delta Server accepts the connection, it transmits all of the most recent SMDR records. The Callwhere Call Collector processes these records in real-time.

- **Send the SMDR to a specified IP address and port**

The Delta Server collects and sends SMDR records to a specified IP address and port number. In this configuration, set the Call Collector to act as a TCP/IP server socket. When the Delta Server attempts to connect, the Call Collector will accept the connection and receive the SMDR records. The Callwhere Call Collector processes these records in real-time.

- **Send the SMDR to a serial (COM) port**

The Delta Server sends SMDR records to one of the Delta Server PC's serial (COM) ports. In this configuration, SMDR records are sent one at time in real-time mode. This is the simplest and most direct method of connecting Callwhere Pro 2005 to the Delta Server.

Delta Server Standard SMDR Format

Callwhere Pro 2005 only supports the Delta Server Standard SMDR format. Callwhere Pro 2005 does not support the Secure Logix SMDR format.

The Delta Server SMDR output contains the following fields:

- **Call Start** – Call start time in the format yyyy/mm/dd hh:mm:ss.
- **Call Duration** – Duration of the connected part of the call in hh:mm:ss format.
- **Ring Duration** – Duration of the ring part of the call in ssss format.
- **Caller** – The Caller's Caller ID number or extension number
- **Direction** – Direction of call: I for inbound and O for outbound
- **Called Number:**
 - Internal calls – The extension or group called
 - Inbound Calls – The DDI dialed by the caller, if available
 - Outbound calls – The dialed digits
 - Voice Mail – Calls to a user's own voicemail mailbox

- **Dialed Number** – for internal calls and outbound calls.
- **Account Code** – The last account code attached to the call
- **Is Internal** – 0 or 1, denoting whether both parties on the call are internal or external.
- **Call ID** – This is a number generated by the IP Office upon creation of the call.
- **Continuation** – 1 if there is a further record for this call id, 0 otherwise
- **Party1Device** – The device number, E1234 for an extension, T1234 for a trunk or V1234 for a voicemail
- **Party1Name** – The name of the device, for a extension or agent, this is the user name.
- **Party2Device** – same as Party1Device
- **Party2Name** – same as Party2Name
- **Hold Time** – The amount of time in seconds the call has been on hold during the call segment.
- **Park Time** – The amount of time in seconds the call has been parked during the call segment

Toshiba Strata CIX Network SMDR Format (R4.0 and later)

The latest version of Callwhere Pro 2005 (release 6.6.0034) provides preliminary support for the Toshiba Strata CIX Network SMDR Format. The new SMDR format is the same as the previous single node format except it adds a Multi-Node Call ID field to the second line of the SMDR. The Callwhere Installation program now includes a Strata CIX R4.0X Network Nodes SMDR driver (Figure 4.1).

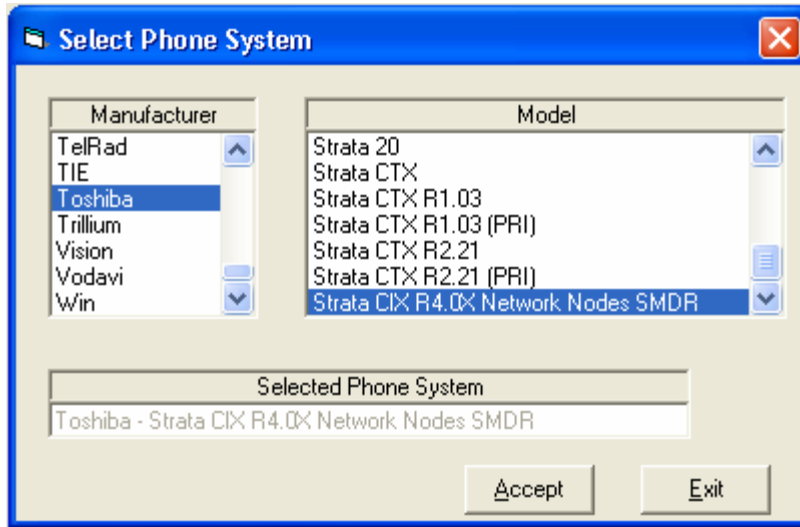


Figure 4.1

When you select the Strata CIX R4.0X Network Nodes SMDR driver, a new “Strata CIX Network Nodes” menu will appear in Callwhere Call Manager (Figure 4.2). Select “Nodes” from this menu to enter the node numbers and names of the networked CIXs (Figure 4.3).

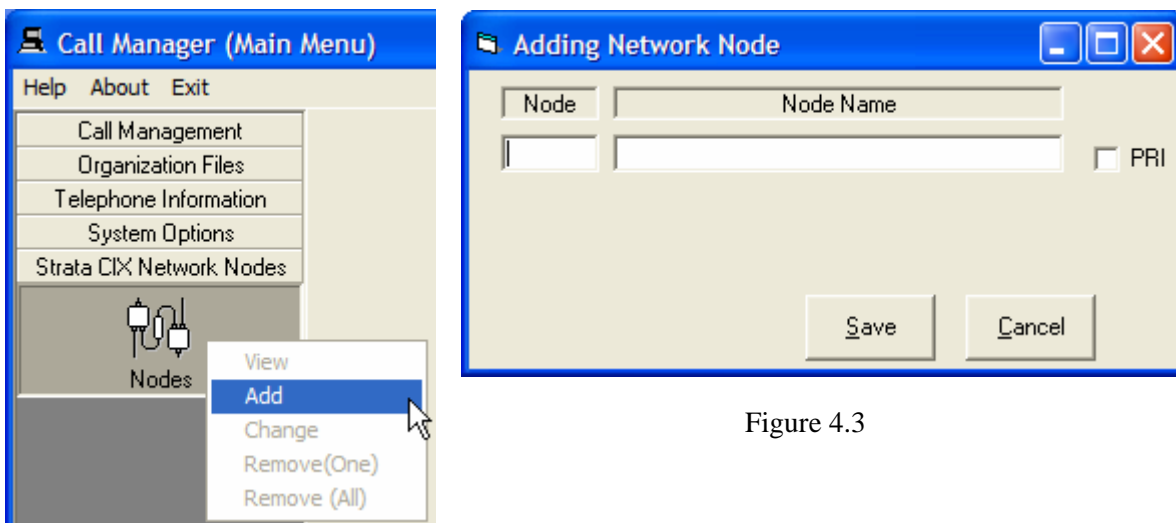


Figure 4.3

Figure 4.2

Network Nodes Report Filter

After the node information is in Call Manager, users can use the “Network Nodes” report filter (Figure 4.4) to generate reports on the call activity of selected nodes (Figure 4.5).

Select Station Option

- All Stations
- Single Station
- Transferred Station
- Auto Attendant Stations
- Authorization Code

- Company
- Cost Center
- Department
- Division
- Location
- Account Code
- DNIS Number
- Network Nodes

Figure 4.4

Select Network Node	
111	Dallas
112	Austin
113	Houston
114	San Antonio

Figure 4.5

Network Nodes Reports Group

A group of specialized reports for the networked nodes will be available in a future Callwhere release (Figure 4.6). We are developing these new reports based on dealer and end-user input about the types of call activity they would like to see. If you have ideas or feedback, please let us know.

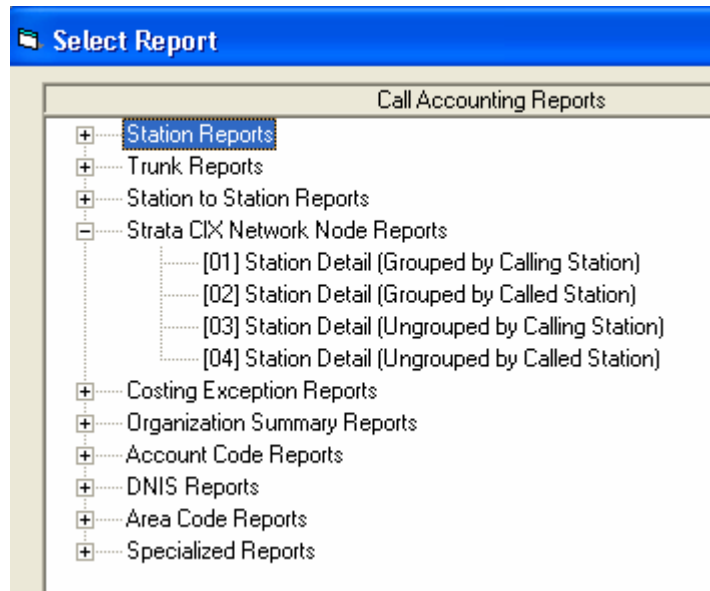


Figure 4.6