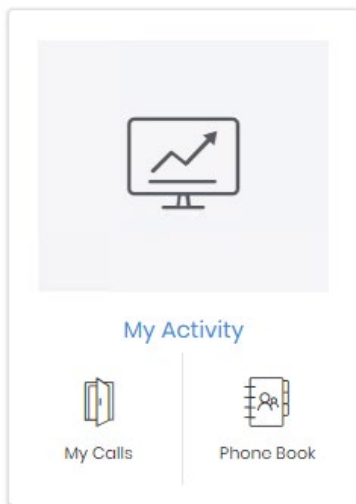


My Activity

Overview

My Activity shows each user detailed information about calls on phone numbers assigned to them. It allows calling or called numbers to be added to the user's personal phone book, so that calls can be marked as personal. The phone book labels will also be used in My Calls displays.

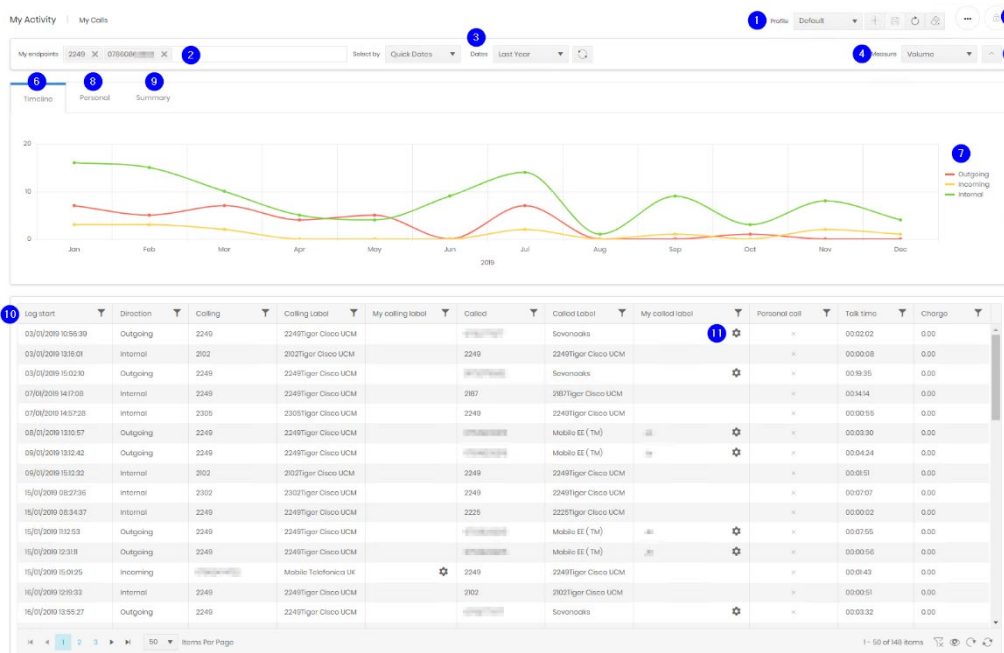


Activity

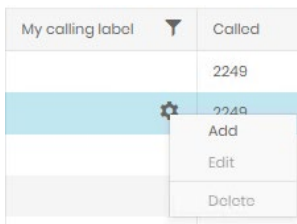
My Calls

The My Calls page displays a dashboard populated with data from phone numbers assigned to the current user.

There are a number of controls and areas on the page.



1. Profiles can be configured to allow quick selections of particular views. If a user has more than one endpoint assigned to them then profiles might allow different endpoints to show on different pages or extensions might be separated from mobiles. Profiles also allow date ranges (both relative and specific) to be saved. So a profile could be set for last week, another for last month, and a third for current year. Profiles can be selected, created, updated, reloaded and deleted from the controls in the top row.
2. All of a user's endpoints are selected by default and can be removed to view sets or individual numbers as needed. To reset the removal reload the profile, or the page.
3. Dates can be selected either relatively (last week, this year) or specifically.
4. The focus of the usage graph in the timeline section can be selected between Volume, Duration or Charges.
5. The whole timeline section can be collapsed to make more room for the call grid.
6. The timeline chart shows call volume, duration, or cost against the date range selected.
7. Each line plotted on the timeline can be switch on or off by clicking its legend.
8. The Personal tab shows a breakdown of Personal calls and non-Personal calls for each endpoint selected.
9. The Summary tab shows a breakdown of calls by direction for each selected endpoint.
10. The calls grid shows every call made or received from the selected endpoints.
11. The cog icon shows against the party which does not belong to the user. It allows a user Phonebook entry to be made, edited or deleted



12. The padlock icon unlocks the call grid, allowing calls to be marked or unmarked as personal one by one.

Called	Called Label	My called label	Personal call	Talk time
2249	2249Tiger Cisco UCM		<input type="checkbox"/>	00:00:16
2249	2249Tiger Cisco UCM		<input type="checkbox"/>	00:00:02
2249	2249Tiger Cisco UCM		<input type="checkbox"/>	00:01:20
2249	2249Tiger Cisco UCM		<input type="checkbox"/>	00:00:15
0753	Mobile EE (TM)	Renee Halley	<input checked="" type="checkbox"/>	00:01:26
2303	2303Tiger Cisco UCM		<input type="checkbox"/>	00:00:36

Phone Book

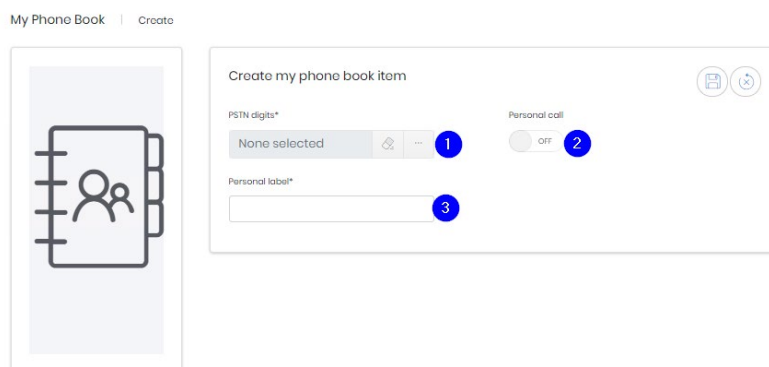
A user's phone book is private and specific to that user. It can be used to give labels to specific numbers, allowing the "My Label" fields to show the user exactly who a call is from or to. Entries in the phone book are not automatically personal calls. Business numbers can also be entered to let the My Calls display provide an easy overview of calls to known and unknown numbers.

Search

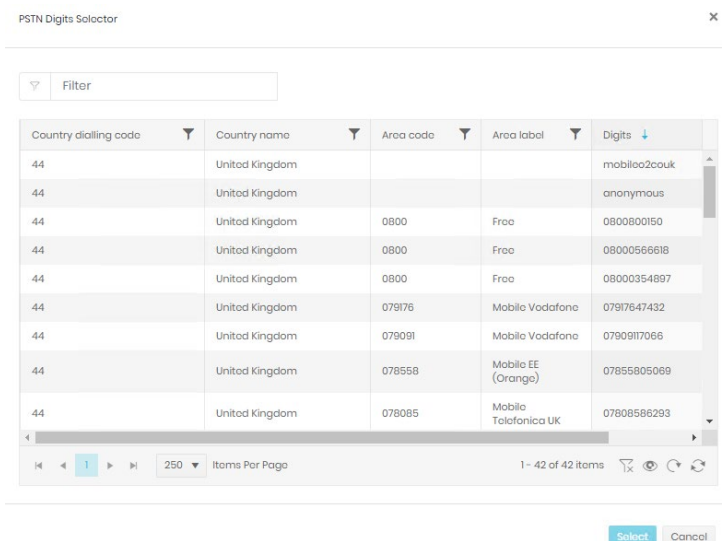
The search page is a standard Prism grid. For standard grid controls see Common Features.

Create

A new phonebook entry must be created from a number seen in CDR related to the user. In most cases numbers will be added to the phone book by selection through the grid control. But they can be created or edited through the detail page.



1. Use the ellipsis to browse all PSTN numbers involved in calls to the user's endpoint. Numbers which are already in the phonebook are not listed. Use the eraser to clear the current selection.



2. Use the slider to select whether future calls to this number are automatically marked as personal calls or not. This control has no effect on historical calls which are already marked, or which have not been marked.
3. Enter the label to be displayed in the My Calls grid's 'My Calling Label' and 'My Called Label' fields. These labels will not appear in other reporting. They will appear against historical calls in the grid.