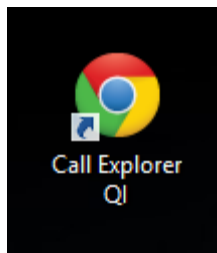


CEQi user manual

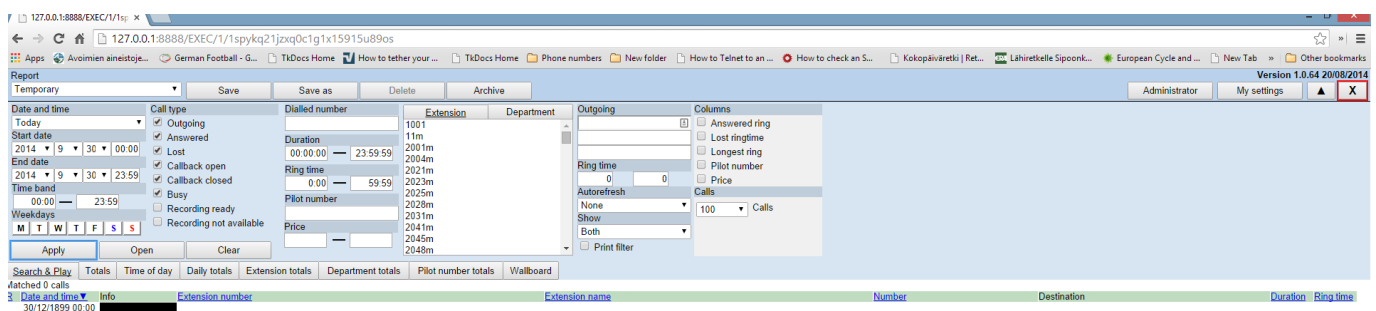
CUBIX CALL EXPLORER QI

Cubix Call Explorer Qi manual

The program is started by clicking the Icon on the Desktop



When you log in, you see the user interface :



In the upper part of the window the left side is the filter and to the left of the Extension/Department box is the report adjustment settings.

1.Filter :

1.1 Date and time

- date and time
- start and end date
- time band
- weekdays

1.2 Call type

- Outgoing
- Answered
- Lost
- Callback open (only if your licence includes)
- Callback closed (only if your licence includes)
- Busy
- Recording ready (only if your licence includes)
- Recording not available (only if your licence includes)

1.3 Dialled number

- number which has called or where have been called to

1.4 Duration

- duration of the calls, for example calls that last longer than 55 seconds

1.5 Ringtime

- ringtime of the calls

1.6 Pilot number

- the number to which the original call was presented, prior to any call forwarding.

1.7 Price

- price of the calls

2. Extension/Department

- here you choose the extensions or the department(s)

3. Adjustments

3.1 Outgoing

- adds a column to the report : the sum of calls called to the number
- the first digits of the number or a whole number

3.2 Ringtime

- adds one or two columns to the report : the sum of calls where ringtime is < seconds
- for example you can add two columns, where ringtimes are < 5 s and <25 s

3.3 Autorefresh

- time to autofresh the report

3.4 Show

- what to see in the report
- you can have both charts and breadsheet
- only charts
- only breadsheet

3.5 Columns

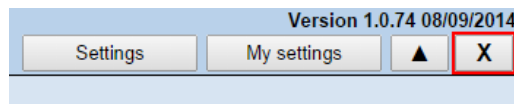
- extra columns to the report
- answered ringtime
- lost ringtime
- longest ringtime
- pilot number
- price

3.6 Calls

- how many calls in the search and play report

4. My Settings

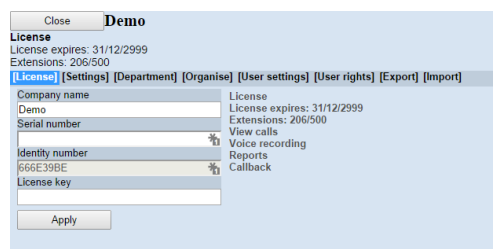
- here you can change your password and the language



5. Settings

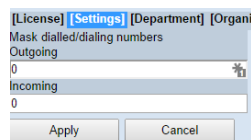
License

- the license details



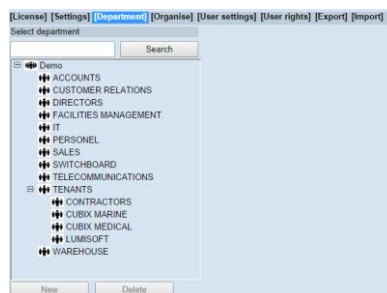
Settings

- mask numbers



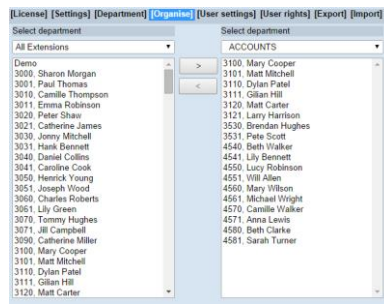
Department

- make new departments
- delete departments



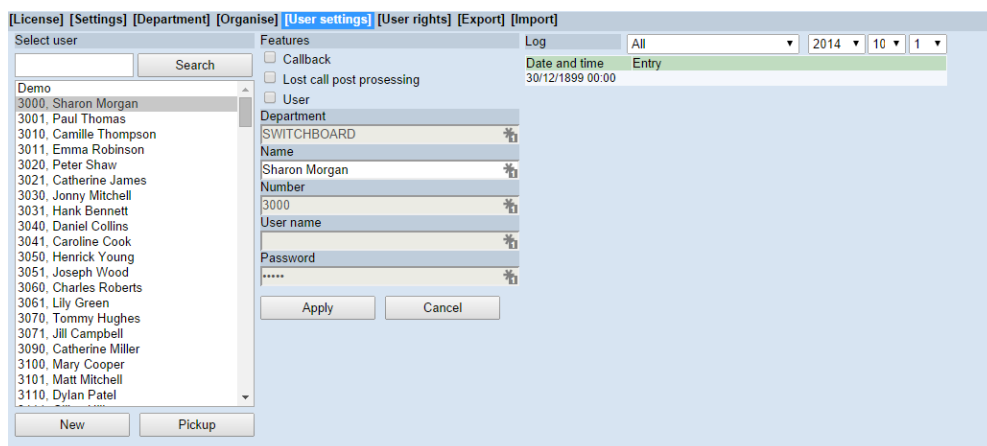
Organise

- organise extensions in the Departments
- you move the extensions with the arrows between the columns



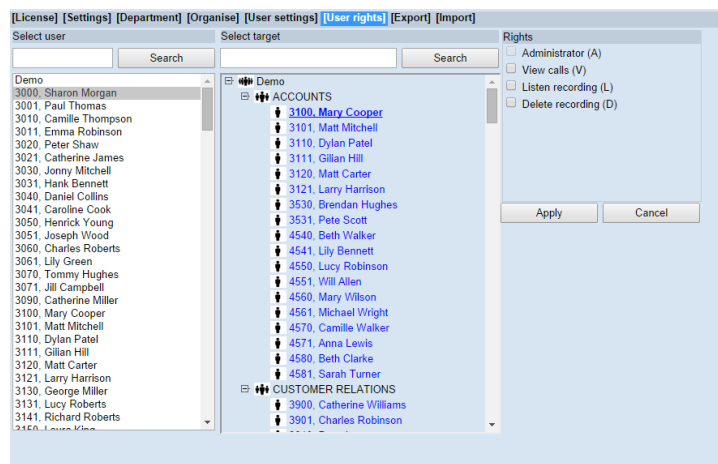
User settings

- Callback, choose if this extension is allowed to see the callback calls
- Lost call post processing, choose if the extension is a member of a group
This eliminates excessive lost calls
- User, gives rights to the extension to log in and make reports
- Log : the user log



User rights

- gives the user the rights



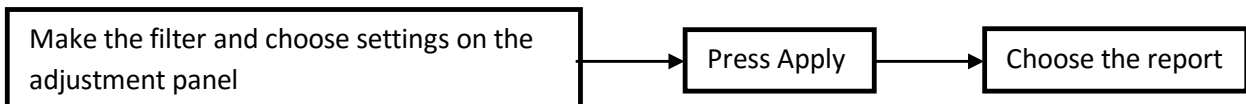
Export

- export extensions and departments to an csv-file

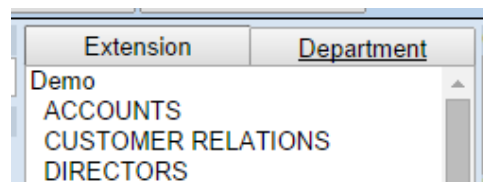
Import

- import extensions and departments from an csv-file

Making Reports



- click **Extension-** or **Department-**tab to choose either extension or Department
- you can choose multiple extensions by holding the <ctrl> key down and clicking with the mouse



- now choose the things in the filter, which you want to see in the report
 - then click the **Apply**-button
 - then choose the report-type
-
- when you click the **Apply**-button, the program calculates all the different reports, so there are ready
 - you choose the report by clicking the report tab

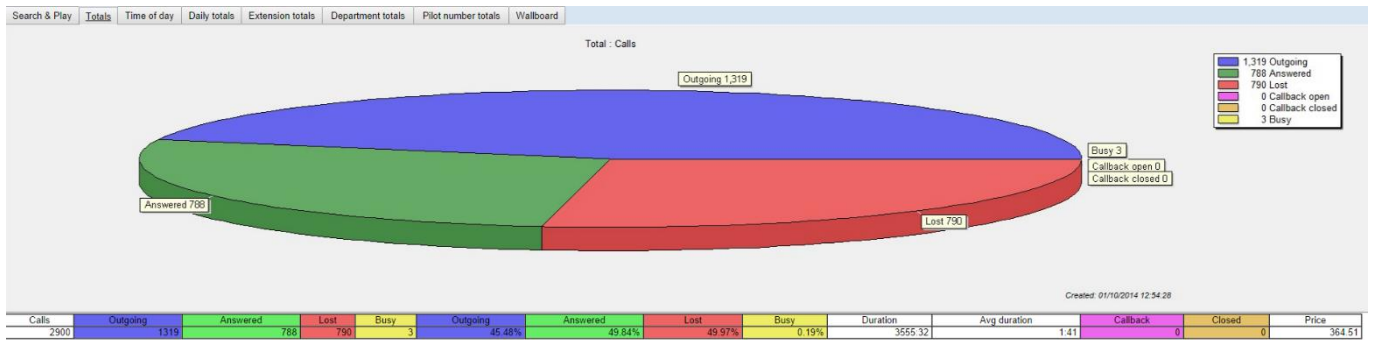
Search&Play

- this report shows the calls and their details :
- date and time
- direction of the call (blue = outgoing and green incoming)
- extension
- extension name
- caller or called number
- duration
- ringtime
- pilot number (if the column has been chosen)
- price (if the column has been chosen)

Apply		Open	Clear	2079m		Print filter		
Search & Play		Totals	Time of day	Daily totals	Extension totals	Department totals	Pilot number totals	Wallboard
First 100 calls								
Date and time		Info	Extension number		Extension name		Number	Destination
23/09/2014 10:39		Lost	3072m				0505552***	0505552***
23/09/2014 10:38		Lost	6816m				0404811***	0404811***
23/09/2014 10:38		Lost	3860m				0404811***	0404811***
23/09/2014 10:38		Lost	3876m				0500414***	0500414***
23/09/2014 10:38		Lost	7332m				0407796***	0407796***
23/09/2014 10:38		Outgoing	2839m				0400317***	0400317***
23/09/2014 10:38		Answered	3212m				0931031***	0931031***
23/09/2014 10:38		Lost	3279m				0405965***	0405965***
		</						

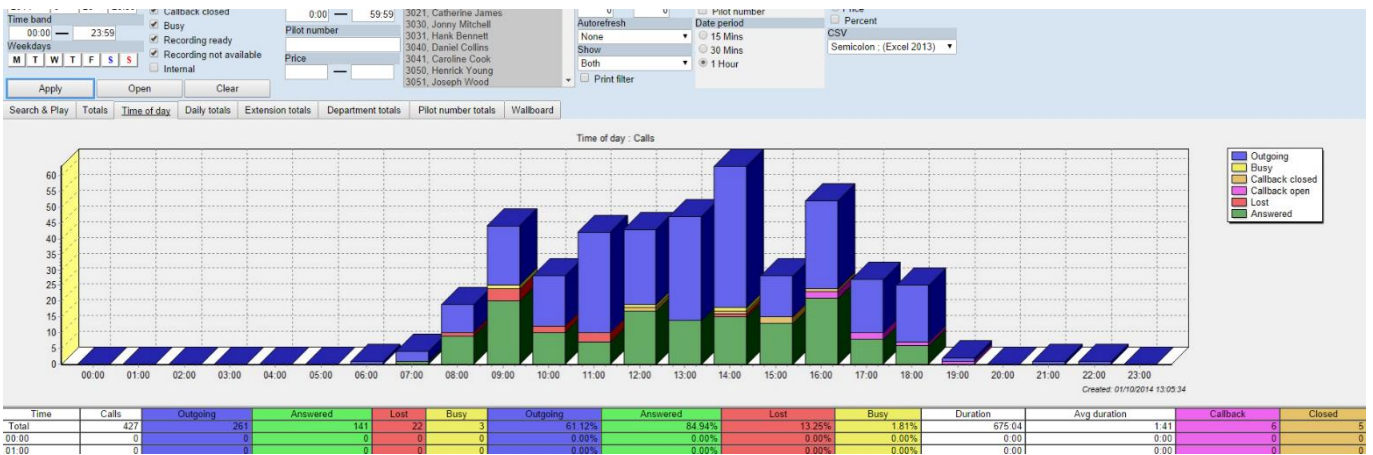
Total

- this report shows the sum of the calls



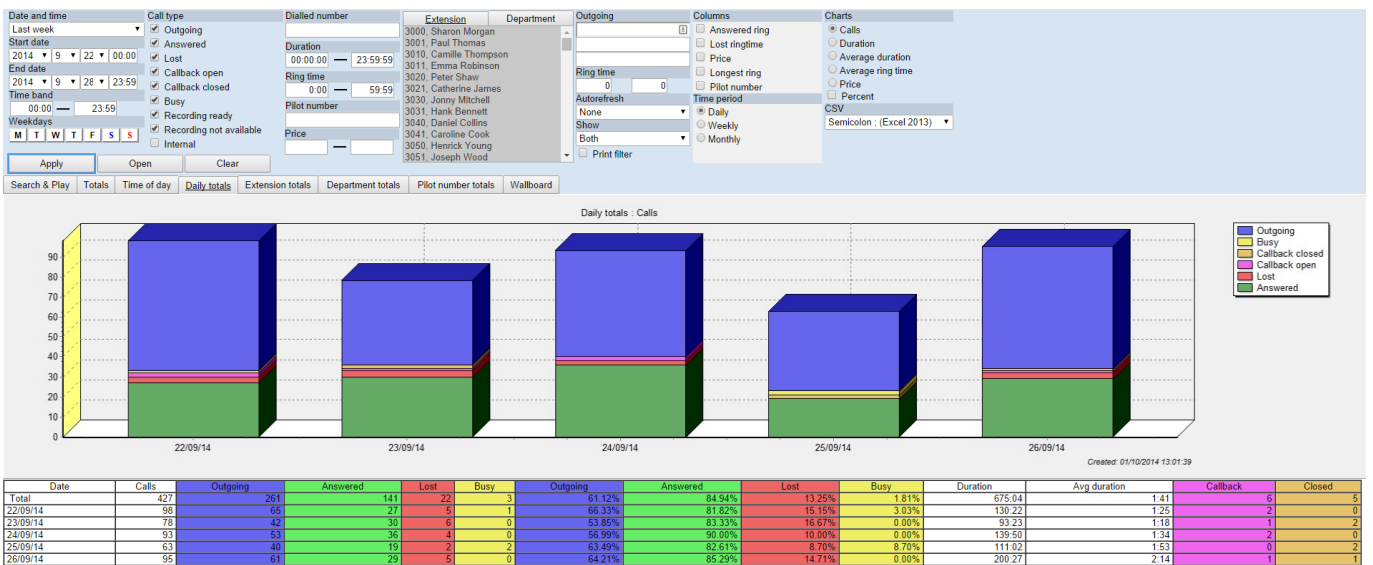
Time of Day

- the distribution of the calls by time of day
- choose the Date period on the adjustment panel



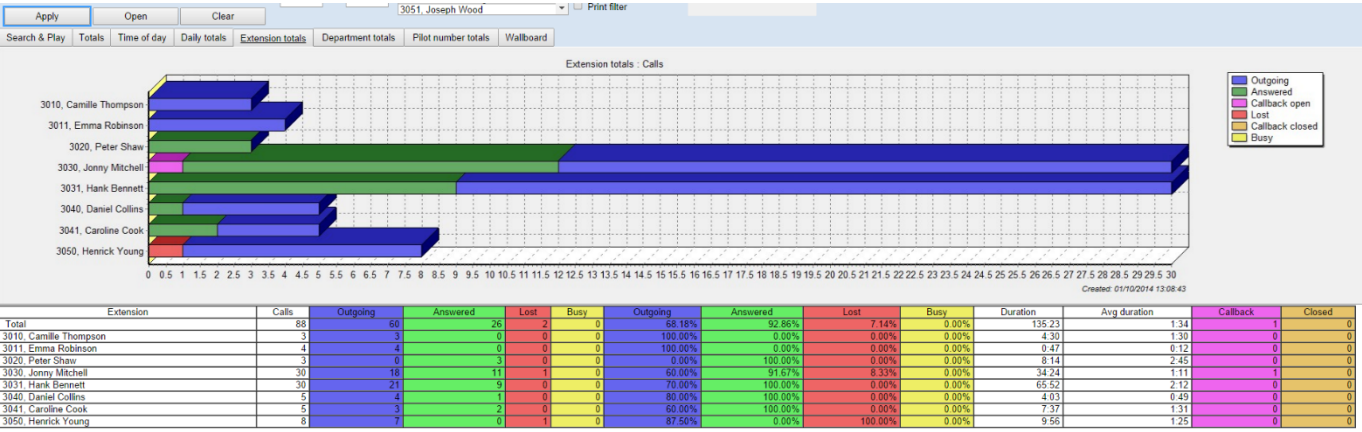
Daily totals

- calls distributed by day, week or month
- choose the Time period on the adjustment panel



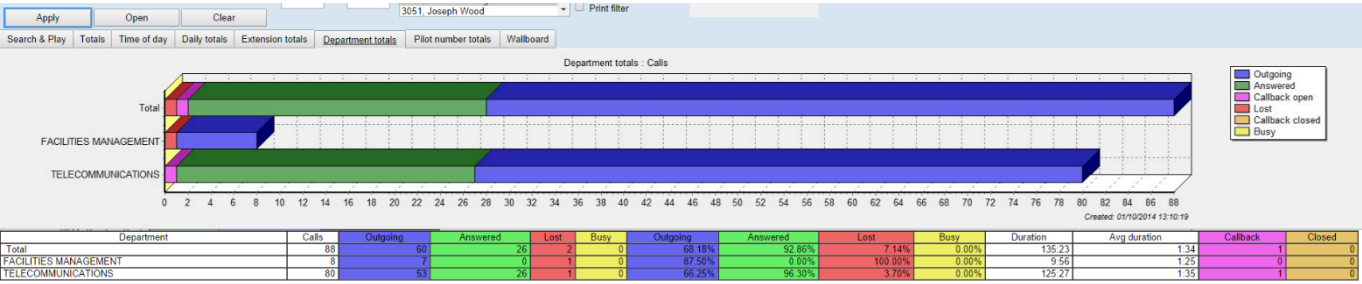
Extension totals

- calls by extension



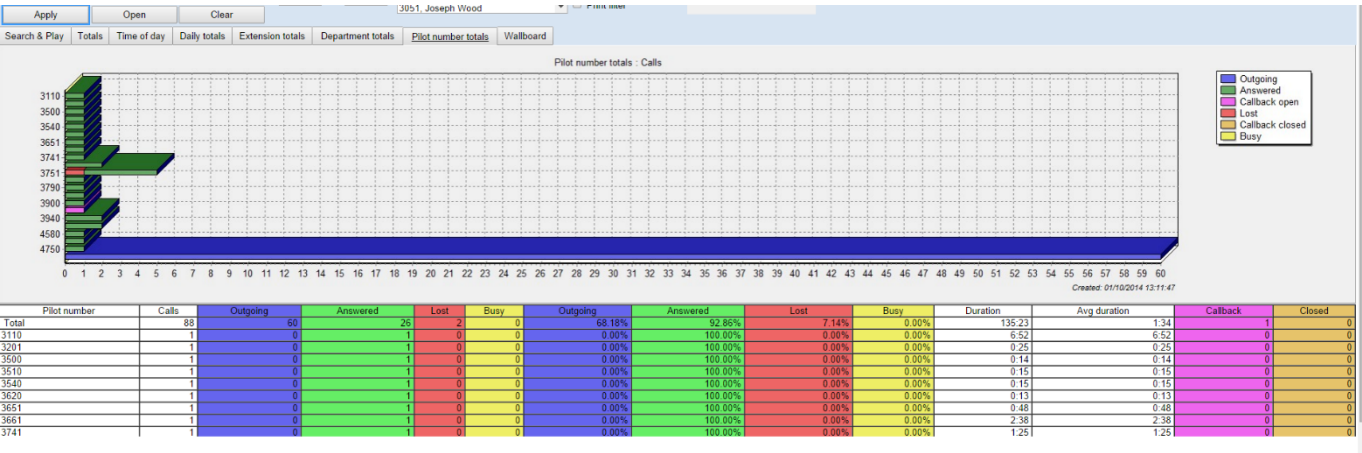
Departments total

- calls by departments



Pilot number totals

- calls by pilot number



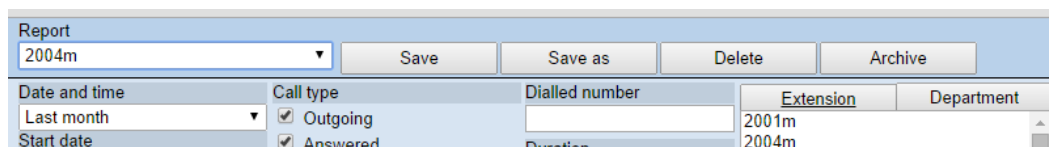
Wallboard

- sum of calls so far



Making Report templates

- you can save the filter and the report as a Report template
- make the filter and the report as usually
- then click the **Save As**-button

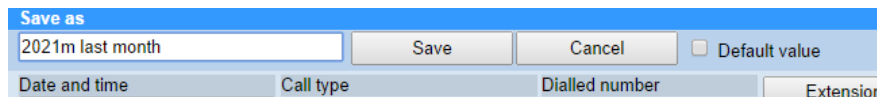


Report: 2004m

Buttons: Save, Save as, Delete, Archive

Date and time	Call type	Dialled number	Extension	Department
Last month	<input checked="" type="checkbox"/> Outgoing		2001m	
Start date	<input checked="" type="checkbox"/> Answered	Duration	2004m	

- give a name for the template
- click **Save**-button
- if you want the report to be a Default report, choose Default value



Save as

2021m last month

Buttons: Save, Cancel

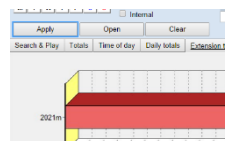
☐ Default value

Fields: Date and time, Call type, Dialled number, Extension

- you can choose the report template from the drop-down menu on the left

Saving the report, sending by email, report automatisation

- by clicking the **Open**-button you can open the report as PDF, save it to the hard drive or send it by email



Open As PDF

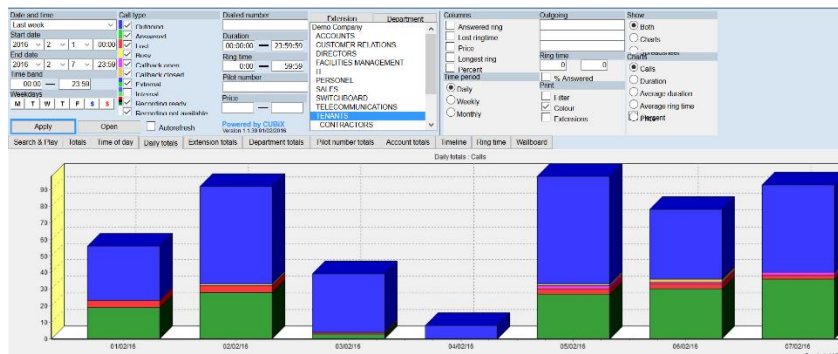
- the report is open as a PDF

Open as CSV

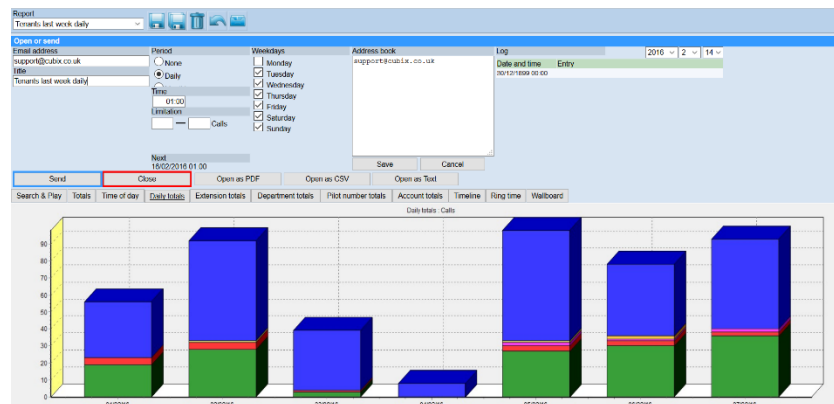
- the report is saved as a CSV-file
- Close button closes the window and returns to the main page
- if you choose on the Adjustment panel : print filter, the filter is applied to the report
- so you see what the report includes

Email

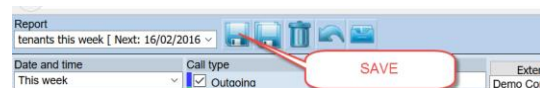
- make the report
- save the report as a template



- click OPEN
- now opens the report's send- and email-page



- write the email-address
- choose period
- you can automate the report by choosing the period to be Daily or Monthly
- the monthly report is always sent the first day of the month
- the log shows the sent emails
- you can write email-addresses to the Address book and copy them to the email address box
- choose SAVE to save the address to the Address book
- then click SEND
- to save the settings for the automated report go back to the main page, click CLOSE
- save the template
- the time for the next report is shown in the Report template box



Log out

- log out by clicking the X

