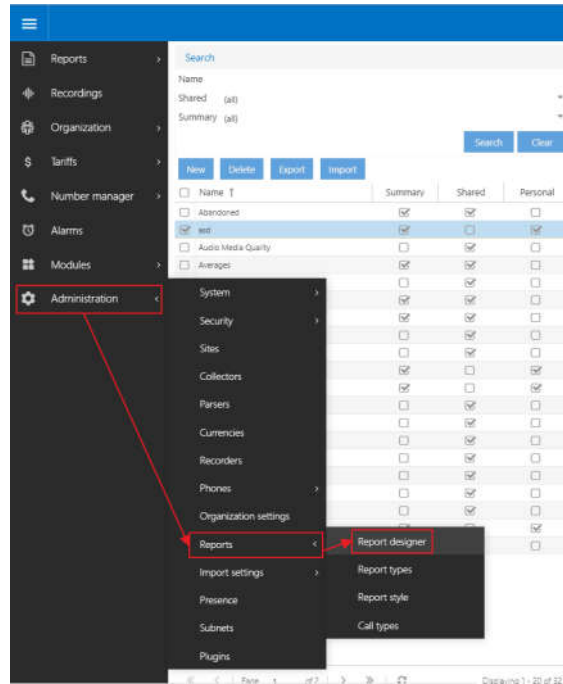# MAF ICIMS™ – Report designer conditions

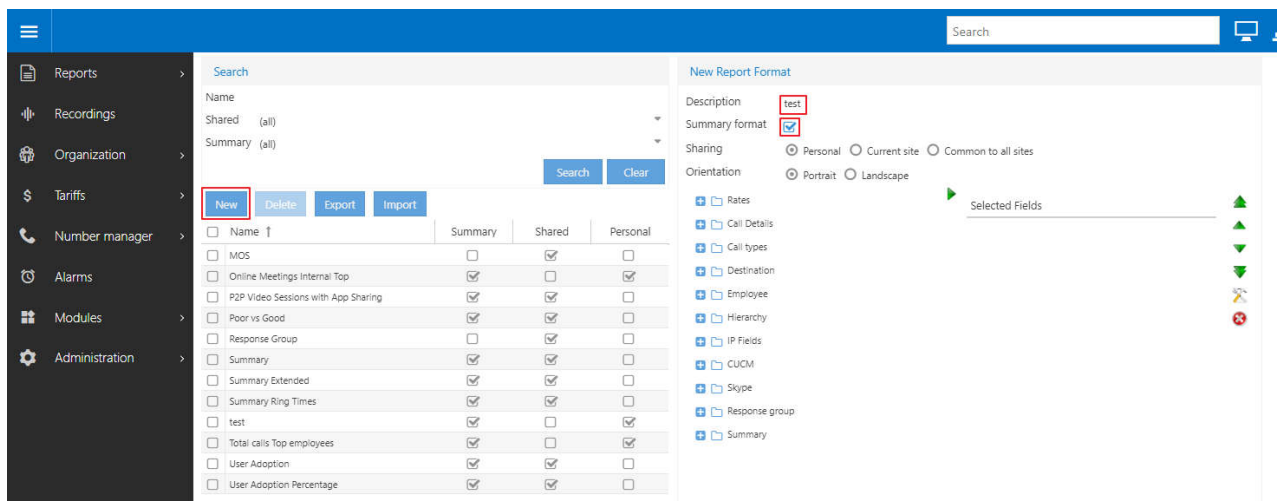## Monitoring and Reporting for Unified Communications

Go to Administration -> Reports -> Report designer.



Click New

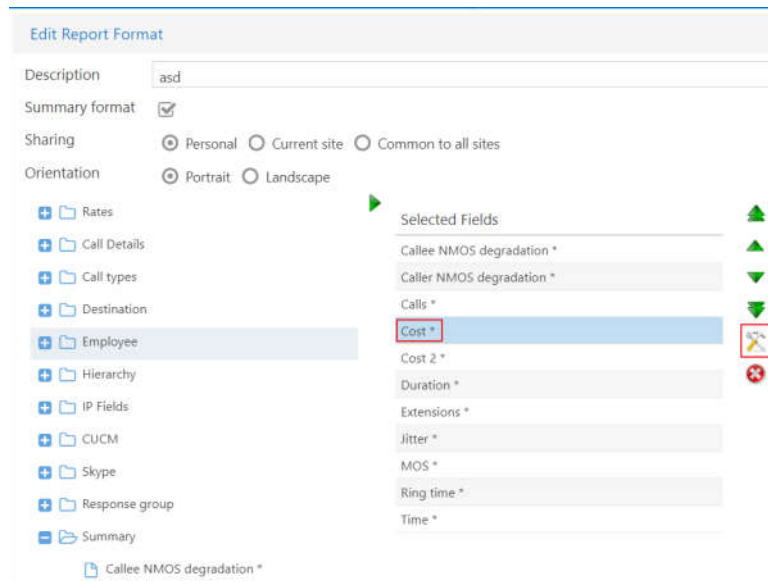Type a description for the report format (in this case test)

Check Summary

Expand the Summary folder and drag the fields from the left side to the selected fields portion.

To apply a condition to a field, select the desired field and click the Properties icon on the right or simply double click the field.
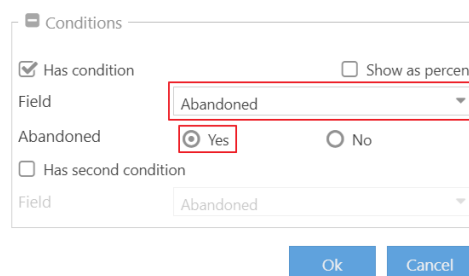


In the properties window check Has condition on the bottom and select the desired condition and the parameters. Then click OK.
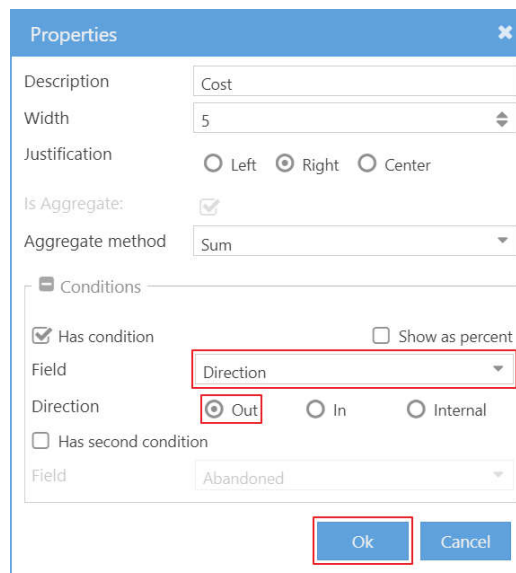
The conditions to choose from are as follows

- Abandoned
- Call type
- Connection
- Date
- Direction
- Duration range
- Month
- MOS range
- NMOS degradation range
- Quality range
- Rating range
- Ring time range
- Service type
- Year

Abandoned calls can be shown by selecting the Abandoned condition and clicking the Yes radio button.
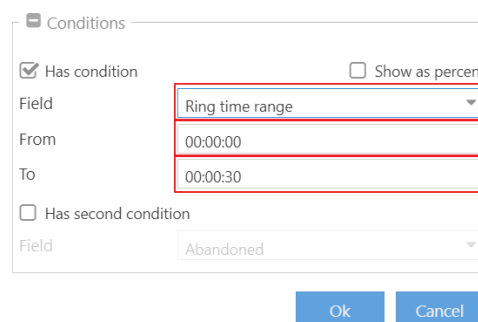
Or only the calls that have a ring time of maximum 30 seconds can be shown by selecting the Ring time range condition and selecting the range between 00:00:00 and 00:00:30.

Calls from a certain month can be shown by choosing the Month condition and then selecting the desired month

Or calls that have were made through certain connections can be shown by choosing the Connection condition and checking the connections that may apply.

The date can also be set as condition either using the calendar pop-up or through shortcuts (d = day, m = month, q = quarter, y = year)

## About MAF InfoCom™

Formed in 2000, MAF InfoCom™ is a leading innovative technology provider with almost 20 years' experience in delivering solutions for Monitoring, Analytics, Reporting and Recording of telephony and Unified Communications, Call Management, Billing & Call Accounting.

We serve tens of thousands customers around the globe, in a large variety of branches. We have installations in over 50 countries ranging from SME's to multi-national global enterprises. In Europe MAF InfoCom™ is the largest provider of UC reporting solutions.

With the market trend towards Unified Communications we expand our sales across the globe rapidly. Our solutions work with every major (IP)PBX and UC manufacturer platform.

Our solutions are offered from the Cloud, On-Premises and Partner Hosted to enable our customers and partners to choose the best model for their needs.

**Monitoring, Analytics, Reporting and Recording for Unified Communications.**

**European Headquarters**
Comeniusstraat 2a
1817 MS ALKMAAR
The Netherlands
T: +3172-8200205
E: info@mafinfo.com