

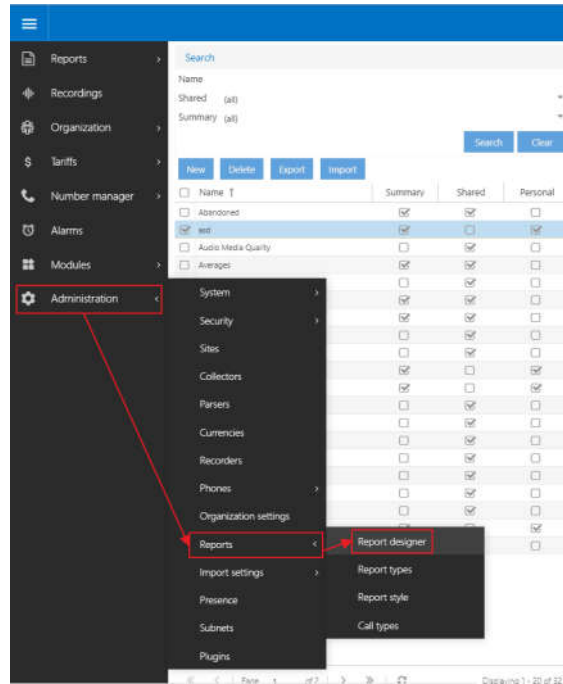


# MAF ICIMS™ – Report designer conditions

Monitoring and Reporting for Unified Communications



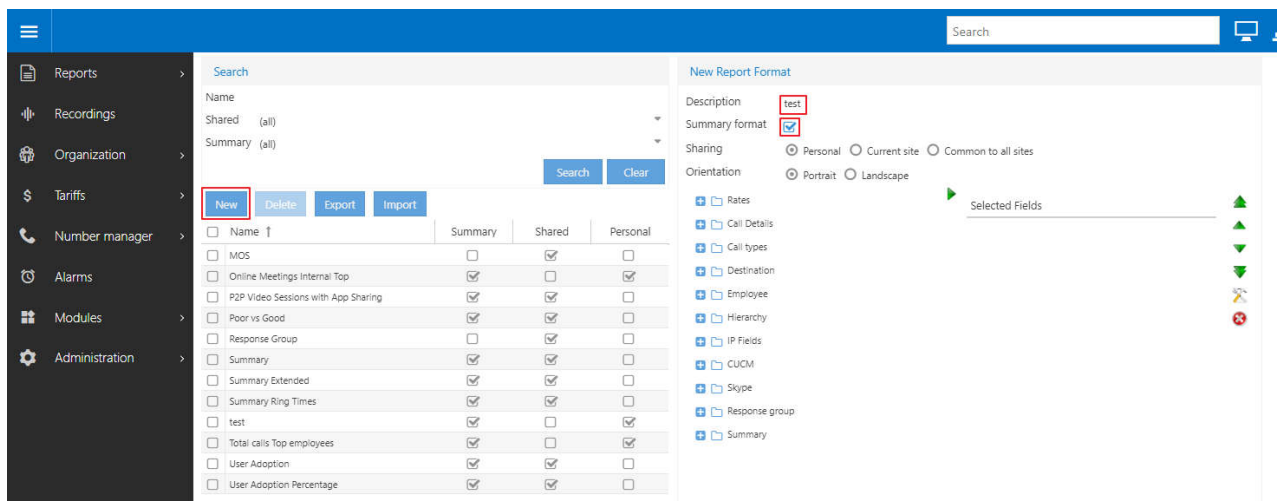
Go to Administration -> Reports -> Report designer.



Click New

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

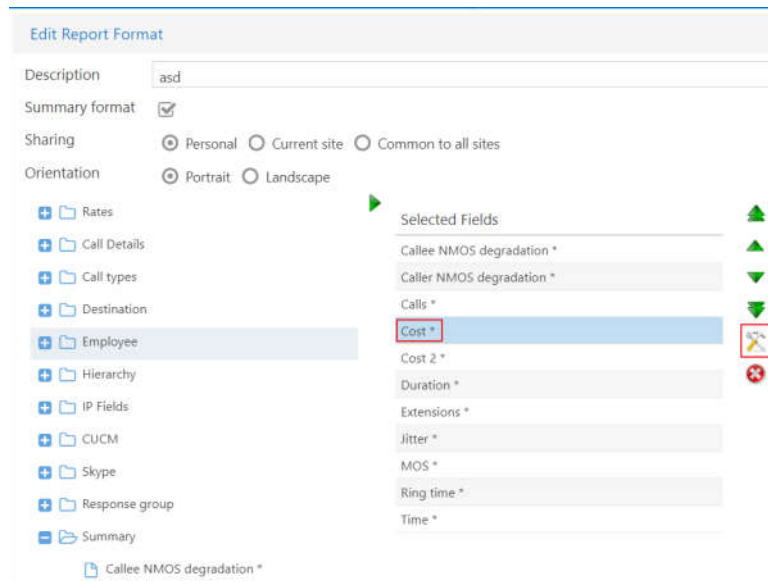
Check Summary



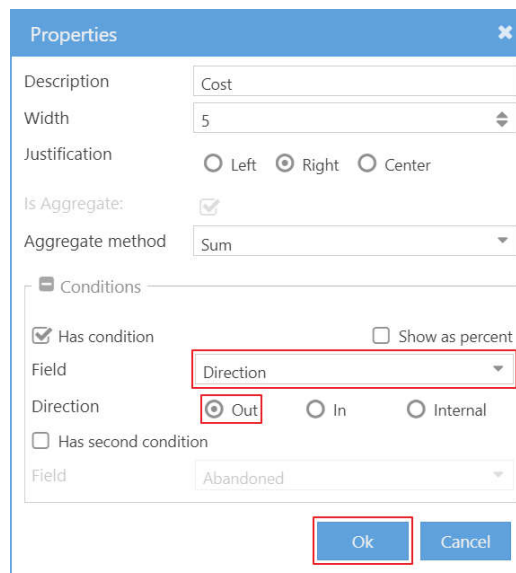
Expand the Summary folder and drag the fields from the left side to the selected fields portion.

The screenshot shows the 'Edit Report Format' window. On the left, there is a search bar with 'Search' and 'Clear' buttons, and a table with 'Shared' and 'Personal' columns. The main area is divided into two panes. The left pane lists various field categories: Rates, Call Details, Call types, Destination, Employee, Hierarchy, IP Fields, CUCM, Skype, Response group, and Summary. The 'Summary' folder is expanded, showing fields like Callee NMOS degradation \*, Caller NMOS degradation \*, Calls \*, Cost \*, Cost 2 \*, Duration \*, Extensions \*, Jitter \*, MOS \*, Ring time \*, and Time \*. The 'Calls \*' and 'Cost \*' fields are highlighted with red boxes. The right pane, titled 'Selected Fields', contains 'Calls \*' and 'Cost \*', also highlighted with red boxes. Red arrows indicate the drag-and-drop action from the left pane to the right pane. On the far right, there are icons for adding, removing, and reordering fields.

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.



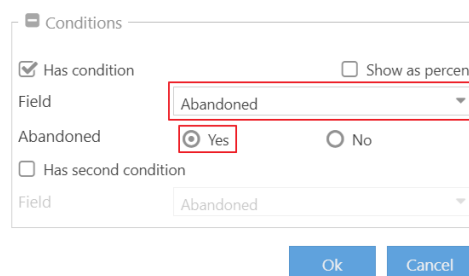
In the properties window check Has condition on the bottom and select the desired condition and the parameters. Then click OK.



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.



Conditions

Has condition  Show as percent

Field: Abandoned

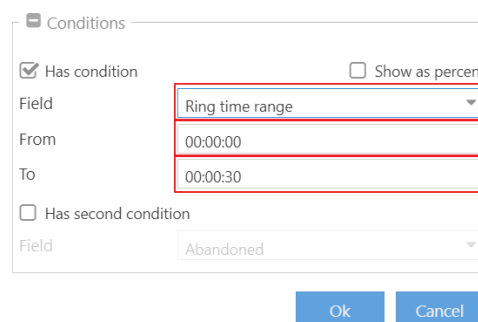
Abandoned:  Yes  No

Has second condition

Field: Abandoned

Ok Cancel

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.



Conditions

Has condition  Show as percent

Field: Ring time range

From: 00:00:00

To: 00:00:30

Has second condition

Field: Abandoned

Ok Cancel

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

Or calls that have been 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.

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