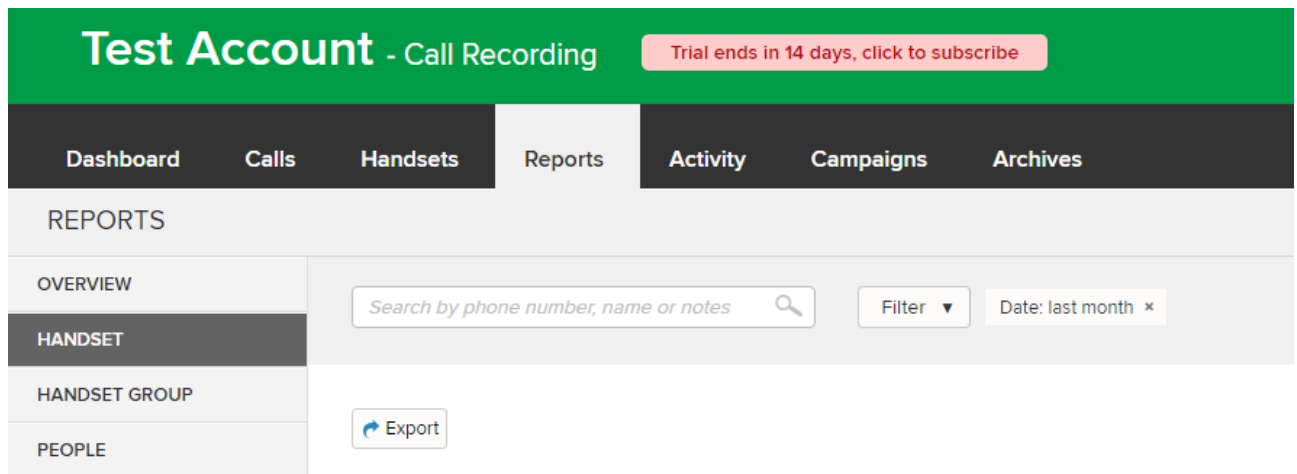
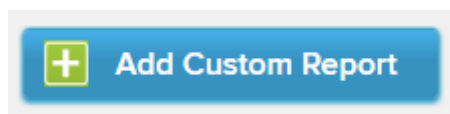


Technical Note: Custom Reports

CallN offers standard reports from the CallN Portal but you can create and modify reports of your own. Select Reports from the menu at the top of your portal. Then down the left side, select the basic type of report you would like to create. For example, if you want to know what a particular Handset has been doing, select Handset.

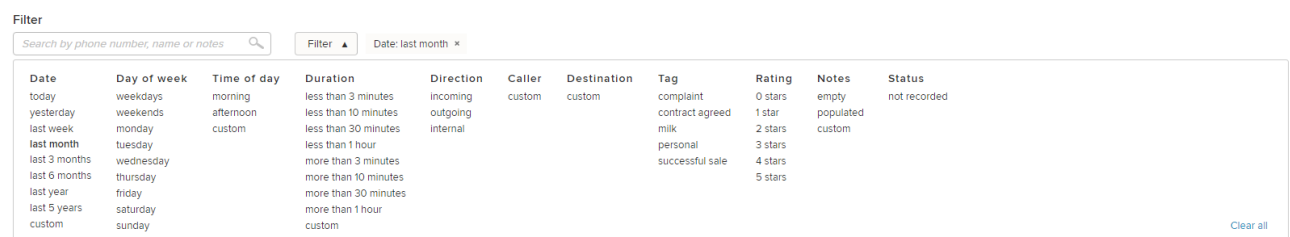


Select the "Add Custom Report" button located on the right.



Give the report a meaningful name.

You will notice that the Base Report is set to Handset, as this is the report we are customising. Set the filters to gain the report you are after.



Filters can be set for a time period the report covers, a particular day of the week or a particular time of the day. There are many options that can be set. If setting a Custom Caller filter or a Custom Destination filter, you can only set one of each type per report. If you wanted a report on three individual handsets, you would need to create three reports, one for each handset. At any stage, if you wish to reset the filters, press Clear All in the bottom right of the filter listings.

Once you have your custom report, you click apply to save the report and it will show in your report listing under Handsets. Another option, if this is a re-occurring report, is to schedule the report to generate automatically and email the result. You can specify the time the report is generated, and when to run the report, be it Monthly, weekly on a Friday or every 2 weeks on a Monday. Enter a Destination E-mail address and press Apply to save.