

Call Analysis Software

Lightyear's Call Vision Call Analysis Software enables your to learn more about your business by analyzing your business's call data – inbound and outbound; local, long distance, toll free, international, and calling card. Featuring dozens of detailed, standard and user customizable reports and packed with search and analysis capabilities, CallVision enables you to monitor advertising effectiveness, monitor and manage sales and customer service staffs, control and allocate costs, and detect fraud or misuse.

Reporting

View and modify existing reports to find just the information you need or build new reports specific to your business.

Standard reports include:

- Call Account Code Summary
- Call Account Code Description Summary
- Call Account Code Description Detail*
- Daily Summary
- Daily Detail*
- Day of Week Summary
- Day of Week Detail*
- Destination State Summary
- Longest Calls Detail*
- Call Method Summary
- Most Expensive Calls
- Most Frequently Call Numbers
- Origin Number Summary
- Origin Number Detail*
- Origin Number Description Summary
- Origin Number Description 1 Detail*
- Time of Day Summary
- Time Period Summary
- Call Type Summary
- Call Type Detail*

*Note: Detail reports not available for some Lightyear customers.

Graphing

View standard graphs and create new ones based on summary or detail call data.

Standard graphs include:

- Daily Breakdown
- Monthly Breakdown
- Day of Week Breakdown
- Time of Day Breakdown
- Destination State Breakdown
- Time Period Breakdown
- Method Breakdown
- Type Breakdown

Call Detail

CallVision provides two months of call data (line-by-line usage breakdowns). There are also options for saving this information for longer periods. Businesses with less than 500,000 call records per month (~ \$50,000 per month in billings) can easily download a month's data into Excel, Access or some other database software. Businesses with higher call volumes can have the data burned to a CD or placed on a FTP site.

Summary - Microsoft Internet Explorer

Address: http://www.callvision.com/cv/scripts/sum.asp

Lightyear Wide Area Networking Solutions
Lightyear brings it all together

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NEW CHANGE REMOVE

POWERED BY CALLVISION

Select a Report, Data, and Filter and click the View button to generate the summary report.

Report: Employee Breakdown VIEW Export CSV

Data: 12/15/2001 statement Filter: (None)

Origin Description 2	Total Calls	Total Minutes	Total Cost
Sally Hanson	31	137.00	\$14.39
Rick Smith	46	236.00	\$87.59
Matt Busch	31	79.00	\$26.81
Lisa Lawrence	36	30.00	\$3.76
Kerrie Hayes	33	84.00	\$8.35
Julie Smith	39	93.00	\$8.65
Julie James	73	421.00	\$69.71
Jim White	31	51.00	\$5.07
James Freeman	27	114.00	\$17.07
James Williams	39	37.00	\$3.68
James Johnson	35	131.00	\$18.38
(No Origin Description 2)	597	2,500.00	\$646.97
Total	1,000	4,001.00	\$985.16

