Colt Call Analyser 2.0

User guide

Version 1.0
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1 Part One Introduction

1.1 Overview

Colt Call Analyser is an analysis tool for your Voice Services. It enables you to view, analyse and display your call data simply and quickly to suit your requirements. Together with your monthly bill, you can download your call detail records (CDR) free of charge from the Colt Online customer portal.

Call Analyser has a newly updated, modern user interface and is easy to use.

To analyse your call details and cost profile, Call Analyser offers predefined standard reports and gives you the option of customising reports using comprehensive filters. Call Analyser holds numerous standard reports for Outgoing Calls and Intelligent Network (IN) Services calls which are covering the main reporting needs. A number of standard reports are also available as graphical reports.

Call Analyser provides a user friendly interface to create and manage your company structure easily which allows you to analyse your monthly invoice files by extension. The administration functions for the company structure are supported by a hierarchy tree structure which allows you to build up complex company structures up to four hierarchy levels to assign your extensions. An automatic tree hierarchy generation assists you in the allocation of extensions when importing the call data. You can also move extensions within the company structure by using drag & drop (clicking, holding the button down and dragging). Additionally, you can import and export master data (company structures, software settings etc) from one PC to another.

This user guide is divided into two parts. Part 1 explains the installation and basic functions of Call Analyser. Part 2 is a detailed description of the individual menu items and dialogue boxes.

1.2 Service support

Call Analyser is a fully supported tool. A quick-start guide, user manual and FAQ are available through the Colt Online portal.

2 Installation

2.1 Installation requirements

The program requires the following technical features.

Recommended hardware	3Ghz quad-core processor, 8Gb RAM, at least 100 Gb free Hard disk space for the programme
Required pre-requisites	Microsoft .NET Framework 4.5.1; administrative privileges for install
Maximum recommended CDR file size	500Mb
Maximum recommended total database file size	100Gb
Operating systems	☐ Windows 7 Service Pack 1 ☐ Windows 8, 8.1, 10 ☐ Windows Server 2008 R2 SP1 ☐ Windows Server 2008 Service Pack 2 ☐ Windows Server 2012 ☐ Windows Server 2016

Table 1. Minimum system requirements

Call Analyser is not compatible with Apple iOS systems.

2.2 Installing Call Analyser

You install the program as follows.

1. Log in to the Colt Online portal at www.colt.net/online. If you do not yet have an account, click on the 'Request a Colt Online Account' button.

2. Enter the Invoice and Reports page, either by clicking on the Invoice and Reports panel on the homepage, or clicking on the Account Management menu on the top bar, hovering over Billing, and clicking 'Invoice and Reports'.

3. Click on the 'Diamond Call Analyser' button, under the Month filter. A window will be displayed, with buttons to 'Download New Call Analyser' and 'New Call Analyser – User Guides). To download the installer, click on the 'Download New Call Analyser' button. To view support material for the tool, click on 'New Call Analyser – User Gudes'.

4. After launching the installer, a setup wizard will pop-up, guiding you through the installation process. Click *"Next"*.

5. On the next screen you have the option to select the destination folder to which Call Analyser is to be installed. The default folder is C:\Program Files\Colt Technology Services\Call Analyser. You can also choose to install the software for all the user accounts on the target machine or only for the logged user. Click *"Next"* after making your choice.

6. The next screen will inform you that the installation process is about to begin. Clicking *"Next"* installs Call Analyser on to your computer. If you do not have administrative privileges on the target machine, you will be prompted to enter an administrator account. A progress bar shows the status of copying the individual program files. At the same time the program is added to the list of programs available from the Windows Start Menu (*"Colt Technology Services/Call Analyser"*) and a Call Analyser shortcut will automatically appear on your desktop.

7. When the installation of the program is completed you will reach the final setup screen that will inform you that Call Analyser has been successfully installed. You can find a *"Launch Call Analyser"* checkbox that it is checked by default that will trigger the launch of the newly installed software after closing the setup wizard. Confirm the installation by clicking "*Close"*.

3 Operation

3.1 Start Call Analyser

After successful installation, the program can be called up by using the "*Start"* button on the task bar (bottom left) under *Programs → Colt Technology Services→ Call Analyser* or by double-clicking on the Call Analyser shortcut on the desktop. These items are inserted automatically during installation.

## 3.2 Menu Structure

Call Analyser is controlled in the same way as most Windows programs. The individual functions can be called up from the menu bar. Call Analyser also contains functions for call data administration and the program settings.

All settings and entries are made in three thematically grouped tabbed pages, which can be selected using the corresponding tabs.

✓ *"Report Generator"*

✓ *"Company Structure"*

✓ *"Settings"*

Your settings can be saved by clicking on *"Apply"*. The entries are then applied and the associated functions are carried out. Click on *"Reset"* to discard the entries. When changing between the tabs referred to above, you will be asked whether you want to confirm any changes you have made.
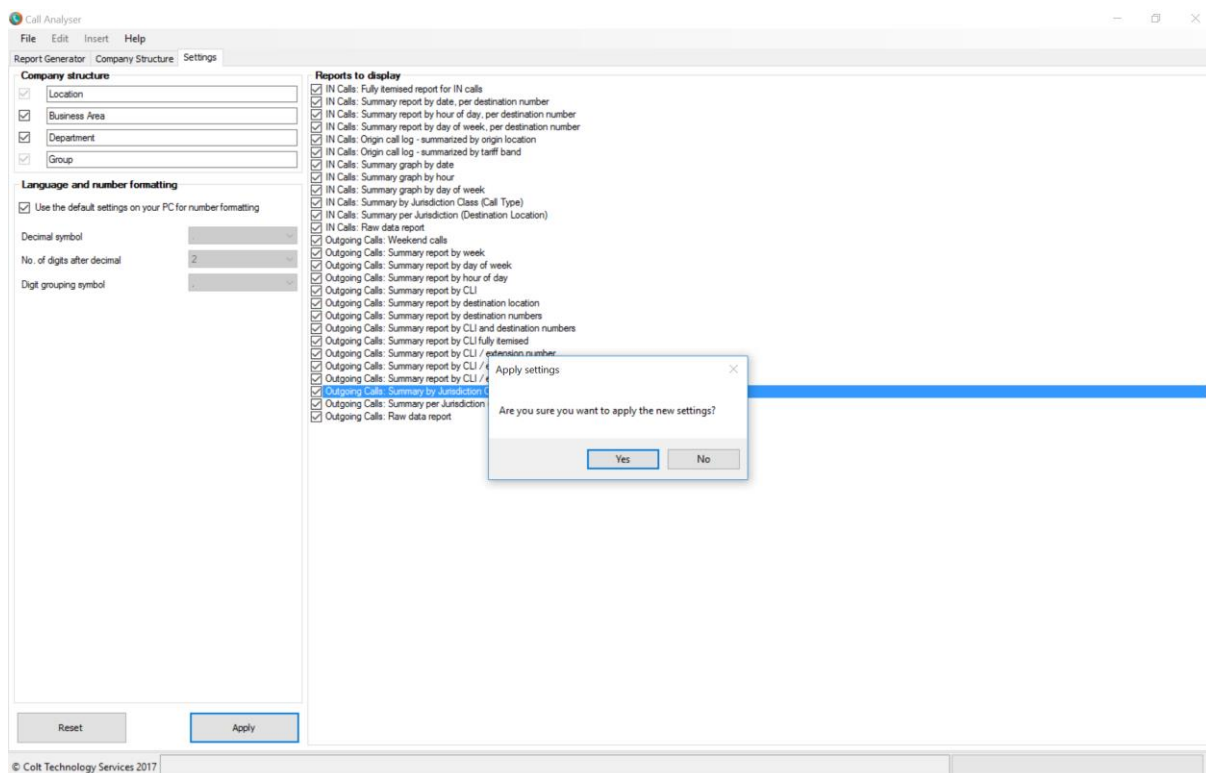
Figure 1 Accepting changes

The program is designed to be operated using the mouse. Alternatively, Call Analyser can also be controlled from the keyboard. For this purpose, a letter is underlined in each menu item and in each button. You can call up the required function by holding down the Alt key and then pressing the relevant letter. In addition, you can use the Tab key to switch between elements of a dialogue box; press Enter to activate the selected function. The menu bar is activated by pressing the Alt key.
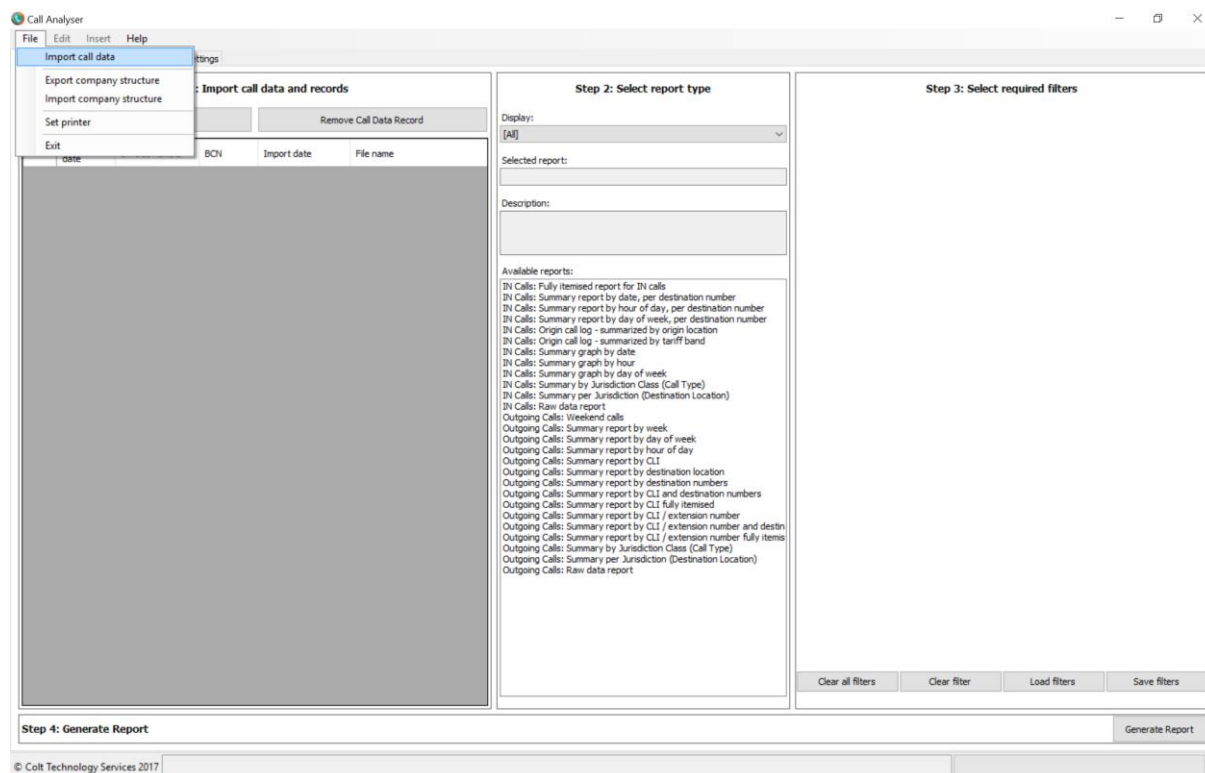
Figure 2 Cal Analyser Menus

3.2.1 *"File"* menu

"Import call data."
Calls up the dialogue box for importing the call data to be analysed.

"Print company structure"
After a safety prompt is confirmed, the company structure is printed on the default printer.

"Import company structure..."
Calls up the default dialogue box for selecting the company structure file in order to import this after confirmation.

"Export company structure…"
Calls up the default dialogue box for saving the company structure for subsequent export after confirmation. If a file with the same name already exists, a safety prompt appears.

"Set printer..."
Calls up the default Windows dialogue box for configuration of the printer.

"Exit..."

After a prompt is confirmed, Call Analyser is exited.

3.2.2 *"Edit"* menu

This menu contains the edit functions for the main dialogue boxes. Some of the menu options might be unavailable, depending on where you are in any given process or for reason of expediency.

"Edit"
Enables the editing fields for the selected entry.

Example: The name of the selected company in the *"Company Structure"* tab can be changed by selecting this menu item. The address, BCN number and the remarks can also be edited.

"Highlight All"
This action selects all imported call data in the *"Report Generator"* tab; once selected, they can be deleted or used to generate a report. By using this function in the *"Settings tab"*, all available reports will be selected.

"Cut"
Calls up the *"Mark extensions for moving "*dialogue box in the *"Company Structure"* tab. Several entries can be cut from the tree structure.

"Paste"
Calls up the *"Mark extensions for moving "*dialogue box in the *"Company Structure"* tab. The extensions previously cut out can be pasted to a different point in the structure.

"Delete"
After a safety prompt, the selected entries can be deleted.

"Clear all filters"
All default values for the filters can be deleted in the *"Report Generator"* tab.

"Clear filter"
Deletes the value of the selected filter.

"Load filters"
Imports filters saved using a default file dialogue box.

"Save filters"
Exports the used filter criteria by means of a default dialogue box.

"Search"
The *"Search for an extension"* dialogue box opens when this function is used to search for an extension within the Company Structure.

"Order"
This function can be used to sort the extensions in ascending or descending order within the *"Company Structure"*.

3.2.3 *"Insert"* menu

This menu item is activated when using the "Company Structure" and "Settings" tabs.

a.) *"Company structure"* tab

By selecting the Company Structure tab, and depending on the selected level in the company structure, a new
- *Company*
- *Location*
- *Business Area*
- *Department*
- *Group*

can be inserted. A new *Extension* can only be inserted in a selected Location, Business Area or Department folder.

3.2.4 "*Help*" menu

This menu item contains information on "Call Analyser" and a help function.

"Help"
Calls up this User Guide.

"About..."

Version information for Call Analyser. Click once on the dialogue box to close it.

4 Company Structure

Before your call data can be used to generate reports, you need to provide a company structure around which Call Analyser can build the information about your business.

4.1 Administer Company Structure

To create or edit your Company Structure, click on the *"Company Structure"* tab.
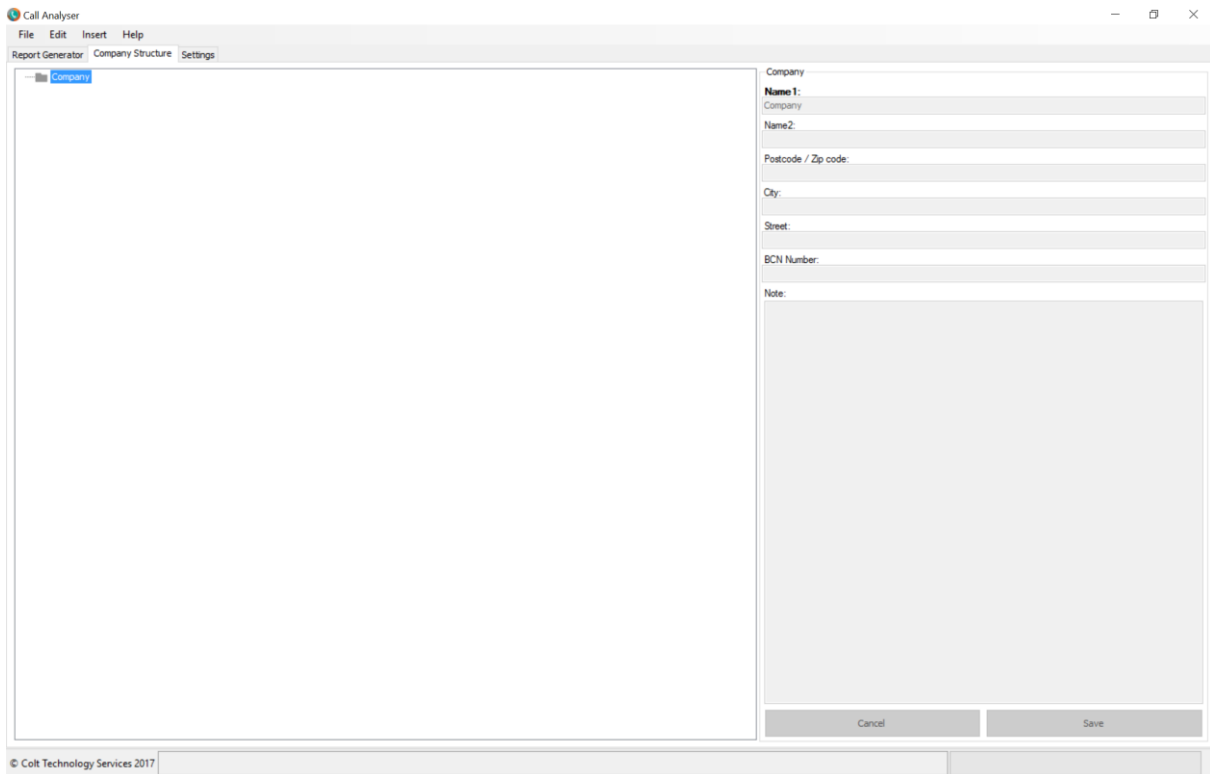
Figure 3 Company Structure tab

Creating, adjusting or editing your Company Structure is easy. With Call Analyser you can create up to four hierarchy levels which are called on default *"Location"*, *"Business Area", "Department"* and *"Group"*. The four hierarchy levels can be renamed by using the *"Edit"* menu, or by right-clicking with the mouse on them and then selecting *"Edit"*.

If you do not need them, you can hide the *"Business Area"* and *"Department"* hierarchy levels by un-checking the appropriate boxes under *"Company Structure"* on the *"Settings"* tab. The fields can be restored to their original setting by clicking on *"Reset Defaults"*.

As minimum entry for the "*Company Structure*" a Company needs to be applied. In order to prevent data being imported and extensions being allocated without origin notes, a company is already preset. This entry cannot be deleted, but only changed. When Call Analyser is first launched, the company name *"Company"* is preset. Double-clicking on the entry in the tree unlocks the editing fields to the right.

General procedure for creating a Company Structure

1. First enter a company.
2. You now have the following options:
   - a.) Import a Company Structure created already by using *"Import company structure…"* (see 3.2).
   - b.) Import call data and use *"Arrange new Ext. automatically"* (see fig.7).
   - c.) Manually create hierarchies and/or extensions.

If you opt for procedure *c)*, you will create your own Company Structure to meet your requirements. When creating a hierarchy, the fields shaded yellow are mandatory in the database. Please note that the entries for the hierarchies will not be saved unless the mandatory fields are completed. Some fields are purely for information (e.g. notes or additional information) whereas other fields are used for display in the reports (e.g. area code, cost centres, user). Therefore, you should complete all the fields that you want to be displayed in the reports.

There is no need to create extensions; instead you can allocate them to the hierarchy levels when you *"import call data".* This saves having to enter the extensions manually.

Extensions can be created at any hierarchy level, except Company. An extension is actually assigned to a location via your area code. The area code determines the location and extension allocations are therefore possible only from this hierarchy level. However, we recommend that you allocate the extensions to the lowest hierarchy level, the *"Groups",* so that it will be easier to implement the changes if the company undergoes expansion or restructuring in the future.

For further information on creating hierarchies, go to the Online Help and read the instructions given under *"Help"*.

An example of an ideal company structure is given below:
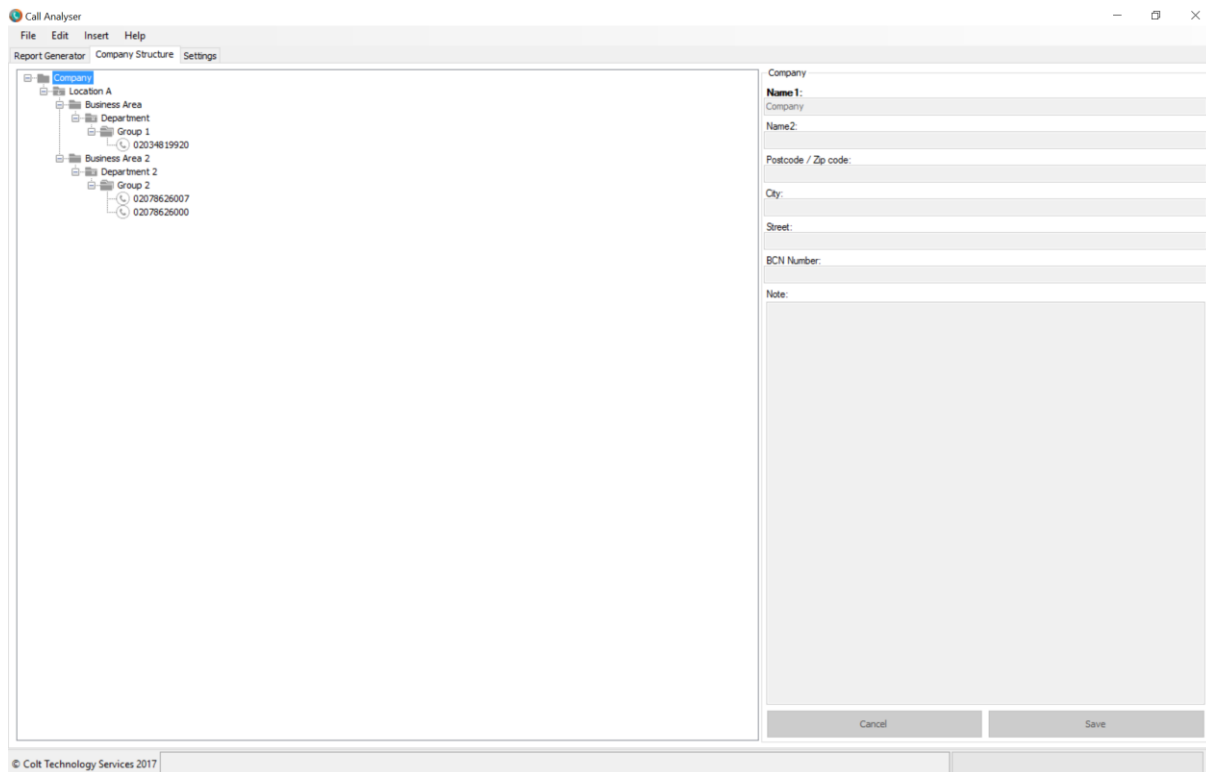
Figure 4 Example of a Company Structure

To edit the Company Structure, either double-click on one of the hierarchy levels or Extensions in the tree structure or click on the menu command *"Edit/Edit"* having first selected the required hierarchy level to be edited. This unlocks the editing fields, and you can now make your changes. The fields shaded yellow are mandatory. Click on *"Save"* to save your changes, or click on *"Cancel"* to reject them.

Extensions can be simply moved from one hierarchy level to another by using drag and drop in the tree structure.

4.2 Importing and exporting the Company Structure

Import company structure

If you have decided to import an existing Company Structure, the Company Structure can be imported using the command *"File"/"Import company structure"*.

You must make sure that the structure of the Excel file corresponds to the file format for "Import company structure" (see below). If you have exported the Company Structure from Call Analyser, you can then simply import the exported file as it is.

There is no need to specify the *"Business Area" (C4)*, *"Department" (C6)* and *"Group (C9)"* hierarchies. The extension is attached directly beneath the first filled-in hierarchy (from the left).

Example: You have entered the following data in the Excel sheet.

C1	C2	C3	C4	C5	C6	C7	C8	C9	C10	C11	C12	C13	C14
Location A		20	Business Area		Department			Group 1				02034819920	34819920
Location A		20	Business Area 2		Department 2			Group 2				02078626000	78626000
Location A		20	Business Area 2		Department 2			Group 2				02078626007	78626007

Table 2. Master Data layout example

The result appears as follows:
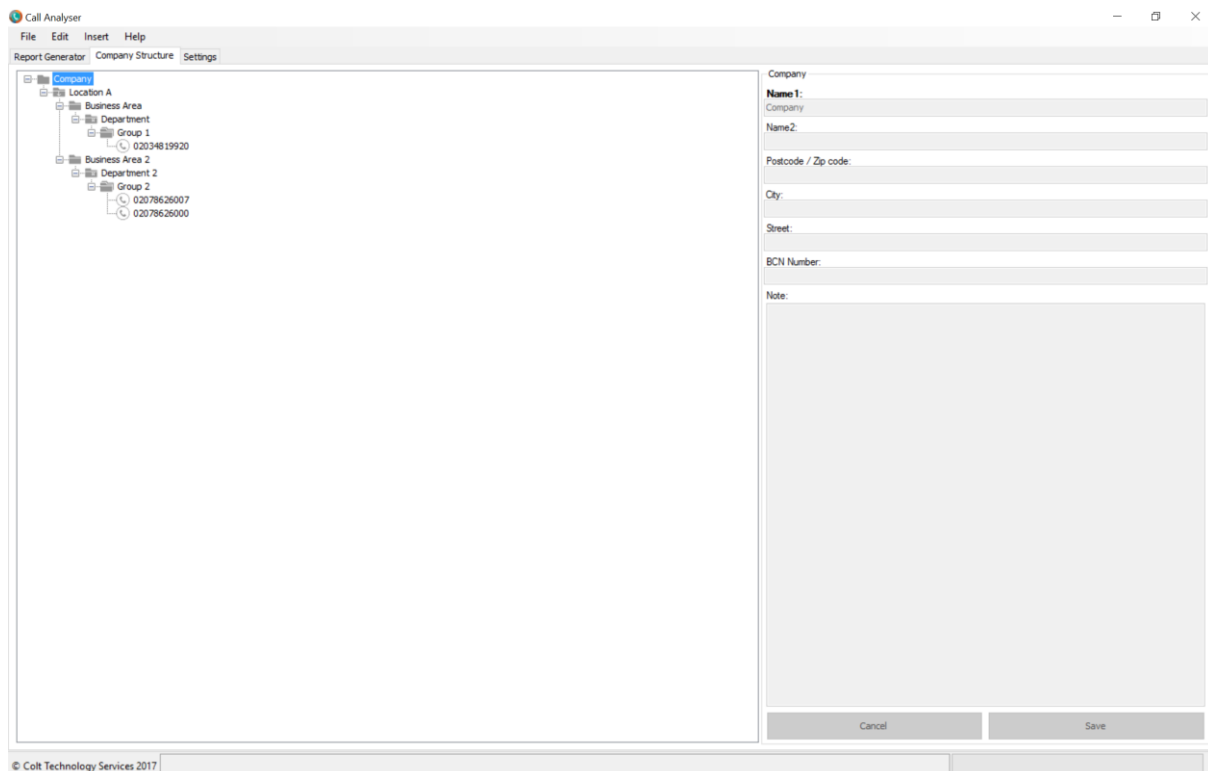
Figure 5 Imported Company Structure

You can see from the file format that each row stands for one extension. The columns show to which *Location, Business Area, Department* and *Group* any one extension is assigned. In our example, all the extensions are in the same group. If you would like to import an extension directly into a department, you simply delete the group's entry in column C9 for this extension, and only import the structure once the master data has been adjusted. For another group, you simply change the entry in column C9. The same procedure also works for *Department, Business Area* and *Location.*

If you copy the data from a different source to the Excel spreadsheet for the Company Structure, make sure that the copied fields are inserted into the sheet using *"Insert Content"/"Values"*. Otherwise, the formatting will be lost and this part of the spreadsheet cannot be imported into Call Analyser. Furthermore, the A-numbers must be unambiguous. This means that an extension cannot be allocated more than once in Call Analyser. If data is imported with several extensions that are the same, only the first entry in the Excel spreadsheet is entered in Call Analyser as an extension.

Export company structure

Master data can also be exported from Call Analyser. This is useful, for example if you want to install Call Analyser on a different computer. Go to *"File"/ "Export company structure"* and enter the path and name for the Excel file under which you want to save the Company Structure. The file is saved in the Excel format that was specified under *"File"/"Export company structure"*.

5 Report generator

5.1 Import call data

Your Call Data will be available for download every month from the Colt Online customer portal.

To import the individual records, click on the *"Import call data"* button in the *"Report generator"* tab or select the menu command *"File"/"Import call data"*
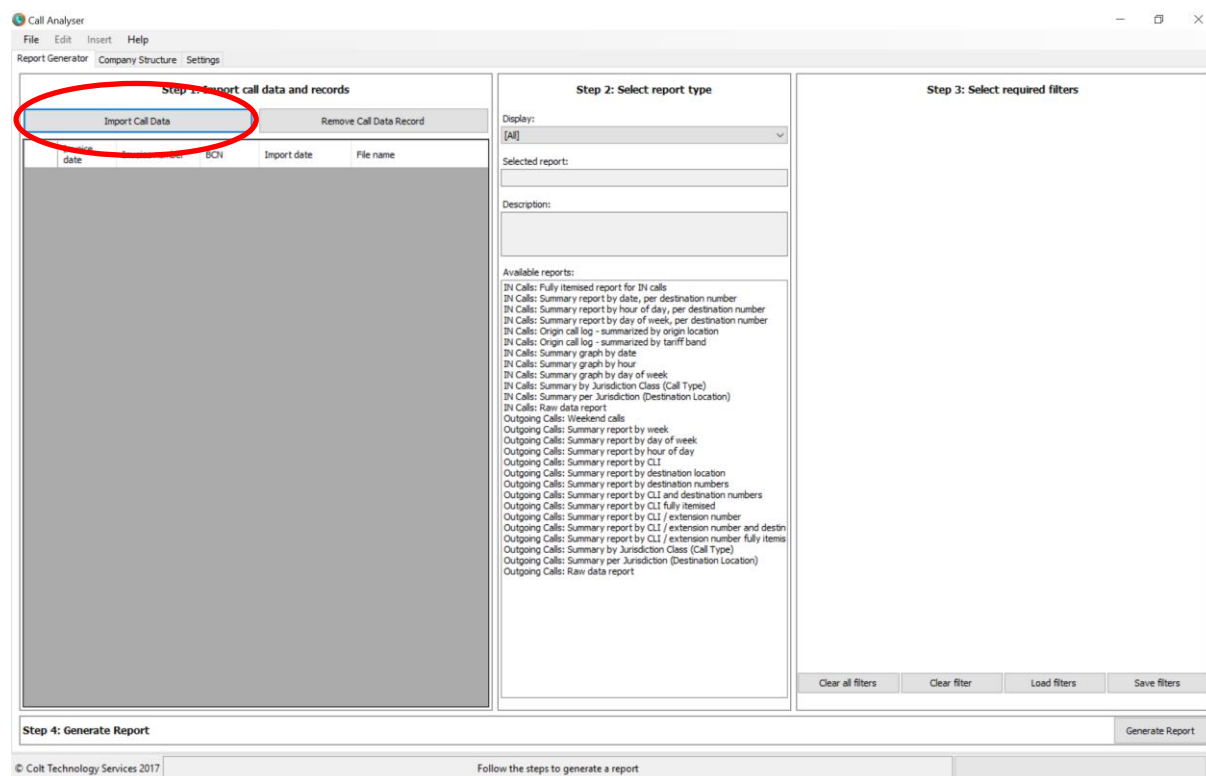

Figure 6 Report Generator

Make sure that the file to be imported is on one of your physical local drives (Hard Drive), since network failures and lost connections can lead to anything from unexpected usage conditions to complete system crashes.

Once the desired file is selected, the call data is imported. This can take a while, depending on the size of the file. The progress bar at the bottom of the screen shows how the import is progressing.

If new extensions not yet included in your master data are imported, the tool gives you the option to allocate these automatically to your Company Structure. You can either allocate these extensions manually or by using clicking on the *"Arrange New Ext. automatically"*. If *"Arrange New Ext. automatically"* is used, a separate structure is created for all extensions with the same area code.

This is always as follows:

***LOCATION_(area code) → Business area → Department → GROUP_(area code)
→ (extensions)***
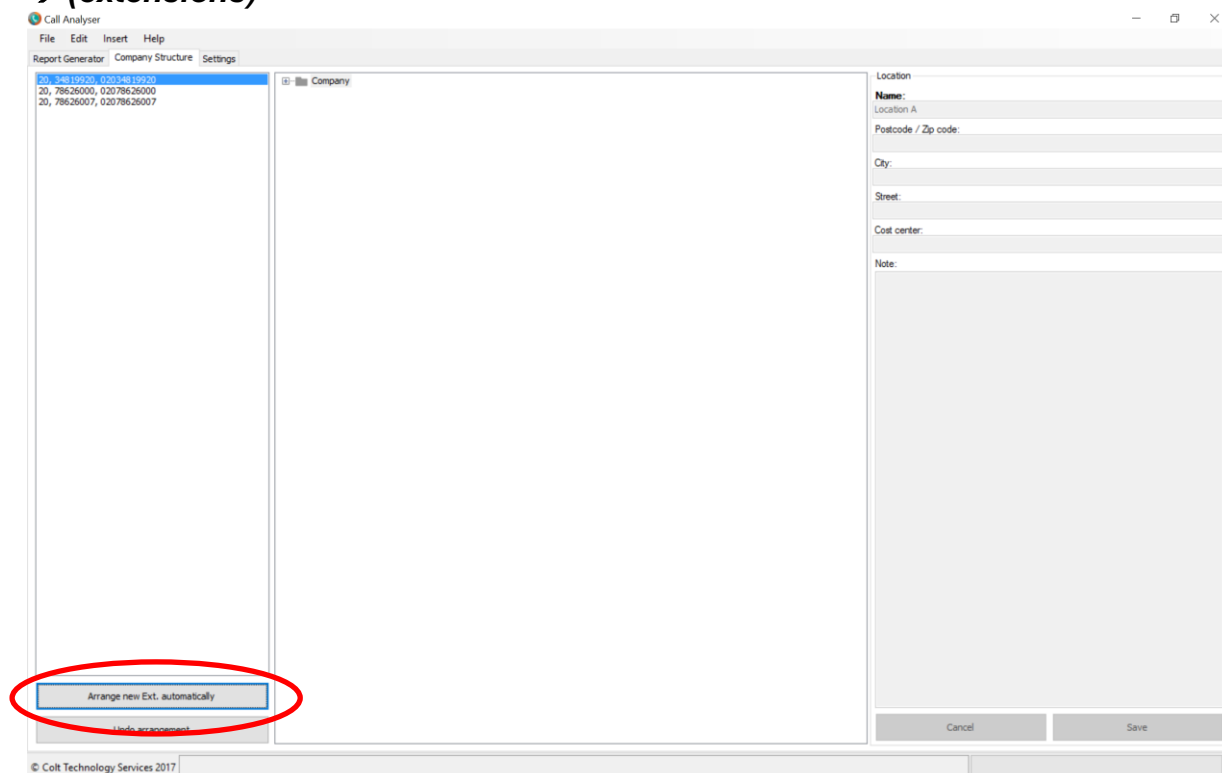
Figure 7 Automatic allocation of new extensions

The extensions created can later be moved to the required structure.

With *"manual allocation"*, the extensions found can be inserted by selecting and moving them directly to your company structure using the mouse (Drag and Drop).

5.2 Delete call data

Call data should be deleted regularly once it has been analysed, thus ensuring optimal system performance at all times when analysing data. To do this, select the call data record to be deleted and remove it by clicking *"Remove Call Data Record"*, or use the *right mouse button* menu to remove it. To delete several or all invoice files, select the files to be deleted by either using the *Ctrl* or *Shift* key on your PC or right click on one of the CDR files and select the *"Highlight all"* option and then the confirm with right clicking again on the Call data file and select the *"Remove" option*.

Make sure you have marked only the item that is to be deleted. This must actually have been selected before clicking on *"Remove"* option, as the mouse's shortcut menu always reacts according to the last focus. This means that if you were last working in the Select Required Filters section, the shortcut menu will still be the menu for that, even if your cursor is currently in the list of imported call data files.
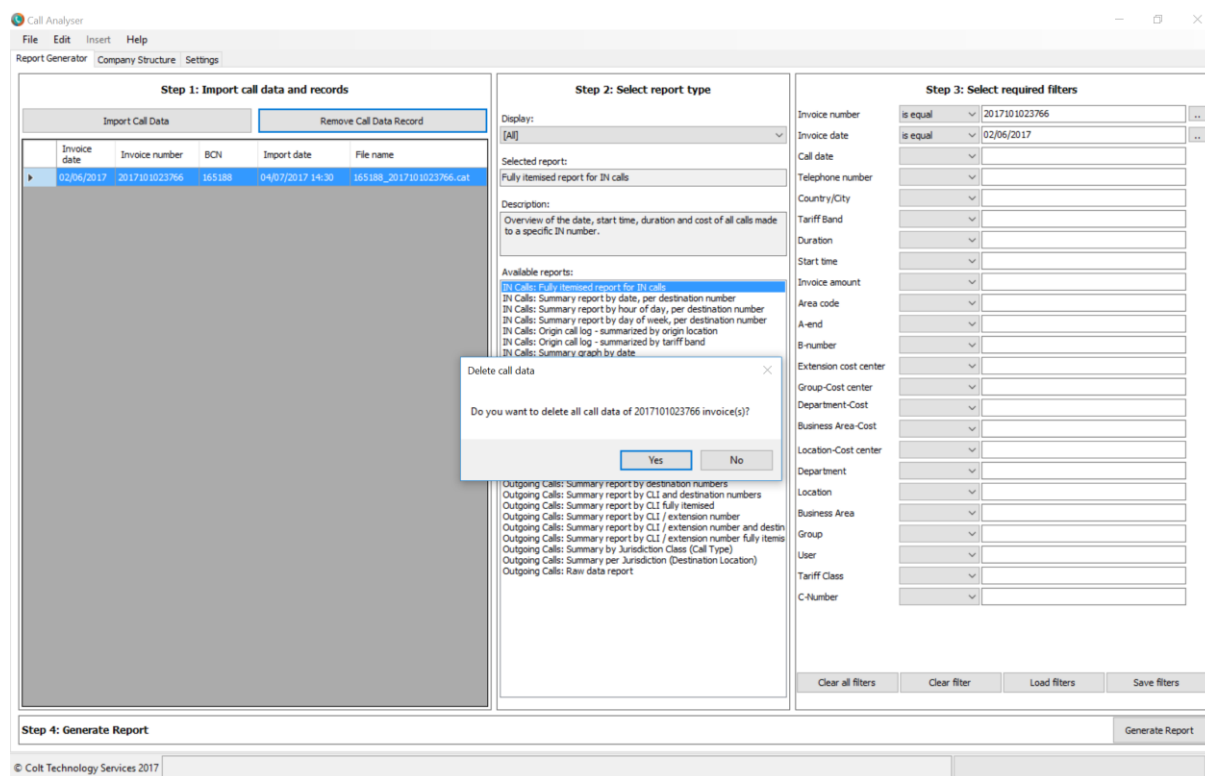
**Figure 8 Deleting call data record**

5.3 Create standard reports

A powerful feature of Call Analyser is the easy-to-use option of analysing your call data in a very informative manner using your company's master data.

Standard reports are available for fast analysis of your data. Go to the *"Settings"* tab. The available standard reports are listed under *"Reports to display"*. Select the standard reports that you want to use regularly. The selected reports are then displayed under *"Available Reports"* in the *"Report Generator"* tab, where you can use them for analysis.

On the *"Report Generator"* tab, there is a *"Display"* selection list below Step Two, where you can select which reports are to be displayed for selection.

The respective lists of reports contain, depending on the name of the group, either all reports, reports for analysis of outgoing calls, reports for analysis of incoming calls to service numbers (IN/SAN) or reports provided with graphical representations in order to illustrate the analysis results.
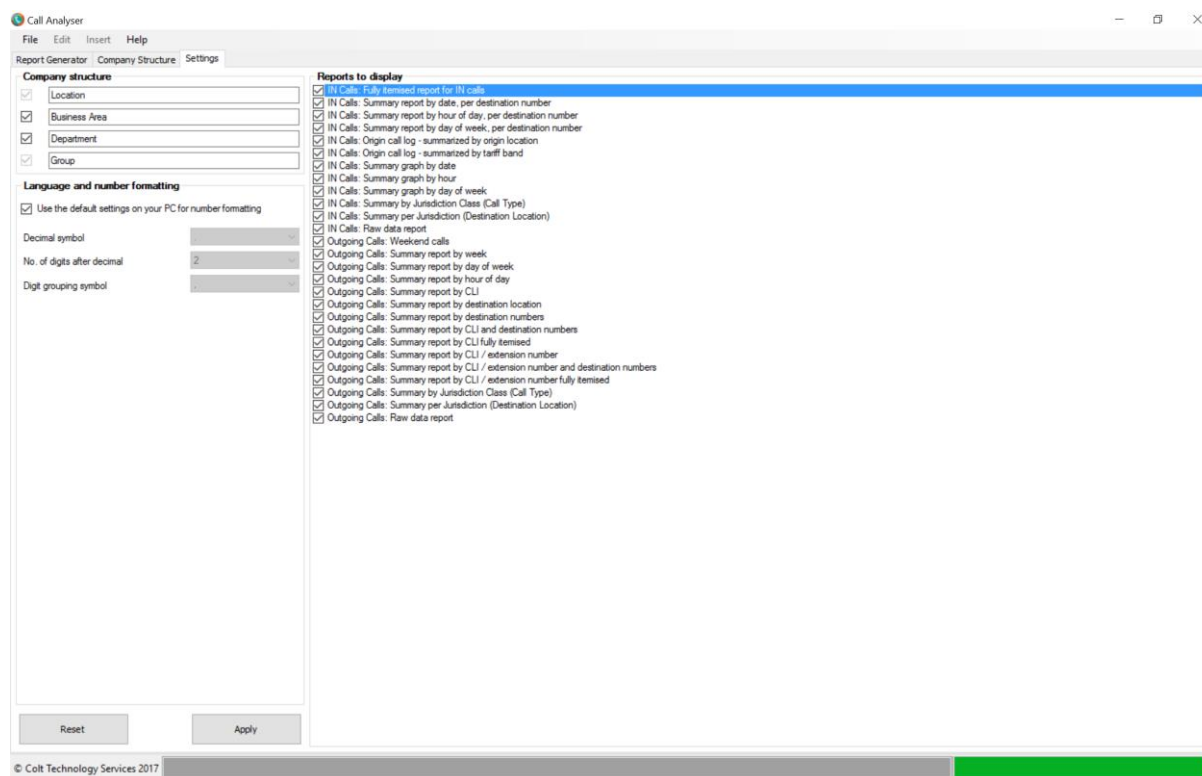
Figure 9 Standard reports

5.3.1 Available Standard reports

✓ **Fully itemised report for IN Calls**
Overview of the date, start time, duration and cost of all calls made to a specific IN number

✓ **Raw data report**
Raw CDR data, with headers.

✓ **Summary report by date, per destination number**
Summary of the number of calls, the call duration and the cost per IN number and by date.

✓ **Summary report by hour of day, per destination number**
Summary of the number of calls, the call duration and the cost per IN number and per hour of the day.

✓ **Summary by day of week, per destination number**
Summary of the number of calls, the call duration and the cost per IN number and per day of week.

✓ **Origin Call Log - Summarised by Origin Location**
Returns all Information grouped geographically by destination location..

✓ **Summary report by week**

Summary report of the total number of calls, minutes and costs per week of the month. A histogram is included which shows which are the costly weeks of the month..

✓ **Summary graph by date**
Graphical overview of the number of calls per IN number and per date with a split for Standard and Economy calls.

✓ **Summary graph by hour**
Graphical overview of the number of calls per IN number and per hour of day with a split for Standard and Economy calls

✓ **Summary graph by day of week**
Graphical overview of the number of calls per IN number and per day of week with a split for Standard and Economy calls.

✓ **Weekend Calls**
Displays per weekend call the origination number, the destination number, destination location, the duration and cost of the call.

✓ **Summary report by day of week**
Summary report of the total number of calls, minutes and costs per weekday. A histogram is included which shows which are the costly days of the month.

✓ **Summary report by hour of day**
Overview of the busy hours of the day by displaying a summary of the calls, minutes and costs per hour of day. A histogram is included which shows which are the costly hours of a day..

✓ **Summary report by Call Type**
Overview of the calls, minutes and costs per CLI. A histogram is included which gives an overview of the percentage of cost per CLI.

✓ **Summary report by CLI**
Summary of the calls, minutes and costs per CLI. A histogram is included which gives an overview of the percentage of cost per CLI.

✓ **Summary report by destination location**
Summary of the calls, minutes and costs per Destination Location. A histogram is included which gives an overview of the percentage of cost per Destination Location.

✓ **Summary report by destination numbers**
Summary of the calls, minutes and costs per Destination Number. A histogram is included which gives an overview of the percentage of cost per Destination Number.

✓ **Summary report by CLI and Destination numbers**
Summary of Calls by CLI and Destination number, sorted by Group and Location..

✓ **Summary report by CLI fully itemised**
Fully itemised summary of Calls by CLI and Destination number.

5.3.2 Note on IN Reports

Please note that in some countries there may be duplicate CDRs to represent the 3 possible different components of charging for the call – e.g. service charge/origination charges, revenue share and termination. This might mean the total number of minutes may be double or triple the actual minute amount due to this point. For more information, please refer to the 'New Call Analyser – user guides' page on Colt Online (see section 2.2, step 3).
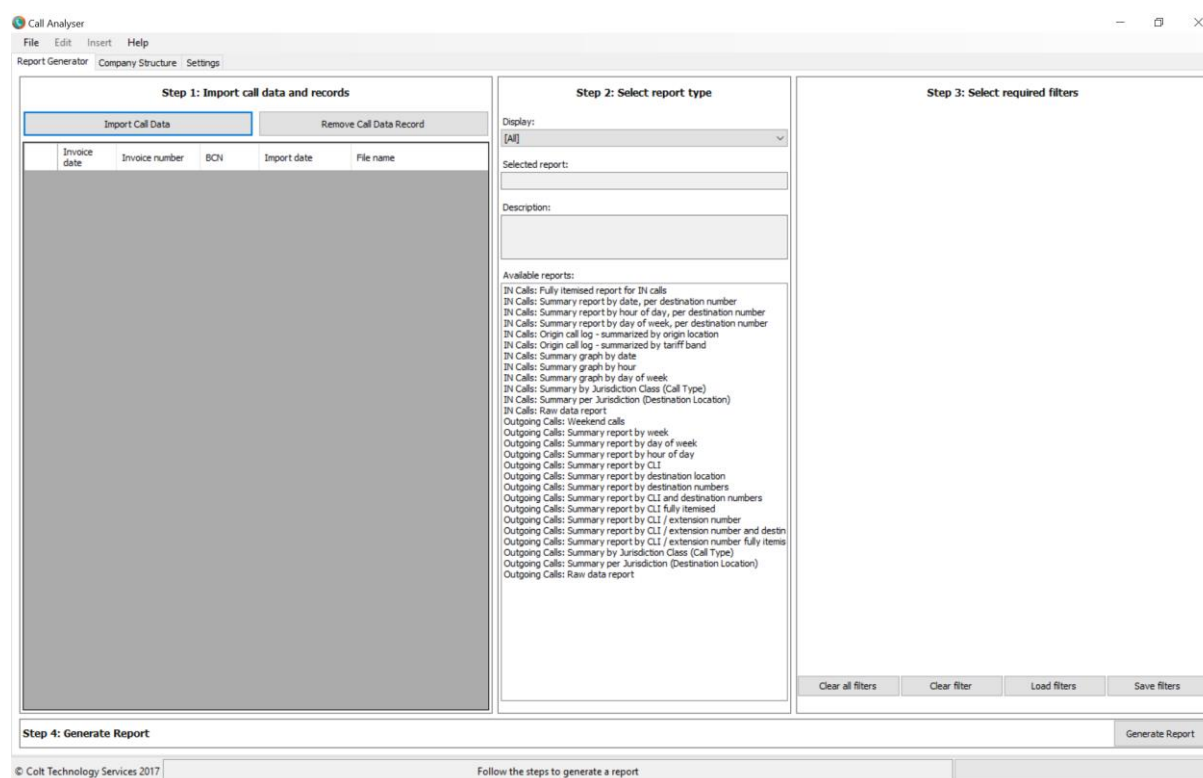
5.3.3 Standard Report Settings

You can deactivate standard reports that you do not use under *"Settings"/"Reports to display"*. These are then no longer available for selection in the first step of the report wizard. If all reports in a group are deactivated, this group will continue to be present as an empty group until it is closed or until the language settings are changed. Once the application has been restarted or if the language is changed, any empty groups will no longer be present in the filter until at least one of the group's reports has been reactivated.

Note: For regions in which tariffs with peak and off peak tariffs are offered (e.g. peak and off-peak), the terms "Standard" and "Economy" are used in Call Analyser reports. Telephone numbers are also shown without any initial zeros and/or national dialling codes. For technical reasons this cannot be changed.

5.3.4 Standard Report Production

The following illustrations are examples of how a standard report can be generated.

Figure 10 Report Generator

Step 1

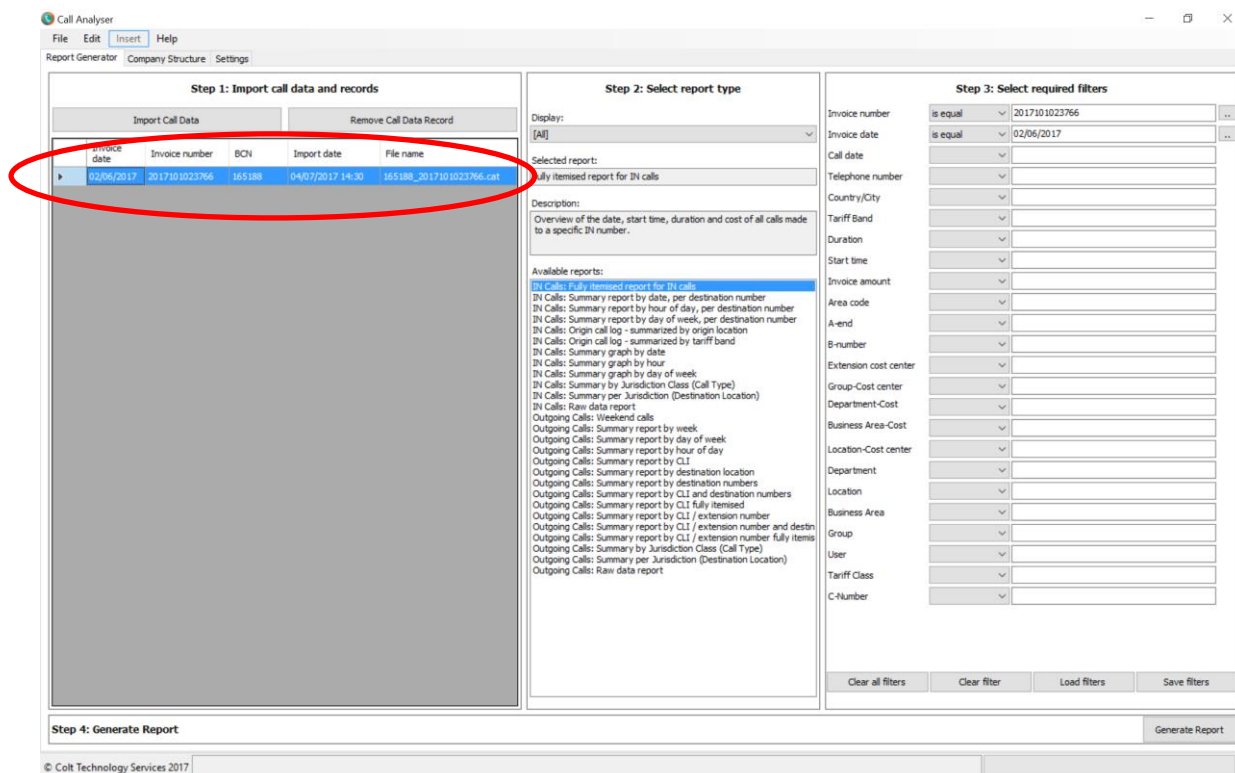In the first step, select one or more call data files from the list by highlighting them.

Figure 11 Select call data

Step 2

In the second step, select from the list of "Available reports" the one that you want to view. You can restrict the list of "Available reports" by selecting the report type in the *"Display"* dropdown list. Note that you need to ensure you select the Available report that relates to the Call Data file that you have selected. For instance if you have imported and selected an Outgoing Calls data file you can only choose one of the "Outgoing Calls" standard reports in the "Available Reports" screen. If you have imported and selected a IN (SAN) Call data file then you can only choose one of the "IN Calls" standard reports in the "Available Reports" screen.

If the user selected an imported IN Calls data file but then selects one of the Outgoing calls standard reports the software will display a "No data has been found" error message when the users tries to generate the report.
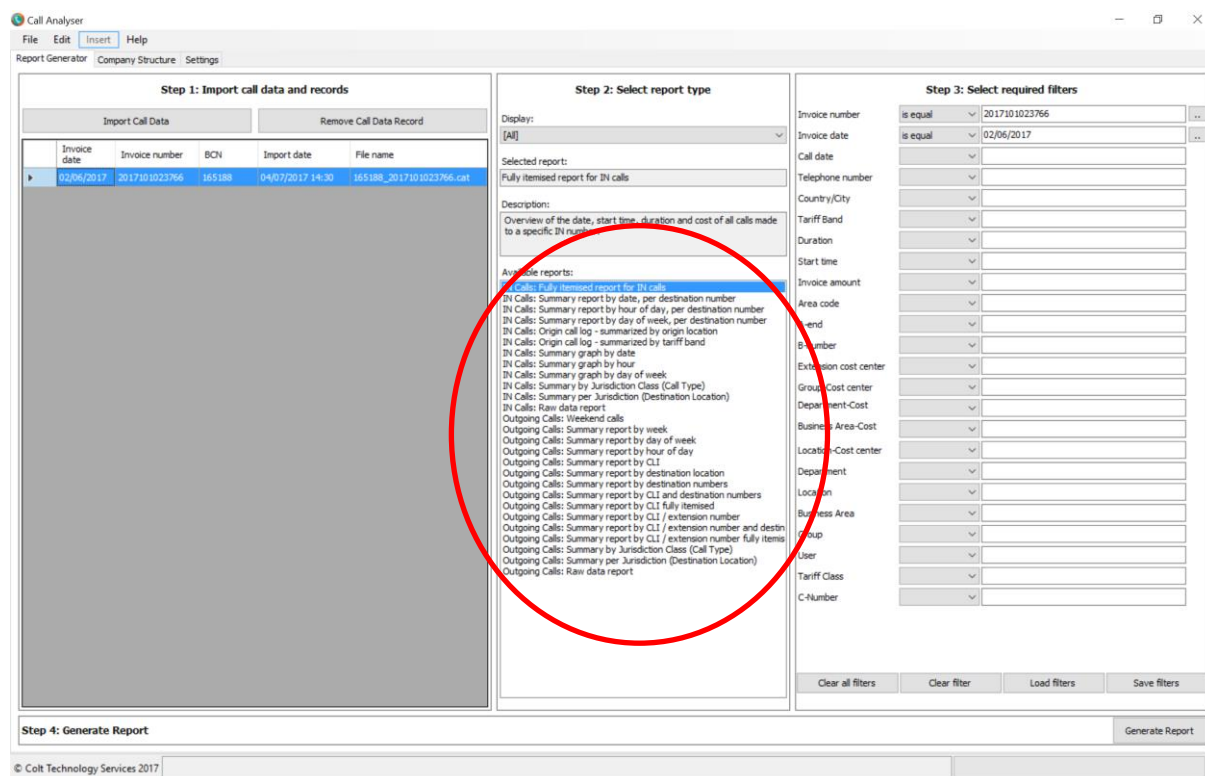
Figure 12 Report selection

Step 3

By selecting report-specific filters, the information to be displayed in the report can be pre-filtered. A drop down menu with several options for each required filter is available in the first column. Once one of these options has been selected it must be followed by one or more values in the adjacent columns.

For the "is equal" and "in" options, a small button appears after the value field; this button calls up the "Select value" dialogue box. Values from a pre-specified list can be conveniently selected in this dialogue box.

The "like" option when used adds a %% wildcard to encompass the search item.

The following table gives an example of and explains the use of the available options in the drop down menus for the Filters. For a complete list of the "Select Required Filters" table see section 9.4.

Criterion	Operator	Value	Result
Country/town	is equal	Berlin	All call data to Berlin
Invoice date	from – to	01.01.1998 31.12.1998	All call data for 1998
Invoice date	smaller	05.12.1998	All call data with an invoice date before 05.12.1998
Invoice date	greater	01.10.1998	All call data with an invoice date after 01.10.1998
Tariff	in	Colt Trunk, Colt City	All call data with "Colt Trunk" or "Colt City" tariff
Tariff	like	Colt*	All call data whose tariff begins with "Colt"

Table 3 Filter criteria options

Set filter criteria can be deleted using the following buttons:

Clear all filters
All settings for the filter criteria, i.e. options and values, are restored to default.

Clear filter
The setting for the selected filter criterion, i.e. option and value(s), is restored to default.

The display of available filter criteria depends on the selected standard report.

The filter criteria can be saved for repeated use by clicking on *"Save Filters"*, or filter criteria that have already been saved can be imported by clicking on *"Load Filters"*. When saving, you have the option of naming the file. The filter criteria are saved in the specified file and these can be reloaded at a later time.

The *Invoice number* and *Invoice date* filter criteria are already filled in with the values for the selected reports to simplify and speed up work.
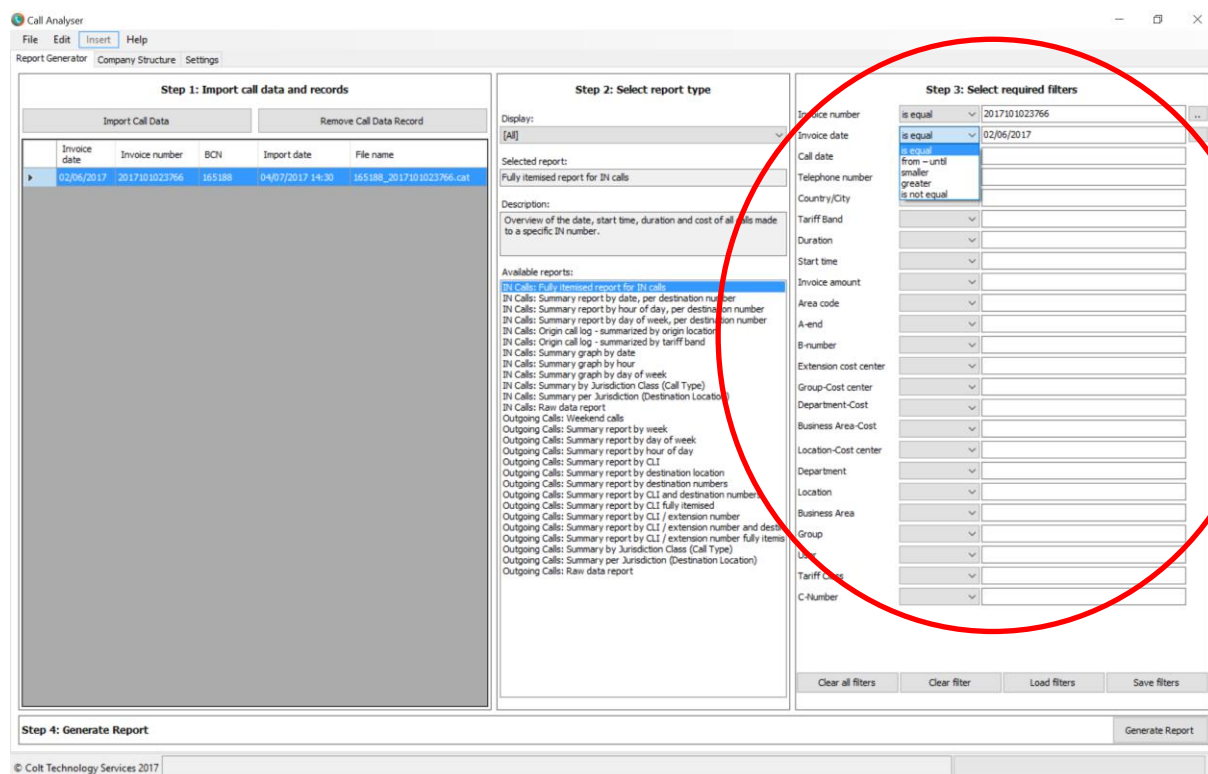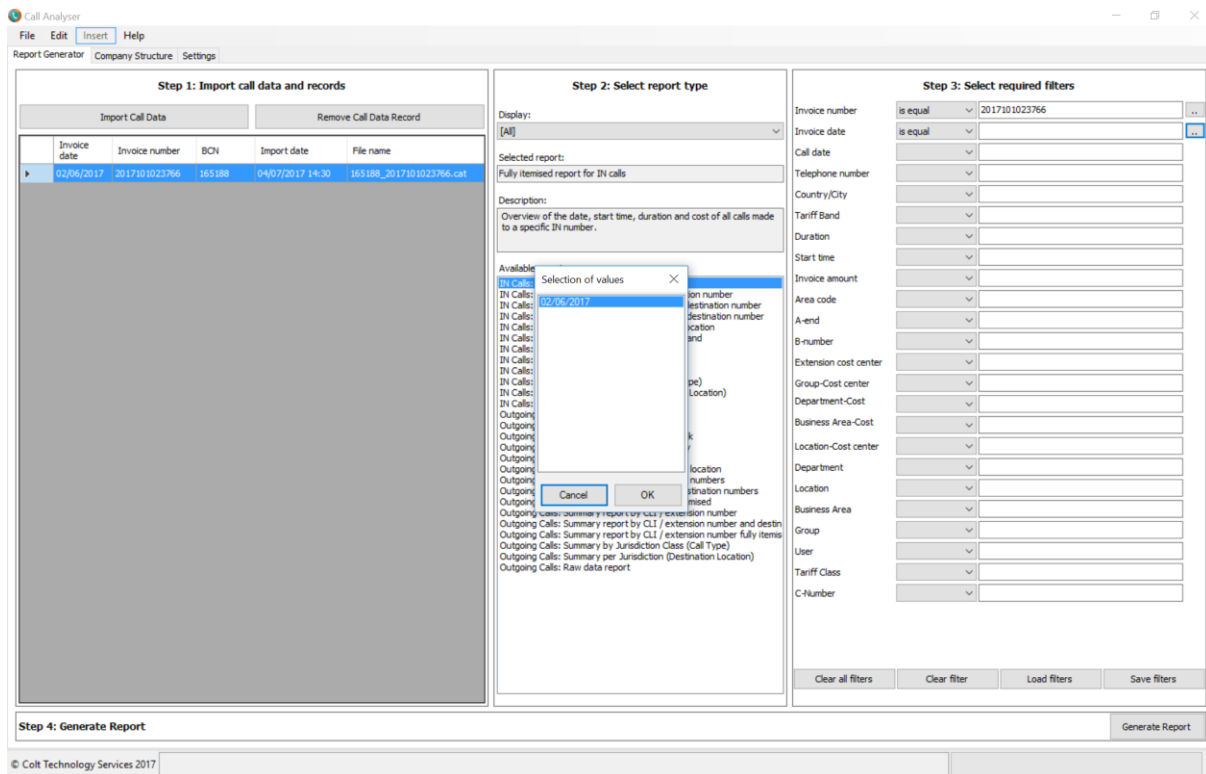

Figure 13 Filters

Figure 14 See filter value options

Step 4

The report is created in the fourth step. Once the Generate Report button is clicked, a preview of the report will pop up.
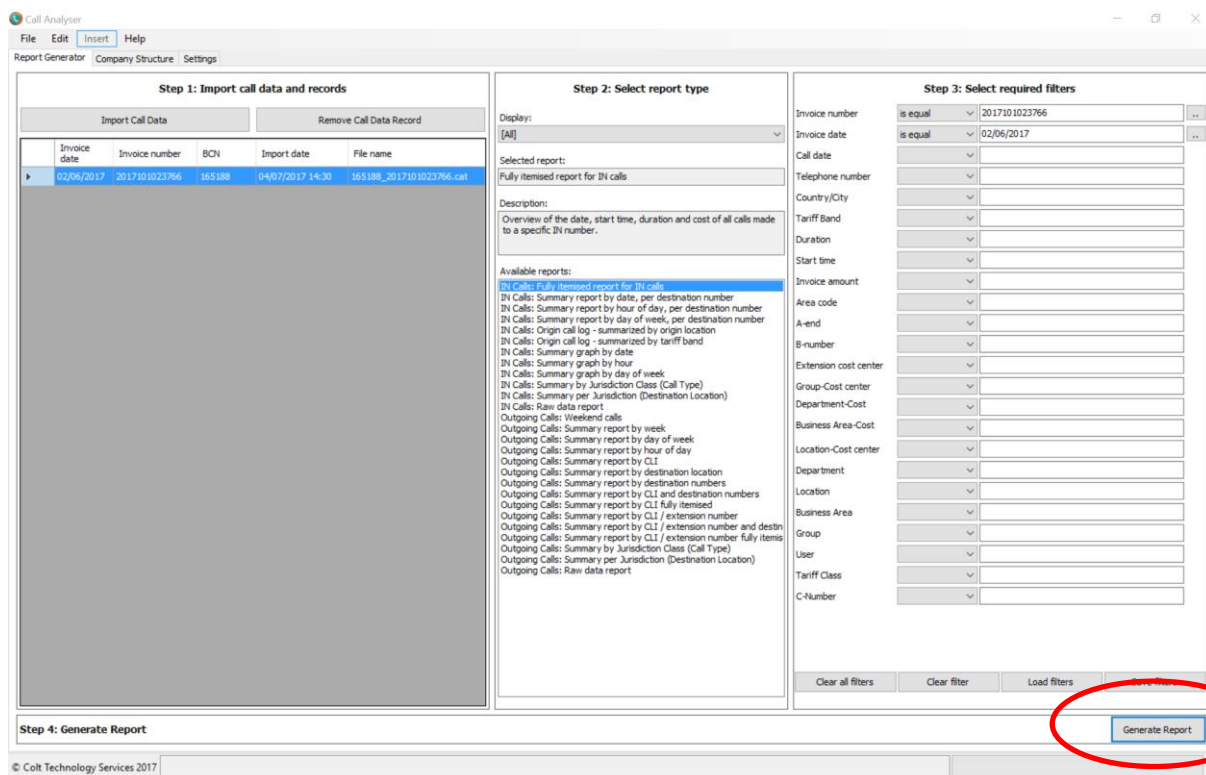

Figure 15 Generate the report

5.3.5 Generated Report displayed

Figure 16 Report output displayed on screen

You can scroll through the report page by page, or alternatively you can have a particular page displayed simply by entering the page number in the text box at the top left. The report view can be set to different page widths (zoom function). You can also print the report from this view, and use the "Search" function to find key words. To do this, simply enter a search term in the box next to the word "Search" and press enter.

To completely close the report view, either click on "Close" or click on the X at the top right of the screen.

Print the report

If you select *"Print"* (small printer icon in top menu bar), a dialogue box appears where you specify the pages to be printed. The printer is specified in the *"File"/ "Set printer..."* menu. The resultant dialogue box depends on the operating system and the printer set for the computer being used.

Save the report

If you select *"Export"* icon, a drop down menu with the formats offered is displayed. Once the desired format is selected, the default dialogue box of your operating system for saving files is displayed. If using *"Export"*, the report can be named and saved in various formats.

The following formats can be used:
- Acrobat Portable Document Format (PDF)
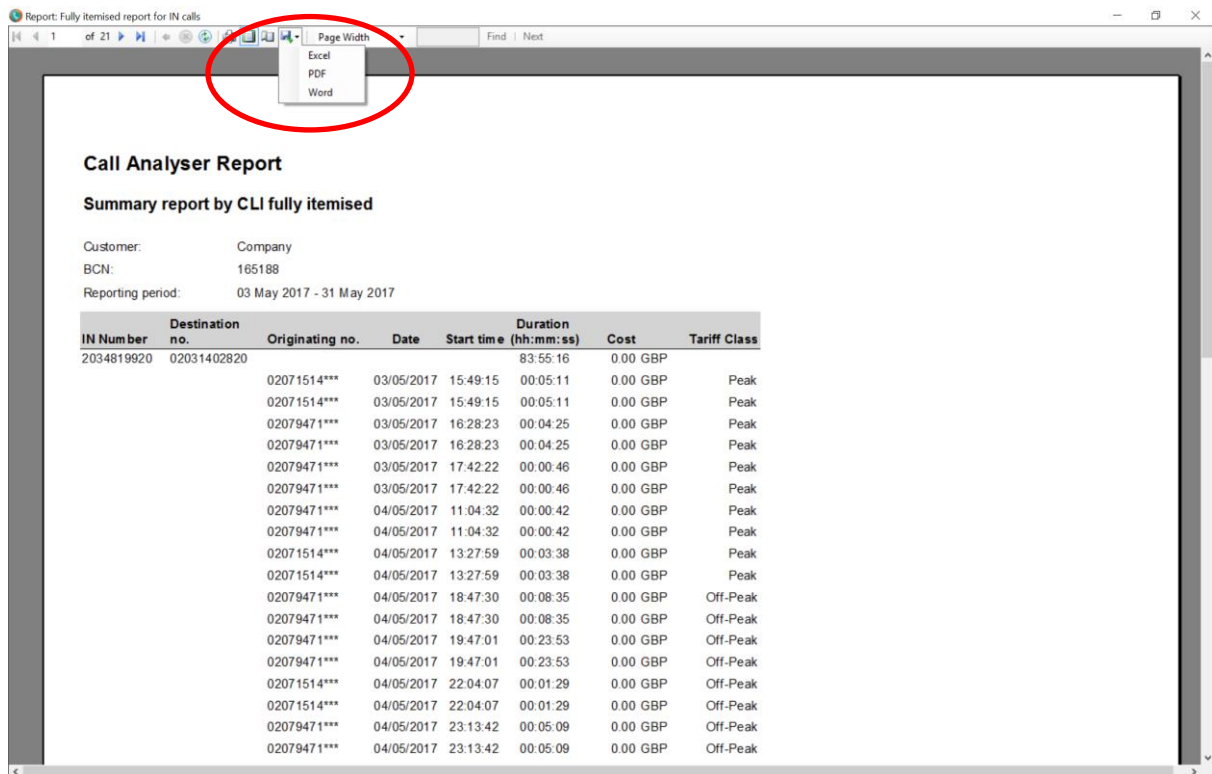- Excel 2013 (XLSX)
- Word Document (DOC)

Figure 17 Export reports

6 Settings

The user-defined settings can be implemented on the *"Settings"* tab.
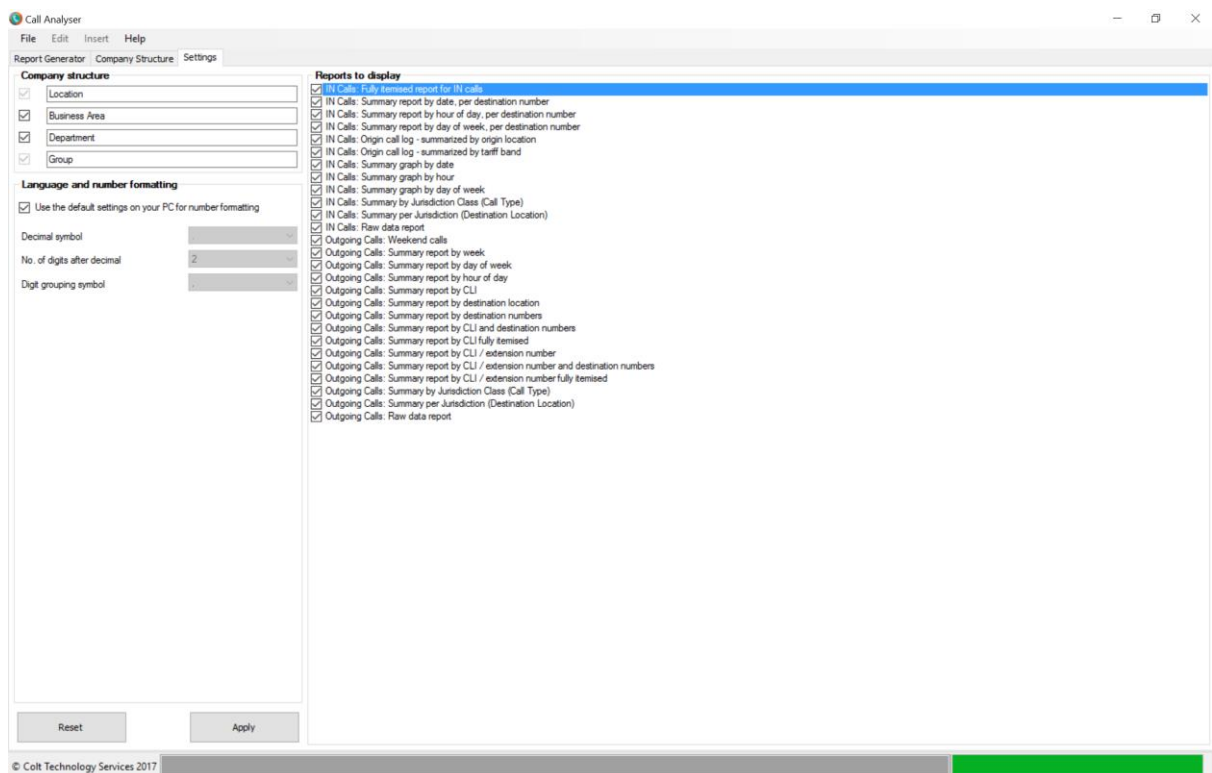
Figure 18 Settings tab

Company Structure:

The *"Business Area"* and *"Department"* hierarchy levels can be hidden if they are not required for a full display of your master data. In this case, uncheck the box to the left of the particular hierarchy level.

In addition, you can allocate your own name to the hierarchy levels, e.g. *"Branch Office"* instead of *"Location"*.

The *"Reset Defaults"* button restores the fields for the company structure settings to their original values as they were when the software was supplied.

Number Formatting:

The number formatting settings for the Call Analyser are automatically taken from the users' PC settings. If the user wishes to make changes to these settings they will first have to uncheck the box just underneath the Languages and Number Formatting title to deactivate the default settings.

Adjustments to the *"Decimal symbol", "No. of digits after decimal",* and *"Digit grouping symbol"* can be made here.

Once the changes to number formatting have been made the user should tick the tick box again.

Reports to display

You can decide here which reports you can see under the *"Report Generator"* tab. To do this, uncheck the box besides the reports as appropriate.

All available standard reports are listed in the selection box. The particular standard reports selected are shown on the *"Report Generator"* tab.

If you have made a mistake when changing the settings, just click on "Reset" and all the changes will be rejected. Clicking the "Apply" button accepts the changes, thus making them effective.

7 Appendix

7.1 Import master data

The imported file must always have the following structure.

Item	Field	Description	Mandatory field	Length
1	C1	Name of location	Yes	Max. 50 characters
2	C2	Cost centre of location	No	Max. 30 characters
3	C3	Area code of location without leading zero	Yes	Max. 5 characters
4	C4	Name of business area	No	Max. 50 characters
5	C5	Cost centre of business area	No	Max. 30 characters
6	C6	Name of department	No	Max. 50 characters
7	C7	Cost centre of department	No	Max. 30 characters
8	C8	Note for department	No	Max. 100 characters
9	C9	Name of group	No	Max. 50 characters
10	C10	Cost centre of group	No	Max. 30 characters
11	C11	Note for group	No	Max. 100 characters
12	C12	Cost centre of extension	No	Max. 30 characters
13	C13	The total A end delivered by the telephone system, usually consisting of area code, phone number and extension (without leading zero)	No	Max. 21 characters
14	C14	Phone number	Yes	Max. 16 digits
15	C15	Name of user of extension	No	Max. 50 characters
16	C16	Kind of connection	No	Max. 20 characters

17	C17	Type of connection	No	Max. 20 characters
18	C18	Additional field for an extension	No	Max. 20 characters
19	C19	Additional field for an extension	No	Max. 20 characters
20	C20	Additional field for an extension	No	Max. 20 characters

Table 4 Master data import format

7.2 Call Analyser file format

9.2.1 Files with data records for outgoing calls

Field	Format:	Example
BCN	String(10)	123456
Invoice number	Number(9)	204123456
Local area code of Subscription	String(6)	69
Subscription without local area code	String (14)	566060
Origin number including extension without leading 0	String (20)	69566060
Date	DD.MM.YYYY	02.03.2004
Start time including hundreds of second	HH:MM:SS:hh	10:24:67:00
Name of destination	String (40)	Mühlacker
Band	String(50)	Colt National
Dialled Number	String(20)	07041123456
Duration in seconds	String (8)	36.2
Invoice amount	number	0.1234
Discount	number	0.0001
Invoice Date	DD.MM.YYYY	02.04.2004
Currency	String(3)	EUR
Destination number	String(20)	blank
Call Type (Service Class)	String(20)	DA
Tariff Class	String(20)	S
Origin in case of IN Calls	String(20)	Blank
IN SAN	String(20)	blank

Table 5 Format .cat call data file (voice)

9.2.2 Files with data records for Incoming Calls (IN) on service numbers

Field	Format	Example

BCN	String(10)	123456
Invoice number	Number(9)	204123456
Local area code of Subscription	String(6)	800
Subscription without local area code	String (14)	1234567
Origin including extension without leading 0	String (20)	237142215
Date	DD.MM.YYYY	02.03.2004
Start time including hundreds of second	HH:MM:SS:hh	10:24:67:00
Name of destination	String (40)	Frankfurt
Band	String(50)	Colt National
IN SAN (B number)	String(20)	08001234567
Duration in seconds	String (8)	36.2
Invoice amount	number	0.1234
Discount	number	0.0001
Invoice Date	DD.MM.YYYY	02.04.2004
Currency	String(3)	EUR
Destination number (C number)	String(20)	06950501234
Call Type (Service Class)	String(20)	IN
Tariff Class	String(20)	S
Origin in case of IN Calls	String (20)	237142215
IN SAN	String (20)	08001234567

Table 6 Format .cat call data file (IN)

Notes:
- All unused fields, such as "Destination number (C number)" in the case of a voice call data record, are not used in the front end.
- If the field "origin including extension without leading 0" is empty, the database with the combination of "Local area code of Subscription" & "Subscription without local area code" is used instead of this.
- A file can contain mixed IN calls and outgoing call data records.
- In order to distinguish between IN calls and outgoing call data records, the "Call Type (Service Class)" is analysed.

7.3 Call types

The below listed call types contain all settings from all Colt countries. Some of the settings might not be relevant for your country.

9.3.1 Voice – Inbound calls

Call Type	Description
IN01	NTS Call International
IN02	NTS Call International ISDN
IN03	NTS Call International Payphone
IN08	NTS Call National
IN09	NTS Call National ISDN
IN10	NTS Call National Payphone
IN11	NTS Call Offline A
IN12	NTS Call Offline B
IN13	NTS Call Pulse Billing Rating International
IN14	NTS Call Pulse Billing Rating National
IN15	NTS Call - Collection International
IN16	NTS Call - Collection International ISDN
IN17	NTS Call - Collection International Payphone
IN18	NTS Call - Collection Mobile
IN19	NTS Call - Collection National
IN20	NTS Call - Collection National ISDN
IN21	NTS Call - Collection National Payphone
IN22	NTS Call - Delivery International
IN23	NTS Call - Delivery International ISDN
IN24	NTS Call - Delivery International Payphone
IN25	NTS Call - Delivery National
IN26	NTS Call - Delivery National ISDN

IN27	NTS Call - Delivery National Payphone
IN28	NTS Call - Outpayment International
IN29	NTS Call - Outpayment International ISDN
IN30	NTS Call - Outpayment International Payphone
IN31	NTS Call - Outpayment National
IN32	NTS Call - Outpayment National Payphone

Table 7 Incoming calls or service numbers

9.3.2 Voice – Outbound calls

Call Type	Description
IP01	IP Dial Usage
IP02	IP Voice International
IP03	IP Voice International ISDN
IP04	IP Voice National
IP05	IP Voice National ISDN
IP06	IPASS Standard
IP07	VOIP Access International
IP08	VOIP Access International ISDN
IP09	VOIP Access National
IP10	VOIP Access National ISDN
NH01	NH GEO Premium Routing - Off-net PSTN non-international
NH02	NH GEO Premium Routing - ISDN non-international
NH03	NH GEO Premium Routing - Off-net PSTN International
NH04	NH GEO Premium Routing - ISDN International
NH05	NH Geo wholesale Routing - Off-net PSTN non-international
NH06	NH Geo wholesale Routing - ISDN non-international
NH07	NH Geo wholesale Routing - Off-net PSTN International

NH08	NH Geo wholesale Routing - ISDN International
NH09	NH Geo Retail Routing - Off-net PSTN non-international
NH10	NH Geo Retail Routing - ISDN non-international
NH11	NH Geo Retail Routing - Off-net PSTN International
NH12	NH Geo Retail Routing - ISDN International
NH13	NH Geo Incoming -
NH14	NH IN Incoming -
NH15	NH Transactional Installation Charges -
NH16	NH Transactional Rental Charges -
OnDemand	Colt LANLink On Demand Ports - Novitas_NRC/Novitas_PEN/Novitas_RC
OnDemand	Colt LANLink On Demand Connections - Novitas_NRC/Novitas_PEN/Novitas_RC
OnDemand	Colt DCNet On Demand Ports - Novitas_NRC/Novitas_PEN/Novitas_RC
OnDemand	Colt DCNet On Demand Connections - Novitas_NRC/Novitas_PEN/Novitas_RC
OnDemand	DCA On Demand Ports - Novitas_NRC/Novitas_PEN/Novitas_RC
OnDemand	DCA On Demand Connection - Novitas_NRC/Novitas_PEN/Novitas_RC
SIA01	ECB - T2S - SIA - COLT - SIA ? ITALY 18% Rev Share ? Debit
SIA02	ECB - T2S - SIA - COLT - SIA ? ITALY 18% Rev Share ? Credit
SIA03	ECB - T2S - SIA - COLT - SIA ? ITALY 32.5% Rev Share ? Debit
SIA04	ECB - T2S - SIA - COLT - SIA ? ITALY 32.5% Rev Share ? Credit
V017	BE - Outgoing call to Premium Rate - Off-net PSTN non-international
V018	BE - Outgoing call to Premium Rate - ISDN non-international
VO01	CONF-storage

VO02	CONF-all scenarios (including storage)
VO03	Colt Line - Off-net PSTN International
VO04	Colt Line - ISDN International
VO05	Colt Line - Off-net PSTN non-international
VO06	Colt Line - ISDN non-international
VO07	IP Voice Line/Colt Total - Off-net PSTN International
VO08	IP Voice Line/Colt Total - ISDN International
VO09	IP Voice Line/Colt Total - Off-net PSTN non-international
VO10	IP Voice Line/Colt Total - ISDN non-international
VO13	Colt Connect - Off-net PSTN International
VO14	Colt Connect - ISDN International
VO15	Colt Connect - Off-net PSTN non-international
VO16	Colt Connect - ISDN non-international
VO17	Pulse billing rating (FR) - Off-net PSTN International
VO18	Pulse billing rating (FR) - Off-net PSTN non-international
VO19	IN UK or FR Service leg - Off-net PSTN non-international
VO20	IN UK or FR Service leg - ISDN non-international
VO21	IN UK or FR Communication leg - Off-net PSTN non-international
VO22	IN UK or FR Communication leg - ISDN non-international

Table 8 IN – Outbound numbers

7.4 Filter criteria

9.4.1 Criteria for reports for outgoing connections

Criterion
Invoice number
Invoice date
Call date
Phone number
Country/town
Tariff
Duration
Start time
Invoice amount
Discount
Area code
A end
B number
Extension cost centre
Group cost centre
Department cost centre
Business area cost centre
Location cost centre
Department
Location
Business area
Group
User
Time zone

Table 9 Filter criteria

9.4.2 Criteria for reports for service numbers

Criterion

Invoice number
Invoice date
Call date
Phone number
Country/town
Tariff
Duration
Start time
Invoice amount
Discount
Area code
A end
B number
Extension cost centre
Group cost centre
Department cost centre
Business area cost centre
Location cost centre
Department
Location
Business area
Group
User
Time zone
Destination number for IN Calls

Table 10 Criteria for reports

8 List of diagrams

11   List of tables