

FAQ: 31037 HOW DO I SET THE MINIMUM CALL LENGTH TO RECORD FOR CALL ACCOUNTING PRO?

The information in this article applies to:
Call Accounting Pro

MINIMUM CALL DURATION

Most phone systems record all calls made including wrong numbers, incomplete calls, and misdialed calls. If your system supports ANSWER SUPERVISION, a phone system feature, then your system is able to only send call records that actually connect on the other end. Otherwise, all calls are released to SMDR. This can cause a problem if you are billing and you only want to record calls that were actually completed.

You can get around this by setting a minimum call duration on the Call Accounting. For example, if you set the minimum call to record to 30 seconds, your system would only record calls that were longer than 30 seconds.

SETTING THE MINIMUM CALL DURATION TO RECORD

1. Close all programs except for the Capture Call Utility.
2. Start the TOOLBOX Utility from the Comm One Software Folder.
3. At the TOOLBOX Utility command line type the following commands:
 - CLOSE DATABASES
 - SELECT A
 - USE PLSYS.DBF
 - BROWSE FIELDS INCOMING
4. You will be shown the INCOMING field. This is a numeric field that corresponds to the minimum call duration to record. This is a decimal field so you would type .50 for 30 seconds, .25 for 15 seconds, .75 for 45 seconds, 1.00 for 1 minute, etc.
5. When you have set the minimum duration in the INCOMING field, type CTRL-W To close the browse window
6. Type QUIT and press Return to exit the ToolBox Module.
7. Only calls longer than the minimum duration you set will be recorded. Set this parameter to 0 to record all calls.

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