

# Using Pinnacle Usage Analysis

## Viewing Reports by Selecting Different Call Types

- Section One: **Select a Particular Call Type**
- Section Two: **Select Call Types**

The Call Usage reports will be helpful for departmental budget managers who need to view specific call information, including in-coming calls. If you need to run a report to see your In-coming call data, follow the steps below for the call-type “Incoming”.

### Section One: Select a Particular Call Type

To view one particular type of call, select the Toll, Local, International, or In-coming from the in Call Types list. Or, use the **Select All** checkbox to select all call types.

The screenshot displays the 'Call Usage Report' interface. At the top, the DePaul University logo and 'Communications Management Suite' are visible. Below the header, the user 'John Smith' is logged in. The main content area is titled 'Call Usage Report' and includes a 'Run Summary' section. The 'Select Call Types' section features a dropdown menu with 'Toll', 'Local', and 'International' options. A red arrow points to this dropdown. To the right of the dropdown is a 'Select All' checkbox, also indicated by a red arrow. Below these elements are 'Start Date' and 'End Date' fields, both set to '02-22-2007'. A note at the bottom states 'Fields marked with \* are required.'

Use the Calendar icons next to the Start Date and End Date fields to adjust the date range for your report. Then, click on “Run Summary”

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Account Usage Call Usage

**Call Usage Report**  
\*\*\* Call usage report page \*\*\*  
< This report provides details on call usage by connection date

Run Summary

**Select Call Types**

Call Types: Incoming Station to Station Other  
 Select All Use <ctrl> or <shift> left click to select multiple call types.

Start Date: 22-Feb-2007 \* End Date: 23-Feb-2007

Fields marked with \* are required.

You will see the call usage report for that date range for all of the accounts you have access to. Select an account to view the call usage report.

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Account Usage Call Usage

<a href="#">JHRLI Sullivan 2004 Project</a>		.00	.00
<a href="#">IS Capital Upgrade Projects</a>		.00	.00
<a href="#">IST Center</a>		.00	.00
<a href="#">ITAP 2001</a>		.00	.00
<a href="#">Il Colleg. Job Fair</a>		.00	.00
<a href="#">Information Technology Operati</a>		3.79	3.79
<a href="#">Inst. Planning/Rsrch</a>		.01	.01
<a href="#">Institute/Bus Ethics</a>		.00	.00
<a href="#">Institutional Compliance Oper</a>		.00	.00
<a href="#">Instructional Technology</a>		.00	.00
<a href="#">Int Human Rqhts Law</a>		.00	.00
<a href="#">Int'L Student Serv.</a>		.00	.00
<a href="#">Interfrat. Council</a>		.00	.00
<a href="#">Internal Audit Operating</a>		.71	.71
<a href="#">Internal Information Infrastru</a>		.00	.00
<a href="#">Internal grant- frozen</a>		.00	.00
<a href="#">Internat'L Studies</a>		.00	.00
<a href="#">International Admissions</a>		.00	.00
<a href="#">International Criminal Cr. IV</a>		.00	.00

In the lower window, select the subscriber's name.

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Account Usage Call Usage

JHRLI Sullivan_2004 Project	.00	.00
IS Capital Upgrade Projects	.00	.00
IST Center	.00	.00
ITAP 2001	.00	.00
Il Colleq. Job Fair	.00	.00
Information Technology Operati	3.79	3.79
Inst. Planning/Rscrh	.01	.01
Institute/Bus Ethics	.00	.00
Institutional Compliance Oper	.00	.00
Ourada, John	.00	.00
Pao, Yuen-Wu(Frank)	.00	.00
Patterson, Russell	.00	.00
Reed, Willie	.00	.00
Rice, Lazarus	.10	.10
Roche, Darv	.00	.00
Rychtanek, Raymond	.00	.00
STUDENT WORKER, IS	.00	.00
Salwach, Joe	.00	.00
Sandifer, Odetta	.00	.00
Savage, Ikeer	.00	.00
Schaefer, James	.00	.00

A new window will appear which will contain the call detailed report based on the call type that you have selected. To print the report, click on the printer icon (The green arrow).

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Account Usage Call Usage

Call Usage Report for 22-Feb-2007 - 23-Feb-2007

\*\*\* Call usage subscriber detail report page \*\*\*  
 This report provides line-item detail of call records per subscriber and connection date.

Subscriber: 7182720 - WORKER, IS STUDENT

Other Calls

Time	Dur (min:sec)	Call Type	From Number	To Number
02/22 12:24	15: 52	F	3123628917	87724751501

----- End of report -----