TECHNICAL MEMORANDUM

Description

VoiceSaver® keeps track of the total number of calls and other aggregate call counts in a binary file called "use.dat". This file resides in the folder where the VoiceSaver starts from, generally it is be the c:\pec.

Parwan.Ini Parameters

None

Data Fields in the Use.Dat

Each field in the use.dat is 4 bytes and may have a value from 0 to 2,000,000,000. The following table describes the meaning of each data field. The utility program UseAscii generates the equivalent ASCII translation.

Symbolic Offset	4-Byte Offset	Data Field
COUNTS_INBOUND	1	Total number of inbound calls
COUNTS_BEEPER	2	Total number of outbound pages or beeping.
COUNTS_INBOUND_SECS	3	Total number of inbound seconds processed
COUNTS_OUTBOUND_SECS	4	Total number of outbound seconds used.
COUNTS_OUT_ATTEMPTS	5	Total number call attempt for call out.
COUNTS_FILE_COUTER	6	Used for IVR CDR file number tracking.
COUNTS_ANSRMACHINE	47	Total number of answering machines detected.
COUNTS_DTMFRESPONSE	51	Total number of DTMF responses for outbound calls.
COUNTS_LISTENED	52	Total number of people who listened to call out.
COUNTS_CONNECT	53	Total number of phones that were connected
COUNTS_NOANSWER	54	Total number of no answers.
COUNTS_BUSY	55	Total number of Busies
COUNTS_INTERCEPT	56	Total number of phones out service detected.
COUNTS_FAX	57	Total number of fax machines detected.
COUNTS_PATCHES	58	Total number of patched made.
COUNTS_LICENSED	61	Maximum number of lines the software is licensed for.
COUNTS_MAX_LINES	62	Maximum number of lines the software compiled for.
Line 1	65	Call counts for Line 1
Line 2	66	Call counts for Line 2
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