Subject: Default call logging feature in VoiceSaver® and Insight IVR

Technical Memorandum

Introduction

This feature of VoiceSaver® enables the administrators of the system to have selective or all calls logged into a text file. You can either log Inbound or Outbound or both types of the calls.

Activating the Call logging feature

To activate the call logging feature, existing value of EEE[56] has to be added with any of the following value to obtain the desirable output.

Value to be added	Meaning
512	To activate the logging for outbound calls only
1024	To activate the logging for inbound calls only
1536	To activate the logging for both inbound and outbound calls

Please reload the system parameters by restarting the software after changing the values.

Viewing the output of the call logging Feature

After activating the call log feature, the output can be viewed in a file by the name of **Call_Log.txt** file under the PEC's default directory. Please note that before reading the Call_Log.txt file you will have to rename it to something else so that Windows writes the final buffer data to the file.

Alternatively, you can go to the Report menu on the software and click on Call Accounting to automatically rename the file. The file will be renamed as Call_Log_xxxx.txt, where xxxx is a number
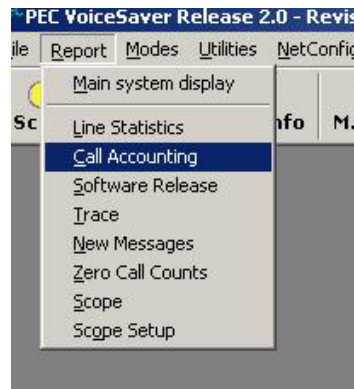
Sample output

Output of the call logging can be viewed in Notepad. Following is the sample output of the log generated.

```
11/08 18:01:42 78 L=001 Dnis=127      Stat=IN_BOUND   Time(in secs)=52   Ani=9811422269
11/08 18:02:23 65 L=003 Dnis=127      Stat=IN_BOUND   Time(in secs)=12   Ani=9818031369
11/08 18:05:10 87 L=002 Dnis=127      Stat=IN_BOUND   Time(in secs)=415  Ani=9818098102
11/08 18:16:37 22 L=001 Dnis=127      Stat=IN_BOUND   Time(in secs)=64   Ani=9810891595
11/08 18:25:44 34 L=005 Dnis=127      Stat=IN_BOUND   Time(in secs)=44   Ani=9891777277
11/08 18:29:45 15 L=003 Dnis=127      Stat=IN_BOUND   Time(in secs)=1    Ani=9810255995
```

First column is of Date, e.g. 11/08
Second column is of Time, e.g. 11/08 18:29:45 15
Third column is of the Line Number, e.g. L=003
Fourth column is of DNIS, e.g. Dnis=127
Fifth column is of Line Direction, e.g. Stat=IN_BOUND
Sixth column is of the Call Duration, e.g. Time(in secs)=144
Seventh column is of ANI, e.g. Ani=9811422269