Call Intelligence Basic

Quick Reference Guide

Call Intelligence provides your dealership with a detailed log of all call activity on your Network Phone system.

Logging in to Call Intelligence

1. Enter the following URL: http://www.MyNetworkPhone.com/ci
2. Enter your user name (usually your e-mail address) and password and then click **Login**.

Adding MyNetworkPhone.com as a Trusted Site in Internet Explorer

To view/print the Call Details Report as a PDF, you must add MyNetworkPhone.com as a trusted site in Internet Explorer.

1. From the browser menu, click **Tools | Internet Options**. The Internet Options window opens.
2. On the **Security** tab, click **Trusted sites**, and then click **Sites**.
3. In the Add this Web site to the zone field, type **http://www.MyNetworkphone.com**, click **Add**, and then click **Close**.
4. Click **OK**.

Managing Your User Settings

You can manage user settings for Call Intelligence, including your e-mail address, time zone, and password for accessing the application.

To manage your user settings:

1. From the Call Intelligence toolbar, select **Settings** and then click **Enterprise Administration**. The User page opens. By default, the User page filters the users by user name. To change your search type, go to Step 2 or, if the search results contain the user you want to view, skip to Step 3.
2. Click **Change Filter**. The User Search dialog opens.
   a. In the Search Type dropdown, select to search by user name or email.

   b. OPTIONAL: Enter applicable search criteria (for example, Service Lead if the user has that description).

   c. From the Show dropdown, select whether you want the search results to contain All Logins, Enabled Logins, or Disabled Logins.

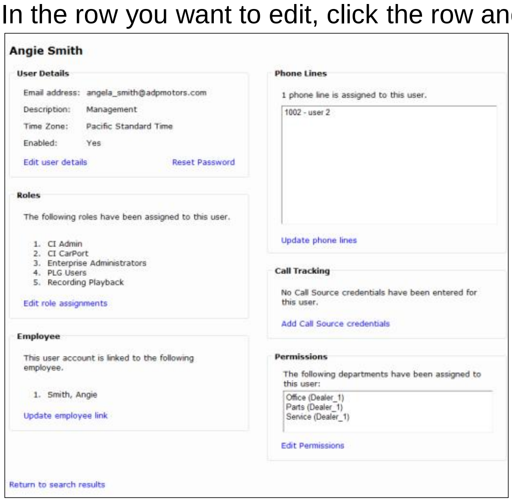
   Tip: If you select All Logins, the search results contain both enabled and disabled logins.

   d. Select whether you want to search all enterprises or not.

   Tip: If you need to change all your search criteria, click Reset.

   e. Click **OK**. The corresponding search results display.

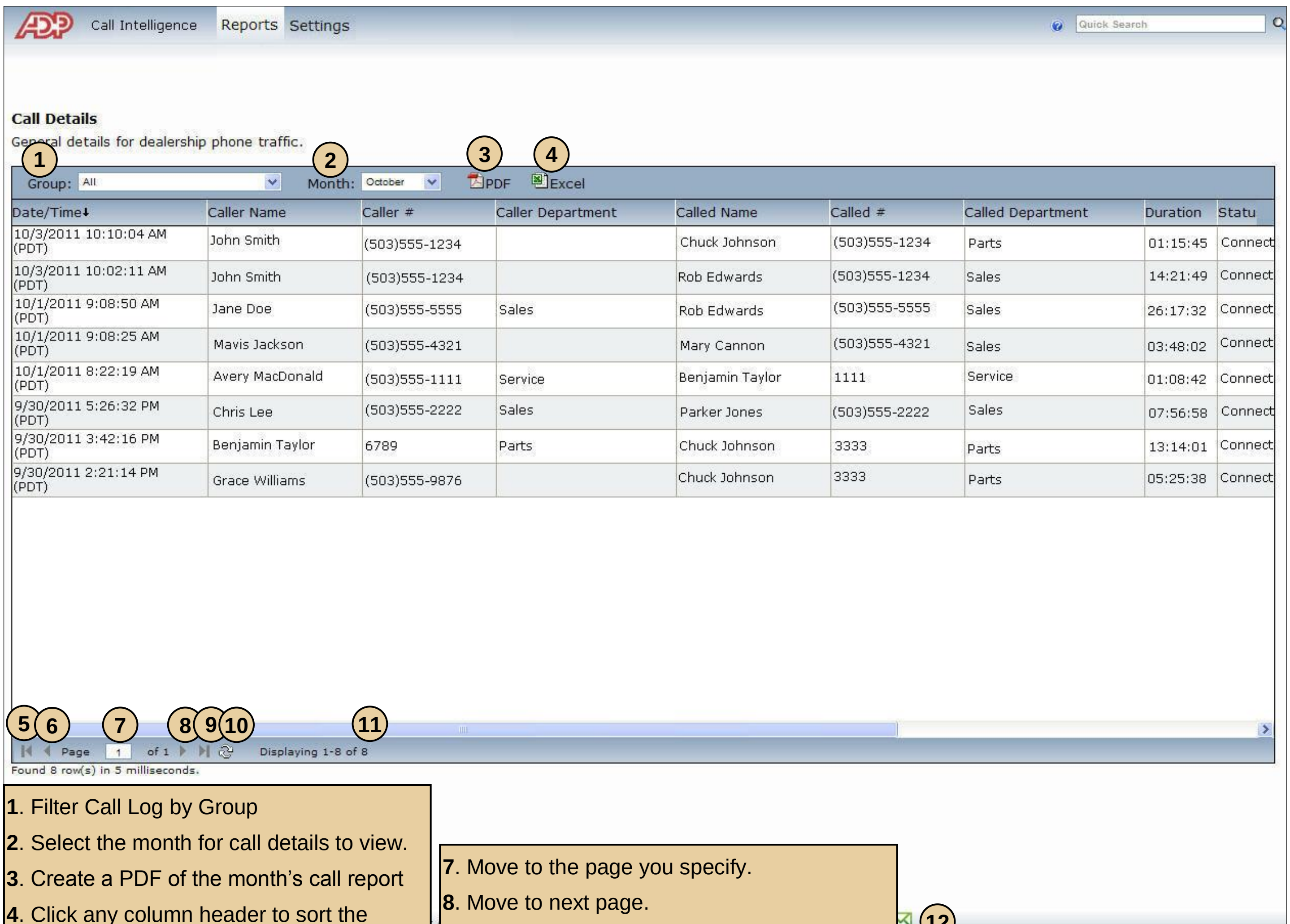
3. In the row you want to edit, click the row and then click **Edit**. The user's page displays.



4. Make the necessary changes and click **Save**.

Understanding the Call Log Report

- **Date/Time**: Date and time of day the phone user placed or received the call.
- **Caller Name**: For outgoing calls, the name of the employee making the call displays; for incoming calls, displays the name if Call Intelligence can find a matching customer record in your DMS.
- **Caller #**: For outgoing calls, displays the number of the employee who made the call; for incoming calls, displays the phone number of the caller.
- **Caller Department**: Name of the department associated with the employee who placed or received the call.
- **Called Name**: For outgoing calls, displays the name of the employee making the call; for incoming calls, displays the name of the person calling if a record is available in the DMS.
- **Called #**: For outgoing calls, displays the number the employee called; for incoming calls, displays the dealership number called.
- **Called Department**: Name of the department associated with the employee who received the call.
- **Duration**: The length of the call in minutes and seconds.
- **Status**: Status of call: Busy, Connected, No Answer, or Voicemail. Displays Error if the call status cannot be determined.
- **Direction**: Indicates whether the call was incoming or outgoing.
- **Type**: Type of call: Emergency, External, Internal, International, Local, Local Long Distance, National Long Distance, or Toll Free. Displays Unknown if the call type cannot be determined.
- **FAC**: Provides a Forced Account Code (FAC) description.
- **Route**: Displays the call route path for Call Forwards and Transfers (Network Phone Xpress and Hosted phone systems only).



Date/Time	Caller Name	Caller #	Caller Department	Called Name	Called #	Called Department	Duration	Statu
10/3/2011 10:10:04 AM (PDT)	John Smith	(503)555-1234		Chuck Johnson	(503)555-1234	Parts	01:15:45	Connect
10/3/2011 10:02:11 AM (PDT)	John Smith	(503)555-1234		Rob Edwards	(503)555-1234	Sales	14:21:49	Connect
10/1/2011 9:08:50 AM (PDT)	Jane Doe	(503)555-5555	Sales	Rob Edwards	(503)555-5555	Sales	26:17:32	Connect
10/1/2011 9:08:25 AM (PDT)	Mavis Jackson	(503)555-4321		Mary Cannon	(503)555-4321	Sales	03:48:02	Connect
10/1/2011 8:22:19 AM (PDT)	Avery MacDonald	(503)555-1111	Service	Benjamin Taylor	1111	Service	01:08:42	Connect
9/30/2011 5:26:32 PM (PDT)	Chris Lee	(503)555-2222	Sales	Parker Jones	(503)555-2222	Sales	07:56:58	Connect
9/30/2011 3:42:16 PM (PDT)	Benjamin Taylor	6789	Parts	Chuck Johnson	3333	Parts	13:14:01	Connect
9/30/2011 2:21:14 PM (PDT)	Grace Williams	(503)555-9876		Chuck Johnson	3333	Parts	05:25:38	Connect

1. Filter Call Log by Group

2. Select the month for call details to view.

3. Create a PDF of the month's call report

4. Click any column header to sort the month's data by that column.

5. Move to the first page

6. Move to previous page.

7. Move to the page you specify.

8. Move to next page.

9. Move to the last page

10. Refresh the call report

11. Total number of call records for the month.

12. Click to send ADP feedback about Call Intelligence