

## SW HelpDesk

- Allows operators to answer typical call-related user queries
- *Current queries go direct to the WTL switch*
- *Historic queries go to SQL database*
- Searches CDR file and log file
- No limit to period of historical data held
- Operator may also adjust customer balances & profiles (subject to correct login)

Supports the examination and analysis of call traffic in one or more INx switches, particularly useful for a customer support helpdesk.

- CDRs or logs can be downloaded either directly from the switch(es), or from an SQL Server database.
- Export information to comma-separated text file or Excel spreadsheet, for other operations such as creating graphs etc.
- Filter call information by PIN number, destination number, outbound carrier or company ID.
- Check balance and rates for a particular PIN and change (if the user has been authorised using the Security feature).
- Also search for any text string comprising alphabetic and numeric characters.
- Searches can be performed on displayed information, or "live" on the switches.
- Also filter the displayed information using standard SQL queries.

**SW Helpdesk**

File Edit Data Source View Security Help

Retrieval Filter: Company ID: [ ] Destination number: [ ] PIN: [ ] Search String: [ ]

Retrieval Range: ☐ Search during last 10 minutes Date: 23/02/2001 Time: 00:00

Switch Information: Dial & Connect

Switch/Location	Address	Switch ID
INx No.5	101.0.0.5	44011

Customer Call Information Lines Displayed: 28 File Date: 23/02/2001

Date	Time	Duration	Comp ID	DNIS	IPIN	Job Number	Dest. No
23/02/2001	09:01:26	0	SHP	TAU9033289			9033289
23/02/2001	09:01:37	23	SHP	TAU901			901823433289
23/02/2001	09:23:24	73	PBX	TAU383	01823433289		383
23/02/2001	10:26:58	158	PBX	TAU385	208		385
23/02/2001	10:34:55	42	SHP	TAU908			90800373171
23/02/2001	10:55:00	153	SHP	TAU901404891519			901404891519
23/02/2001	11:19:01	50	PBX	TAU382		221	382
23/02/2001	11:26:24	0	SHP	TAU019			019
23/02/2001	11:26:31	48	SHP	TAU191			191#
23/02/2001	11:26:25	36	SHP	TAU191			191#
23/02/2001	11:47:21	0	SHP	TAU903			9033333
23/02/2001	11:47:35	78	SHP	TAU901			901823333333
23/02/2001	11:51:09	36	SHP	TAU191			191#
23/02/2001	11:51:53	3	SHP	TAU191			191#
23/02/2001	11:51:18	129	PBX	TAU1386		209	386
23/02/2001	12:09:26	53	SHP	TAU191			191#

- ✓ Default shows last 10 minutes activity
- ✓ Also search log by following filters:
- ✓ Time / Date
- ✓ PIN
- ✓ Destination Number
- ✓ Outbound Carrier
- ✓ Company
- ✓ Options to search for:
- ✓ Zero cost calls
- ✓ Errors only
- ✓ On finding desired call double click to get full details
- ✓ Allows selection of which switches to include in search (up to 16 simultaneously).  
Switches may be grouped – allows creation of geographical zones.
- ✓ Exports highlighted Call details in comma separated file to Excel or other application
- ✓ 3 levels of Security: I) Read Only, II) modify user balances up to set limit, III) modify balance with no limit
- ✓ Audit log kept of all balance modifications by login

## SW HelpDesk Architecture

