

VX Tracker

The Tracker is used to track phone calls for county employees

To get started open the Internet Explorer and enter the following URL:

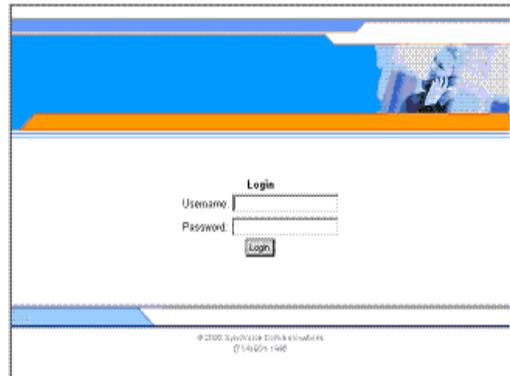
<http://calltracker.co.lake.fl.us>

Logging Into the System

Login access is restricted to users with security access level set to Constitutional Office, Departmental, Division/Section or User.

To log into the system:

- 1) Enter username (Firstname+Lastname) example: JohnSmith
(username is not case sensitive; entry may be in upper or lowercase)
- 2) Enter password
(for the password please contact Telecommunications)



The Homepage will be displayed upon logging into the system

HOMEPAGE

From your homepage you can easily navigate to anywhere in your VXTracker system. Your homepage doubles as your **Live Performance Console**.

PANELS

The **Live Performance Console** includes panels that display real time monitoring of various applications and is displayed on the home page. The panels displayed can be customized for each user. Panel visibility is based on System Access Rights so not all panels are visible to all users.

CALL STATS PANEL

Displays incoming and outgoing calls during the current business day.

VXTracker
Lake County BCC Customize

Live Performance Console

Filtered by Department: Environmental Services

Call Stats						
User	In.	Dur.	Avg.	Out	Dur.	Avg.
Aquatic & Mosquito Control Main	1	0:10	0:10	0	0:00	0:00
Cindy Heffler	0	0:00	0:00	1	0:18	0:18
Delores Collins	2	2:56	1:28	0	0:00	0:00
Mary Roberts	2	4:35	2:17	0	0:00	0:00
Patricia Cotoia	2	1:58	0:59	0	0:00	0:00
Scale House Inbound	7	3:41	0:31	1	0:23	0:23
Scale House Outbound	1	0:02	0:02	0	0:00	0:00
Sean Thomas	1	0:23	0:23	0	0:00	0:00
Sharon Tatum	0	0:00	0:00	1	1:21	1:21
Viki Kochevar	1	1:13	1:13	1	1:14	1:14
Wanda Andino	3	3:15	1:05	0	0:00	0:00
Totals (11 items)	20	18:13	0:54	4	3:16	0:49

This shows the Call Stats for your Department



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REPORTS

Reports are categorized by **Expense Reports**, **Security Reports**, and **Performance Reports** summary totals as well as detailed call records for inbound and/or outbound calls for any period specified.

Expense reports provide summary totals as well as detailed call records by Constitutional Office, Department, Division, Extension, or Trunk, Account code, Area code, City, State, and caller ID, for a specified date range.

Security reports alert management to calls that match criteria for potential phone abuse or system problems.

Performance reports evaluate phone network capacity and determine peak usage periods by day of week or hour of day. Calls may be tracked by duration, cost, or number of calls during the specified time frame.

Management reports facilitate management of telephone system expenses and provide reports to allocate costs at each reporting level.

All VXTracker reports may be scheduled on a regular, recurring basis for automatic delivery to a printer or via email.

The Report categories can be accessed from the main menu.

Report Options

All reports function in the same manner and offer options and delivery tools directly from the on screen display.

Select any date range by entering the date or clicking on the calendar to enter the From/To date range.

Show Inbound calls, Outbound calls, separate totals for inbound and outbound calls or combined total of all calls.

Search function – enter any part of a name, or number to search for

Options will open the pop-up screen to filter data – this allows for more details and allows you to create a custom report

Tools allow you to print, schedule recurring delivery, email, export data to an excel spreadsheet, save as a template or generate a trending report on the data



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EXPENSE REPORTS

Expense Reports may be accessed from the Main Menu. By mousing over the tab labeled **Expense** a drop-down box will appear listing each of the standard reports. Click on the report option to generate the desired report.

Reports may be generated with data for inbound calls, outbound calls, both inbound and outbound calls or inbound vs outbound comparison. Indicate the date range, call type selection (inbound, outbound, both or in vs. out) and click on the **Build Report** button to generate and display the desired report.

Click here to start a report

The screenshot shows the VX Tracker main menu with the following elements:

- Navigation tabs: Expense, Security/Compliance, Performance, Directory, Tools, Search, Logout.
- Date range: From: 09/07/2007 To: 09/07/2007.
- Call type selection: Inbound, Outbound, In/Out, Both.
- Search field and buttons: Options, Build Report.
- Tools: Print, Calendar, Email, etc.

Constitutional Office, Department, Division and Extension Activity Reports

These **Expense Reports** list summary totals (Number of Calls, % of Total Calls, Duration of All Calls, Average Call Duration, Total Cost of All Calls, % of Total Call Costs, Average Cost per Call, and the Average Cost per Minute) and allow you to drill into the respective division and department for summary level detail. Ultimately, you may drill into an individual extension to display the call record details for that extension.

By “drilling” into any department, you may obtain summary totals for each extension assigned within that department.

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The screenshot shows the report interface with the following details:

- Navigation tabs: Expense, Security/Compliance, Performance, Directory, Tools, Search, Logout.
- Date range: From: 09/07/2007 To: 09/07/2007.
- Call type selection: Inbound, Outbound, In/Out, Both.
- Search field and buttons: Options, Build Report.
- Tools: Print, Calendar, Email, etc.
- Report Title: Lake County BCC In/Out Department Detail 09/07/2007 00:00:00 -- 09/07/2007 23:59:59
- Filter: Filtered by Department: Environmental Services
- Table with columns: Department, Total Calls, % of total Calls, Total Duration, Avg. Duration, Total Call Cost, % of total Cost, Avg. Cost per Call, Avg. Cost per minute.

Department ▲	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Call Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
Environmental Services	71	100.00	116:42	1:38	0.00	0.00	0.00	0.00
Totals (1 item)	71		116:42	1:38	\$0.00		\$0.00	0.00



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REPORTS

VXTracker

Expense Security/Compliance Performance Directory Tools Search Logout

From: 09/07/2007 To: 09/07/2007

Inbound Outbound In/Out Both

Options Build Report

Tools: [Icons for various functions]

Department BCC
Department Detail 09/07/2007 00:00:00 -- 09/07/2007 23:59:59

Filtered by Department: Environmental Services

Department ▲	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Call Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
Environmental Services	71	100.00	116:42	1:38	0.00	0.00	0.00	0.00
Totals (1 item)	71		116:42	1:38	\$0.00		\$0.00	0.00

This shows what Department or Division you are looking in

When a User looks like the above, that means they made calls. To see the details of their calls click the user name and another screen will open showing the call details

This report gives the details per user showing the call to be incoming or outgoing, if the call was local or long distance, the time the call was made, and the total cost for the call

Filtered by Department: Public Safety

Resource Extension 5042

Total Calls	Total Dur.	Avg. Dur.	Usage Amount
9	7:27	0:49	\$0.17

Date / Time	Name	I/O	CallerId/Dialed	Mapping	City	St	Site	Acc.	Ln	Type	Rate	Dur.	Amt.
02/15/07 09:21AM	Message Center x5042	I	(407)658-3100	Beef o Brady's	ORLANDO	FL	Main		014-020	Inbound Di	0.000	0:53	0.00
02/15/07 09:08AM	Message Center x5042	I	(321)242-0001		EAU GALLIE	FL	Main		015-003	Inbound Di	0.000	0:33	0.00
02/15/07 08:53AM	Message Center x5042	I	(352)742-7591		VARIES	FL	Main		014-008	Inbound Di	0.000	0:12	0.00
02/15/07 08:52AM	Message Center x5042	I								Inbound Di	0.000	0:11	0.00

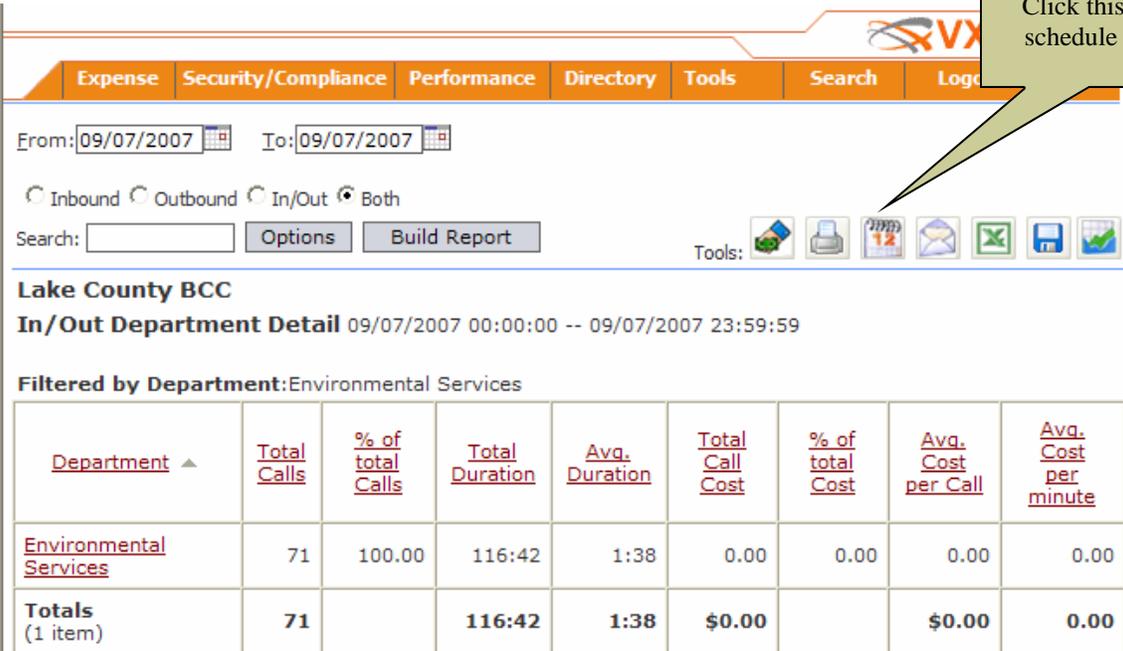
This column allows you to provide a description of the dialed phone number. Just click on the dialed phone number and give it a description and the results will show up in the Mapping column.

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Scheduling

Any report may be scheduled for automatic, recurring delivery to one or more Recipients. The scheduling function displays scheduling and delivery information for all reports currently scheduled along with a log of reports that have been delivered in the past.



Click this link to schedule reports

Expense Security/Compliance Performance Directory Tools Search Log

From: 09/07/2007 To: 09/07/2007

Inbound Outbound In/Out Both

Search: Options Build Report

Tools:

Lake County BCC
In/Out Department Detail 09/07/2007 00:00:00 -- 09/07/2007 23:59:59

Filtered by Department: Environmental Services

Department ▲	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Call Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
Environmental Services	71	100.00	116:42	1:38	0.00	0.00	0.00	0.00
Totals (1 item)	71		116:42	1:38	\$0.00		\$0.00	0.00

To establish automatic delivery of a report:

- i. Select the **delivery frequency**: **daily**, **weekly** (by specific day of the week), or **monthly**
- ii. Select the **time of day** you want the report to generate.
- iii. Enter the **email address(es)** where you want the report delivered; separate each email address by a “ , “
- iv. Click on the button labeled **Schedule This Report**

The message **Report is now scheduled** will appear at the top of the screen confirming that the report has been scheduled for delivery. The report should now appear in the list of scheduled reports. Click on the **Send Now** button to generate and email the report immediately.



VX Tracker

Below is a list of reports and things you can do from the Tools menu

DIRECTORY

VXTracker maintains a directory of your users and the resources assigned to each user. You may enter the user name or resource number (or any portion of the name or number) to search the directory. Enter an * in the search box to print the entire directory.

Organization Search

Search All Users and All Resources Show Retired

Use this if you want to export your directory

[Open in Excel](#)

Enter any portion of the name, extension, or resource. Use just * to print the whole directory.

Enter a number or name

To use the Directory mouse to Tools and a list will drop, the first choice is Directory. There is a simple Directory access for all employees to use, but this allows a deeper search of your employees and allows you to find and modify employee information quickly.

VM OWNERSHIP

Generates a report of all users flagged as VoiceMail owners and displays the percentage of ownership based on the number of users in each division.

CALL SEARCH

Allows you to filter data to search for specific call records.

PRICE IT

Enter the phone number, duration, site, and trunk group (optional); VXTracker will detail how the call will be priced.

MY CUSTOM REPORTS

Any report you generate can be saved as a template. "My Custom Reports" will display a list of all reports saved as templates. Click on the report description to re-generate the report.

Note: The date range of the report data will automatically be updated to reflect current call data.