

TS-1032: How Do I Set the Minimum Call Length To Record In Comm One Call Accounting

Comm One LLC - Technical Support Documentation

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The information in this article applies to:

LITE, JR and PRO

MINIMUM CALL DURATION

Most phone systems record all calls made including wrong numbers, incomplete calls, and misdialed calls. If your system supports ANSWER SUPERVISION, a phone system feature, then your system is able to only send call records that actually connect on the other end. Otherwise, all calls are released to SMDR. This can cause a problem if you are billing and you only want to record calls that were actually completed.

You can get around this by setting a minimum call duration on the Call Accounting. For example, if you set the minimum call to record to 30 seconds, your system would only record calls that were longer than 30 seconds.

SETTING THE MINIMUM CALL DURATION TO RECORD

1. Close all programs except for the Capture Call Utility.
2. Start the TOOLBOX Utility from the Comm One Software Folder.
3. At the TOOLBOX Utility command line type the following commands:
 - CLOSE DATABASES
 - SELECT A
 - USE PLSYS.DBF
 - BROWSE FIELDS INCOMING
4. You will be shown the INCOMING field. This is a numeric field that corresponds to the minimum call duration to record. This is a decimal field so you would type .50 for 30 seconds, .25 for 15 seconds, .75 for 45 seconds, 1.00 for 1 minute, etc.
5. When you have set the minimum duration in the INCOMING field, type CTRL-W To close the browse window
6. Type QUIT and press Return to exit the ToolBox Module.
7. Only calls longer than the minimum duration you set will be recorded. Set this parameter to 0 to record all calls.

See Also:

[TS-1001: Error: No Records Found](#)

[TS-1011: How to do a manually download and processing using a Memory Buffer](#)

[TS-1032: How do I set the minimum call length to record in Comm One Call Accounting](#)

[TS-1035: What is the easiest way to make sure I have call logs from each day?](#)

[TS-1039: Do extensions need to be set up in Call Accounting before you do Call Processing?](#)

[TS-1046: How do I modify the default Log FilePath?](#)

[TS-1048: How to use ignore.dbf to ignore certain extensions when calls are processed.](#)

[TS-1049: What does the error "Exceeded the number of licensed stations" mean?](#)

[TS-1053: How do I delete all call records and reprocess them?](#)

[TS-1118 - Why do I have a few calls with very long duration?](#)

[TS-1127 - What does the error "Variable NUMLOGS not found" mean?](#)

[TS-1129 - Why do my processed call records show each call twice but the first call has zero duration \(ring record is enabled in PBX\)?](#)

[TS-1136 - A few call records are showing as Unknown Calling Patterns. What does this mean and how do I correct it?](#)

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