

TS-1063: What Is A Call Audit And Why Do I Need One?

Comm One LLC - Technical Support Documentation

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3:45 PM

The information in this article applies to:

LITE, JR and PRO

WHAT IS A CALL AUDIT?

A call audit is where we look at the call logs you have captured from your system and prepare your configuration files. Once you get these configuration files back and load them, then you can start running reports on your system.

WHY DO I NEED TO DO A CALL AUDIT?

Every phone system is different. We work with hundreds and hundreds of different phone systems and call record layouts. By doing a call audit we insure that your software is set up correctly, and that when you run reports that the correct information is shown. We check extension numbers, date, time, number dialed, trunk information, call duration and more. We start with a default configuration file for your brand of phone system and go from there. This process insures that our software is set up correctly, and you can be confident that the data you see on your reports is accurate. If you are using Authorization Codes, Account Codes, or DNIS tracking on your inbound 800 lines, we will see this and make sure we are reporting that information properly. We also check Caller ID if your system sends it.

HOW LONG DOES IT TAKE?

The call audit process takes anywhere from 15 to 30 minutes depending on our work load.

WHAT DO I DO WHEN I GET THE CONFIGURATION FILES BACK?

We will send back installation instructions with the configuration files that will walk you through the process. Basically you unzip the files into your call accounting directory, create a shortcut, and automate the process in Windows Scheduled Tasks.

IS REMOTE ASSISTANCE AVAILABLE?

If you have difficulty installing the files, we can quickly log in and install the configuration files for you.

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