



# CallPlus | Toll Free Reporting

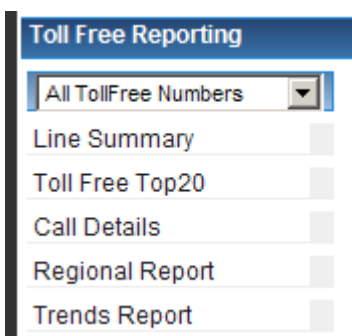
the choice is easy

CallPlus Toll Free Reporting provides our business customers with access to the most advanced online Toll Free reporting services in New Zealand. Though these online reports you will be able to generate reports to effectively understand and manage your incoming calls and marketing campaigns.

## Key Benefits:

- Real time reporting - information when you need it
- Automatic reports which can be easily copied into board reports
- If we don't have a report you need, we'll build it for you free of charge
- Access to raw data, so you can create your own reports or manipulate the data
- The ability to drill down to an exchange or suburb, so your Marketing team can cross reference it against statistical census information. This enable them to calculate response rates and effectiveness of advertising
- Information when you need it! Toll Free calling information is available 5 seconds after a call is received and we provide this online so that you can access it from anywhere in the world
- See at a glance if your Toll Free costs are tracking to budget

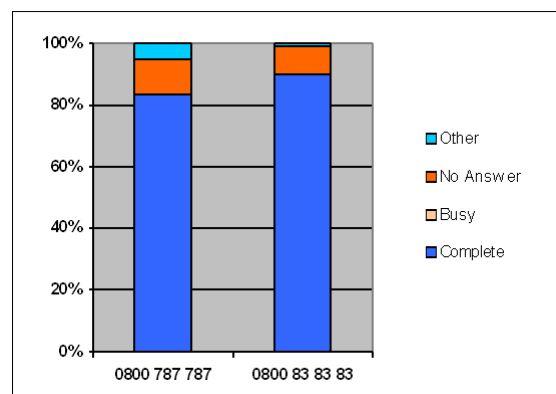
## Easy to use:



When a Toll Free number is added to your account, a menu will appear in the left hand menu navigation of Visibill. A simple drop down box lets you select an individual toll free number or you can report on all your Toll free numbers.

## Easy to understand:

Automatic graphs allow you to see what your Toll Free completion rate is at a glance





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## Available Online Toll Free Reports

These reports are available for the current month and also the previous seven bill periods.

Reports can be for individual Toll Free numbers or All numbers combined.

<b>Toll Free Line Summary</b>	<p>Produces a report by call type</p> <ul style="list-style-type: none"> <li>• Toll Free Local</li> <li>• Toll Free National</li> <li>• Toll Free Mobile</li> </ul> <p><u>Standard fields:</u> Complete calls, Average length, Duration, Total Cost, Incomplete total, Busy, No Answer, Other</p>
<b>Toll Free Top Twenty</b>	<p>Three top twenty reports:</p> <ul style="list-style-type: none"> <li>• Most Frequently called numbers (by total call count)</li> <li>• Most Expensive calls (individual expensive calls)</li> <li>• Longest duration calls (individual long duration calls)</li> </ul> <p><u>Standard fields:</u> Toll Free Number, Called from number, Region, Calls, Duration, Total Charge</p>
<b>Call Details Report</b>	<p>Toll Free Call detail by Day of Month report:</p> <ul style="list-style-type: none"> <li>• Call detail by day of the month</li> <li>• Call detail by hour of the day</li> <li>• Call Distribution by day of the month - graph</li> <li>• Average Call duration by day of the month - graph</li> </ul> <p><u>Standard fields:</u> Date, Hour of the day, Total completed calls, Average Duration, Duration, Charge, Incomplete calls</p>
<b>Call Completion Reports</b>	<p>Toll Free Completed / Incomplete Call Detail report:</p> <ul style="list-style-type: none"> <li>• Toll Free Completed Calls (Day of Month and Hour of Day)</li> <li>• Toll Free Incomplete Calls (Day of Month and Hour of Day)</li> </ul>
<b>Regional Report</b>	<p>Calls by region report</p> <ul style="list-style-type: none"> <li>• Calls by Local Calling Area report</li> <li>• Calls by Local Telephone Exchange (Auckland, Hamilton, Wellington, Christchurch)</li> </ul>
<b>By Answerpoint Report</b>	<p>Report based on termination number Geographic termination point reporting</p>
<b>Trends Report</b>	<p>6 month summary report</p>



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## Sample Toll Free Reports

### Regional Toll Free Reporting — Local Calling Area report

Calling Region	Complete Calls					Incomplete Calls			
	Complete Calls	% of Total Complete Calls	Duration	Average Call Length	Charge	Busy	No Answer	Other	% Incomplete
<a href="#">Auckland</a>	19051	96.58%	2345:00:03	0:07:23	\$1,416.51	3	588	84	3.42%
Gt Barrier	9	100.00%	0:53:53	0:05:59	\$1.26	0	0	0	0.00%
Helensville	104	96.30%	13:14:10	0:07:38	\$7.94	1	2	1	3.70%
Hibis Cst	518	97.00%	71:50:11	0:08:19	\$43.28	0	15	1	3.00%
Kaiaua	15	100.00%	2:46:54	0:11:07	\$1.67	0	0	0	0.00%
Kaiwaka	78	97.50%	11:18:33	0:08:41	\$15.81	0	2	0	2.50%
Pukekohe	512	95.70%	69:58:16	0:08:11	\$42.10	0	22	1	4.30%
Warkworth	319	97.55%	45:12:20	0:08:30	\$62.70	0	7	1	2.45%
<b>Auckland Total</b>	<b>20606</b>	<b>96.59%</b>	<b>2560:14:20</b>	<b>0:07:27</b>	<b>\$1,591.27</b>	<b>4</b>	<b>636</b>	<b>88</b>	<b>3.41%</b>

Detail by Local Telephone Exchange is available in the following local calling areas: Auckland, Hamilton, Wellington, Christchurch and Dunedin.

### Regional Reporting — Detail by Local Telephone Exchange report

Calling Region	Complete Calls					Incomplete Calls			
	Complete Calls	% of Total Complete Calls	Duration	Average Call Length	Charge	Busy	No Answer	Other	% Incomplete
AIREDALE ST	853	97.37%	92:09:20	0:06:28	\$56.74	0	22	1	2.63%
ALBANY	191	96.95%	20:28:46	0:06:26	\$12.38	0	5	1	3.05%
AVONDALE	473	95.94%	56:12:54	0:07:07	\$34.56	0	19	1	4.06%
BEACHLANDS	33	100.00%	3:51:56	0:07:01	\$2.41	0	0	0	0.00%
BIRKDALE	270	97.47%	34:34:19	0:07:40	\$21.44	0	6	1	2.53%
BIRKENHEAD	433	96.65%	61:09:00	0:08:28	\$36.69	0	12	3	3.35%

### Call completion — By day of the month

Date	Complete Calls				Incomplete Calls						
	Total Complete Calls	Average Call Duration	Duration	Charge	Total Incomplete	Busy	No Answer	Blocked Calls	Under 1 sec	Other	% Incomplete
<a href="#">01-11-2007</a>	2280	0:08:31	323:51:58	\$142.88	33	1	14	0	0	18	1.43 %
<a href="#">02-11-2007</a>	1826	0:08:10	248:34:05	\$108.65	27	0	18	0	0	9	1.46 %
<a href="#">03-11-2007</a>	1078	0:08:03	144:39:30	\$63.63	12	0	7	0	0	5	1.10 %
<a href="#">04-11-2007</a>	1254	0:06:59	146:01:11	\$62.65	10	0	3	0	0	7	0.79 %

