

Example Reports



Management Report

Company: **NBCN**
Account No: **SAMPLE01**

Invoice No: **INV000001**
Bill Date: **01 May 2008**

Top Ten Frequently Called Numbers

Number Called	Location	Calls	Duration	Cost
0870xxxxxxx	National Rate Call	18	0:30:42	£1.87
0790xxxxxxx	T-Mobile	17	0:17:45	£2.83
0173xxxxxxx	Peterborough	14	0:17:08	£0.20
123	Speaking Clock	11	0:03:28	£0.94
0845xxxxxxx	Local Rate Call	10		
0173xxxxxxx	Peterborough	8		
0845xxxxxxx	Local Rate Call	8		
0173xxxxxxx	Peterborough	5		
0153xxxxxxx	Coalville	4		
0153xxxxxxx	Coalville	4		

"Who are we calling the most?" "Should we ask NBCN for a special rate on these calls?"

Top Ten Most Expensive Called Numbers

Number Called	Location	Calls	Duration	Cost
0790xxxxxxx	T-Mobile	17	0:17:45	£2.83
0870xxxxxxx	National Rate Call	18	0:30:42	£1.87
0777xxxxxxx	Vodafone	1	0:08:04	£1.24
123	Speaking Clock	11	0:03:28	£0.94
0845xxxxxxx	Local Rate Call	10		
0845xxxxxxx	Local Rate Call	8		
0775xxxxxxx	O2	2		
0779xxxxxxx	Mobile	1		
0870xxxxxxx	National Rate Call	3		
0870xxxxxxx	National Rate Call	1		

"Were these calls necessary?" "Should we ask NBCN to investigate this?"

Top Ten Most Called Locations by Cost

Code	Location	Calls	Duration	Cost
0790X	T-Mobile	19	0:18:34	£2.96
0845X	Local Rate Call	24	0:49:27	£1.93
0870X	National Rate Call	18	0:30:42	£1.87
0777X	Vodafone	1	0:08:04	£1.24
123	Speaking Clock	11	0:03:28	£0.94
0173X	Peterborough	55	1:16:26	£0.91
0775X	O2	2	0:02:56	£0.35
0779X	Mobile	1	0:02:52	£0.34
0870X	National Rate Call	3	0:05:29	£0.33
0870X	National Rate Call	2	0:05:13	£0.32








Top Ten CLI Summary by Calls

Calling Line	Description	Calls	Duration	Cost
0173xxxxxxx		74	1:55:29	£5.83
0173xxxxxxx		64	1:36:13	£4.94
0153xxxxxxx		28	0:11:24	£0.88
0176xxxxxxx		6	0:00:21	£0.14
0153xxxxxxx		3	0:00:45	£0.01
0115xxxxxxx		1	0:00:02	£0.09
0120xxxxxxx		1	0:01:37	£0.02
0115xxxxxxx		1	0:00:01	£0.09

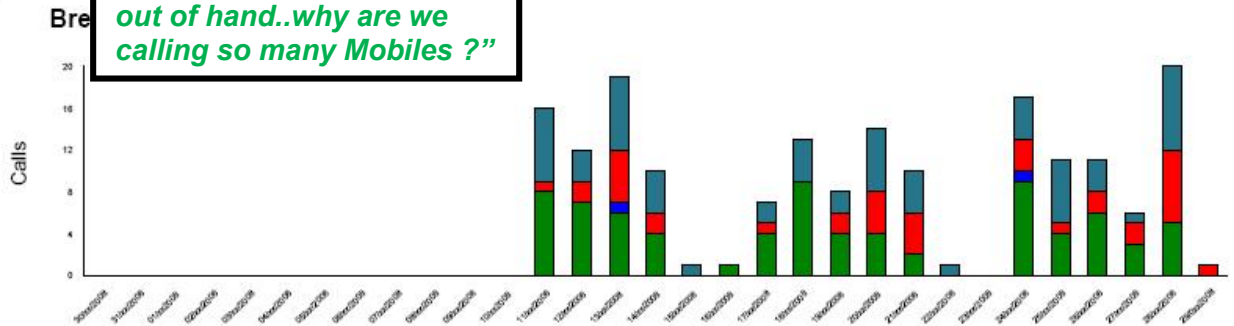
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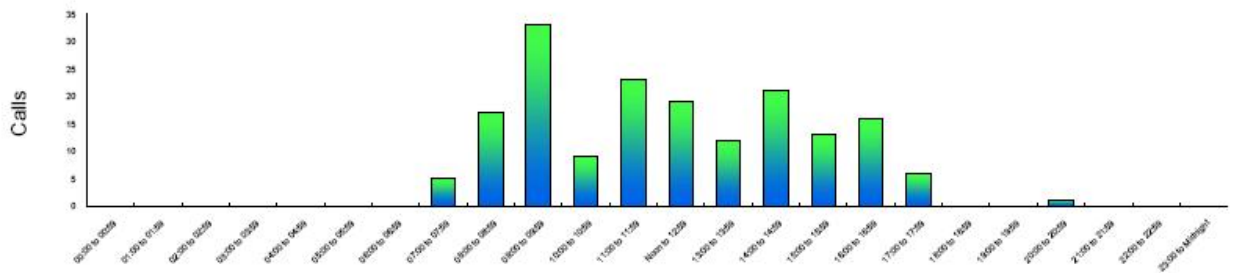
Breakdown of Calls by Type

Key:		Calls	Cost	Duration	Ave. Durr.
	Local	76	£1.03	1:26:34	0:01:08
	Regional / National	2	£0.07	0:05:11	0:02:35
	Mobile	37	£5.33	0:35:32	0:00:57
	International				
	Inbound - Number Translation				
	Inbound - Revenue Share				
	Other	63	£5.56	1:38:35	0:01:33
Average/Totals		178	£11.99	3:45:52	0:01:16










"Mobile spend is getting out of hand..why are we calling so many Mobiles?"



Distribution of Calls for Consolidated Month



Percentage of Calls by Hour between 09:00 and 17:59

Key:	Hour	Percentage
	09:00	22%
	10:00	6%
	11:00	15%
	12:00	13%
	13:00	8%
	14:00	14%
	15:00	9%
	16:00	11%
	17:00	4%

