

**Getting started with**

# ***ELEPHANT***

**Telephone Call  
Management System**

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## ELEPHANT Call Management

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## ELEPHANT Call Management

### Introduction

*ELEPHANT* is a comprehensive call management system that has been developed to extract call data from a wide range of different telephone systems. The purpose of *ELEPHANT* is not necessarily to impose a *Big Brother* culture but aims to solve two other aspects of managing telephone systems, eg:

- i To provide information as to how the telephone system could be improved to reduce costs or enhance the service.
- ii To provide accurate information relating to the calls made by extension or groups of extensions for charging purposes.

The incoming and outgoing call data can be displayed or printed in a variety of different formats to enable the operational efficiency to be established. It should, however, be noted that some telephone systems do not provide comprehensive data and the analysis is limited to that provided. The data output is capable of assisting in the making of decisions such as:

Are there enough or too many exchange lines?

Is an additional operator required for peak traffic times?

Could switching to another carrier make savings?

Can leased lines be justified?

Can the performance of telesales operators be improved?

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### **Minimum hardware requirements**

*ELEPHANT* can be installed on any industry standard PC with the following minimum hardware specification:

- Pentium P133 or higher microprocessor
- 32 megabytes RAM (64 megabytes for NT4/2000/XP)
- 1 available serial port (RS232C or V24)
- 3.5" high density floppy disk drive
- CD-ROM drive
- Hard disk with at least 30 megabytes of available space
- Standard colour monitor (minimum resolution 800 x 600)
- Mouse / pointing device
- MS-Windows 95/98/NT4/2000/XP operating system

The telephone system must also be equipped with a serial port (V24 / RS232) to output the call data. This port is often referred to as a CDR (Call Data Recording), SMDR (Station Management Detail Recording) or call logging port. For certain modern router based telephone systems, the CDR is received via a network connection rendering the serial port requirement redundant.

### **Remote diagnostic support requirements**

If the option for remote diagnostic support by the *ELEPHANT* Support Desk is selected then the following is also required:

- Windows compatible modem (internal or external)
- PC AnyWhere Host licence
- Analogue telephone point with dedicated line or DDI number

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### Installation

The process of installing your *ELEPHANT* system is divided into the following stages:

- Installing *ELEPHANT* software
- Installing *ELEPHANT* databases
- Configuring *ELEPHANT*
- Connecting to the Telephone system
- Configuring the Telephone system
- Registering your installation

### Installing *ELEPHANT* software

To install *ELEPHANT*, insert the CD into the CD-ROM drive. If the program does not start automatically you should select **Start - Run** from the task bar of Windows 95/98/NT4/2000/XP and enter the following in the dialogue box:

**D:\SETUP** and press the **[Enter key]**

Where D: is the CD-ROM drive.

The installation wizard will then prepare the system for installation and configuration of the software. Follow the instructions for each phase of the installation.

The default folder for *ELEPHANT* is **C:\Elephant** which in most cases may be accepted. If a different destination disk or directory is required, then type it in the space provided.

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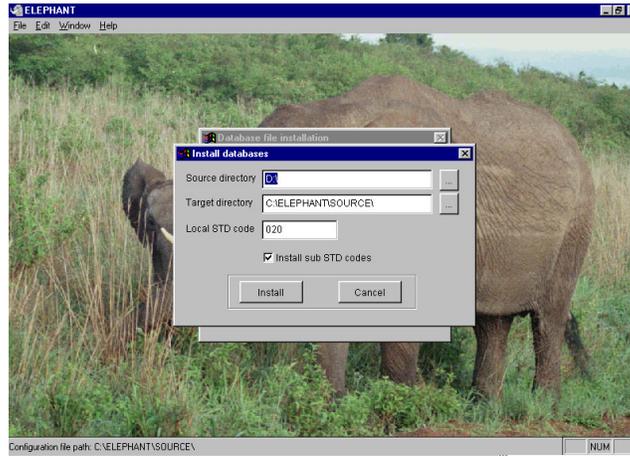
### Installing *ELEPHANT* databases

After the basic installation process is complete it is necessary to install the database files. The default location for these files is in the same folder as the programs. If you wish, you may store the database files in a different location, for example a file server.

The first time that you run the system, it will report that the configuration file (CONFIG.DBF) cannot be found and will prompt for the installation option, the options are:

- Install database files (full system)
- Install demonstration version
- Install Lite demonstration version
- Install trial databases (21 days)
- Install remote (network) access

To install the databases, select **Install database files** and press the **Install** button. The system will prompt for the source location (normally the CD-ROM drive), target directory and the local STD code. It is essential that the correct STD code is entered in order that the call costs may be calculated accurately.

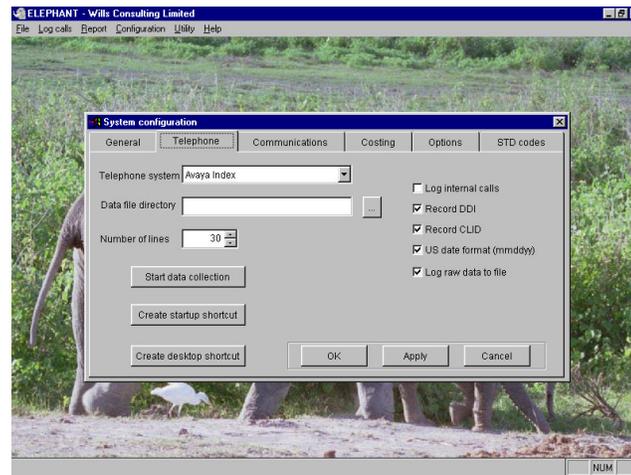


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You will then be prompted for the software licence key that can be located on the inside of the case supplied. Once a valid key has been entered, select **Install** and the system will copy the database files onto the hard disk and configure the STD codes for the local area.

### Configuring *ELEPHANT*

Before *ELEPHANT* can collect data, it is necessary to define certain system configuration parameters. The first time you access *ELEPHANT* you will be taken to the Telephone tab of the system configuration screen where you will need to select your telephone system from the drop down list.



Once the telephone system has been selected, pressing the button labelled **Start data collection** will activate the appropriate data collection utility program for the telephone system. The data collection utility will collect data from the telephone system and store it in temporary files until the data is logged into Elephant.

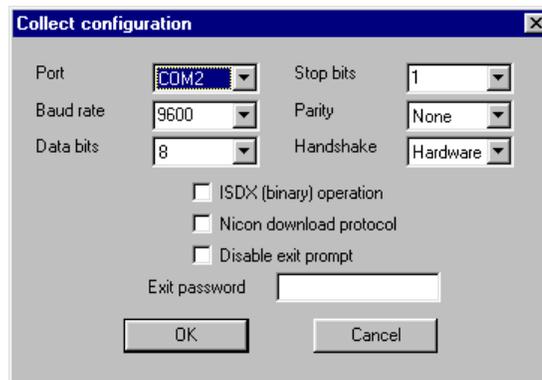
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The following sections describe the configuration of the various data collection utilities.

Once data collection has been configured and tested, it is recommended to create shortcuts in the system startup and desktop by pressing the buttons labelled **Create startup shortcut** and **Create desktop shortcut**. Adding a shortcut to the system startup will result in the data collection being automatically started when the PC is rebooted for whatever reason.

### *Collect* – Serial data collection

Most telephone systems output data via a V24 / RS232C / serial port and for these systems the program *Collect* should be used to gather data. The default communication settings will be displayed which should be modified to match the output from your telephone system. In future, *Collect* will automatically minimise to the task bar on starting.



It is strongly recommended to disable all power saving or power management on the PC when using serial connection, both in the

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BIOS and the Control Panel. If this is not done then data errors may be identified resulting in call records being lost.

### **Connecting to the telephone system**

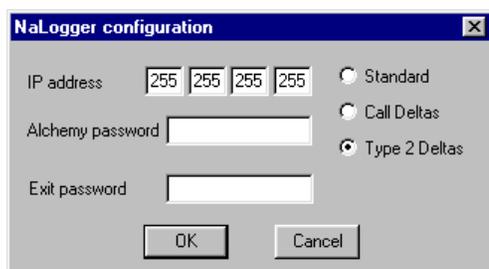
To enable data to be collected from the telephone system, the PC must be connected to the CDR (Call Data Recording) or SMDR (Station Management Detail Recording) port of the telephone system. This connection is via a serial cable (V24 or RC232) which may be supplied with the system. Note that some telephone systems such as the Network Alchemy, Avaya Office range and the SpliceCom Maximiser supply the CDR information via a network interface rather than a serial interface.

When Wills Consulting supplies cables with *ELEPHANT* they will be labelled to assist in the installation process. Otherwise the cable specifications for connection to your telephone system may be found by selecting the **Help** menu option. For details of the cable required, select the appropriate telephone system from the list in **Contents - Configuring telephone system**.

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### *NaLogger* - Network Alchemy data collection

The Network Alchemy / Avaya (formerly Lucent) Office range of ISDN routers provide data across the PC network. There are two methods for generating the temporary file: the *Call Logger* program supplied with the Alchemy or the *NaLogger* program supplied with Elephant. The most comprehensive information will be provided with the *NaLogger* using the *Type 2 Deltas* format. When this program is first activated, the configuration box will be automatically displayed:



### Collecting data from Avaya IP Office

The Avaya IP Office provides data across the PC network rather than via a serial port, consequently raw data is logged to a data file. There are two methods for generating the data file: the *Call Logger* program or the SMDR output program. The latter is the preferred option but requires release 1.3 or later of the IP Office software. This utility is provided on the IP Office Administration CD-ROM together with installation instructions. The location of the output file must be defined in the **Data file directory** field in the Elephant configuration, the default setting being:

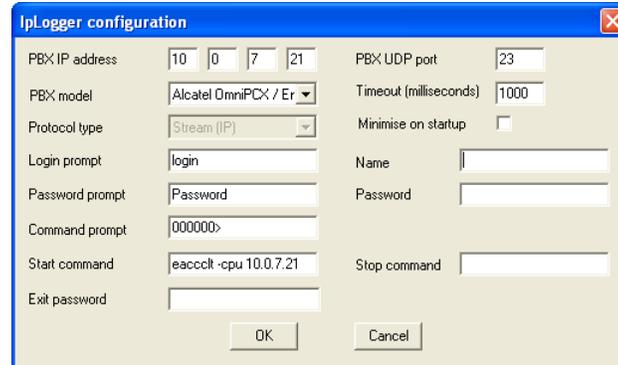
C:\Program Files\Avaya\IP Office\SMDR\SMDR\_output

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### *IpLogger* – IP / LAN data collection

Many newer telephone systems allow data to be collected across a network rather than via a serial port. For these systems the program *IpLogger* should be used to gather data. Please note certain systems such as the Network Alchemy and Avaya IP Office have dedicated methods of outputting data.

When *IpLogger* is run for the first time, it will prompt for the IP Address and the telephone system. Depending upon the selected telephone system will determine which other fields should be defined.



The screenshot shows the 'IpLogger configuration' dialog box with the following fields and values:

Field	Value
PBX IP address	10   0   7   21
PBX UDP port	23
PBX model	Alcatel OmniPCX / Er
Timeout (milliseconds)	1000
Protocol type	Stream (IP)
Minimise on startup	<input type="checkbox"/>
Login prompt	login
Name	
Password prompt	Password
Password	
Command prompt	000000>
Start command	eaccclt -cpu 10.0.7.21
Stop command	
Exit password	

Buttons: OK, Cancel

### Configuring the telephone system

Your telephone system must be enabled to output call data. Please refer to the Help option on the Main *ELEPHANT* menu to locate basic instructions for specified telephone systems. You may need to contact your system installer or maintainer for assistance.

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### Configuring the system tables

Before you start producing reports you may wish to set up your extension listing. Select **Configuration** from the Main menu then choose **System tables**. Add and delete extension numbers using the appropriate buttons. The remaining configuration tabs are all optional. More details on these can be found in the **Help** system.

### Installing optional call buffer

The system may be supplied with an external call buffer, which is located between the telephone system and the PC. The cabling details are also described in the help system.

When the buffer is powered up the lamps will be lit while it performs a self-test sequence. For further information regarding the operation of the data buffer, please refer to the **Help** menu.

### Running *ELEPHANT*

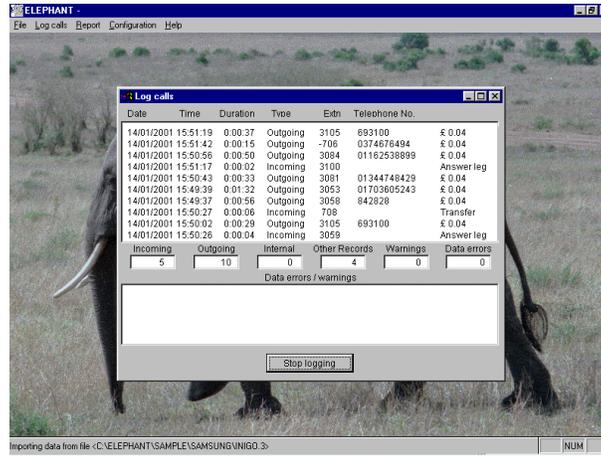
Once the installation process has been completed, *ELEPHANT* can be activated from the Windows task bar by selecting:

**Start - Programs - Elephant - Elephant Call Management**

To add a shortcut to your desktop, select **Configuration – System configuration** and press the button labelled **Create desktop shortcut**.

## Logging calls

The collect software buffer installed on your PC will start collecting calls as soon as the installation is complete. These calls need to be transferred to your *ELEPHANT* database via the **Log calls** function, which can be set to refresh itself as often as each user requires.



It is recommended that the log calls function should be left on in order that the buffer isn't left collecting large amounts of raw data.

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### Networking *ELEPHANT*

The licence for *ELEPHANT* allows the system to be installed on an unlimited number of PCs using data collected from a single telephone system. To configure the system for multiple concurrent users, the disk drive and/or folder containing the database files must be enabled for sharing with full access rights. Also the **Share database files** option in the System Configuration screen must be checked.

Access the shortcut to Elephant on the logging PC and append **/L** to the shortcut target. This will specify that this PC is connected to the telephone system and can perform the logging process otherwise the **Log calls** option will be disabled.

To install an analysis only version, insert the CD-ROM and install the software. The first time that you run the system, it will report that the configuration file (CONFIG.DBF) cannot be found and will prompt for the installation option.

Select **Install remote (network) access** and press the **Install** button. The system will prompt for the path to the database files, this may be entered as a MS-DOS (x:\Elephant) or a network path name (\\Logger\c\Elephant).



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### Producing reports

Your *ELEPHANT* system provides a comprehensive range of standard reports showing external and internal calls. These can relate to extension or designated groups and can be summary reports or detailed reports.

Requesting incoming, outgoing or internal reports is done so using similar screen templates.

From the main menu select **Reports** and then select either **Incoming**, **Outgoing**, **Internal** or **All calls** as required. The report template for each is broken down into three main sections: **Period**, **Filter** and **Report**.

The screenshot shows the 'ELEPHANT - Wills Consulting Limited' application window. The main window has a menu bar with 'File', 'Log calls', 'Report', 'Configuration', 'Utility', and 'Help'. The background is a landscape with an elephant. Overlaid on this is a smaller window titled 'Outgoing calls'. This window is divided into three sections: 'Period', 'Filter', and 'Report'.  
- **Period**: Includes 'Start date' (01/03/2003), 'Time' (0:00), 'Specify period' (dropdown), 'End date' (05/03/2003), 'Time' (24:00), 'Daily period' (From 0:00 To 24:00), and 'All days' (dropdown). A 'No. of matching calls' field is on the right.  
- **Filter**: Includes 'Extension' (From 2001, To Reception), 'Department', 'Group', 'Account code', 'Destination', 'Call band type' (All calls), 'Identified numbers only' (checkbox), 'Exclude identified numbers' (checkbox), 'Duration' (From : : To : :), 'Cost' (From 0.00 To : :), 'Trunk No' (From, To), and 'LCR access code'.  
- **Report**: Includes 'Report type' (Itemised list) and 'Report option' (All calls). A 'Filter name' field is on the right.  
Buttons on the right include 'Run Filter', 'Save Filter', 'Load Filter', 'Reset Filter', 'Run report', and 'Close'. At the bottom, there is a 'NUM' field and a note: 'Select upper extension number in consecutive range'.

Select the date range you require and the time range if applicable. There are choices of Specific date ranges that are set as standard and these can be used if they apply for your report.

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In the filter section you can select individual extensions or a range of extensions by clicking on the drop down button and selecting them from the list available. The same can be done with Departments and Groups that you have set up. There are other filters that may be selected if required and these are dependent on whether you are producing reports for outgoing, incoming, internal or all calls.

There are additional reports found under the **Statistics** option on the reports menu. These include Trunk usage, Cost comparison and Resources check. There is also an option to select **Telephone bill**. All these reports have their own simple selection menu that includes selecting the date range.

## **Registering your installation**

Once the system has been installed, it is strongly recommended that you register your system in order to receive any updates to the standard tariffs, STD codes or application. Registration may be done by telephoning the help desk on 01372 371231 or on-line by at the web page: [www.willsconsulting.co.uk/register.htm](http://www.willsconsulting.co.uk/register.htm). In order to register you will require the serial number (this may be found from Help – About) and an Email address.

## **Installing Elephant updates**

Updates for your Elephant system are available to all customers who opt for the support package, they should be downloaded from our web site : [www.willsconsulting.co.uk](http://www.willsconsulting.co.uk). These updates include:

- The provision of STD code updates
- Updates reflecting changes in BT charges
- Software updates, including new features

The procedure for installing updates is

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Close **all** copies of **Elephant** before updating the system

If the logging PC has Internet access, visit our web site download page: [www.willsconsulting.co.uk/download.htm](http://www.willsconsulting.co.uk/download.htm) and click on the current update, choose run/open this program. Accept the default destination folder and follow the instructions to install the update. Repeat this procedure for the pertinent tariff and STD update.

If the logging PC does not have internet access you will require a single blank floppy disk. Visit our web site download page: [www.willsconsulting.co.uk/download.htm](http://www.willsconsulting.co.uk/download.htm) from a PC with Internet access and click on the current update and save this file to floppy disk (A:). Repeat this procedure for the pertinent tariff and STD update. Insert the diskette into the Elephant PC, select **Start – Run** and enter **A:\Update** in the dialogue box. Accept the default destination folder and press **Run**. Repeat this for the tariff update by running the tariff update program (**A:\UK** or **A:\Germany** etc).

When Elephant is next started, it will acknowledge that a program update has been installed and ask if you wish to install the database/tariff update. Press **Yes** accept the default locations and press the **Update** button.