RIDE Web Interface

Service Provider

User Guide

Document History

Revision Number	Date	Summary of Change(s)	Author
A3	28/02/2005	First draft version of document	MCWH
A3a	25/5/05	Updates for issue	MVD
A3b	16/09/05	Reduction of replication in other guides	MVD
A3c	30/03/2006	Web User Rights changes and Reports	MVD
A3d	03/08/2006	Email corrections. WUR updates.	MVD
A3e	13/11/2006	Submitting 2 SDW requests, cancels the first one.	MVD
A3f	19/12/06	Single SPUG, help FAQ's.	MVD
A3g	03/04/07	Whitelist working	MVD
A3h	27/04/07	Fault reporting	MVD
A3i	08/08/19	Where to find latest version link updated	NAA

Table of contents.

1 RECORDED INFORMATION DISTRIBUTION EQUIPMENT (RIDE)

1.1 Introduction to the RIDE Platform Interface

The RIDE application is web-based and supports Internet Explorer from version 5.0 onwards. All testing has been performed using this browser. It is also expected to work with other browsers but this cannot be guaranteed for all combinations of RIDE and Browser software versions, because it has not been as extensively tested.

The web interface employs the usual features such as links, drop-down lists, dialogue boxes and check boxes etc. A mouse is used to select items, links and menu options.

For the purpose of these instructions, it is assumed that the equipment is correctly installed, and is functioning normally.

If the user is unfamiliar with Windows, or with the use of a mouse, it is suggested that the on-line Microsoft Windows Tutorial may be of assistance. There also follows a brief explanation of some of the terms used in the following text. Further assistance on using Windows can be gained from the Microsoft Windows/NT User Guides.

The screens shots and descriptions in this manual refer to Windows XP and may differ slightly if another operating system is used.

1.2 Brief Explanation of Terms

Choose:	Use the mouse to pick (click) an item from a menu or dialogue box to begin an action. Alternatively, type the key letter (underlined) for the selected item to begin the action.
Click	Press and quickly release the left hand mouse button.
Right click	Click on the item using the right mouse button.
Double click	Press and quickly release the left hand mouse button twice.
Close	Choose Close from a window control box menu or dialogue box, or use the mouse to click the Close Button in the window title bar.
Open	Enlarge an icon to a window by double clicking on the icon.
Point	Use the mouse to point at an item and highlight it, without clicking a mouse button.
Scroll bars	The vertical and/or horizontal scroll bars appear along the edges of a window when a document, a list, or a picture is too large to entirely fit within the viewing window. Use the scroll bars to move the viewing window around the document, list, or picture.
Select	Mark an item or command button for subsequent action by clicking on the item or box with the mouse, or using the appropriate key strokes.
Dialogue	A window that appears temporarily, requesting information or options to be chosen.

1.3 Document Conventions

This document uses several conventions to facilitate recognition of instructions.

- Microsoft and other third-party software application window titles are depicted in dark blue, bold font.
  Example: Clicking the calendar icon will display the **Calendar** dialogue.
- All RIDE web interface page titles are depicted in dark blue, bold font with the last word of the page title in a larger font size.
  Example: From the **service administration** main page in ...
- All cross references are shown in light blue font.
  Example: From the **service administration** main page is displayed in **Fig. 10**.
- Data that is to be selected will be expressed in italicised letters.
  Example: Choose *England* from the from the By Region drop down list
- Command buttons, text field names and menu items are shown in bold letters.
  Example: From the **File** menu, click the **Save** button.
- The labels that appear on the keys of the keyboard are presented in upper case and enclosed in angle brackets.
  Example: <ENTER><TAB>
- Words and commands that must be typed as instructed are presented in the Courier font.
  Example: `10.70.7.53<TAB>www.bt.se`
- A Note emphasises or provides further information concerning important points of the text, or supplies information that applies only in certain cases.
  Example: *Note: The entry fields are case sensitive.*
- Text within angle brackets indicates that the string should be replaced.
  Example: telnet <IP address> should be replaced as follows telnet 192.168.0.0
- => continued overleaf
  This indicates that further text or graphics describing the topic appear on the following page.
- * This symbol appears next to a data input field when data entry is mandatory.

1.4 Where to find the latest version of this guide

https://www.inboundservices.bt.com/HelpFiles/additional/ride_spug.pdf

2 SETTING UP YOUR BROWSER

To achieve this, you need:

- A computer with Internet access
- A browser. You are recommended to use IE4 to IE5.5. Netscape 4 to 4.7 has been used but has not been as extensively tested. . Potentially, difficulties may also be experienced with new browsers that have not yet been tested to ensure compatibility with our system. The following description is valid for Internet Explorer.
- A PC - minimum requirements: 486/66 Processor, 12MB RAM memory (24MB for Windows NT),50MB hard disk space, a compatible operating system, e.g. Windows 95/98/NT. You may be able to gain access to Web Interface from any device with a web-enabled browser that supports 128-bit encryption.
- You are recommended to define your screen size as 800 * 600.

2.1 128 Bit Encryption

Before accessing the RIDE web interface the user must first ensure that the Internet browser being used supports 128-bit encryption.

To determine the level of encryption employed by the browser select **About Internet Explorer** from the Help menu. This opens the About Internet Explorer window. Cipher strength should be at 128-bit.

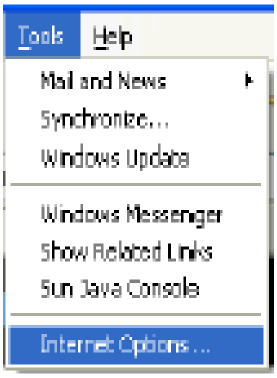
If the cipher strength is less than this, access to the RIDE web interface cannot be established.

Download an upgrade to 128 bit encryption from;

`http://www.microsoft.com/windows/ie/downloads/recommended/128bit/default.mspx`

Your browser version can be found in the **About Internet Explorer** window.

2.2 Default Settings



To access the RIDE web interface, a number of changes must first be made to the default settings within Internet Explorer. These include the security policies for ActiveX, Cookies and Java, together with other advanced security parameters.

A low security policy is required to enable access the system so the RIDE web site can be set as a trusted site. This is performed as follows:

Fig.2.1 Accessing Internet Options

1. From the **Tools** menu of Internet Explorer, select **Internet Options** as shown in **Fig. 2.1**. The **Internet Options** window is displayed.

2. Select the **Security** tab from the top of the window. Click on **Trusted sites** and then click **Sites…**(**Fig. 2.2**).

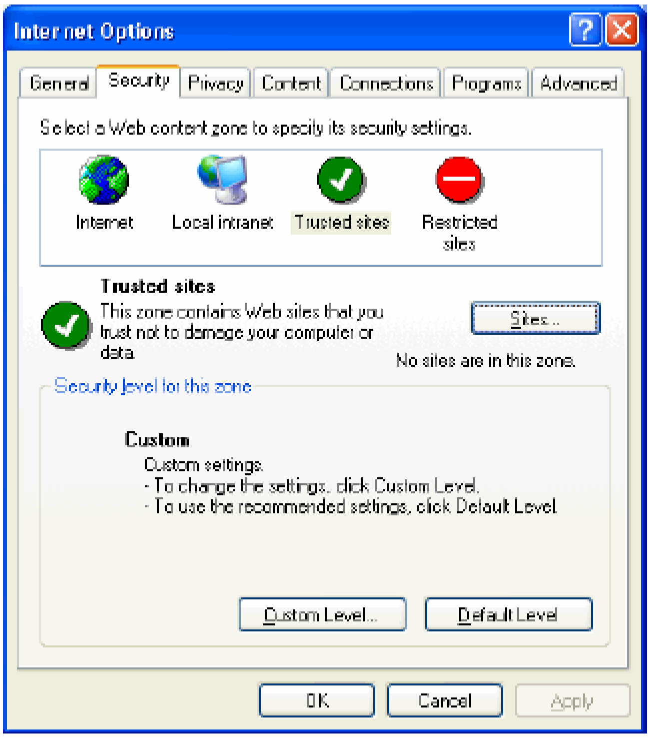


Fig. 2.2 Internet Options - Trusted Sites

3. The **Trusted Sites** dialogue box is displayed as shown in **Fig. 2.3**. Enter the **full RIDE web address** into the **Add this Web site to the zone:** text field as shown. An alternative site address may be used (https://www.bt.com/ride).

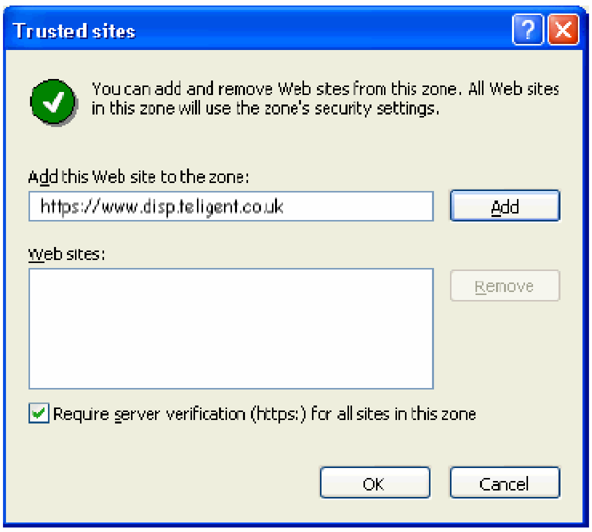


Fig. 2.3 Internet Options - Security - Trusted Sites

4. Click **Add** to enter the address into the **Web sites:** box.

5. Ensure that the Require server verification (https:) for all sites in this zone checkbox is ticked.

6. Click **OK** to close the **Trusted Sites** dialogue box.

7. In the **Internet Options** window on the security tab, click **Custom Level…** to display the **Security Settings** dialogue box as shown in **Fig. 2.4**.

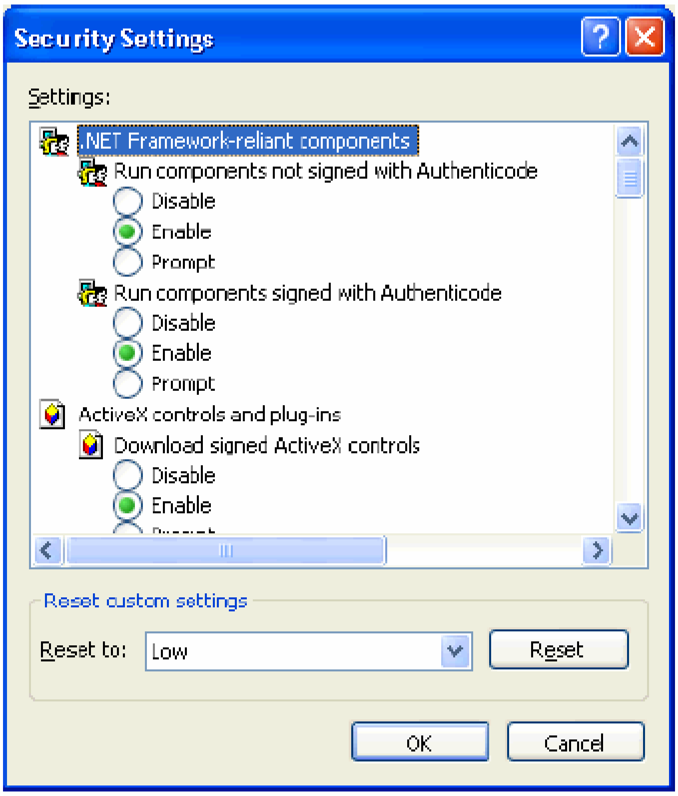


Fig. 2.4 Internet Options - Security - Security Settings

8. Reset the custom settings to low by selecting **Low** from the **Reset to:** drop-down list and then click **Reset**.

9. Click **OK** to close the **Security Settings** dialogue box.

10. In the main **Internet Options** window, click the **Advanced** tab to display the advanced settings as shown in **Fig. 2.5**

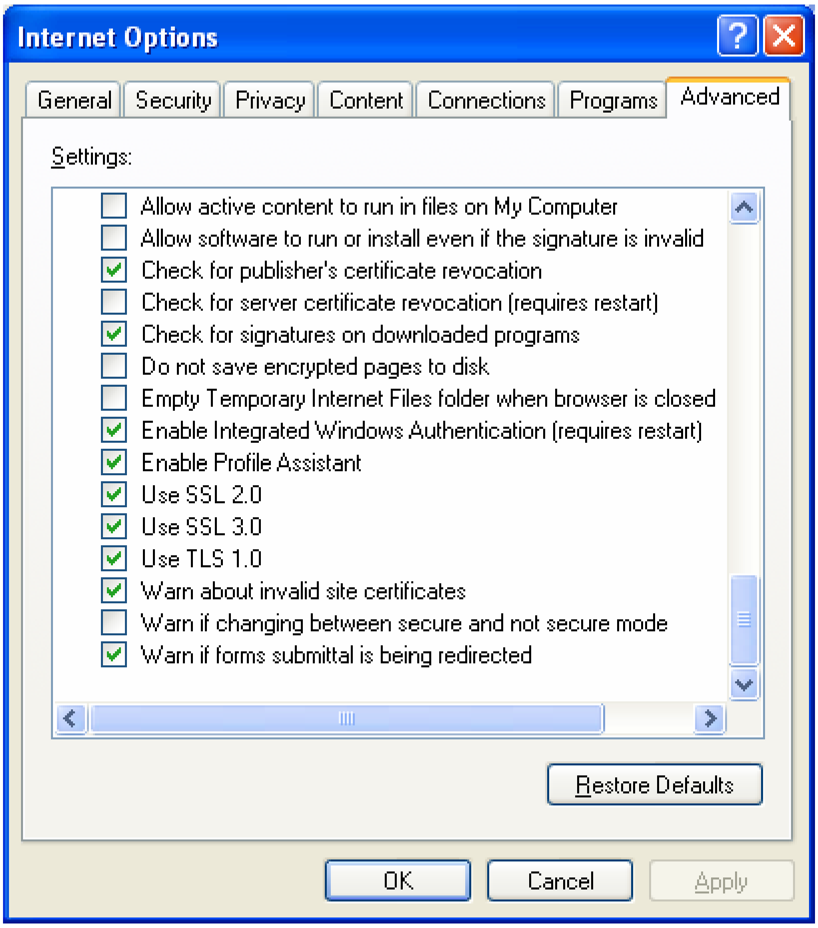


Fig. 2.5 Internet Options - Advanced

11. Scroll down to the security section and check the boxes as displayed in **Fig. 2.5**.

12. Once the boxes have been checked, click **OK** to close the **Internet Options** window.

2.3 Completion

1. To ensure that all settings have taken effect, close down the browser by clicking the **Close** button in the window title bar, and re-launch Internet Explorer.

2. Enter the **site address** into the address bar and click **Go** (see **Fig. 2.6**).

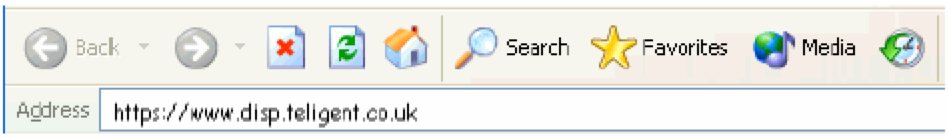


Fig. 2.6 Internet Explorer Target Field

The RIDE login page, illustrated in **Fig. 3.1** is displayed.

2.4 Security certificate date.

You may recieve a screen prompt, which tells you that your security certificate is out of date.

Assuming your certificate is not out of date, this may be due to a problem with older versions of browsers, which do not correctly process date information. Unfortunately, the security certificates that are embedded in older versions of Netscape (Netscape version 4.05 and earlier) expired on 1 January 2000. This means that secure sites are no longer accessible to these sorts of browser. You may wish to upgrade your browser to a more recent version. Instructions for doing this can be found via the 'help' icon on your browser.

3 LOGGING IN

3.1 Logging in for the First Time

Your User Identity (ID) will be provided by the System Administrator, and your initial sign-on password will be sent to you via email.

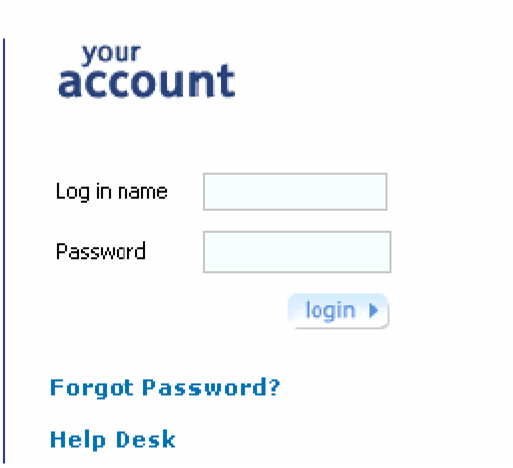


Fig. 3.1 The Login Screen

At the web interface **your account** login screen, enter your User ID in the **Log in name** field.

Note: Your User ID is case-sensitive, and must be typed in exactly as shown by your administrator.

1. Type in your password in the **Password** field.

Note: Your password is case-sensitive, and must be typed in exactly as displayed in the email.

2. Click **Login**, or press <ENTER>, to initiate login. After successful validation of User ID and password the Warning page appropriate to your Service Provider and your access privileges opens, as illustrated in Fig. 3.2, which shows a typical warning.

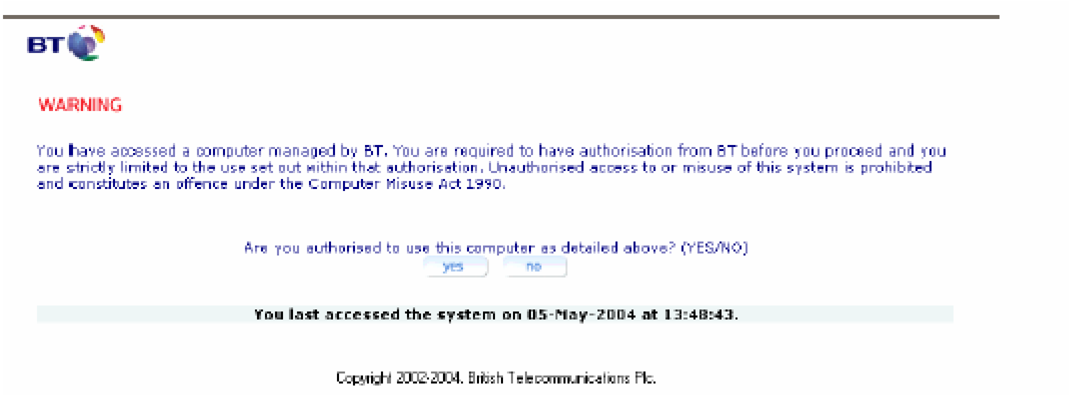


Fig. 3.2 Web Interface Access Warning Page

3. Read the Warning on screen, and click **Yes** to complete the login.

The first time you log in, the **change password** / **change prompt** page is displayed.

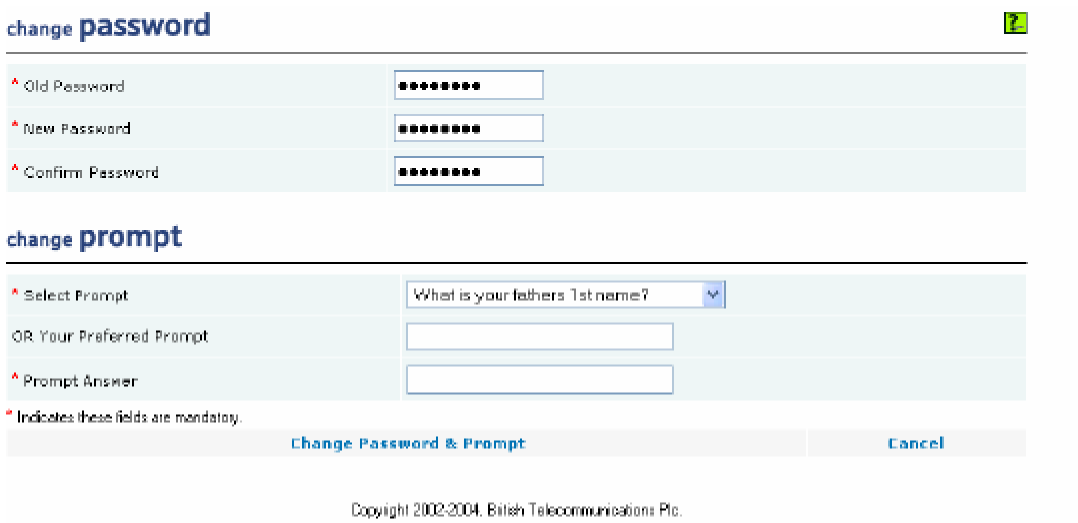


Fig. 3.3 Change password - Change prompt

3.1.1 Change Password

1. Enter your old password in the **Old Password** text field i.e. the initial password provided by email (case sensitive).

2. Enter your new password in the **New Password** text field. The rules governing a valid password are:

- A password must contain between 8 and 16 characters.
- There must be no double characters.
- Adjacent characters must not be in numerical or alphabetic sequence, neither forwards nor reverse. This is immediately apparent for numeric and alpha characters but also applies to the following character sequences in either forward or reverse sequence:
    - #$%&
    - *+
    - <=>

- ?@

- There must be at least one of the following special characters; $ % ^ & * + = @ # < > ?

3. Enter your new password again in the **Confirm Password** text field.

3.1.2 Select a Prompt

1. To choose a prompt, select a **prompt** from the drop-down list of prompts, and then enter the **prompt answer**. The answer to your chosen prompt must be unequivocal.

2. Alternatively type in Your Preferred Prompt, and then type in the Prompt Answer.

3. Click on the **Change Password & Prompt** link, or press <ENTER> to save the changes.

When all changes are correct, and finally saved, the Web Interface opens with the current **message of the day** page displayed as illustrated in **Fig. 3.4**.

Fig. 3.4 also shows a typical navigation menu from which the user can access all available administration facilities provided by RIDE Web interface (for further details see paragraph "**The Navigation Menu**").

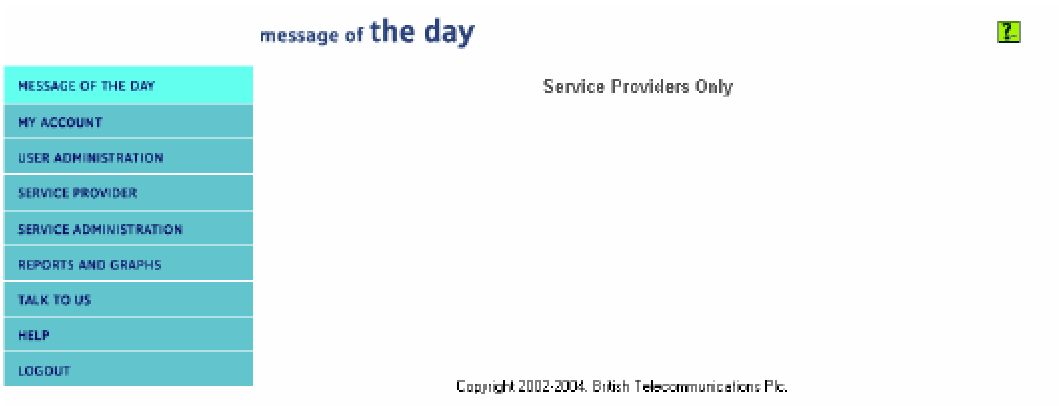


Fig. 3.4 Message of the day Page

3.2 Subsequent Logins and Login Restrictions

At the Web Interface **your account** login screen (**Fig. 3.1**) enter your **User ID** and **Password**.

1. Click **Login**, or press <ENTER> to initiate the login sequence. The Warning page is displayed.

2. Click **Yes** to complete the login, or click **No** to cancel.

3. After clicking **Yes**, the Web Interface opens with the current **message of the day** displayed and the navigation menu (see **Fig. 3.4**).

3.2.1 Login Restrictions

A System Administrator can place login restrictions on users as follows:

- The System Administrator can immediately log any user out of the system.
- The System Administrator can prevent further logins by an individual user.
- Login will be inhibited after three attempts at logging in with incorrect passwords. Login is re-enabled after a period of time defined by the System Administrator.

User accounts will be permanently disabled on reaching a pre-defined number of successive failed login attempts.

If you have problems logging in, contact your Administrator.

3.3 Forgotten Password

If you have forgotten your password, carry out the following:

1. At the Web Interface opening screen (**Fig. 3.1**) click **Forgot password?** The **forgotten password?** page is displayed.

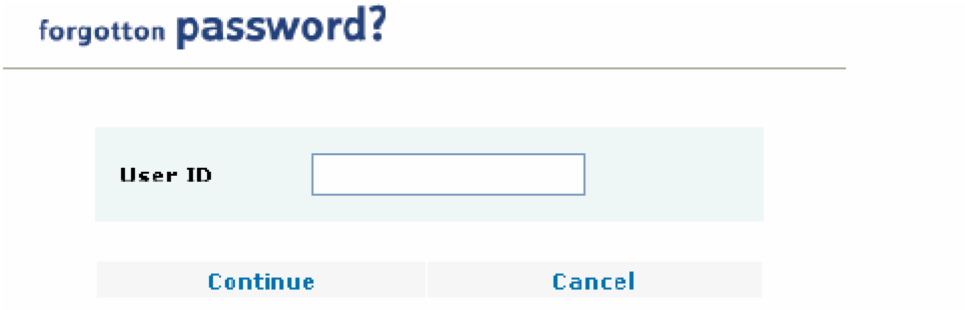


Fig. 3.5 Forgot password page one

2. At the **forgotten password?** page, enter your **User ID** and click **Continue**.

3. You will be sent an email containing a Forgot Password URL, and the **forgot password continued** page is displayed.

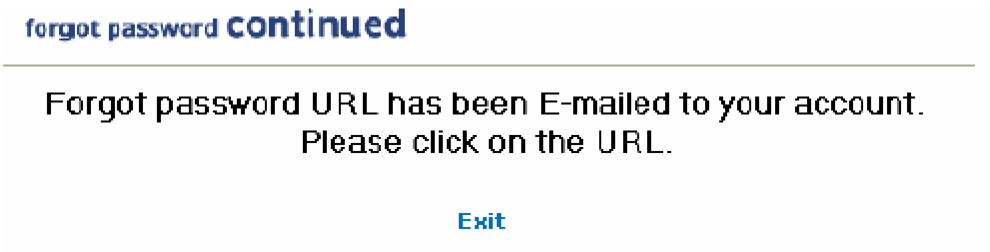


Fig. 3.6 Forgot password Email Confirmation

4. Click **Exit** on the **forgot password continued** page. The **your account** login age is displayed. Close the **your account** login page as well.

5. Open the email, ensuring that the complete URL is displayed in a single line as a link, and click on the URL link.

The URL should appear in the Web Interface **your account** login page address field, if this is not the case, copy the complete URL into the address field and press <ENTER>.

6. A screen similar to that shown in **Fig. 3.5** will be displayed. Enter your **User ID** and click **Continue**.

On entering the correct **User ID**, the screen changes to display your chosen prompt question, as shown in **Fig. 3.7**.

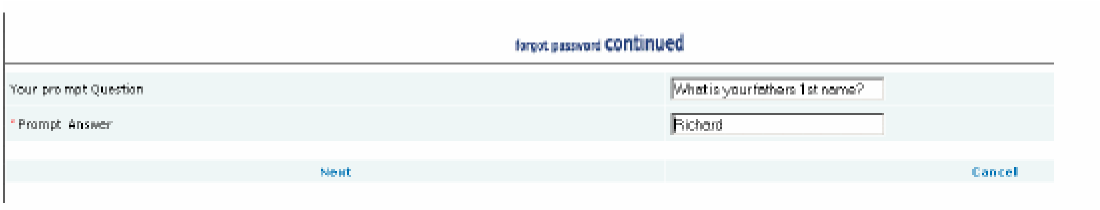


Fig. 3.7 Forgot password continued…

7. Enter the **answer** to your prompt question, and click **Next**. Providing your answer matches the one stored on the user database against your ID, you will be invited to create a new password and prompt via the **forgot password continued** page (**Fig. 3.8**).

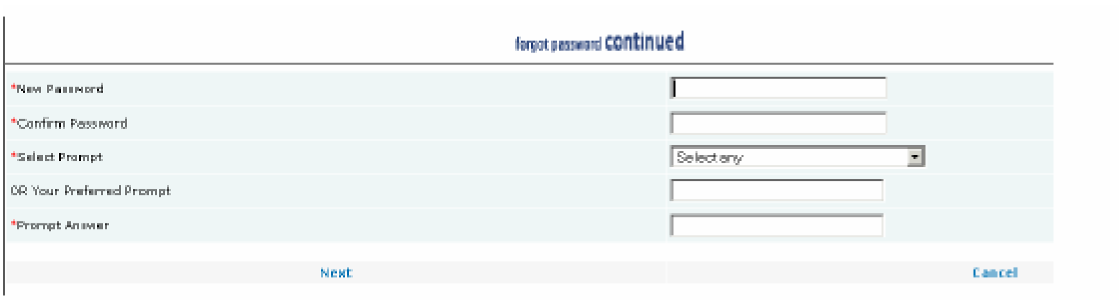


Fig. 3.8 Final Forgot password continuation page

8. To proceed, you must complete the mandatory (*) fields. The password must be new and not one that you have used before, but your prompt question and answer can be your current ones. For password rules, see: "**Logging in for the First Time**".

9. Click **Next** to close the **forgotten password?** page and allow the login to proceed as normal. The appropriate **Warning** page (similar to **Fig. 3.2**) is displayed.

10. Click **Yes** to complete the login. The Web Interface opens with the current **message of the day** displayed and the navigation menu (see **Fig. 3.4**).

3.4 Logging Out

Selecting **Logout** from the navigation menu will exit the user from the system, and close any open windows.

As the current window closes, the screen refreshes, to leave the user back at the **your account** login screen, (shown in **Fig. 3.1**). Close the application by clicking the usual Windows **Exit** icon on the high level tool bar.

3.5 Time Out

The system has an automatic time out feature that will, after a defined period of inactivity, lock the current screen. Upon the user attempting to access the screen again, the system will return the user to the **your account** login screen shown in **Fig. 3.1**.

3.5.1 Session terminated message

This indicates that the Web Interface has timed out, which means your session was ended after 30 minutes of inactivity. This helps to protect you against unauthorised access. Please ensure you have logged off properly at the end of every session by using the log off option on the left-hand tool bar.

However, if this is not the case and you still experience this problem, it may help if you clear the cache on your browser and then try logging in again. Instructions for clearing your cache:

- IE Browsers: Go to Tools > Internet Options...> and in Temporary Internet files, click on Delete Files and click OK.
- Netscape Browsers: Go to Edit > Preferences...at the bottom of the category window click on >Advanced> then Cache. Then open the Cache window option:- Click on Clear Memory Cache and then click OK, and the Clear Disk Cache and click OK.

3.6 System Security

Apart from the password protection and the time out mechanism that inhibit non-privileged users from accessing the system (as detailed in previous sections of this manual), the system also runs an automatic password update routine. After 30 days the current password becomes void and a new password is prompted for by means of the **change password** screen shown in **Fig. 3.3**. Follow the step-by-step procedures detailed in "**Change Password**" to change the entry password.

3.6.1 User Security obligations

The security restrictions imposed by the platform to ensure only the correct people gain access to the system and the information it contains. All users have a role to play in maintaining this security and must adopt sensible precautions, which will include:

- Never share or disclose passwords
- RUD is provided with only one service ID and PIN, so these must be shared if multiple users require access. But do not extend access to those who have no legitimate use of RUD.
- If you suspect anyone has learned your password, then change it.
- If a RUD user changes role or leave the company, change the RUD password PIN.
- If a web user changes role or leave the company, delete their user ID’s.

4 USER INTERFACE CONVENTIONS

4.1 General

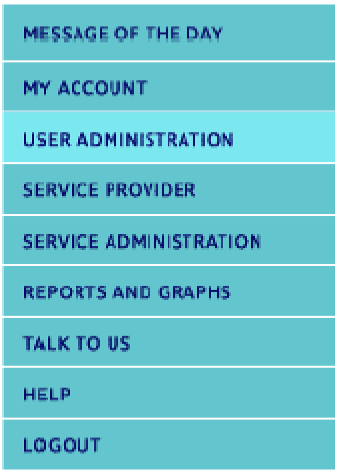
The Web Interface is accessed via an Internet Browser such as Microsoft Internet Explorer or Netscape (see "**Introduction to the RIDE Platform Interface**" for supporting versions of the permitted web browsers), and employs many of the standard features provided by these browsers.

After login to the Web Interface, access to all available facilities for service administration and management is gained via the Navigation Menu.

The Web Interface operates in a single browser window.

The user can interact with the web interface by using both the mouse and the keyboard.

4.2 The Navigation Menu



The Navigation Menu is situated on the far left-hand side of the browser window.

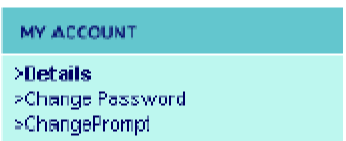
Items from the menu that can be selected for activation are highlighted as the mouse is passed over the item, and are then selected by clicking the left mouse button. Highlighting is shown as a lighter background behind the item.

Allowing the mouse cursor to hover over an item will display a relevant tool tip.

Users can select a menu item by clicking on the highlighted item once with the left mouse-button.

Some menu items (i.e. **MY ACCOUNT**, **USER ADMINISTRATION**, and **REPORTS AND GRAPHS**) are headings, and clicking any of these items will open a submenu with additional items. An item that has been selected, from a sub menu, will be displayed in bold text, and remain displayed in this way until a different item is selected.

Example:



Heading: **My Account**
Selected menu item: **Details**
Additional menu item: **Change Password**
Additional menu item: **Change Prompt**

When selecting another menu item, the open sub menu will close.

4.2.1 Menu Items

The RIDE Web Interface provides the following menu Items:

Main Menu Items	
Message of the Day	Displays the appropriate message of the day to all users. This is detailed in "**Message of the Day**".
My Account	This includes user **Details**, a **Change password** facility, and a **Change promp**t facility (used to establish user identity when they have forgotten their password). This is detailed in **"My Account"**
User Administration	Contains details of all existing Service Provider Users and provides facilities to administer new users. **Note:** This option is available to Service Provider Administrators only. This is detailed in **"User Administration".**
Service Provider	Allows the user to view and/or modify the Service Provider details. This is detailed in **"Service Provider"**.
Service Administration	Lists all services, and provides access to facilities for viewing a service, and for modifying a service. This is detailed in **"Service Administration"**.
Reports and Graphs	Provide a means of viewing an analysis of service-specific call data and platform wide statistics, in a variety of formats. This is detailed in **"Reports and Graphs"**.
Talk to Us	Provides the user with a utility to send feedback or support requests to the platform provider. This is detailed in **"Talk To Us"**
Help	Provides a link to the Help files. This is detailed in **"Help"**
Logout	Ends the current user logon by initiating an immediate logout. This is detailed in section **"Logging Out"**

4.3 Command Links

4.3.1 Text Links

Appropriate command links are provided on individual Web Interface pages to provide access to other pages, or to perform some sort of action suggested by the link name. The link names are displayed in coloured text, and are usually provided both at the top and bottom of the page on grey link bars.

Positioning the mouse cursor over a link causes the cursor to change to a pointing finger. With the finger shown, click with the left mouse-button. Links can also be selected by highlighting the link using <TAB>, and then pressing <ENTER>.

The links are operated as follows:

Save	This link saves any changes that have been made to the current page, and is usually found in forms.
Cancel	This link performs an **undo** action for any unsaved changes to the current page.
Back	This link takes the user to the last page visited.
Refresh	This link is used to refresh all data on the screen being viewed by the user. This is a one-time event, which is processed immediately. This link is also used to refresh all data on the screen.
Set Auto Refresh ON	This event will be processed around every thirty seconds until the auto-refresh is interrupted.
Set Auto Refresh OFF	Clicking this link will halt the auto-refresh.
Print	This link is used to print the current page. By default, the navigation menu is not printed.

4.3.2 Icon Links

Icon links are provided in pages displaying lists or tables to link to another page. The column name in the table gives an indication as to the content/purpose of the link.

Icon links are operated by clicking on the link with the left mouse-button. The links can also be selected by highlighting the link using <TAB>, and then pressing <ENTER>.

View opens a page where the user can view details for a specific variable, service, etc.

Modify opens a page displaying the details ready for modification for a specific variable, service, etc.

Announcement defines that the value is an announcement. The announcement can be played by clicking the icon.

Help on a page is a link to the context sensitive Help relevant to the page.

Calendar opens the **Calendar** dialogue. The **Calendar** controls are used to set the time and date.

Login Status indicates whether the user is allowed to log in, or not. Clicking a green **Key** opens the **disable login** window (see **"Set Login Status for a Service Provider User**"). Clicking a red **Key** link resets the **Login Status** to **Enabled**.

Example of icon links, and their operation:

User ID	Failed Logins	Modify
DNGJ000001	0	

This icon link will take the user to a page where they can modify the User 'DNGJ000001'.

4.4 Announcement Playback

Announcements are represented by the **Announcement** icon, and they may be accessed by clicking on the icon. This will open the **announcement play** screen, as illustrated in **Fig. 4.1**, which may look different depending on your default media player. The announcement selected will automatically play, however, in the event that it does not, refer to **"Announcement Playback Troubleshooting"**.

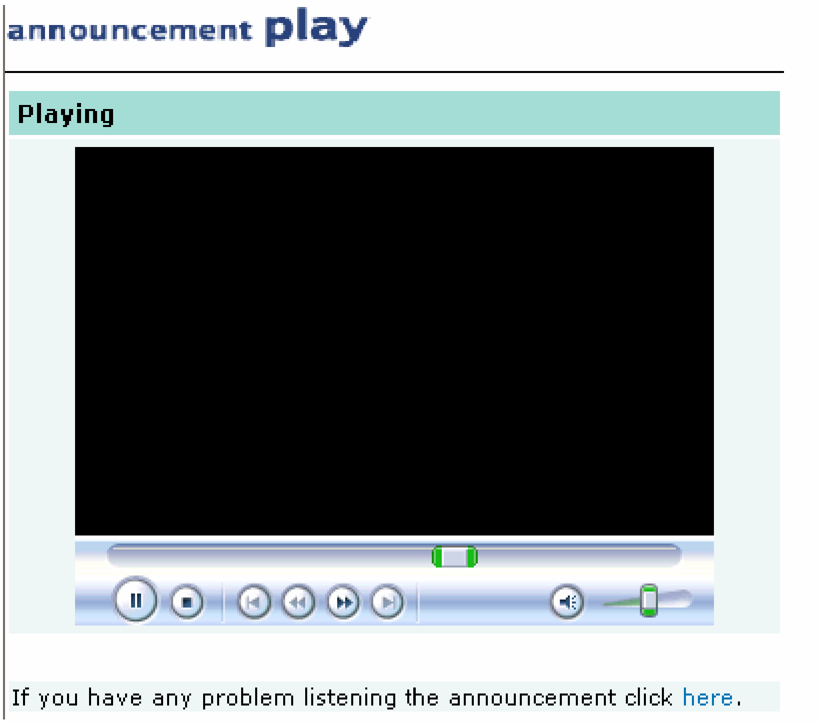


Fig. 4.1 Announcement - Play

The user may stop the announcement playback at any point by clicking on the stop button. Once the announcement playback has completed, the user may play the announcement again by clicking on the play button. The user can close the window when finished listening.

If the media player does not present any **Play** and **Stop** buttons (e.g. Windows **Media Player** 9.0), right-click in the window and use the **Play** and **Stop** options from the popup.

4.4.1 Announcement Playback Troubleshooting

There are a couple of known reasons why an announcement can not be played within the RIDE Web Interface. These, and the appropriate solutions, are described below.

4.4.1.1 Announcement does not Playback Automatically

If your announcement does not playback automatically:

Click **here** at the end of the hyper-link message:
If you have any problem listening to the announcement click *here*.

This message appears immediately below the player control buttons, as illustrated in **Fig. 4.2**

Fig. 4.2 Announcement playback problem

Windows **Media Player** will launch. If the announcement does not play automatically click **Play** on the control bar.

4.4.1.2 Announcement Playback on a Secure Server

Microsoft have issued the following notice when using **Media Player** on a secure server:

“You receive a ‘A security problem occurred’ error message when you try to play content on a secure Web site in Windows Media Player 9 & 10”.

Symptoms

As illustrated in **Fig. 4.3**, when you try to play content that is located on a secure server (https://) in Microsoft Windows **Media Player** 9 & 10, you receive the following error message:

Fig. 4.3 Security problem

If you click **Close**, the content does not play. If you click **Web Help**, you receive an error message that refers to 800C000E. However, you cannot find any help for this error message.

Solution

To resolve this issue, save the content to your local computer before you try to play it. To do this:

1. As illustrated in **Fig. 4.4**, right-click the *here* hyper-link on the **announcement play** screen, and then click **Save Target As...** from the pop-up menu.

Fig. 4.4 Announcement - Save to local computer

2. The **Save As** dialogue, illustrated in **Fig. 4.5** is displayed. Select a directory to save the announcement file in.

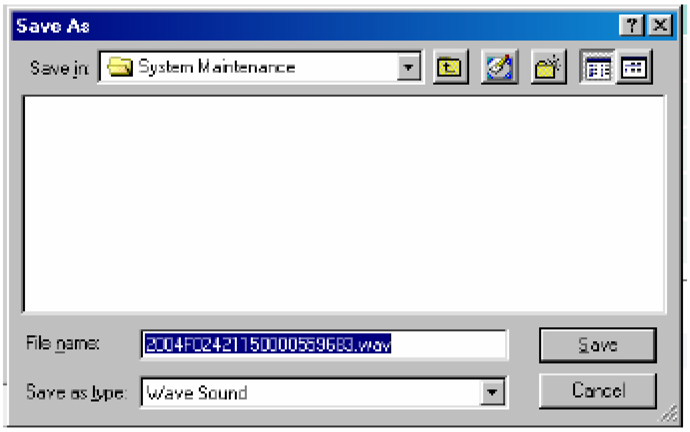


Fig. 4.5 Save As dialogue box

3. Open **Media Player** (Start > Programs > Windows Media Player) and play the announcement from your PC. Once you have listened to the announcement you may return to the Web Interface, but bear in mind that any other announcements you wish to play will encounter the same problem. To avoid this inconvenience carry out the procedures outlined in **“Windows Media Player Wav File Disassociation”**.

4.4.1.3 Windows Media Player Wav File Disassociation

It is likely that your **Media Player** settings have been configured to be associated with all file types, including **.wav** files. As this is the case **Media Player** will be designated as the default player for **.wav** file and subsequently all announcements used by the RIDE system.

As **Media Player** cannot play **.wav** files from a secure server you will always encounter the the **security problem** message illustrated in **Fig. 4.3** when you attempt to play an announcement.

You can, however, disassociate **.wav** files from **Media Player** and prevent this message from re-appearing. To do this:

1. Open **Media Player** (**Start** > **Programs** > **Windows Media Player**) and select **Tools** > **Options** from the tool bar menu at the top of the application. The **Options** dialogue is displayed.

2. Select the **File Type** tab, as illustrated at **Fig. 4.6**

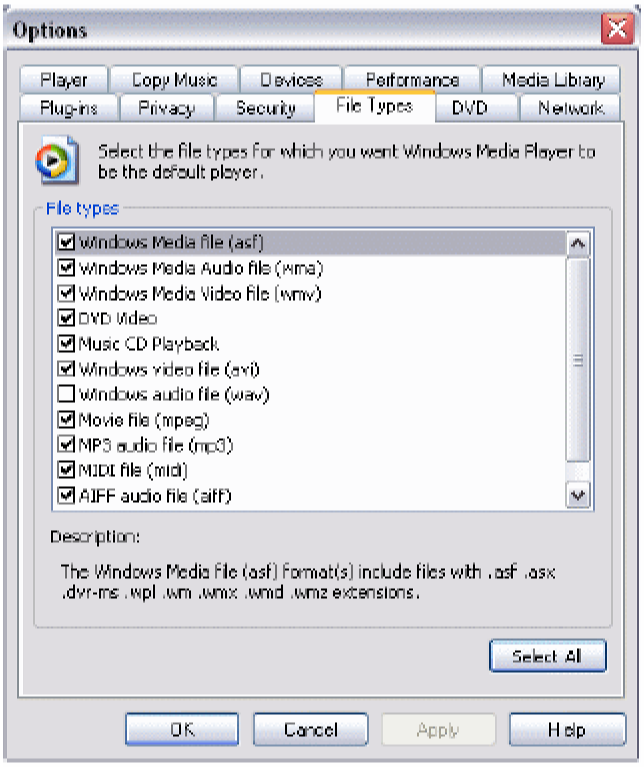


Fig. 4.6 Media Player Option dialogue

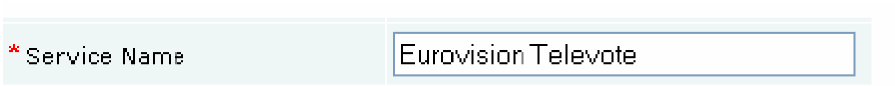
3. Uncheck the box labelled **Windows audio file (wav)**.
4. Click **OK** and close the **Media Player** application.
5. Reboot your computer.

Once you have disassociated **.wav** files from **Media Player** it is no longer the default player for system announcements. The next time you try to play an announcement from the Web Interface, you will still have the problem in that the announcement will not be played automatically.

However, when *here* is clicked this time, the **Sound Recorder** application, illustrated in **Fig. 4.7**, is launched. To play the announcement, click **Play** on the control bar.

Fig. 4.7 Sound Recorder application

4.5 Data Entry Fields



Alphanumeric data can be entered into Data Entry fields (text fields) to update a value attached to a label. In the example above, the **Service Name** will be updated to equal **Eurovision Televote**.

Access to a data entry field is by use of the mouse, or <TAB>. Data can then be entered into the field as necessary. Data in the field can be deleted and edited as required. There will be a maximum number of characters in the field. When data input is complete, click **Save**.

Note: Where there are a number of associated data entry fields, use <TAB> to move to subsequent fields.

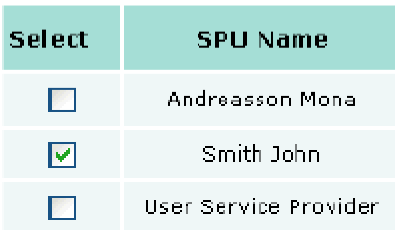
4.5.1 Drop Down Lists

A drop-down list displays a list of items that users can select.

Drop-down lists are accessed by clicking the down arrow at the end of the field. One item is displayed on each line of the list, and one item can be selected from the list.

List items can be selected by using the up and down keyboard cursor keys, or the mouse, and then pressing <ENTER>.

4.5.2 Check boxes



A checkbox is a control that operates as a toggle, used to select one or more options from a fixed list. An empty checkbox means the item is not selected; a ticked box means the item is selected.

Pressing the keyboard space bar can toggle checkbox selections.

4.5.3 Radio Buttons

Radio buttons are used to select a single option from a group of options.

Selecting one radio button will de-select any other.

The left and right keyboard cursor keys can be used to navigate from one radio button to another.

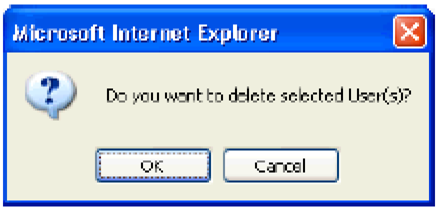
4.5.4 Dialogue Boxes

Dialogue boxes are used to provide the user with information. Dialogue box command buttons can be pressed by using a single left mouse-button click, or by highlighting the button using the <TAB> key and then pressing <ENTER>.

The dialogue box can ask for confirmation of any action before the user may proceed.

The user must select **OK** before the requested action can be carried out.

Selecting **Cancel** will disregard the requested action.



Dialogue boxes can also provide some brief information of a user error.

You must first carry out the dialogue box action before you may proceed.

4.5.5 Paged Lists

For drop-down lists that have more than 50 items, the list may extend over more than one page.

The paging bar is used to navigate between pages.

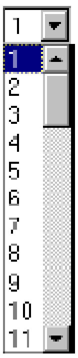
Returns the user to page one.

Takes the user back one page.

Takes the user forward one page.

Takes the user to the last page available.

The user can also jump to a specific page by selecting a page from the drop-down list.



4.5.6 The Search Box

On Web Interface pages where the user may need to locate data for a specific user, service provider, service, or service variable from many pages of listed data, a search facility is provided.

The type of search provided will be appropriate for the data presented, and it will be limited to a particular column of the data displayed. In the example search box shown above, the search will be for a specific user.

The search facility is operated by entering a character string into the search field and clicking  .

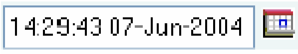
On completion of the search, only the data relating to the individual service names (user names, SP names, or variables) that match the search string will be returned to the display.

Note: If the search string is not specific, the data presented may still spread over more than one page.

Attaching an asterisk (*) to the right-hand side of a word will return left side partial matches. Similarly, attaching an asterisk (*) to the left-hand side of a word will return right side partial matches.

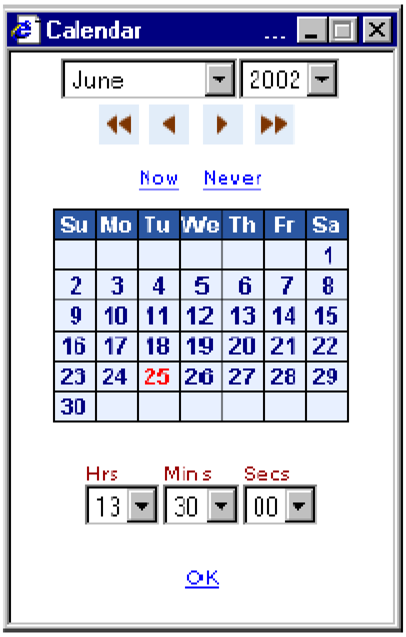
Clicking  causes the search to be reset and all data items in the list to return to the display.

4.5.7 The Date and Time Calendar Dialogue Control



Time and date variables are adjusted via the **Calendar** dialogue control, which is accessed by to clicking .next to the date field.

Calendar Dialogue



1. Set **Month** and **Year** using the drop-down lists, or the paging controls as follows:

Back one year

Back one month

Forward one month.

Forward one year

2. Set the date by clicking the date grid as appropriate.

3. Set the time using the **Hrs**, **Mins**, and **Secs** drop-down lists.

Now. This will set the current system date and time in the Calendar window.

Never This sets the date to 23:59:59 31-Dec-2037

OK Once the month, year, day and time has been selected the user must click the **OK** link to accept the date field

4.5.8 Sorting of Real Time Statistics

In Real Time Statistics screen views, data columns which include the *Sort* icons and , can be used to sort the statistics being presented. Clicking the *Sort* icon will numerically or alphabetically arrange the order of data in the column and represent the statistics, DDIs are arranged in ascending order, call counts are arranged in descending order. The column used for the current Primary sort is indicated by an orange *Sort* icon and the column used for Secondary sort is indicated by a blue *Sort* icon .

4.6 Printing

To print the details as displayed on any screen, click on the **Print** link to open the **Print** dialogue box, an example of which is shown in **Fig. 4.8**

Note: The RIDE Web Interface screens have been designed to enable printing of the information on to A4 Portrait pages.

To Print the current screen display:

1. If the system has a number of network connected printers, select the **required printer**.

2. Click on the **Preferences** button and set up the printer to produce the required output in terms of paper selection, orientation etc.

3. Set the **Page range** to l, and set the number of copies as required.

4. In the Print frames options, under the Options tab, select **Only the selected frame**.

5. Click the **OK** button to start the print.

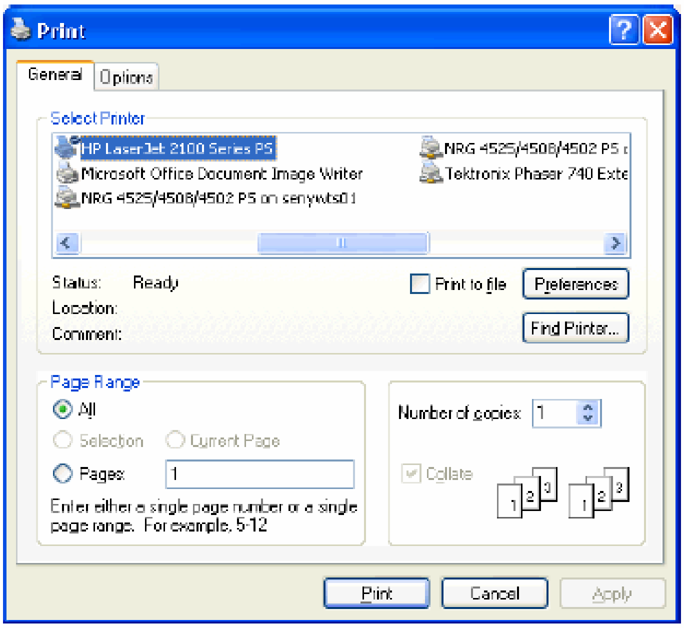


Fig. 4.8 Print Command Dialogue Box

4.7 Help

Selecting the **Help** menu displays a menu option sensitive help file. The text used for the help files is generally taken from this manual and used to produce an on-screen context sensitive help file.

The icon on a page is a link to the context sensitive Help relevant to the page.

5 MESSAGE OF THE DAY

message of the day is a message that is displayed on the opening page of the Web Interface after a user logs in, and will be displayed for users at all levels of access.

The **message of the day** can also be accessed from any Web Interface page by clicking **MESSAGE OF THE DAY** on the navigation menu.

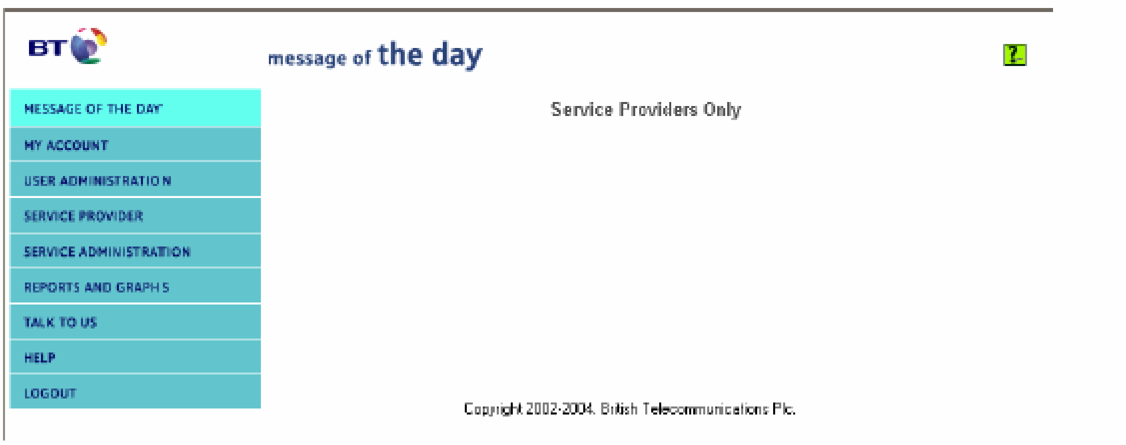
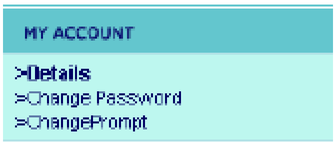


Fig. 5.1 Message of the Day - Opening Screen

6 MY ACCOUNT

6.1 My Account – Details



Users can view and/or change their details by clicking on the **MY ACCOUNT > Details** option of the Navigation Menu, to open the **account detail** page.

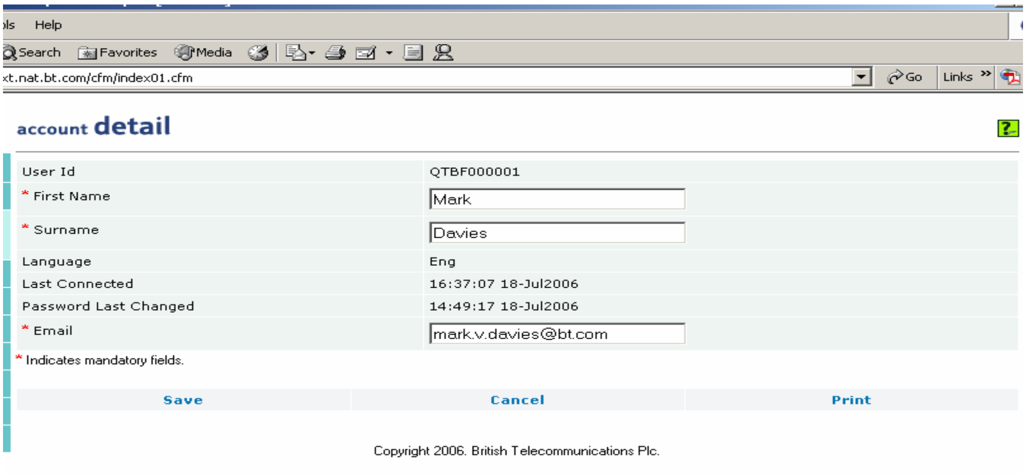


Fig. 6.1 My Account - Details

The various fields in the **account detail** page allow the individual user to update their personal details, and then to save these changes by clicking **Save** before exiting the screen. Clicking **Cancel** will undo any unsaved changes.

The three personal fields marked with an asterisk (*) are mandatory, and must not be left blank.

The **User ID** field and the **Language** field are "read only", as the data that they contain formed part of the original configuration set up, entered when this particular user was first added to the system. Refer to **"Add New User"**, as an example.

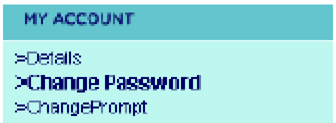
A list of all the parameters that appear on the Account Detail screen along with a brief description can be found in **Table 6.1**.

Account Detail parameters

Parameter Name	Description
User ID	A read only identifier, entered by the administrator at the time of the original entry of this user onto the system. The user ID is used by the system, in conjunction with the password and the name entries to identify the logged in user, and to allow the system to establish the relevant privileges that are afforded to the user.
* First Name	The first name of the logged in user.
* Surname	The surname of the logged in user.
Language	This is set for English, although originally the option was chosen from a drop down menu.
Last connected	Displays the date and time details when this connection was last invoked.
Password last changed	Displays the date and time details of when the current password was last changed by the logged in user.
* Email	The email address of the logged in user.

Table 6.1 Account Detail screen parameters

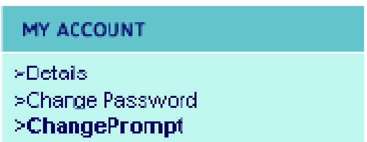
6.2 My Account - Change Password



The user can change their password by clicking on the MY ACCOUNT > Change Password option to open the **change password** screen, shown in **Fig. 3.3**. Refer to "Change Password" for password details.

6.3 My Account - Change Prompt

In addition to the User ID and Password prompts that are included as part of the in-built security for the network, a prompt is included to help users who forget their password(s). This prompt offers a chance to users who have forgotten their password, to identify themselves by giving the accurate prompt answer in order to receive a new password from the system.



The user can change the prompt by clicking on the **MY ACCOUNT** > Change Prompt option. This opens the window shown in **Fig. 3.3**, with the old prompt displayed. Refer to **Change Password** for password details.

7 USER ACCOUNT TYPES

There are two types of Service Provider user account, with differing levels of control over the Recorded Information Distribution Equipment (RIDE) platform. The user types are listed below with details of their function.

7.1 Service Provider Administrator (SPA)

The Service Provider Administrator is the highest level of user available to a Service Provider. Each service is provided with a single SPA account. This SPA account allows you to create other user accounts and set their privileges. The SP User accounts can have all the privileges of the SPA – except for the ability to create and administer other users.

Functions available to the SPA include:

- View and maintain services.
- Administer and maintain Service Provider Users.
- View service reports and graphs.
- Maintain own user account details.
- Maintain Service Provider User account details.

User accounts of this type are subject to the same login restrictions (and procedures) as any other.

7.2 Service Provider Users (SPU)

The Service Provider User is identical to the SPA account with the exception that they may not create any further user accounts. The Service Provider Administrator may assign a different set of privileges to each user they create.

Functions available to the SPU include:

- View and maintain services.
- View service reports and graphs.
- Maintain own user account details.

User accounts of this type are subject to the same login restrictions (and procedures) as any other. Users of any other account-type can set privileges for this user.

The number of accounts is limited to twenty five for any one Service Provider.

8 USER ADMINISTRATION

8.1 Introduction

User Administration contains details of all Users for the Service Provider. The main features of User Administration by the Service Provider include:

- The addition of a user or users to the active system.
- Allowing details of an existing user to be modified or updated.
- The removal of an existing user or users from the system.
- The restoration (or reinstatement) of a previously deleted user.
- Account maintenance of existing users.
- Viewing the login status of user accounts.
- The password reset facility.
- The failed login attempts counter.
- Configuration of user permissions.
- Configuration of user groups.

8.1.1 User access

Any user must only be provided with access to those aspects of any service that are required for the execution of their work tasks.

For any given service, there are tasks which a number of people might undertake. In the majority of cases this segregation of access is the same across many services. Rather than define every user's permissions on a user by user basis, users may be included in groups, where they all have the common requirements. Some users are provided with access to multiple groups. Therefore:

- Each user only requires a single ID and password combination to log on.
- A user may be assigned to one or more groups.
- Each user may have its privileges varied against the **Default Service Provider User Group** via the **User Add** or **User Modify** pages.
- Each user may be provided with permission to allow or deny access one or more securable object via the **User privileges** page. E.g. it maybe used to bar access to one or more or all Reports.

8.1.1.1 Securable objects

A securable object can be defined as a 'designated area of responsibility' that is granted to a user which allows them to perform their administrative duties in a controlled manner.

The designated areas are:

- Product Type

- Reports
- Real time statistics
- Service
- Users and
- User groups.

8.1.2 User groups

To simplify the allocation of access rights, users with identical requirements can be assigned to a single User Group. Each group is provided with permission to allow or deny access one or more securable objects.

8.1.3 Select your access control strategy

The User Administration provides a great deal of flexibility in defining how you can control access to all aspects of your services. This flexibility comes at a cost of increased complexity. You are advised to

- Keep your strategy as simple as possible to meet your requirements. This avoids confusion.
- Do not grant access to **Securable Objects** from both **Users** and **User Groups**. It can be very confusing and it does slow the screen response times. Every time you make a screen selection, the system has to check your User and Group permissions before it builds the new screen.
- The best option is to add all the necessary privileges to the **User Add** page for each User (i.e. those suggested in **Add a new User** and **Default User Group -Set user privileges)**. This means every **User Add** or **User Modify** page will look the same. If you do not need to restrict any access, this is all you need to do.
- If users need only to access certain **Securable Objects**, create a group to remove or restrict all other access. This has the advantage that you can move users to different roles by just changing their user groups – you don't need to remember how the predecessor had been set up. It is also advisable to always have more than one person with permission to perform a task – in case of emergencies, sickness, holidays etc.

8.2 The User account

Clicking on **USER ADMINISTRATION** > **Maintain Users** in the navigation menu opens the **user administration** screen as illustrated in **Fig. 8.1**, with a list of active users displayed. Initially, there will be no users listed. You have to add them. Where users have been provided, the list is sorted alphabetically, primarily by user name.

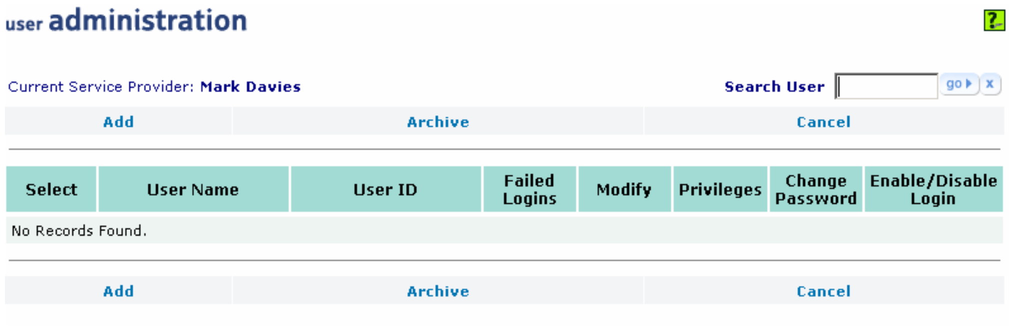


Fig. 8.1 User administration Screen

A brief description of the **user administration** page fields is provided in **Table 8.1.**

User Administration page fields	
Search User	Initiates a search for a specified user. This search is based on the user name (or part of the name) which is typed into the **Search User** text field. Clicking go starts the search, and clicking × clears the search criteria (see "Search for a Service Provider User").
Select	This check box is used in conjunction with the **Delete**, **Restore** and **Reset Password** commands. See **Table 4.2**.
User Name	This column provides read only display of Surname and First Name of all active users.
User ID	This column provides read only display of the User ID, which must be between 6 and 10 ASCII characters long.
Failed Logins	This column displays the number of failed login attempts this user has made since the last successful login. This figure will remain in the table until the user has successfully logged in. 3 consecutive failures, the user is temporarily locked for 5 minutes. Further failed are logged until the counter reaches 99, when the access is permanently locked out. This requires Administrator action to re-enable the user access.
Modify	Click on this icon to modify a User's account details (see "**Modify User Details**").
Privileges	Clicking displays the **user privileges** page (see '**Granting User Privileges**'.
Change Password	Allows the selected users password to be changed manually to a one-time-only password.
Enable/Disable Login	The **green** **Status** represents an active/enabled Login account for the user. A **red** **Status** icon link Shows that the user account is currently locked. This user will not be able log in to the system (see "**Enable/Disable Login for a User**").
Add	Adds a new user to the system (see "**Add a New User**").
Delete	Deletes a SPU from the system (see "**Delete a User**").
Archive	Used to display previously deleted users.
Restore	Used to restore users previously deleted users from the archive.
Reset password	Emails a new, automatically generated one-time-only password to any -selected User (see "**Reset Password for a User**").
Cancel	Cancels the current selection in the **Select** column.

Table 8.1 User functions

8.2.1 Add a new user

1. From the **user administration** page illustrated in **Fig. 8.1**, click **Add** to open the **user add** window illustrated in **Fig. 8.2**.

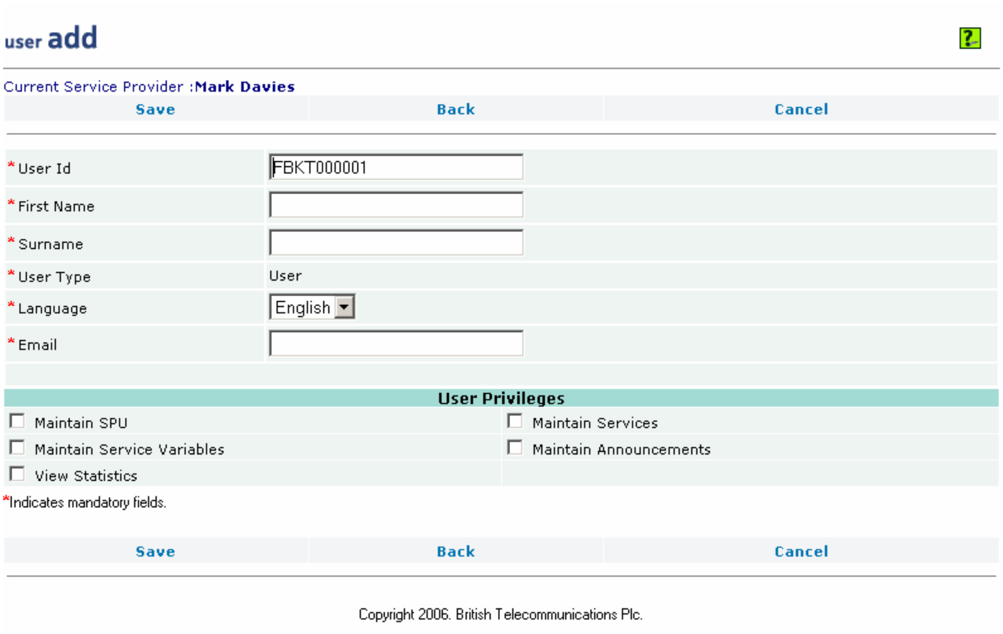


Fig. 8.2 Add New User - Details Entry

The system automatically generates a random **User ID** for the new User, but this can be over-written.

2. Complete the text fields, entering the appropriate details as necessary.

Make sure all the mandatory fields (marked with the red asterisk *) are completed otherwise the system will not allow the user details to be saved. Failure to enter a mandatory field will force the system to prompt for the missing details.

The User Type defaults to User and can not be changed.

Note: The entry fields are case sensitive.

3. English is the only **Language** currently available from the drop-down list.

4. Take care to enter the correct email address.

8.2.1.1 Set User privileges against the Default SP user group

Leaving all these privileges unchecked reveals the following Navigation Menu items to the User:

- **Message of the day**
- **My Account**
- **Service Provider**
- **Talk to us**
- **Help**
- **Logout.**

The impact of checking each privilege is described below:

Privilege	Description
Maintain SPU	**This field should not be checked**. Leaving it blank removes the **User Administration** option from the **Navigation menu**. If it is checked, menu item appears and may be selected, but there is nothing within this option for the user to see or use. Leave it un checked.
Maintain Service Variables	This reveals the **Service Administration** entry in the **Navigation menu**. It allows the User to set up and maintain values for all the service variables and to view any future activation or deactivation events for their services.
Maintain Services	This reveals the **Service Administration** entry in the **Navigation menu**. It allows the User to view all services and their service variables and to view any future activation or deactivation events for their services.
View Statistics	This reveals the **Service Administration** and **Reports and Graphs** entries in the **Navigation menu**. It allows the User to • view all the services • view the service variables (no changes allowed). • view real time statistics and • run all reports
Maintain Announcements	This reveals the **Service Administration** entry in the **Navigation menu**. It allows the User to view all service variables but only to change service announcements and to view any future activation or deactivation events for their services.

Table 8.2 Add user privileges

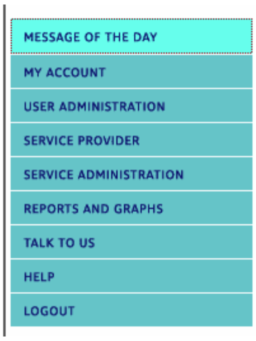


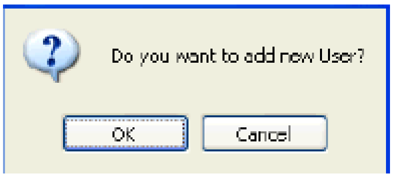
Fig 8.3. Main Navigation Menu.

5. Set the **User Privileges** for the USER by ticking the check boxes to select/de-select the privileges described in **Table 8.2**.

6. When all details for the USER are complete, click **Save** to add the new user. Alternatively:

- Clicking **Cancel** will remove all entered details and reset the default values where appropriate.
- Clicking **Back** will return the display to the **user administration** screen shown in **Fig. 8.1**.

7. Before the new user is added, a dialogue box in **Fig. 8.4** opens requiring confirmation that you want to add the new user.



Click **OK** to confirm and complete the addition.

Clicking **Cancel** aborts the addition process.

Fig. 8.4 Add New User Confirmation Dialogue

8. If the system detects a duplicate **User ID**, it declines the entry and continues to display the **user add** window, illustrated in **Fig. 8.2**, with the duplicate entry still shown, but now with the added warning: **User already exists.**

9. If you decide to abort the duplicate entry, click **Cancel** to clear the data and reset the privileges to their default values.
Alternatively, enter a unique **User ID**, and click **Save** to save the details. If the system accepts an entry, the display shows a successful entry to the system, by displaying the screen shown in **Fig. 8.5**.

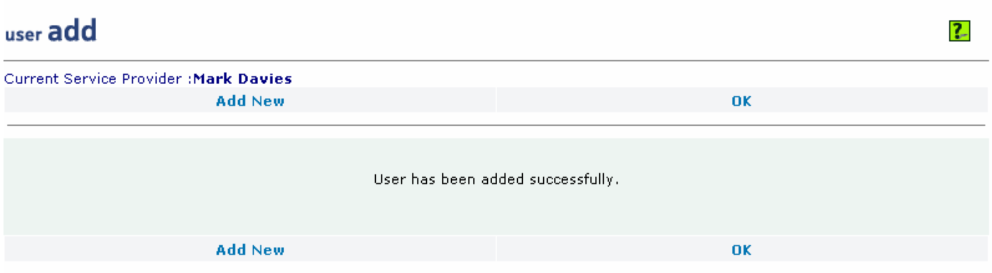


Fig. 8.5 New User Added

To add another new USER to the system, click on **Add New** to open the **user add** window illustrated in **Fig. 8.2**. Clicking **OK** returns you to the **user administration** screen as in **Fig. 8.1**.

8.2.2 Modify user details

1. To modify the details for a particular user, display the **user administration** screen illustrated in **Fig. 8.1**, and click in the **Modify** column for that user. The current details for the named User will be displayed in the **user modify** screen, as illustrated in **Fig. 8.6**.

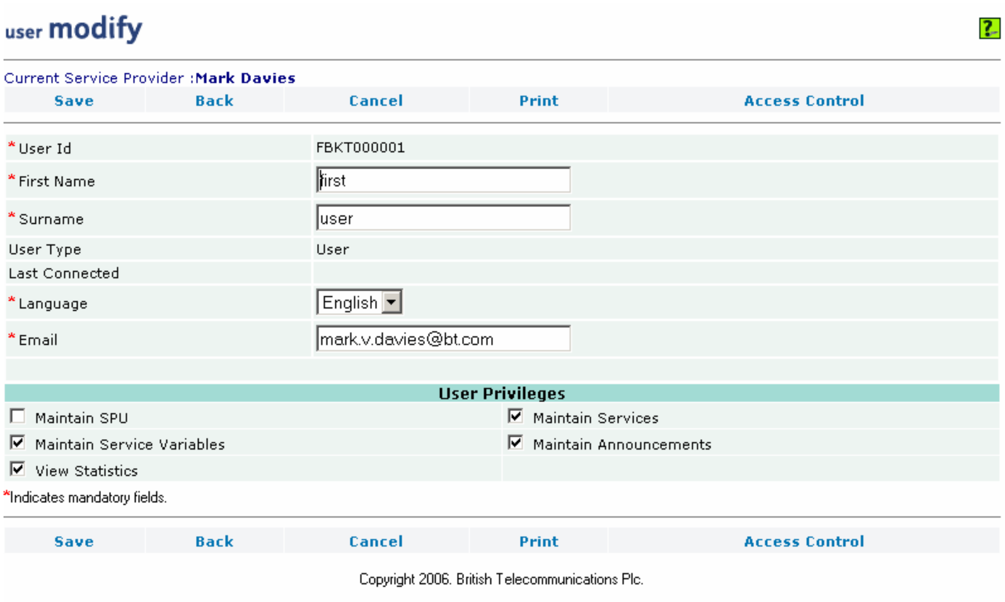


Fig. 8.6 Modify Service Provider User Account screen

2. Modify the data in the data entry fields as required.

3. Change **User Privileges** as required (refer to **"Add a New User"** for details of user privileges)

4. Click **Save** to save the changes.
Clicking **Cancel** (before saving) will clear all the changes and reinstate the original user details.
Click **Back** to return to the previous screen without committing any changes.

The **Access Control** takes you to the **user security** Tabbed pages. See **Modifying access control.**

8.2.3 Granting user privileges against securable objects.

*Note: You are advised not to use these screens to control privileges against users, but to use the facilities available under **User Groups**.*

This is advised for two reasons:

- Mixing the use of User and User Group permissions will slow the screen refresh speed as all the permissions must first be checked and
- Mixing the use of User and User Group permissions can be confusing. Make life simple by creating suitable groups and then make your Users members as required.

From the **user administration** screen illustrated in see **Fig. 8.1**, select the privileges icon in the row against the appropriate **User Name**. The **User Privileges** screen is now displayed, see **Fig. 8.7**.

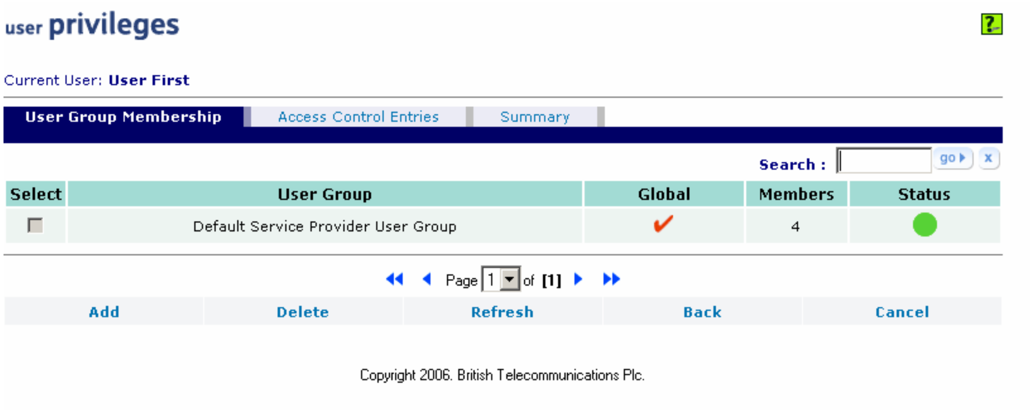


Fig. 8.7 User Privileges screen, User group membership tab.

The **user privileges** screen consists of three tabbed pages and always defaults to the **User Group Membership** tab.

8.2.3.1 User Group Membership tab

The **User Group Membership** tab is used to provide the selected user with membership of one or more User Groups. It has the same effect as the adding members to a selected **User Group**, described below in **Assigning individual users to User Groups**.

1.. Click Add. The page changes to show the User Groups which are available.

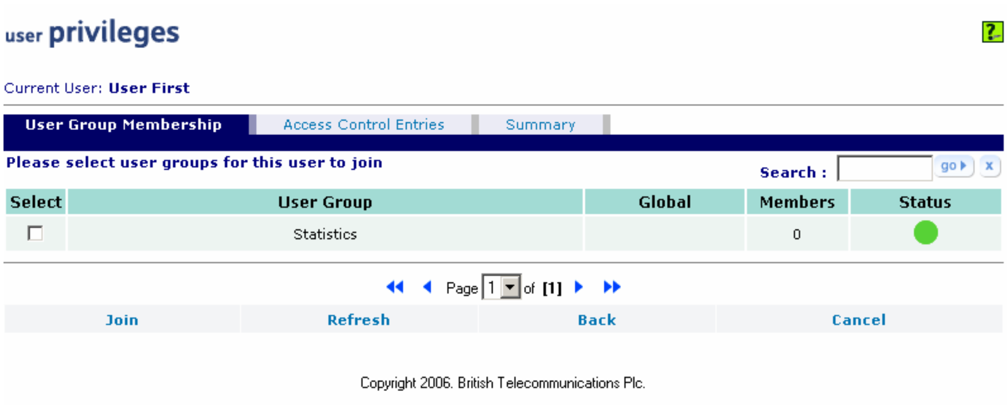


Table 8.8. User privileges - join a User to a User Group

2. Use the check box in the **Select** column to select the required user group. Click **Join**.

3..The dialogue box requests confirmation that you wish to join the user .to the selected user group. Click **OK**.

Fig 8.9 Join User Group dialogue box.

The page then displays: **User has been successfully added to selected User Group.**

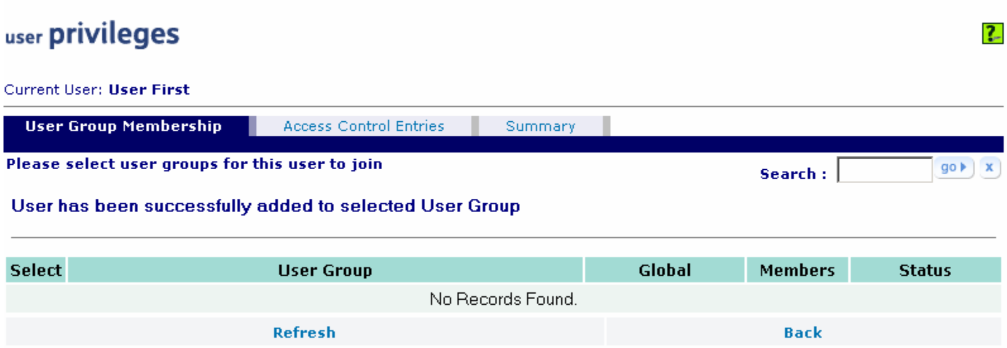


Fig. 8.10 User Join confirmation

8.2.3.2 Access Control Entries tab

*Note: You are advised not to use these screens to control privileges against users, but to use the facilities available under **User Groups**.*

Selecting the Access Control Entries tab causes the page to update as shown in **Fig. 8.11**.

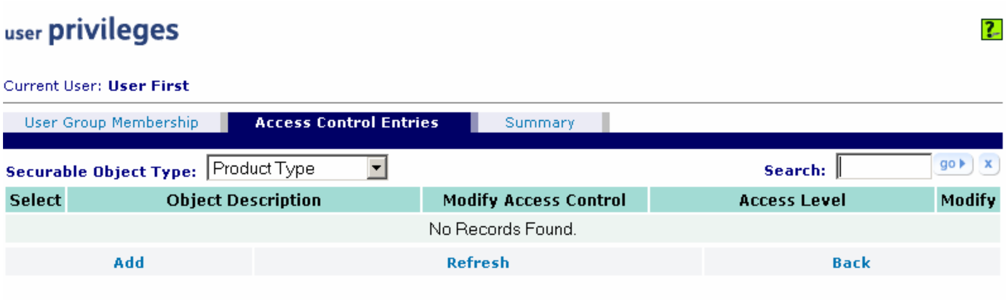


Fig. 8.11. User privileges, Access Control Entries tab.

The **Access Control Entries** tab is used to control the privileges of the individual User.

See **Granting Access to Securable Objects** within **User Groups**. In this example we will prevent access to Real Time Stats.

1. Select the **Securable Object Type** list box.
2. Select **Real Time Statistics**.
3. Click **Add.** This defaults to **ALL (Default)** and **Hidden**. Leave these options as they are.
4. Click **Save**. The page updates as shown in **Fig. 8.12**

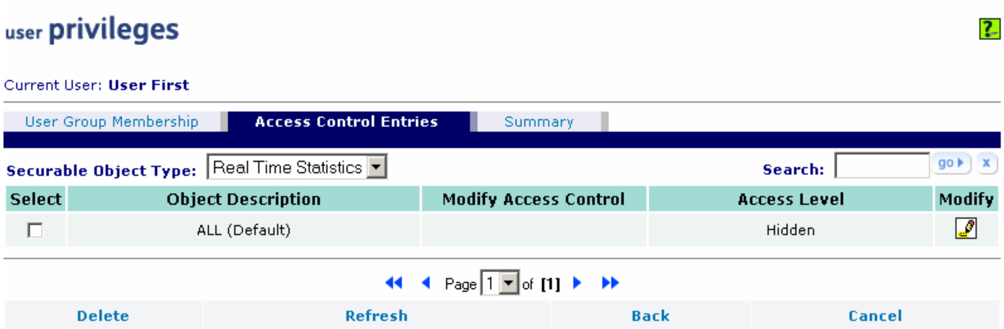
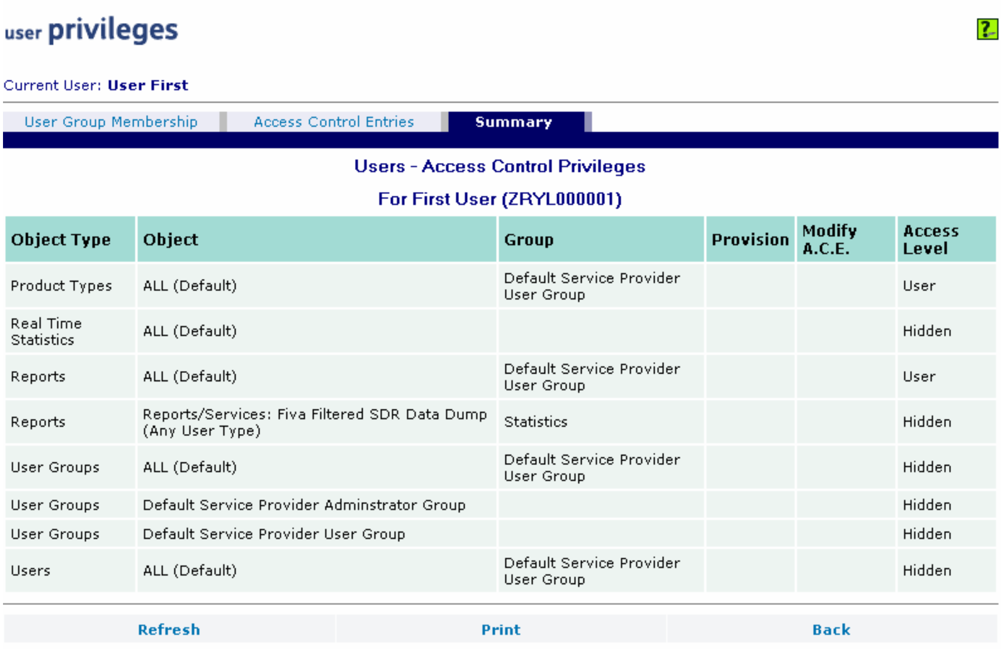


Fig. 8.12 Updated Access Control Entities page.

8.2.3.3 Summary tab

Selecting the **Summary** tab causes the page to be updated as shown in **Fig. 8.13**



Object Type	Object	Group	Provision	Modify A.C.E.	Access Level
Product Types	ALL (Default)	Default Service Provider User Group			User
Real Time Statistics	ALL (Default)				Hidden
Reports	ALL (Default)	Default Service Provider User Group			User
Reports	Reports/Services: Fiva Filtered SDR Data Dump (Any User Type)	Statistics			Hidden
User Groups	ALL (Default)	Default Service Provider User Group			Hidden
User Groups	Default Service Provider Adminstrator Group				Hidden
User Groups	Default Service Provider User Group				Hidden
Users	ALL (Default)	Default Service Provider User Group			Hidden

Fig. 8.13 User Privileges, Summary tab

The summary screen shows that:

- All **Real Time Statistics** are **Hidden** from this **User**.
- The **Statistics** User Group has **Hidden** the **FIVA filtered SDR data dump report** from this the user group.

These Default groups are all required to set the initial configuration and should be ignored.

8.2.4 Search for a User

To search for a specific user, or users, and display only their records on the **user administration** screen, use the **Search User facility** as follows:

1. Enter the user name, or the first part of the name, as a search string in the **Search User** text field.

2. Click  , or press <ENTER>, to start the search.

If the search is successful and matches the search string entered, the display will show all matching record(s). The appropriate administration procedures can be carried out.

If the search is unsuccessful, the display will show the statement:
`Sorry, no records found`

The search should be restarted as follows:

3. Click  to clear the search string from the **Search User** data entry field, and return to the display of all User records.

4. Return to step 1 above and repeat the procedure, this time entering a different search string. Bear in mind the rules governing search criteria.

The only characters that can be used in the search text box are: (A-Z) (a-z) (0-9) and (*).

If only part of the name is known, the (*) character can be used as a wild card. For example; entering all* will return all matches starting with all. Similarly, entering *all will return all matches ending with all.

8.2.5 Delete a User

1. From the **user administration** screen illustrated in see **Fig. 8.1**, select the User to be deleted by clicking in the **Select** checkbox next to the **User Name**.

Note: Multiple selections are possible by marking other Users as required.

2. When the selection is complete, click **Delete**. The confirmation dialogue box in **Fig. 8.11** is displayed.

Click **OK** to delete the selected user(s). Alternatively, click **Cancel** to abort the deletion process.

Fig. 8.11 Delete warning

The user administration screen refreshes to include the message shown in **Fig. 8.12**

Fig. 8.12 user administration screen extract, following a deletion.

If no selection is made before **Delete** is clicked, the system displays the prompt shown in **Fig. 8.13**.

Fig. 8.13 Selection Process Incomplete

Ensure that the unwanted user has been selected by ticking the check box on the User list.

Deleted accounts are archived on the system, usually for 60 days, however, this time period is configurable. Once this time period has elapsed the system will automatically remove the accounts.

At any time during the archive period an account may be restored. See **"Restore a Deleted User"** for details on restoring an archived user.

8.2.6 Restore a Deleted User

1. From the **user administration** main screen illustrated in see **Fig. 8.1**, click **Archive**.

The **user restore** screen in is displayed. All Users who have been deleted during the configurable archive time period are listed. These Users can be restored to the system.

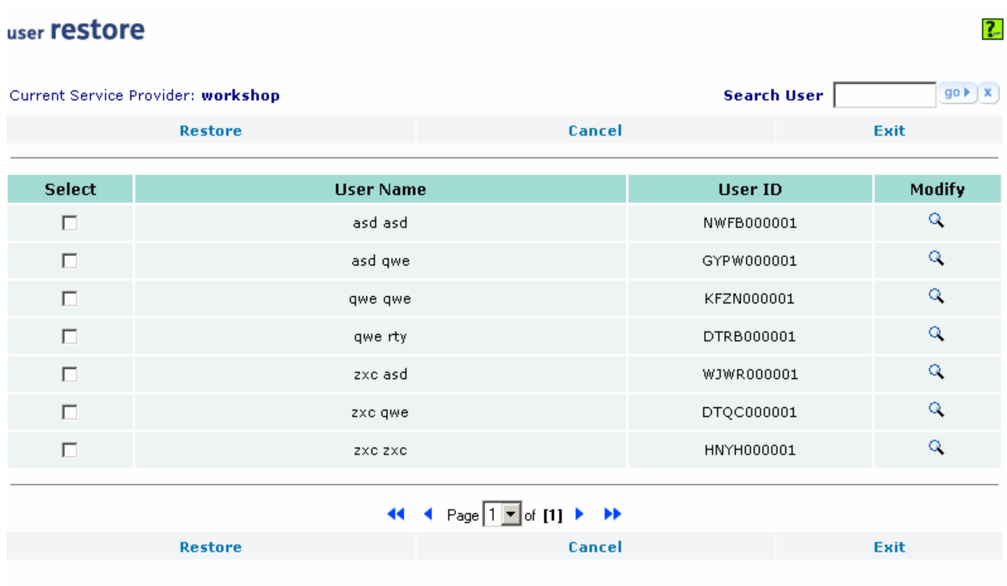


Fig. 8.14 Restore User Selection Screen

2. To view the details of a deleted User before (before restoring), click in the **Modify** column in the same row as the **User Name**.

The details are displayed on the **account detail** page. These details are read-only and can be printed from the page by clicking **Print**. Clicking **Back** on the **account detail** page returns you to the **user restore** page.

3. Select the user (or users) to be restored by clicking the check box(es) in the **Select** column next to the **User Name**.

Re-click on a ticked checkbox to clear a selection, or click **Cancel** to clear all the check boxes.

4. When the selection is complete, click **Restore**. The dialogue box at **Fig. 8.14** will ask you to confirm the restoration process.

Fig. 8.14 Restore Confirmation Box

5. Click **OK** to continue the restoration process. The following message is displayed:

Selected Record(s) has been restored successfully

Alternatively, click **Cancel** to abort.

8.2.7 Reset password for a user

1. From the **user administration** screen illustrated in **Fig. 8.1**, select the required user(s) that is/are to have their passwords changed.

2. Click Change Password. You will be prompted to confirm your wish to change the user's password.

3. The user will be sent a new automatically generated password. This new password allows one-time-only access to the system and the user will be prompted to change their password after a successful login.

8.2.8 Change password for a user

1. From the **user administration** screen illustrated in **Fig. 8.1**, select the required user(s) that is/are to have their passwords changed.

2. When the new password and confirm password fields have been completed, click **Save**. The **user administration** screen continues to be displayed, but now includes the message:
Password successfully changed

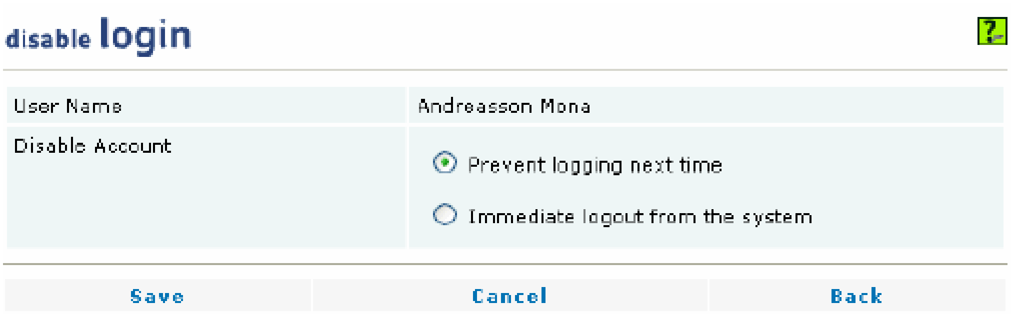
3. The user needs then to be told of the changed password. This new password allows one-time-only access to the system and the user will be prompted to change their password after a successful login.

8.2.9 Enable/disable login for a user

The login status is indicated by a green or a red **key** symbol.

To lock a User account:

1. From the **user administrator** main screen illustrated in **Fig. 8.1**, click on the green **Login Status key** next to the **User Name**.



The **disable login** screen illustrated in **Fig. 8.14** is displayed.

Fig. 8.14 Disable Login screen

2. Tick the desired radio button, either **Prevent logging next time** or **Immediate logout from the system**.

3. Click **Save** to activate the new setting.

Alternatively:
Click **Cancel** (before saving) to clear all the changes and reinstate the original status.
Click **Back** to return to the previous screen without committing any changes.

To unlock a locked User account;

1. Click the red **Login Status key**  next to the **User Name**.

   The following message is displayed:

   Selected User account has been successfully unlocked

2. The **Login Status key** changes to green 

8.3 User Groups

All new users are not automatically added to any Service Provider User Group. In this state a new user can not see or do anything. You may add user groups to provide different levels of access. And then make the user a member of the required group or groups, gaining the permissions granted by each group.

For example, it is possible to create one group which grants access to all service types, all services within those service types and all reports. The examples that follow show how such a group is provided – the group is called SPU open access. This is a common mode of operation and it is suggested that if you use such a group, you use the same name. This will help your account manager to understand the group, should you call for their assistance.

Another example might be to create a group which only provides access to a single service and its reports. This may be used where security of access is of paramount importance.

8.3.1 Create user groups

User Groups are added to the system from the user group administration page.

8.3.1.1 User Group Administration Page

To access the **user group administration** page:

1. After successfully logging on to the RIDE Web Interface, click **USER ADMINISTRATION** from the main navigation menu in **Fig. 8.15.** Two sub menu items are displayed.

>Maintain Users

>Maintain User Groups

2. Click **>Maintain User Groups**

The **user group administration** page illustrated in **Fig. 8.16** is displayed. The description of the fields displayed on the page is given in **Table 8.3**. The available commands are described in **Table 8.4**.

Fig 8.15 Main navigation menu

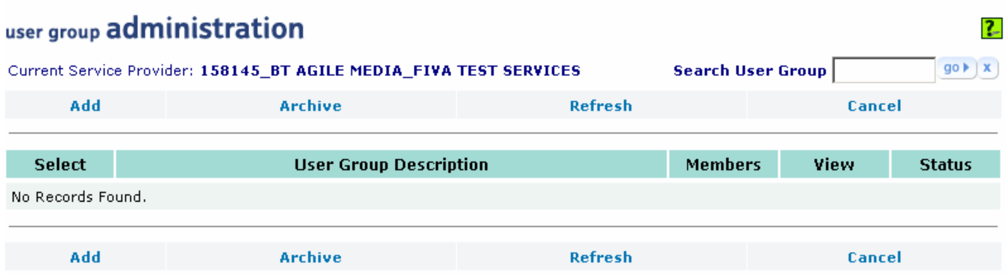


Fig. 8.16. User group administration page.

As no user groups have yet been defined, **No records found** is displayed.

8.3.1.2 The user group Administration fields and commands

User Group Administration Page Fields	
Field	**Description**
Select	This check box is used in conjunction with the **Copy**, **Delete** and **Restore** commands. See **Table 8.4**.
User Group Description	This is the name given to the User Group e.g. Small Televote Provisioning Team.
Members	This column indicates the number of **Individual Users** that have membership of that User Group.
View	Clicking the magnifying glass icon allows you to view and modify the User Group details.
Status	This column indicates whether the User Group is enabled or disabled. A green disc indicates that the User Group is enabled. A red disc indicates that the User Group is disabled

Table 8.3 User Group Administration page fields

User Group Administration Page Commands	
Command	Description
Add	Used to add a new User Group to the system
Copy	Used in conjunction with the Select column check box to make a copy of an existing User Group which will be saved with a different name.
Delete	Used in conjunction with the Select column check box to delete a User Group from the system
Restore	Used to restore a deleted User Group to the system
Refresh	Used to update the page after saving any modifications.
Cancel	Used to clear all checked check boxes in the Select column.

Table 8.4 User Group Administration Page Commands

8.3.1.3 Adding a user group

1. From the **user group administration** page illustrated in **Fig. 8.16**, click Add. The **user group add** page in **Fig. 8.17** is displayed.

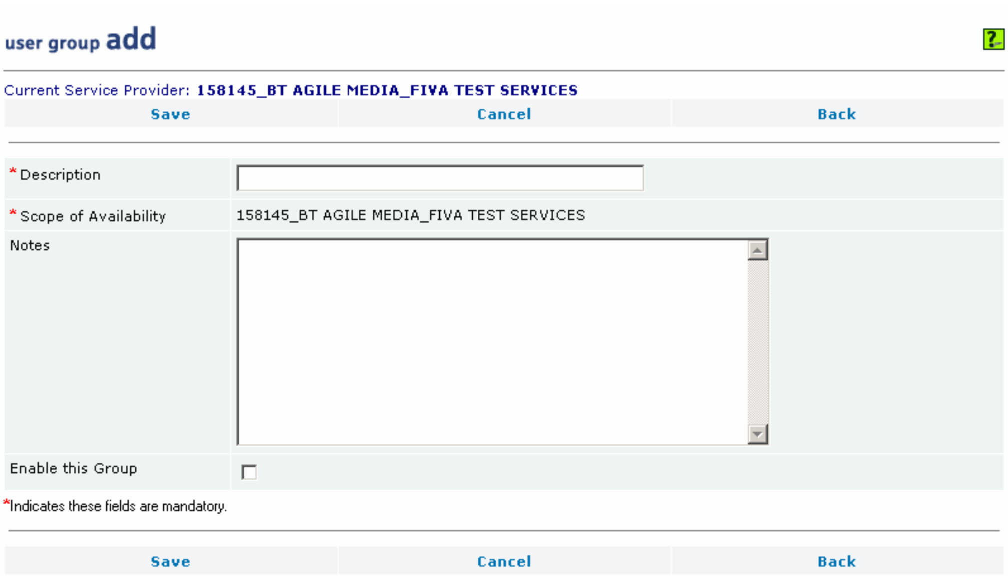


Fig. 8.17 The user group add page

2. In the **Description** field enter the designation for the User Group. This example will show how we create a user group which has access to all of your services services. It is anticipated that most users will operate this way and it is suggested that the group name is entered as *SPU Open Access*.

3. In the **Notes** text field enter a brief description of the areas of responsibility for this Administrator User Group e.g. "*This user group allows SPU's to see all services.*"

4. Click the **Enable this Group** check box if you wish to enable the group with immediate effect.

5. Click **Save**. The page updates showing the new User Group and, as illustrated in **Fig. 8.18**, the following confirmation message is displayed:

User group has successfully been added.

The **user group administration** screen previously shown in **Fig. 8.16** has now been updated as shown below in **Fig. 8.18**:

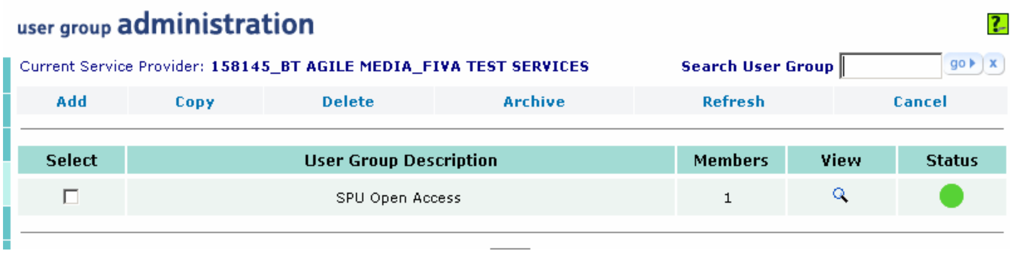


Fig. 8.18 Saved user group.

8.3.2 User Group access to securable objects

Now that the User Group has been created you now need to grant access respect to permit the required tasks to be performed.

Areas of responsibility are applied to a User Group by means of assigning **Securable Objects** and their associated **Permissions** to the group; thereby determining that groups' access rights to the system.

8.3.2.1 Access level permissions

Basic access level permissions for Securable Objects		
Level	Description	Securable objects applicable:
Administrator	• Administration of Services within their area of responsibility. • Create and administer User Groups. • Create and maintain Individual Users' accounts. • Generate reports within their area of responsibility.	• User • User Group
User	• Administration of Services within their own area of responsibility. • Create and administer User Groups within their own area of responsibility. • Create and maintain Individual Users within their own area of responsibility. • Generate reports within their area of responsibility.	• Reports • Product type • User • User Group.
Full Access	Complete access to Real Time Stats including Reset and Freeze where it would normally be available to the service.	• Real Time Stats
User Service Type Definition	The default setting for the Service Type, which may or may not include Reset and Freeze. This is the default setting for all users.	• Real Time Stats
Basic View only	As for User Service Type Definition but without the By Call Type drop down list.	• Real Time Stats
View only	The ability to see but not modify. Also known as read only access.	• Product type • User • User Group.

Basic access level permissions for Securable Objects		
Level	Description	Securable objects applicable:
List only	Able only se the existence of items on a list, but not able to select the items.	• Reports • Product type • User • User Group.
Hidden	Not shown on screen at all.	• Reports • Real Time Stats • Product type • User • User Group.

Table 8.5 Securable object access level permission

Special access level permissions for Securable Objects		
Level	Description	Securable objects applicable:
Provision	The ability to add, add, delete, (copy, move, restore or delete where applicable) any number of **Securable Objects** that require provisioning	• User • User Group
Modify access control	You are strongly advised not to use this facility. It will slow system response, adds complexity to the setting of permissions and may confuse you. This access level provides the ability to override the default access rights for **Securable Objects** that have been applied to **User Groups** and/or Individual **Users** and allows you to grant additional or fewer areas of access where required. For more information refer to '**Modifying Access Control**'	• All securable objects.

Table 8.6 Special securable object access level permission

1. From the **user group administration** page illustrated in **Fig. 8.18**, locate the appropriate User Group and click the magnifying glass in the **View** column. As illustrated in **Fig. 8.19**, the **user group modify** page is displayed for the selected user group.

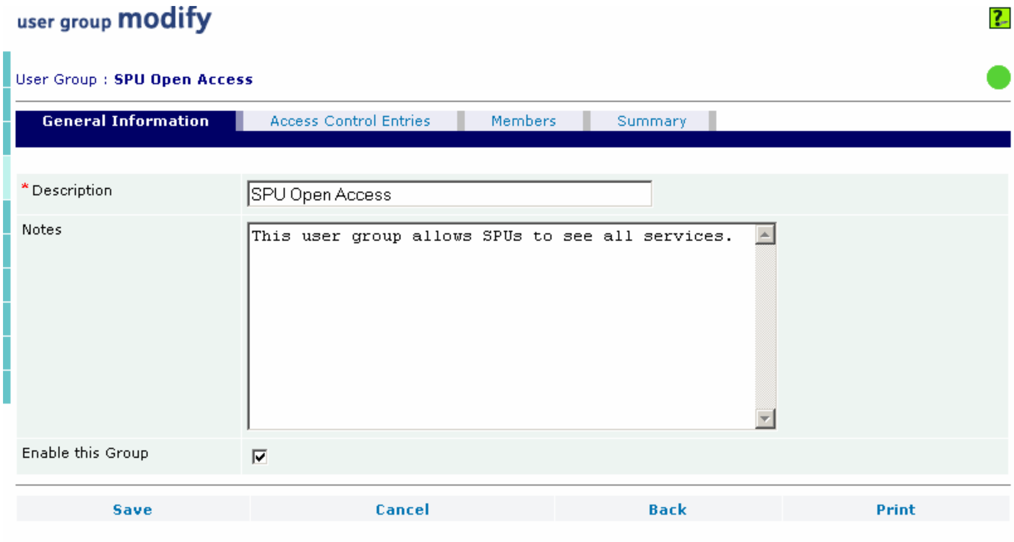


Fig. 8.19 User group modify – general information page.

2. The page contains three tabbed forms. When the page is accessed it defaults to the **General Information** form.

3. Click the **Access Control Entries** tab.

As illustrated in **Fig. 8.20**, the **Access Control Entries** page for the Statistics User Group is displayed.

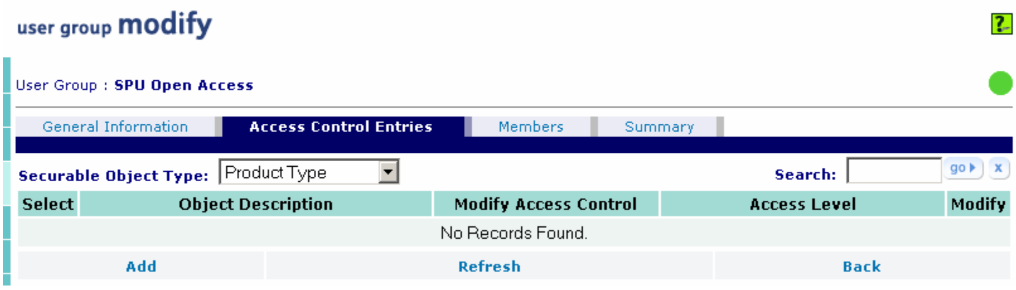


Fig. 8.20 Access control entries page

8.3.2.2 Configuring the securable objects

1. The **Securable Object Type**: the list box shown in **Fig. 8.20**, allows the type of securable objects to be selected.

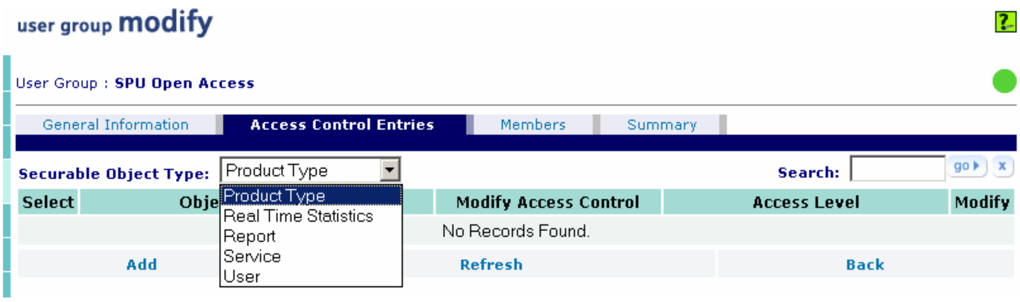


Fig. 8.21. The securable object list box.

You may need to use one or all of these securable object types to provide the required level of access from this group. To provide access to a product type, select **Product Type** from the drop down list and the screen will revert to the view shown in Fig. 8.20.

2. Click **Add**.

As illustrated in Fig. 8.22, the page updates to allow the selection of the required **Product Type** from those available to you and allows the access levels to be defined within that **Product Type** . The **Product Type** field can be expanded by means of the drop down list to show all the available Product Types.

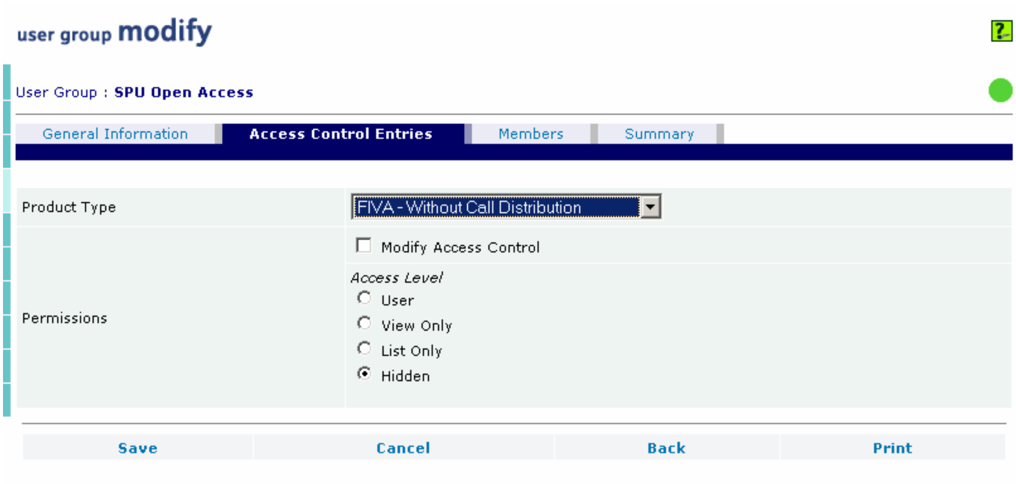


Fig. 8.22 User Group Product type selection and access permissions.

3. Select one of the product types to which you wish to grant access and select the **User** radio button to provide the User level of permissions. Note: *You are advised never to use the Modify Access control, as explained in* Table 8.6*.*

4. Click **Save.**

Repeat steps 3 and 4 for all other product types to which this group is to provide access.

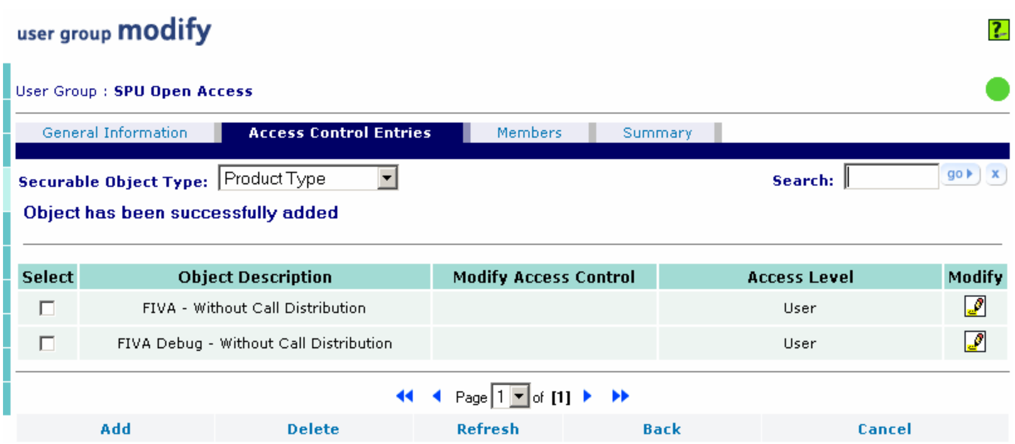


Fig. 8.23 User group modified to provide access to two product types.

Repeat steps 1 to 4 above for each of the Securable Objects you wish to make available to this group. For this Open Access group example, you will need to define the level of access to each of the securable object types. To do this the group access must now be defined for the following securable objects:

- Real Time Statistics
- Report
- Service
- User

As described above for Service Types, select the securable object from the drop down list, click **Add**, open the drop down list against the **Service** or the **User** and select one item and click **Save**. Repeat as required for further Services and Users.

Note: The USER securable object will permit members of the Group to administer the User permissions. Do not confuse this with the need to make Users members of the group.

Real Time Statistics and Reports are all hidden by default. These objects may all be made accessible by changing the level of access from Hidden to **Full Access**, as described below.

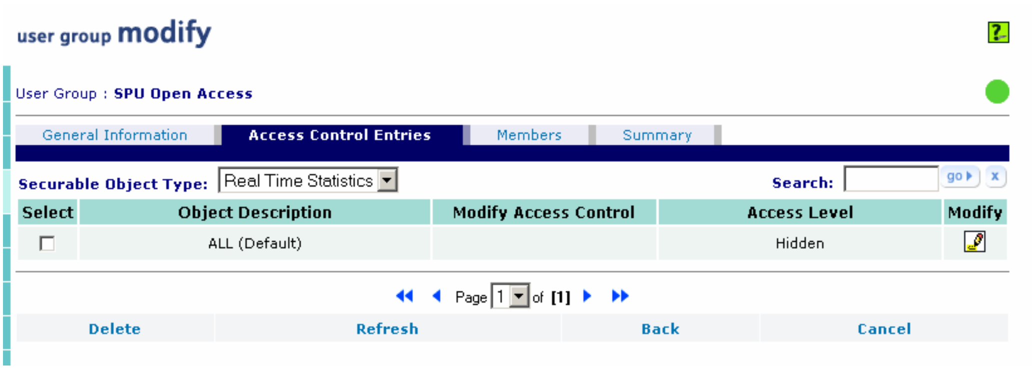


Fig. 8.24 Real Time statistics default setting of all hidden.

Select the **Modify** icon against the ALL (Default) object. The screen will update as shown below.

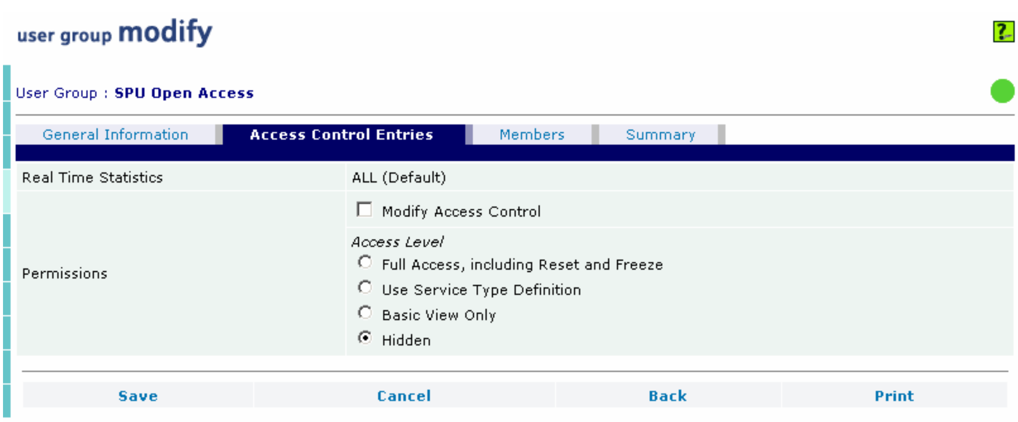


Fig. 8.25 Real Time Statistics access control entries

Select the **Full Access** radio button and click **Save**.

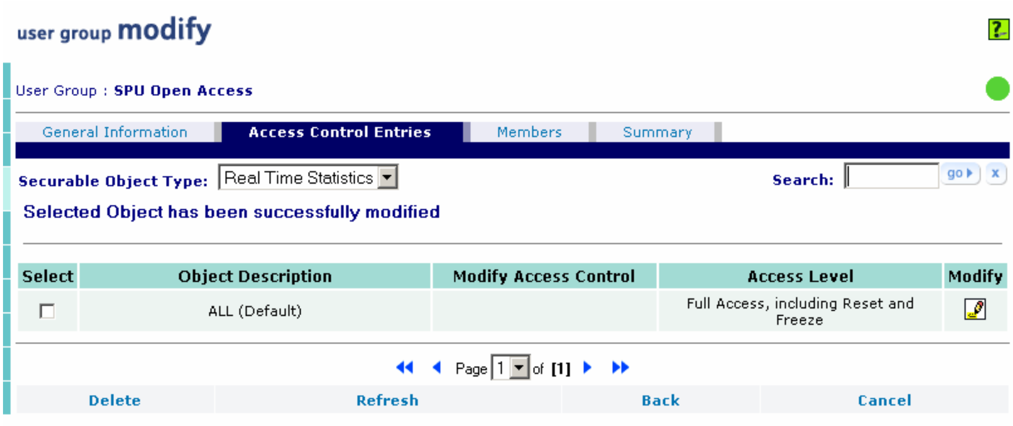


Fig. 8.26. Real Time Statistics updated to Full Access.

Using the same principles described above, the Securable Object Type: Reports may also be made available to this group.

You also have the possibility of hiding those reports which are of no use to your users. When doing this, you must be aware that a given report is accessible from various points on the screen and you can control access from each of these separately. Table 8.7 explains the locations of the report access location.

Location/Report Type:	Description
Reports/Platform:	These are Platform reports which are accessed via the Main Navigation Menu option **REPORTS & GRAPHS > Platform reports** and are displayed on the **reports & graphs** page.
Reports/Services:	These are Service reports which are accessed via the main navigation menu option **REPORTS & GRAPHS > Service reports** and are displayed on the **reports & graphs** page.
Service/Reports:	These are Service reports which are accessed from the **service administration** page on the Reports tab.
Advanced Searches:	These are the Advanced Searches reports that are accessed via the **Main Navigation Menu** option **CONFIGURATION > smd administration** and are displayed on the **Advanced Search** tab form on the **smd administration** page.

Table 8.7. Report Location, Type and description

The report names are also followed by the level of access required to access the report.

The Access Level may be different for each type of securable object and the explanation is provided in Table 8.5 and Table 8.6 above. In this case, Reports may have one of three levels of access: **User, List only** or **Hidden**. The default is to provide the lowest level of access.

8.3.3 Join a User to a User group

1. From the **User group Administration** page as shown in **Fig. 8.16**, locate the user group you wish to assign a member to and click the magnifying glass against that entry in the **View** column. You will be presented with the User group modify page, as shown in **Fig. 8.27**.

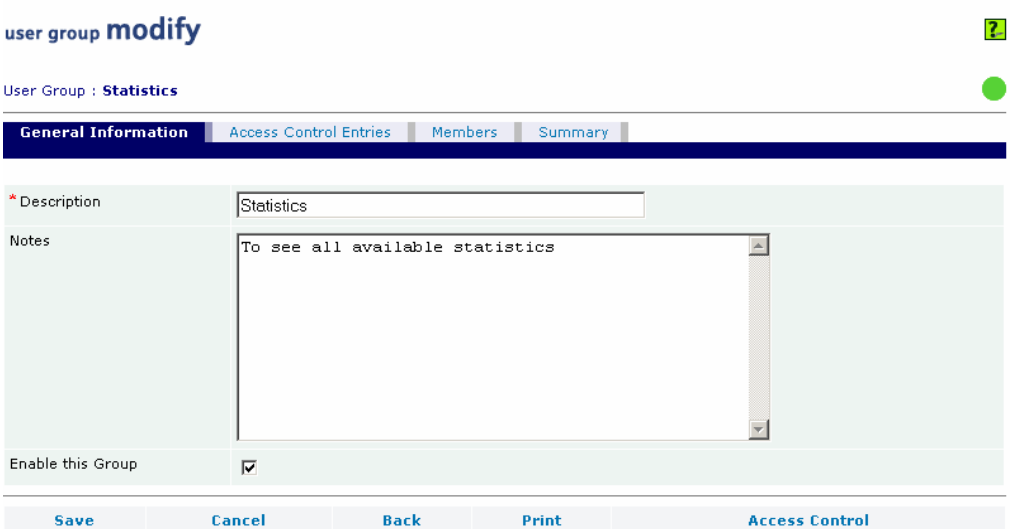


Fig. 8.27 Statistics user group - User group modify tabbed page

3. Click the **Members** tab

Fig 8.28 User group modify – members page

As you can see from **Fig. 8.28**, there are no members currently allocated to the Statistics group.

4. Click **Add**

The tab label changes to **Non Members** and a list of all the users who are not members of the group are displayed.

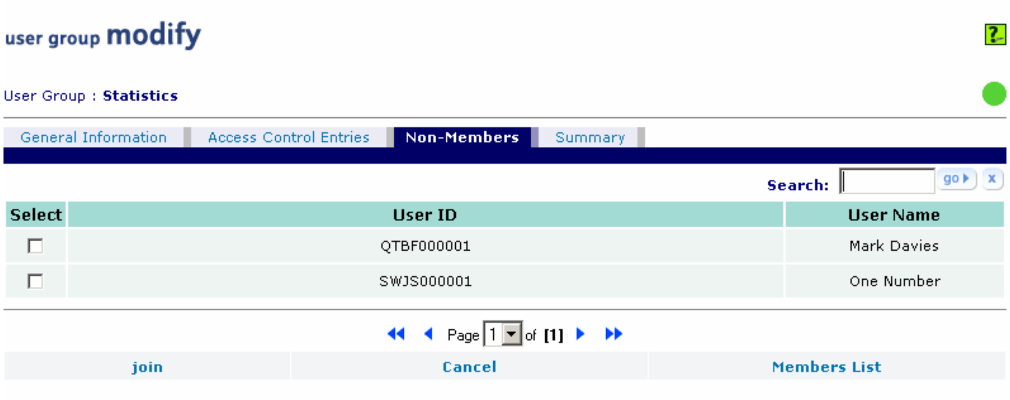


Fig. 8.29 User group modify – non-members tab

When first adding members to a new group, ALL of your users will be eligible to be assigned to the group. If you already have many users, there will be many pages of non-members.

5. Click the check box in the **Select** column of the user you wish to become a member of the group.

6. Click **Join**. The page updates to show the message:

Selected Member(s) have been added

The members selected for addition to the group also disappear from the list of non members. See **Fig. 8.30**

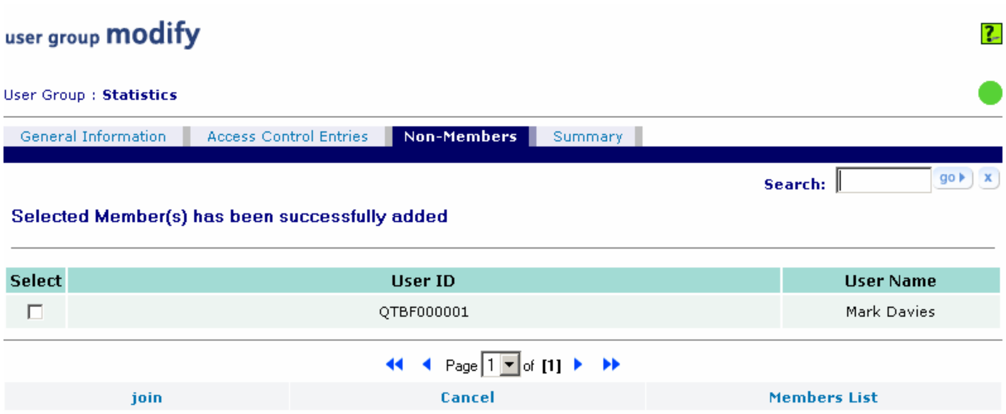


Fig. 8.30 Updated Non members page.

Note how the screen still refers to the user group to which you are adding members.

7. Click **Members List.** The page updates to show all members currently assigned to the group.

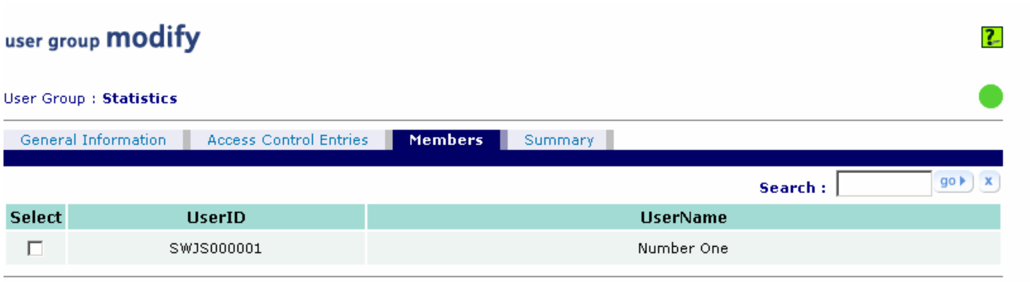


Fig 8.31. Updated members list

9 SERVICE PROVIDER

9.1 Modify Service Provider Details

Clicking **SERVICE PROVIDER** in the navigation opens the service provider modify screen illustrated in **Fig. 9.1**. This allows authorised users to modify the Service Provider account details.

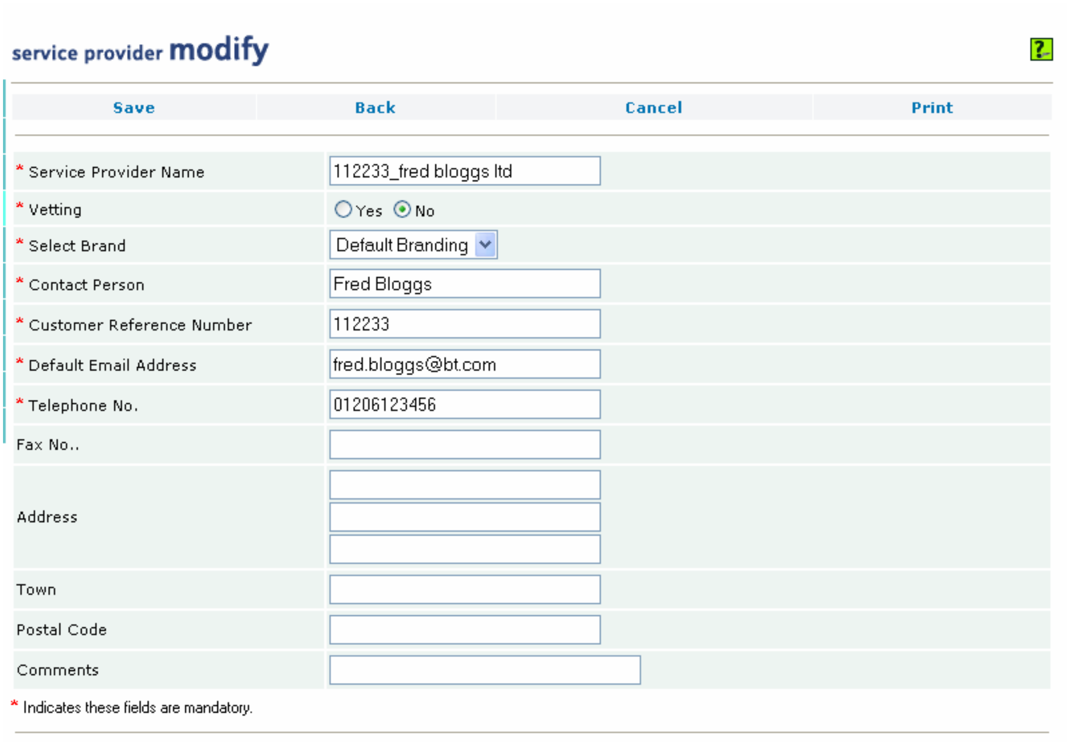


Fig. 9.1 Service Provider - Modify Screen

1. Edit or update any of the displayed parameters, by clicking in the text fields that are to be edited, and making the necessary changes.

2. Click **Save** to save the Service Provider account details.
Alternatively; Clicking on **Cancel** will cancel all the changes that have been made and return all the field values to be as they were when the screen was first opened.

Note: If any changes are made to the mandatory fields, i.e. those marked with a red asterisk, it is important that entries to these fields are completed. Failure to complete them will cause the system to prompt for the missing details before saving.

10 Modify Access Control

Note: You are advised not to use these screens to control privileges against Service Providers, Services of Users, but to use the facilities available under ***User Groups****.*

This is advised for two reasons:

- Mixing the use of Modify Access Control and User Group permissions will slow the screen refresh speed as all the permissions must first be checked before each screen is displayed and
- Mixing the use of Modify Access Control and User Group permissions can be confusing. Make life simple by creating suitable groups and then make your Users members as required.

This applies to a Securable Object and controls the permissions restricting or allowing access **to** it. It may be set against:

- Service Provider
- Service
- User and
- User Group

The principle of operation is to:

1. Select the **Securable Object** to which you wish to control access. E.g. a **User**

2. Locate the **Access Control** / **Security** page for that Securable object. E.g. the **User Security** page

3. Define the permissions which allow access to the **Securable object**. E.g. hide this **User** from another **User Group**.

The location of the **Access Control** / **Security** page varies for different **Securable Objects**.

- **Service Provider Access Control** is available directly from the **Service Provider Administration** page via the **Access Control** Icon
- **Service Access Control** is available directly from the **Service Administration** page via the **Access Control** Icon
- **User Security** is available from the **User Administration** page via the **Modify** Icon, to the **User Modify** page where the **Access Control** link becomes available. This link will take you to the **User Security** page.
- **User Group Security** is available from the **User Group Administration** page via the **Modify** Icon, to the **User Group Modify** page where the **Access Control** link becomes available. This link will take you to the **User Group Security** page.

Each of these **Access Control** / **Security** pages has the same format. It is a tabbed display, with User Group, User and Summary tabs. Each Tab shows how the defined item has access to it from the listed Users and User Groups controlled.

11 SERVICE ADMINISTRATION

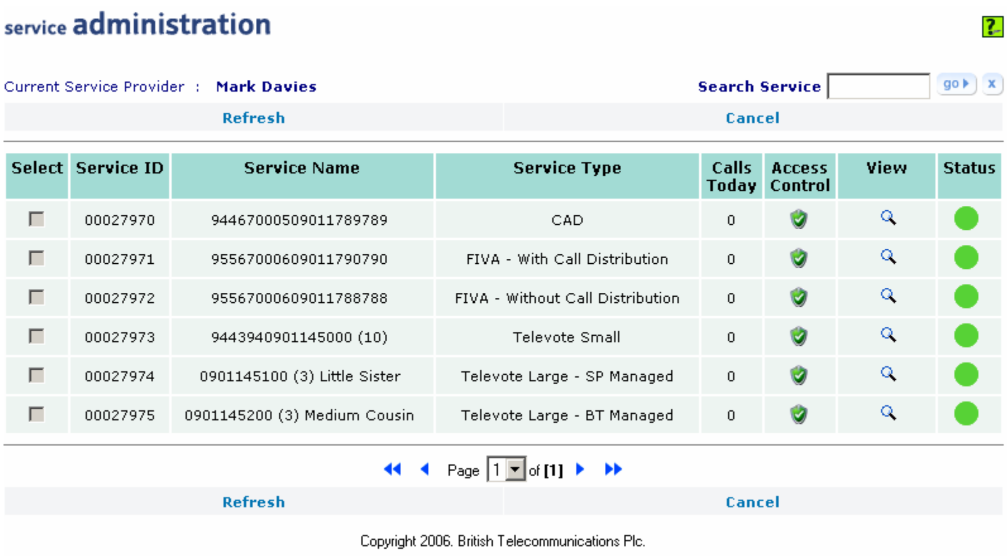
11.1 Introduction

Service Administration contains details of all services belonging to the Service Provider.

Using the tools and facilities provided, a Service Provider Administrator may:

- Update Service Announcements
- Modify Service Variables and Configuration
- View Real Time Statistics
- View Scheduled Changes to their Services
- Run a Selection of Reports pertaining to individual Services

From the Navigation Menu, click **SERVICE ADMINISTRATION**. The **service administration** main screen illustrated in Fig. 11.1 is displayed.



Select	Service ID	Service Name	Service Type	Calls Today	Access Control	View	Status
	00027970	94467000509011789789	CAD	0			
	00027971	95567000609011790790	FIVA - With Call Distribution	0			
	00027972	95567000609011788788	FIVA - Without Call Distribution	0			
	00027973	9443940901145000 (10)	Televote Small	0			
	00027974	0901145100 (3) Little Sister	Televote Large - SP Managed	0			
	00027975	0901145200 (3) Medium Cousin	Televote Large - BT Managed	0			

Fig. 11.1 Service Administration Main Screen

Services are displayed in ascending order by **Service ID** and depending upon the number of entries the display may extend to more than one page. Up to ten services can be displayed on a single page.

A brief description of the **service administration** main screen fields are provided in **Table 11.1** and a description of the **service administration** functions with instructions on how to use them is provided in **Table 11.2**.

Service Administration Fields	
Service ID	This column displays the unique Service ID (Code) of all active Services. The service ID is an automatically system generated sequential number, added to each service on its creation.
Service Name	This column provides read only display of the Name assigned to each service.
Service Type	This column provides read only display of the type of service.
Calls Today	Displays the number of calls to the service, since midnight.
Status	This column displays the current status of the service.
🔴	RED: Not deployed The service has not yet been sent out to any nodes.
🟠	AMBER: Suspended Although the service has been deployed to the nodes it is currently suspended.
🟡	YELLOW: Service Changing There is a change in progress that will affect the service configuration.
🟢	GREEN: Active There are no changes in progress for this service. This service is deployed to all nodes

Table 11.1 Service Administration fields

Service Administration Functions	
Search	Initiates a search for a specified service.
Service	This search is based on the **Service Name** (or part of the name) typed into the search text field. Clicking go starts the search. Clicking × clears the search criteria (see **"Search for a Service"**).
Refresh	Refreshes all data displayed on the **service administration** screen (Fig. 10.1).
Access Control	Used to apply access controls the selected service. See **Modify Access Controls**.
View	Click to open a page displaying the currently held details for this Service (see "**General Information**").
Help	Click to access the On-line help that is applicable to the content of the displayed page.

Table 11.2 Service Administration functions

11.2 Search for a Service

To search for a specific Service, or for specific Services, and display only details of those services on the Service administration screen, use the 'Search Service' facility as follows:

1. Enter the **Service name** or the first part of the name as a search string in the **Search Service** text field.

Note: The only characters that can be used in the search text box are; (A-Z) (a-z) (0-9) and (*). If only part of the name is known, the wild card (*) can be used. It must be the first character in the search string, and it will modify the search in that the remaining characters in the search string, can be anywhere in the Service Name.

2. Click go, or press <ENTER> to start the search.

If the search is successful and matches the search string entered, the display will show only the required Service(s) and the appropriate administration procedures can be carried out.

If the search is unsuccessful, the display will display the message:

Sorry, no records Found

The search should be restarted as follows:

a) Click × to clear the search string from the **Search Service** text field, and return to the display of all Services.

b) Return to step 1 above to repeat the procedure, this time using a different search string.

11.3 The Service Administration Tabbed Display

The **service administration** Tabbed Display consists of up to ten pages, depending on the service type. Each page is accessed by clicking the tab caption. Each page contains differing tools and features useful in service administration and maintenance. The tabbed pages will be described in detail in the subsequent sections.

All service types will show the following tabs:

- General Information (default page)
- Variable Overview
- Variable Details
- Real Time Statistics
- Scheduled Changes
- Shortcuts

The following tabs may be displayed, depending on the service type:

- Advanced Features
- Data Capture Status
- Session Status
- Call Flow Diagrams

11.3.1 Accessing the Service Administration Tabbed Display

From **service administration** main screen illustrated in **Fig. 10.1**, click for a particular service.

The **service administration** screen is updated as illustrated in **Fig. 10.3**. The **General Information** page is displayed by default. For quick reference, an information bar is provided at the top of the screen displaying the following information:

Service Code - An automatically system generated sequential number, added to each service on creation.

Service Name - The user entered name for the service.

Service Provider Name - The name of the Service Provider.

Service Status (Applicable to services like Televote, which are active for a defined period) - The status of the service.

This information remains displayed at the top of the screen as users navigate between pages.

Fig. 11.2 Information Bar

11.4 General Information

The **General Information** page includes the following **read only** details:

Service name The name of the service.

Deployment date. The date and time of service deployment.

Deletion date The date may be set, either as **Now**, or at some future date, as specified by the user.

Last modified Time and date of the last modification.

Service type The service type that this service is associated with.

Service state Service status may be Active, Suspended, or, Not Deployed.

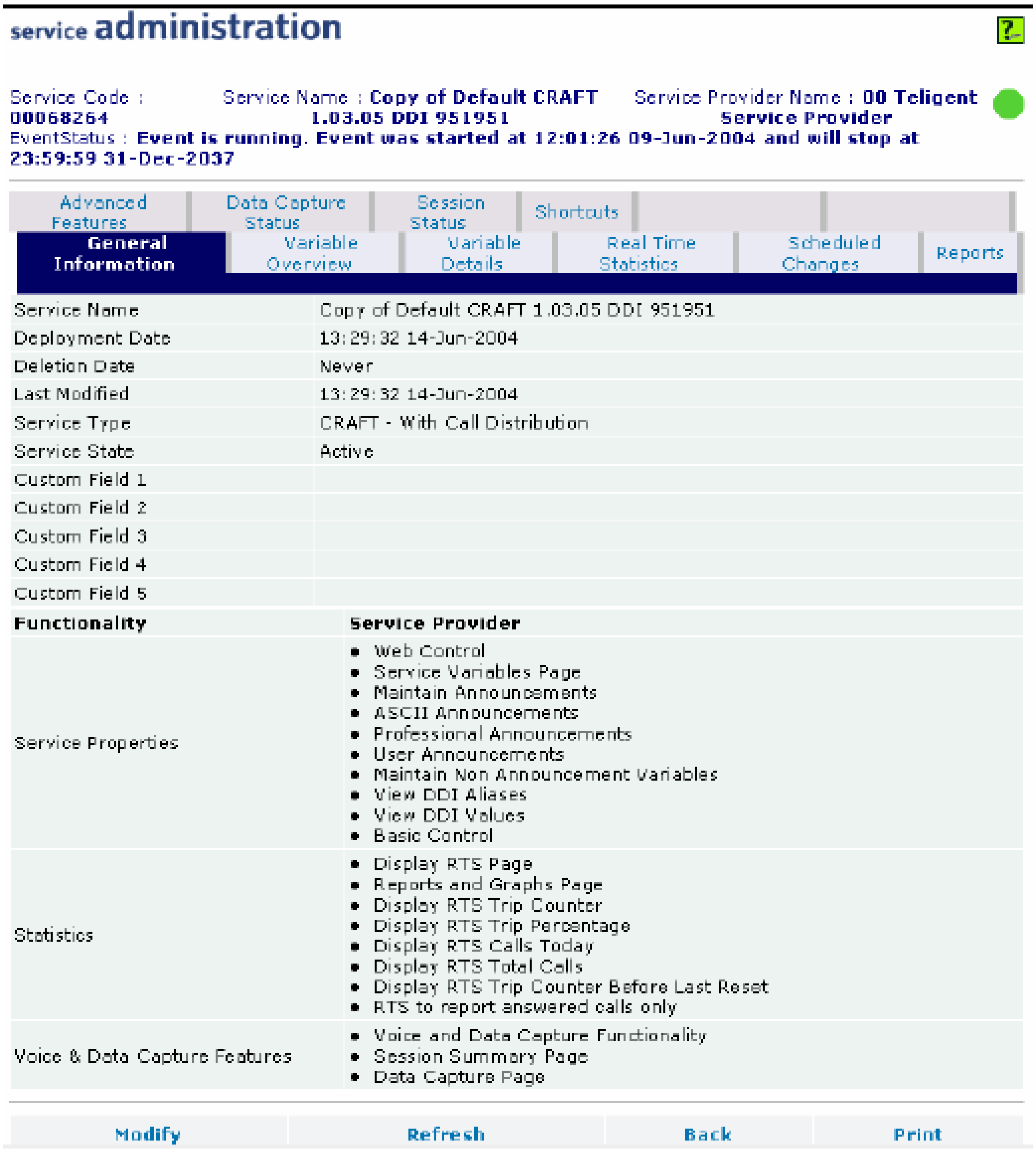


Fig. 11.3 General Information page

A summary of the **Functionality** for a Service Provider is provided in **Table 11.3**.

General Information Functionality

Name	Details
Service Properties	
Web Control	Gives the user the ability to control this service using the web interface.
Service Variable Pages	Allows users to view the Service Variables page.
Maintain Announcements	Allows users to modify announcement variables
ASCII Announcements	Allows users to upload custom ASCII-type announcements
Professional Announcements	Allows users to update announcement variables by making a selection from the available list of professional announcements
User Announcements	Allows users to upload custom announcements from their local PC
Maintain Non Announcement Variables	Allows users to maintain non announcement variables i.e. any variable other than announcements variables.
View DDI Aliases	Allows users to view aliases that have been assigned to DDI variables.
View DDI Values	Allows users to view the values assigned to any DDI variables within this Service Type.
Basic Control	Allows the user Basic Control of the service

Statistics	
Display RTS Page	Allows users to view Real Time Statistics for services of this type. Without this property set, no Real Time Statistics may be viewed.
Reports and Graphs Page	This property controls the display of Reports and Graphs for services of this type. With this property set, the user is displayed an additional tabbed page under Service Administration listing some of the available statistical reports.
Display RTS Trip Counter	This property allows the user to view the RTS Trip Counter for the service. The Trip Counter is analogous to the trip counter in the car – it is the number of calls since either the service was created, or the last reset.
Display RTS Trip Percentage	This displays calls that have been made since the last reset as a percentage of the total calls.
Display RTS Calls Today	This counter displays the number of calls that have been made since midnight on the same day. This counter cannot be reset.
Display RTS Total Calls	This counter displays the total number of calls that have been made since the service creation. This counter cannot be reset.
Display RTS Trip Counter Before Last Reset	This counter displays the previous value of the RTS Trip Counter (prior to a reset).
RTS to report answered calls only	The web interface will only display answered calls in any RTS report.
Voice and Data Capture Features	
Voice and Data Capture Functionality (all users)	This property enables Voice and Data Capture Functionality for the Service. Service Types that make use of Voice and Data Capture include ‘Message Link 2’.
Session Summary Page	This property provides an additional page to Service Administration.
Data Capture Page	This property provides an additional page to Service Administration, which contains details of Message Link 2 sessions

Table 10.3 General Information functionality

Note: The information listed in **Table 11.3** above varies according to the type of service that is being managed.

11.4.1 Modify Service Details

1. To modify the details displayed on the **General Information** page, click **Modify**.

   The screen updates to display the page shown in **Fig. 10.4**.

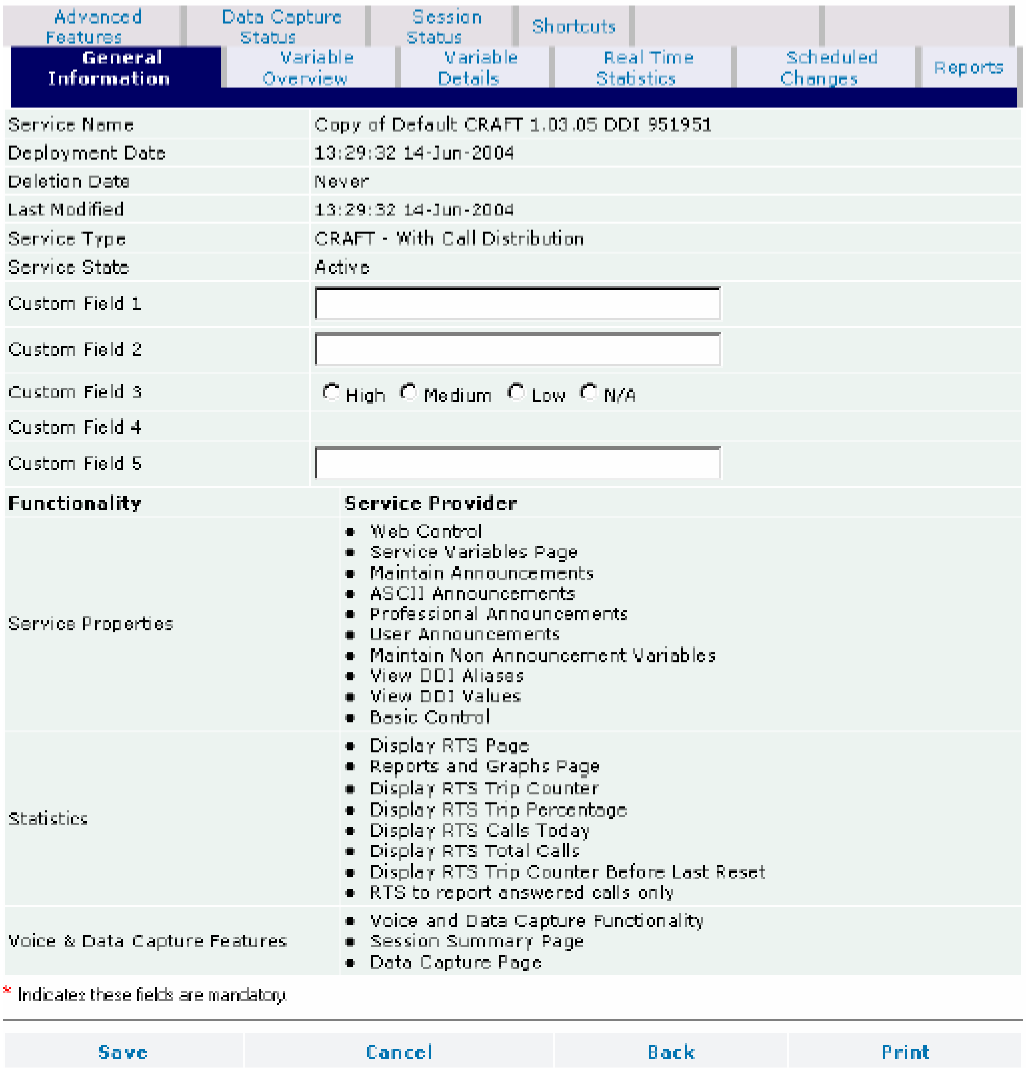


Fig. 11.4 Modify General Information

2. Modify the text entry fields and/or radio buttons as required

3. Click **Save** to save the details and return to the **General Information** page.

   Clicking Cancel will undo any changes that have been made to the entry boxes.

   Clicking **Exit** will close the current page (without saving any changes) and re-open the General Information screen.

4. Click **Print** to open the **Print** dialogue box. Refer to **"Printing"** for information on printing.

A list of Service Variables

List of Service Variables

Variable Name	Variable Description	Variable Type	Variable Value
SERVSTRT	Service Start	Date/Time	09:46:33 28-May-2002
SERVSTOP	Service Stop	Date/Time	23:59:59 31-Dec-2037
NOPTIONS	Number of Options	Short Integer	30
RINGTONE	Play Ringtone?	Boolean	**Yes** or **No** radio button
PREVTANN	Pre-vote Announcement	Announcement	Clicking on the loudspeaker icon link will open the 'Announcement play' page containing 'Windows Media player' and play the announcement

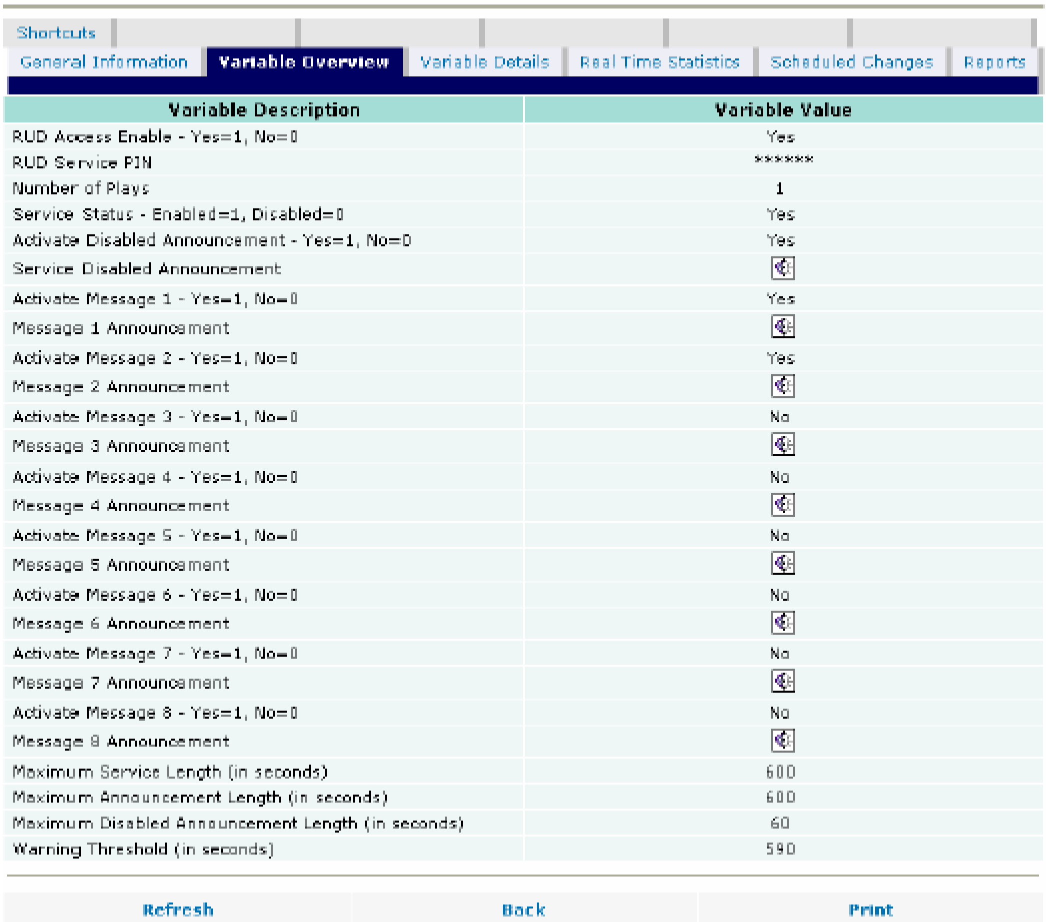
Table 11.4 View Service Details - Service Variables Example

11.5 Variable Overview

To access the **Variable Overview** page:

1. From the **service administration** main screen illustrated in **Fig. 10.1**, click to view a particular service. The Tabbed Display screen opens.

2. Click on the **Variable Overview** tab. The screen updates to show the page shown in **Fig. 11.5** below. This example is for a Message Link 1 service.



Shortcuts

General Information | Variable Overview | Variable Details | Real Time Statistics | Scheduled Changes | Reports

Variable Description	Variable Value
RUD Access Enable - Yes=1, No=0	Yes
RUD Service PIN	******
Number of Plays	1
Service Status - Enabled=1, Disabled=0	Yes
Activate Disabled Announcement - Yes=1, No=0	Yes
Service Disabled Announcement	
Activate Message 1 - Yes=1, No=0	Yes
Message 1 Announcement	
Activate Message 2 - Yes=1, No=0	Yes
Message 2 Announcement	
Activate Message 3 - Yes=1, No=0	No
Message 3 Announcement	
Activate Message 4 - Yes=1, No=0	No
Message 4 Announcement	
Activate Message 5 - Yes=1, No=0	No
Message 5 Announcement	
Activate Message 6 - Yes=1, No=0	No
Message 6 Announcement	
Activate Message 7 - Yes=1, No=0	No
Message 7 Announcement	
Activate Message 8 - Yes=1, No=0	No
Message 8 Announcement	
Maximum Service Length (in seconds)	600
Maximum Announcement Length (in seconds)	600
Maximum Disabled Announcement Length (in seconds)	60
Warning Threshold (in seconds)	590

Refresh | Back | Print

Fig. 11.5 Variable Overview

Use scroll bars as necessary to view the service variable details.

3. To print the details as displayed on the **Variable Overview** screen, click **Print**. See Section **"Printing"** for more details on printing.

4. To ensure that the data displayed on the screen is the up-to-date, click **Refresh**, which updates all data on the current screen.

5. To play an announcement Click to open the **announcement play** page (see **Announcement Playback"**).

   To modify the variable values refer to **"Variable Details".** For Schedule updates refer to **"Scheduled Changes".**

6. Click **Back** to return to the **service administration** main screen.

11.6 Variable Details

To access the **Variable Details** page:

1. From the **service administration** main screen illustrated in **Fig. 11.1**, click to view a particular service. The tabbed display opens.

2. Click the **Variable Details** tab to display that page.

The screen updates to show a page similar to that shown in **Fig. 11.6** below. The screen lists the variables associated with the selected service, with up to ten variables per page. Further pages are accessed by means of the paging tool. For details of the paging tool refer to paragraph **“Paged Lists”1**.

Fig. 11.6 shows a **Variable Details** page for a typical ‘Message Link 1’ type service. Service variables are used to configure every feature of a service. A description of the features provided via the **Variable Details** page is provided in **Table 11.5**.

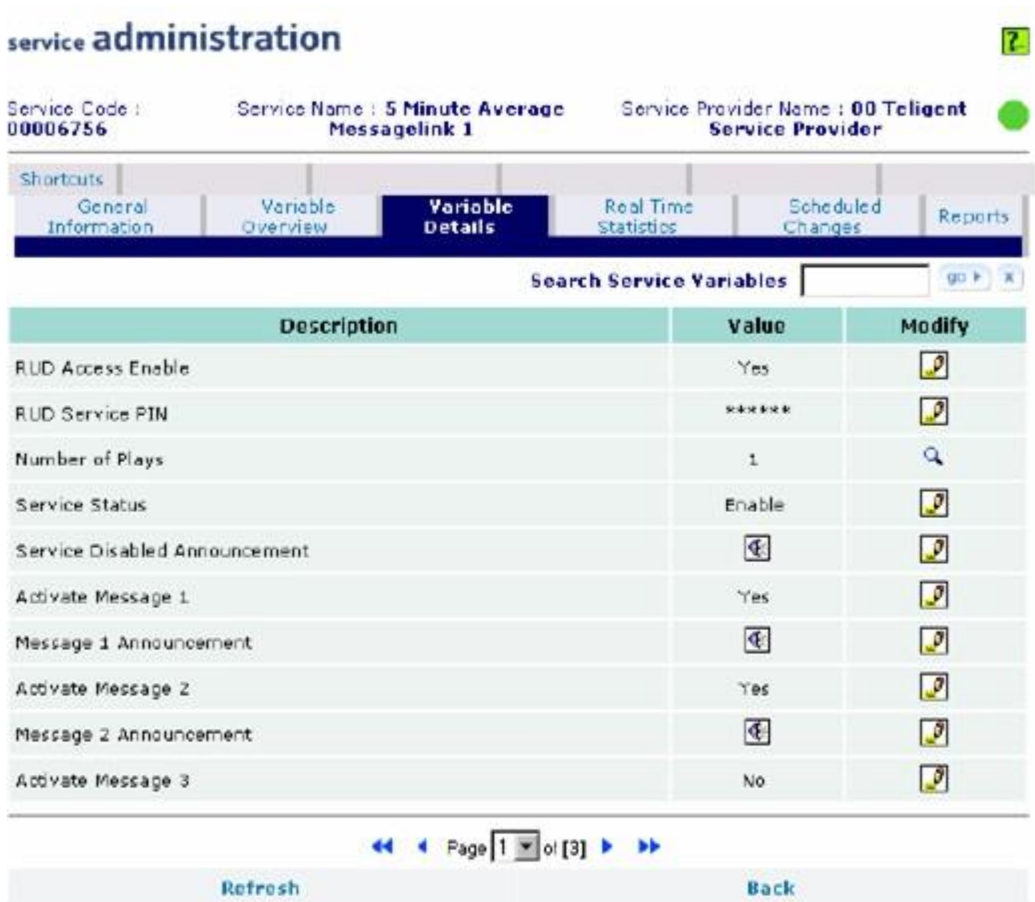


Fig. 11.6 Variable Details

Variable Details page Features

Feature	Description
Search Service Variable	Initiates a search for a specified service variable. This search is based on the Name (or part of the name) typed into the search text field. Clicking starts the search. Clicking clears the search criteria (for further information on using the facility refer to **“Search for a Service”.**
Variable Description	The description provides some information describing the purpose of the variable.
Value	The value column displays the current value assigned to the variable. Where the variable value is an announcement, the icon is displayed. The announcement can be played by clicking on the icon ...er to **“Announcement Playback”**).
Modify	This allows the user to view or modify the variable by clicking If the column displays then the variable may only be viewed.
Refresh	Clicking this link refreshes the display to show the most up to date variable values.
Back	Clicking to return to the **service administration** main screen.

Table 11.5 Variable Details page features

A variable that can be edited has in the **Modify** column against the variable description. Clicking this link allows the user to view some extended detail for the variable, and provides the facility to schedule a variable update. Variable updates can be implemented immediately, or, scheduled for some date in the future. Details on how to update a variable value are provided in the subsequent sections.

Some variables may be read only. Read only variables have in the **Modify** column against the variable. Clicking this link opens a page displaying extended details for the variable.

11.6.1 Updating Service Variables

1. To update a service variable, open the **Variable Details** page as described in paragraph **"Variable Details".**

2. Select the variable by paging through the list and click on .

An example of the **Modify Service Variable** screen illustrated in **Fig. 11.7** is displayed. The various variable parameters are displayed with the current variable value. All possible variable parameters, covering all the different Service Types, are listed in **Table 11.6**.

Any scheduled variable changes are shown in the **Future amendments** area at the bottom of the screen.

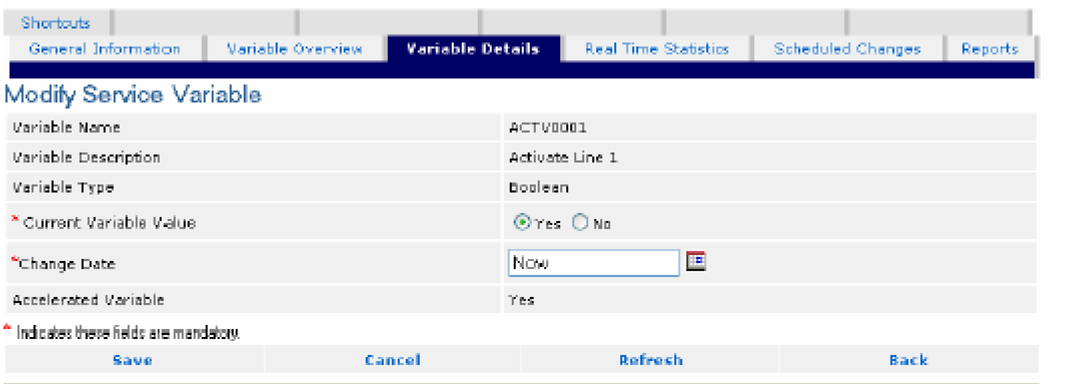


Fig. 11.7 Modify Service Variables

3. Change the **Current Variable Value** by selecting the appropriate radio button or entering the new value in the text field.

4. Click on the **Calendar** icon, to set the required change date.

The **Calendar** dialogue opens.

5. Use the **Calendar** controls to set the **Time and Date** (Refer to **"The Date and Time Calendar Dialogue Control"** for **Calendar** Dialogue details).

Change Date set to **Now** will implement the change immediately the change is saved.

6. Once a variable value has been entered and the **Change Sate** set, click **Save** to carry out the update. Clicking on **Cancel**, prior to saving, will undo any changes.

7. Click **Refresh** to refresh the display to show the most up to date variable value. **Note:** The screen refresh may not happen immediately - check the status circle.

8. Click **Back** to return to the list of service variables (**Fig. 11.6**).

Variable Details - Service Variable Parameters

Parameter	Description	
Variable Name	Variable name is the eight-character unique name assigned to each variable.	
Variable Alias	Unique to DDI Numbers. Allows the user to assign an alias to the DDI to identify it. The alias is used in Reports and Graphs, and Real Time Statistics. This field is limited to 32 alphanumeric characters.	
Variable Description	The description provides some information describing the purpose of the variable.	
Variable Type	The variable type provides the user with an indication of how the variable is used as well as the type of data that can be entered as a value.	
Maximum Value	States the maximum value allowed for this variable.	
Minimum Value	States the minimum value allowed for this variable.	
Length	Length informs the user how many digits the variable value must equal	
String Mask	The String Mask dictates the format of the variable value:	
	0	A number is required. No + or - allowed
	9	A number (or space) is optional. No + or - allowed
	#	A number (or space) is optional. Spaces will be removed. No + or - allowed
	L	A letter from A to Z is required
	?	A letter from A to Z is optional
	A	A letter from A to Z or a digit 0 to 9 is required
	a	A letter from A to Z or a digit 0 to 9 is optional
	&	Any character or space is required
	C	Any character or space is optional

Parameter	Description
* Current Variable Value	This displays the current variable value by default. This value can be presented as (and modified in) a text field, a set of radio buttons, a drop-down list or a set of check boxes.
* Change Date	The change date is the date at which the variable value is to be implemented. Click on the **Calendar** icon to open the **Calendar** dialogue and set the change date.
Accelerated Value	Indicates if the variable is to be accelerated, i.e. sent separately to the nodes immediately **Save** is pressed instead of being routed through the regular queue.

Table 11.6 Service Variable Details Parameters

11.6.2 Future Amendments

When a variable change has been scheduled for the future, a **Future Amendment** is added to the list of amendments on the **Modify Service Variable** page in **Fig. 11.7**.

The future amendment record shows the value that the Service Variable is to be changed to, and the time and date that the change will be implemented. The user is also given the opportunity to modify the future amendment or even delete the future amendment altogether.

As future amendments are implemented, i.e. at the change date, they are removed from the list.

Future amendments

Change date	Value	Modify	Delete
15:32:35 07-Jul-2004	No		

Fig. 11.8 Future Amendments

Change Date The change date is the date at which a scheduled change to the variable value is to be implemented.

Value The new value for the variable

Modify Click to alter the variable value and/or change date scheduled in a future amendment.

Delete Click to delete the future amendment.

Modify Future Amendment

1. To modify either the value or change date of the future variable amendment, click

   The **Modify Future Amendment** screen illustrated in **Fig. 11.9** is displayed.

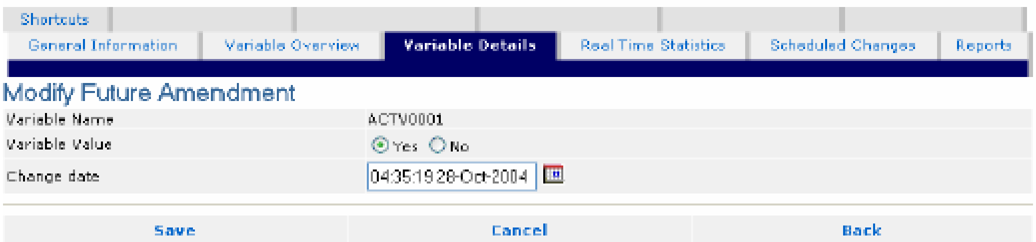


Fig. 11.9 Modify Future Amendment

2. Modify the **Variable Value**, by editing the text in the text field or selecting an alternative radio button.

3. To modify the **Change Date**, click and then use the **Calendar** controls to set the new date and time.

4. To save any changes and exit to the **Modify Service Variable** screen, click **Save**.

11.6.3 Announcement content

As a Service Provider (SP) you are at liberty to design the announcement wording of your choice providing the announcements are legal, decent, truthful and honest. Where a foreign language is used, BT reserves the right to request a translated transcript. Where an announcement contravenes the above stipulations, BT reserves the right to withdraw the service. As a Service Provider if you record your own announcements directly onto RIDE or supply announcements for BT to load, it is your responsibility to ensure that the recording is of a suitable quality i.e. it is audible to the caller without background noise and distortion. As a Service Provider you may request BT to load an announcement. It is advisable for the sender to retain an original audio copy, as BT will not be liable for any loss or damage.

You are advised NOT to place the most important information in the first few seconds of the message. This will help to avoid the caller missing the message and allows them to confirm they have dialled as they intended. For example the message could commence" Thank you for voting for…"

11.6.3.1 Announcement vetting

Service Providers are obliged by ICSTIS to provide appropriate announcements. The announcement content may be checked by BT because of the potentially bad impact of a rogue announcement. It is possible for all announcements loaded by the Service Provider to be vetted by BT before they become active. This facility will be invoked for those Service Providers found to be using announcements, which do not conform to the content guidelines above. Vetting of announcements will only take place during normal office hours: 09:00 -17:00, Monday to Friday. All announcements submitted for acceptance outside these normal working hours will wait for acceptance until the next working day.

11.6.3.2 Announcement recording format

When the Service Provider requires BT to load their announcements, they must be supplied to BT in a suitable format (C-ITU (CCIT) G.711 8 khz, 8-bit, mono A-law wave files).

It is possible for BT to convert some formats into the one defined above.

11.6.4 Updating service announcements

Service announcements may be updated in a similar way to variable values. From the **Variable Details** page illustrated in **Fig. 11.6**, select the required announcement from the list and click on the adjacent icon.

This opens the **Modify Service Variable** screen illustrated in **Fig. 11.10**.

Fig. 11.10 Updating Service Announcements

The details for the announcement are displayed and playback can be achieved by clicking on in the **Current Variable Value** field. All parameter fields are as previously described in paragraph **"Updating Service Variables"** , with the exception of the mandatory field, **Select new announcement from**.

Any scheduled announcement updates are shown in the **Future Amendments** area at the bottom of the screen.

1. Select the announcement type from the **Select new announcement from** drop-down list, as illustrated in **Fig. 11.11**, and proceed as follows:

If selecting from ASCII announcements, refer to **"Uploading ASCII Announcements".**

If selecting from a list of announcements, refer to **"Selecting Announcements from a List".**

If selecting announcement from your machine, refer to "**Uploading an Announcement from 'My Machine**".

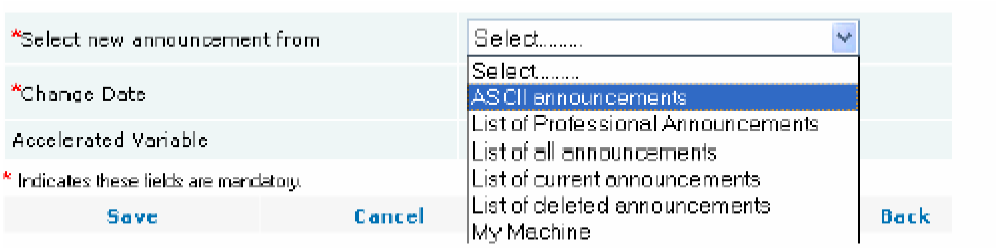


Fig. 11.11 Service Administration - Selecting Announcement Type for Upload

11.6.5 Uploading ASCII announcements

ASCII type announcements are used when the intended receiver is an ASCII telephone. An ASCII telephone is a device that allows people with hearing or speech impairments to communicate over the telephone.

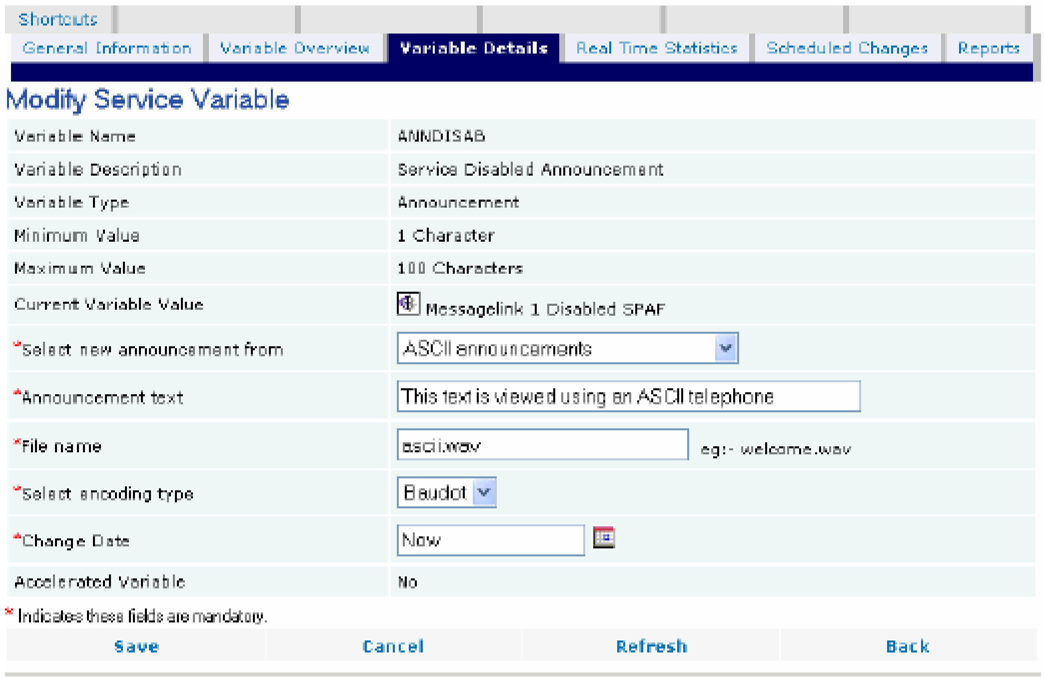


Fig. 11.12 Uploading ASCII Announcements

1. Select ASCII Announcements from the Select new announcement from drop-down list.

2. Enter the **text to be sent** to the ASCII telephone in the **Announcement text** field. The maximum number of characters or numbers that may be entered is 100.

3. Assign a **file Name** to be associated with the entered text. Ensure that the name is entered with the correct file extension (.wav).

4. One of the following encoding types can be selected from the **Select encoding type** drop-down list:

Baudot An International Telecommunication Union-Telecommunication Standardisation Sector (ITU-T) standard for 45-bps full duplex modems.

V.21 An International Telecommunication Union-Telecommunication Standardisation Sector (ITU-T) standard for 300-bps full duplex modems.

V.23 An International Telecommunication Union-Telecommunication Standardisation Sector (ITU-T) standard for 600-bps and 1200-bps full duplex modems. In this case, 1200-bps is selected as the transmission rate.

5. Click to set the required change date. The **Calendar** dialogue is displayed. Use the **Calendar** controls to set the time and date. Refer to **"The Date and Time Calendar Dialogue Control"** for details of the **Calendar** controls.

6. Click **Save** to upload the ASCII text.

Clicking **Cancel** will clear all entries.

Clicking Back will close the **Service Variable Modify** screen. Any unsaved changes will be lost.

11.6.6 Selecting announcements from a list

Users may also select announcements from one of the following lists:

- **List of Professional Announcements**
  The list of professional announcements contains a list of standard, professionally recorded, announcements.
- **List of All Announcements**
  The list of all announcements contains current, deleted, and ASCII-type announcements. It should be noted that a deleted announcement would only be present in the list for a period of 60 days after deletion.
- **List of Current Announcements**
  The list of current announcements contains all announcements that have been uploaded to services that are still currently deployed. Announcements will remain in this list until deleted with their respective services.
- **List of Deleted Announcements**
  The list of deleted announcements contains all announcements that have been deleted from the live platform. Announcements are deleted in the following ways:

- An existing announcement on the platform has been updated with a new file. The original file is then deleted and made available for selection from the list of deleted announcements for 60 days before it is permanently cleared from the system.

- A service has been deleted within the last sixty days. In this case, all announcements associated with the service are deleted and are available for selection from the list of deleted announcements for 60 days before permanently cleared from the system.

Note: Announcements with lengths outside of the range stated on the **Service Variable Modify** page are NOT listed.

My Machine

See paragraph "Uploading an Announcement from ‘My Machine’" for details.

1. Select the list to upload an announcement from in the **Select new announcement from** drop- down list.

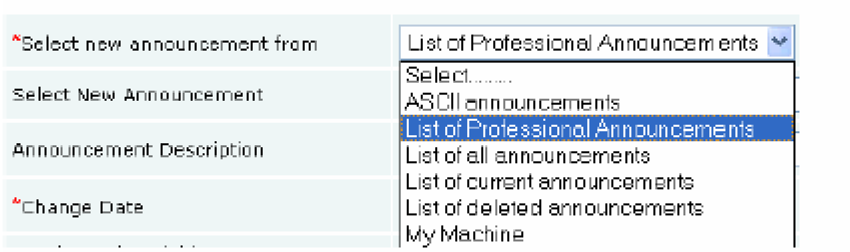


Fig. 11.13 Selecting Announcement Type for Upload

Once a list has been selected, a further drop-down list will be displayed with all announcements that are assigned to that particular list. Fig. 11.14 shows the **List of professional announcements**.

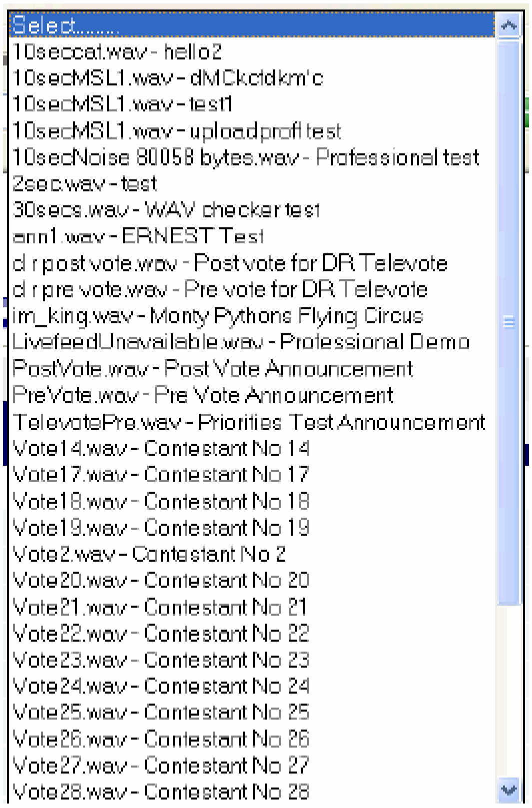


Fig. 11.14 Selecting Announcements for Upload

All announcements are listed in alphabetical order and are presented in the format:

<Announcement Name>.wav - <Announcement Description>

2. Select the appropriate Announcement from the list.

3. If required, a new announcement description can be added into the **Announcement description** text field. This description will be displayed next to the **File**

Name as a new entry in the list of current announcements and the list of all announcements.

4. Click **Save** to upload the announcement. An entry is added into the **Future Amendments** list for the scheduled announcement upload.

Clicking **Cancel** will clear the selected entry from the **Select new announcement** dropdown list.

Clicking Back will close the **Service Variable Modify** screen. Any unsaved changes will be lost.

11.6.7 Uploading an announcement from 'My machine'

1. Select **My Machine** from the **Select new announcement from** drop-down list to upload an announcement from a location on the local PC.

A new button labelled **Browse** will be displayed below the drop-down list.

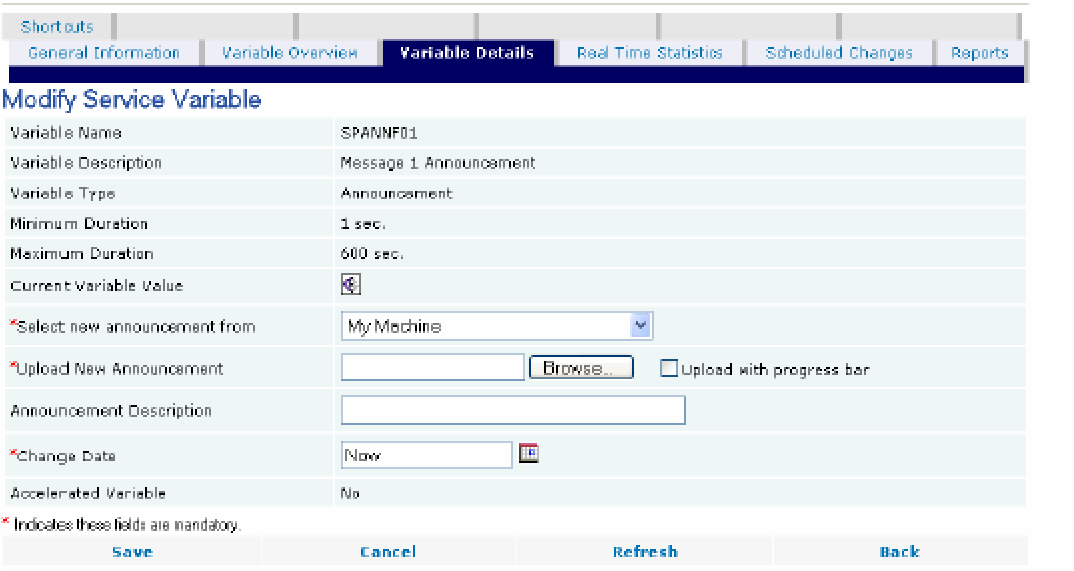


Fig. 11.15 Browse for Announcement on 'My Machine'

2. Click **Browse** to select an announcement from a specific location. The **Choose File** dialogue is displayed.

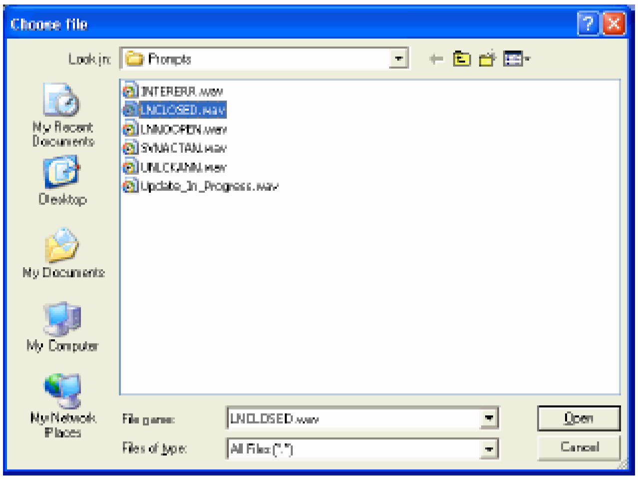


Fig. 11.16 Choose File

3. Use the drop-down list to select the exact location of the announcement file for upload, and click on the file, or enter the full path of the file into the **File name:** text field.

4. Click **Open**.

The **Choose File** dialogue closes.

5. If you wish to monitor the upload progress of a large file, tick the **Upload with progress bar** checkbox (next to the **Browse** button).

6. Click and use the **Calendar** controls to set the **Time and Date**. Refer to paragraph **"The Date and Time Calendar Dialogue Control"** for details of the **Calendar** controls.

7. Click **Save** to upload the announcement.

8. If a warning prompt similar to that in **Fig. 10.17** appears, click **Yes**.

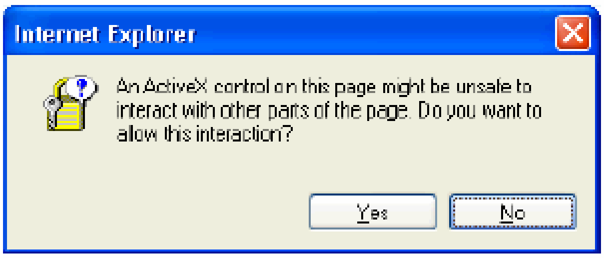


Fig. 11.17 ActiveX Control warning message

The **Announcement Quality Results** page, illustrated in **Fig. 10.18**, opens, presenting a graphical analysis of the sound file. The **Health** indicators should all be green. In this example the **Peak volume** is **Too high** and the **Average volume** is **High**. This indicates the volume should be adjusted, and a decrease of 6,8 dB is suggested.

9. To accept the suggested adjustment, click **Normalise**. To modify the adjustment, enter the new value in the **dB** text field before clicking **Normalise**.

Fig. 11.18 Announcement Quality Results

If the change date value is set to anything but **Now** (in which case the change is effected instantly) an entry is added into the Future Amendments list for the scheduled announcement upload.

Clicking **Cancel** will clear the entry from the **Upload New Announcement** field.

Clicking Back will close the **Service Variable Modify** screen. Any unsaved changes will be lost.

The SPA/SPU is automatically returned to the **Variable Details** main screen.

Note: Please refer to Appendix A, **“Making a Recording”** for details on recording announcements.

11.6.8 Future service amendments - announcements

Announcements may be selected for upload as described in **Uploading ASCII Announcements** , **Selecting Announcements from a List** and **Uploading an Announcement from 'My Machine**. These announcement uploads can be configured to take place at a particular date and time in the future by setting the **Change Date**. When an announcement update has been scheduled for the future, the change is added to the list of **Future Amendments** on the **Modify Service Variable** page as illustrated in **Fig. 11.19.**

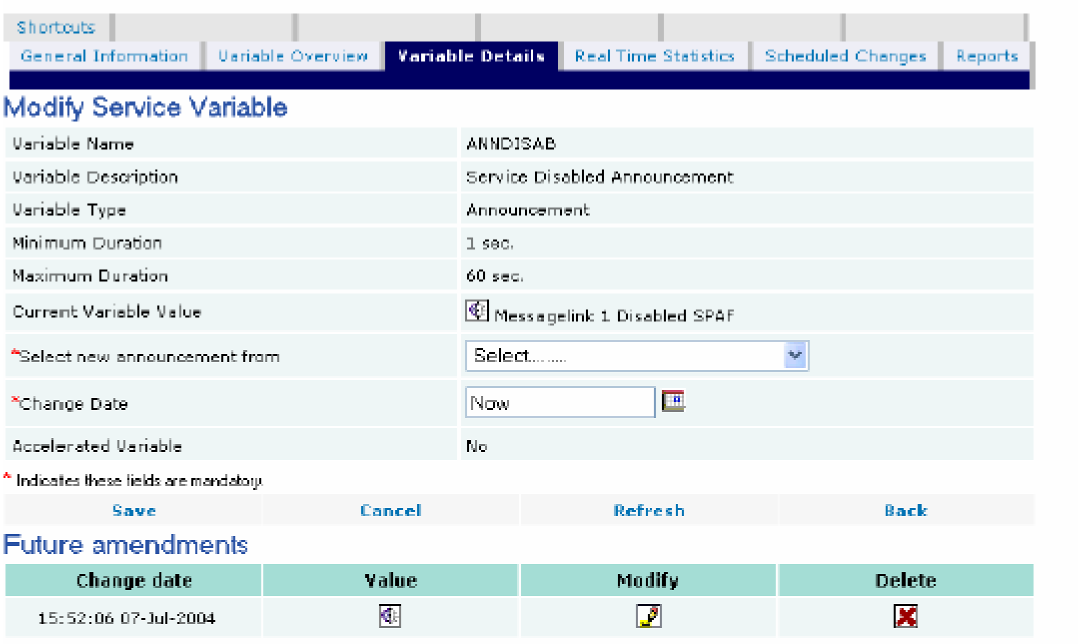


Fig. 11.19 Future Announcement Updates

The future amendment record shows the time and date of the scheduled change i.e. the **Change Date**, and the **Value** of the service variable, i.e. an announcement. The announcement may be played by clicking on (refer to **Announcement Playback** for details of playing announcements).

The user is also given the opportunity to modify the future amendment, or even delete the record altogether.

This future amendment will be removed from the list at the time of implementation i.e. the **Change Date**.

1. To modify either the announcement file or change date of the future amendment, click

The **Modify Future Amendment** screen, illustrated in **Fig. 11.20** is displayed, showing the **Variable Name**, the **Select announcement from** drop-down list, and the **Change Date** that the announcement will be updated.

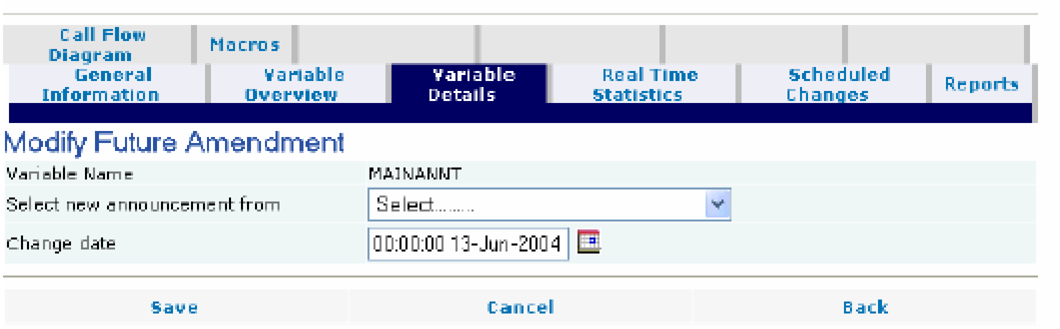


Fig. 11.20 Modify Future Service Announcements

2. From the **Select announcement from** drop-down list, select the location from which the announcement is to be uploaded. The options available are:

- ASCII Announcements
- List of Professional Announcements
- List of All Announcements
- List of Current Announcements
- List of Deleted Announcements
- My Machine

To upload an ASCII Announcement, refer to the instruction in paragraph **Uploading ASCII Announcements.**

To upload an announcement from a list, refer to the instruction in paragraph **Selecting Announcements from a List.**

To upload an announcement from My Machine, refer to the instruction in paragraph **Uploading an Announcement from 'My Machine.**

3. To modify the **Change Date**, click and then use the **Calendar** controls to set the date and time. Refer to paragraph **The Date and Time Calendar Dialogue Control** for details regarding the **Calendar** controls.

4. Click **Save** to save any changes and exit to the **Service Variable Modify** screen.

Clicking **Cancel** will undo any unsaved changes. Clicking **Back** will exit the **Modify Future Amendments** screen without saving any changes.

Note: It may not always be possible to modify a future amendment if the change date has already passed.

11.6.9 Recording announcements

In order to customise service announcements, the user must first record the required announcements using a sound recorder utility. Announcements must also be recorded in the correct file format (.wav) for deployment to the service nodes.

Microsoft Sound Recorder allows users to record announcements for upload to the RIDE Web Interface. Refer to **Appendix A - Introduction to Microsoft Sound Recorder** for further information on recording announcements.

11.7 Rule violations

A Rule Violation will occur when there is a conflict between one or more variable settings with inter-dependencies. These interdependencies are often as simple as: start time/date must be before stop time/date. They will vary between service types.

You are notified of a Rule Violation as and when it occurs (see **Fig. 11.22**). After a variable modification is saved its status will be one of the following:

Status	Description
	Green indicates a Valid variable update.
	Yellow Indicates a Valid variable update that will not be implemented because there is a Rule Violation for another service variable
	Red indicates a Rule Violation The Rule Violation Status is displayed next to the variable name in the Scheduled Changes page, as illustrated in **Fig. 6.3**.

Table 11.7: Variable update status indicators

As an example, if you try to modify the **Event Stop Time** variable with a date/ time prior to the **Event Star Time** variable, you will encounter a *Rule Violation*.

To demonstrate this:

On the **Variable Details** page, select **Event Stop Time** as the variable to modify. The **Modify Service Variable** page for the **DRRPSTOP** variable in **Fig. 11.21** is displayed.

Fig.11.21: Modifying the service stop variable

2. In the **Current Variable** Value field change the date and time for the Service to stop before the Event Start Time i.e. In this example the Event Start Time is 08:00:00 27-Apr-2005, so change the Event Stop Time to 07:00:00 27-Apr-2005.

3. Set the **Change Date** to *Now*.

Click **Save**. The Message in **Fig. 11.22** is displayed.

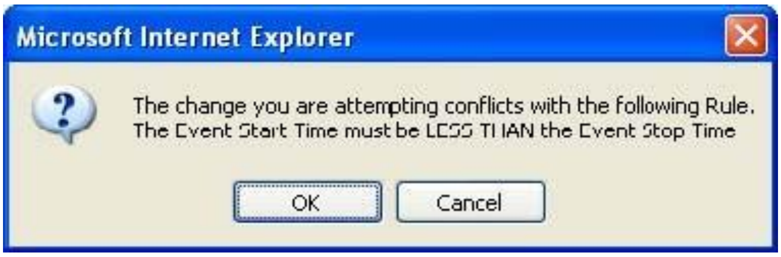


Fig.11.22: Rule Violation error message

4. Click **OK** to acknowledge the message. After a few moments the **Modify Variable Details** page will refresh.

5. Click the Scheduled Changes tab. The **Scheduled Changes** page in **Fig. 11.23** is displayed

Fig.11.23: Scheduled changes page

The message in **Fig.11.22** states that, the Event Start Time must be less than or equal to the Event Stop Time.

To correct this particular scenario:

On the Variable Details page select Event Stop Time. The Modify Service Variable page for the DRRPSTOP variable in Fig. 10.24 is displayed.

Fig.11.24: Correcting Rule Violation – step 1

2 Under **Future Amendments** in the Modify column, click . The **Modify Future Amendment** page in **Fig. 11.25** is displayed.

Fig.11.25: Correct the rule violation – step 2

3. As illustrated in **Fig. 11.26**, change the Variable Value date/time back to 17:00:00 08-May-2005 and set the Change Date to Now.

Fig.11.26: Correcting the rule Violation – step 3

4. Click Save.

5. Click Refresh. The **Future Amendments** section of the page disappears.

6. Go to **Scheduled Changes**. The page displays a message stating:
No scheduled changes for this service

Go to the **Variable Overview** page and you will note that the **Event Stop Time** variable has changed back to 17:00:00 08-May-2005.

11.8 Real time statistics

Real time statistics are a simple count of calls to the service. For this data to be available as quickly as possible, no individual call detail information is captured. The output may be filtered by various schema and regions. These filters are approximate and will not match exactly the results obtained from elapsed time reports where the schema and regions are applied.

The **Real Time Statistics** (RTS) page is accessed in the following way:

1. From the **service administration** main screen illustrated in **Fig. 11.1**, and click for a particular service.

The **service administration** tabbed Display screen opens as shown in **Fig. 11.3**. By default, the **General Information** tab is displayed.

2. Click the **Real Time Statistics**. The screen updates to show a page similar to that shown in **Fig. 11.21** below.

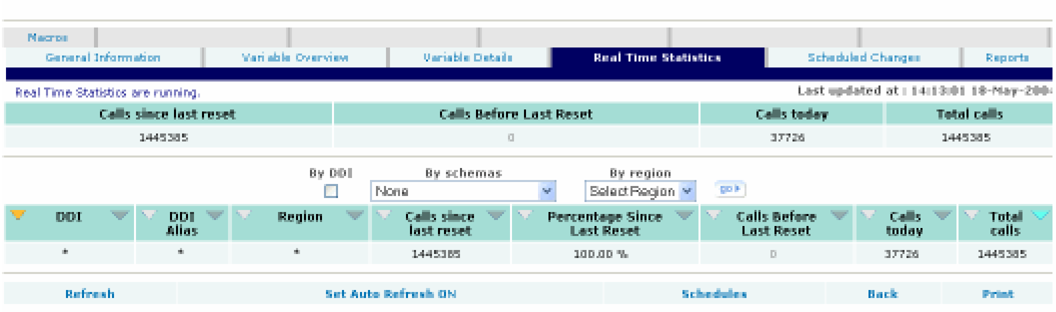


Fig. 11.21 Real Time Statistics

The call statistics provided on this page are accurate to ten seconds, and with the facilities and options provided on the page, a user is able to quickly observe call statistics for the service, and also sort and present or print these statistics.

11.8.1 Real time statistics - features

Calls since last reset

This counter will appear frozen when a Televote or Event is stopped. The counter will unfreeze and reset when a Televote or Event is started.

It is possible to freeze, unfreeze or reset the call counters on some service types

Calls before last reset

The figure displayed here is the number of calls to the service prior to the last reset of the **Calls before last reset** counter

Calls today

The figure displayed here is the number of calls, successful or otherwise, that have been made to the service since 00:00 GMT. This figure cannot be manually reset, or frozen, using the RIDE web interface.

Note: The RTS does not change with BST

Total calls

The figure displayed here is the total number of calls, successful or otherwise, that have been made to the service since the DDI number was first assigned to it. This figure cannot be reset, or frozen, using the RIDE web interface. This figure is analogous to the reading from the tachometer found in a car.

Note: Re-using an existing DDI within 24 hours results in previous statistics not being cleared

11.8.2 Statistics filters

An extended breakdown of real time call statistics can be displayed using the following filters:

- Filter by DDI
- Filter by Region
- Filter by Region and DDI

10.7.2.1 Filter by DDI

To show the total calls that have been made to each DDI attached to the service:

1. Open the **Real Time Statistic** page as described in paragraph **"Real Time Statistics".**

2. Tick the **By DDI** checkbox and click or **Refresh**.

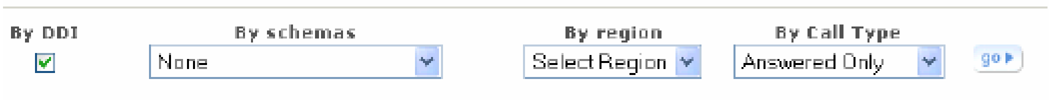


Fig. 11.22 Real Time Statistics - Filtering by DDI

3. The results of the DDI filtering are then presented on the **Real Time Statistics** screen (**Fig. 11.23**).

This screen presents the call statistics in labelled columns and provides some additional information pertaining to each DDI.

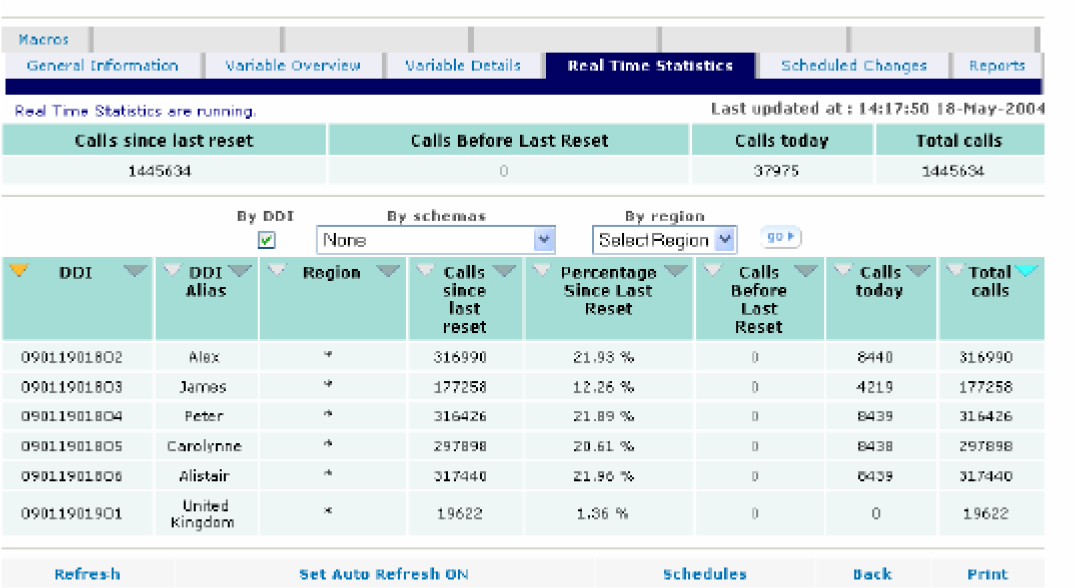


Fig. 11.23 Real Time Statistics by DDI

11.8.2.1 Filter by Region

This is used to display the call statistics for a service, by a particular region (or group of regions).

1. Select the **type of regional breakdown** that is required from the **By schema** drop-down list illustrated in Fig. 11.24. The available schemas are shown in Table 11.7.

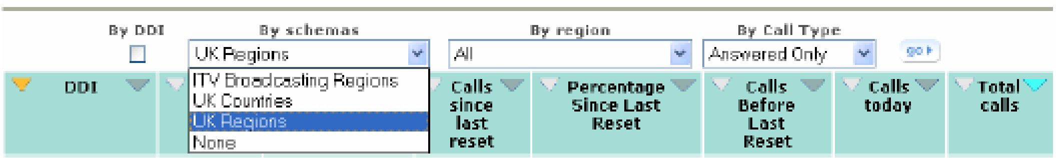


Fig. 11.24 Real Time Summary - Filtering by schema

2. After selecting a schema, choose either a **single region** belonging to that schema, or **all regions** for that schema, from the **By region** drop-down list, as illustrated in Fig. 11.25.

Fig. 11.25 Real Time Summary - Filtering by Region

3. Click to complete the filtering set-up process and initiate generation of Real Time Statistics (an example of a Real time statistics page filtered by region is shown in Fig. 11.26).

Tip: Filtering by DDI can be combined with Regional filtering by also marking the ‘By DDI’ check box.

Note: Region is based on the Node answering the call.

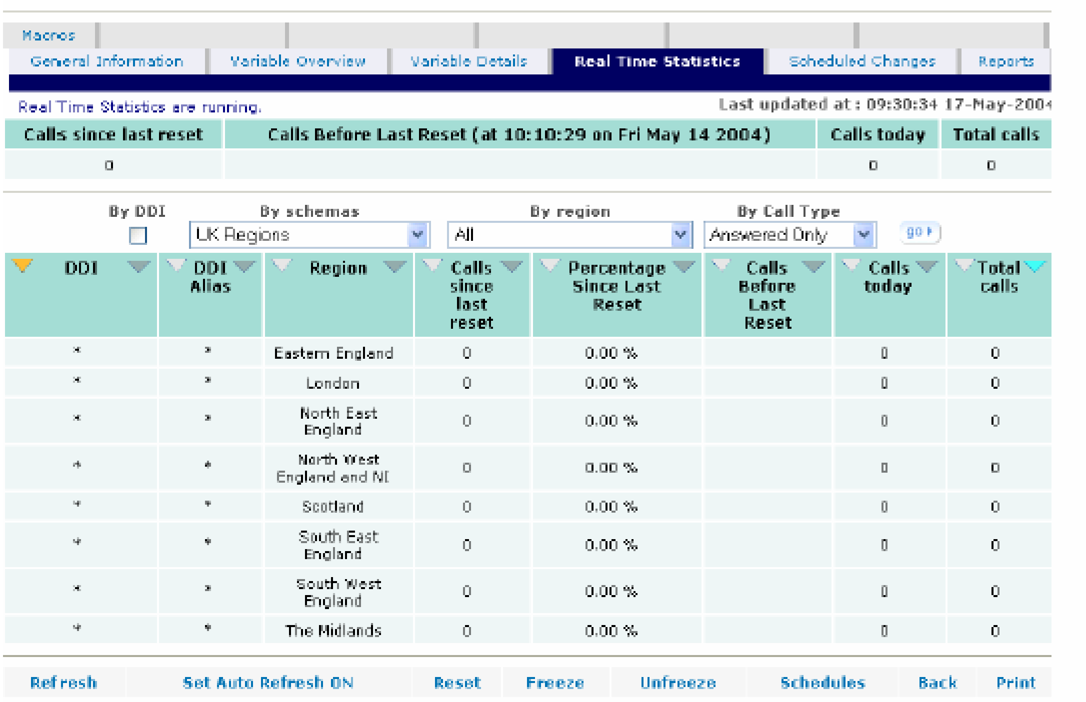


Fig. 11.26 Real Time Statistics by Region

Sample Regional Schemas

ITV Broadcasting	UK Countries	UK Regions
Carlton Central	England	The Midlands
Scottish Television	Scotland	Scotland
Granada	England	North West England
Carlton & LWT	England	London
Carlton - West Country	England	South West England
HTV	Wales	South West England

Table 11.7 Sample Regional Schemas

11.8.3 Sorting

All columns may be sorted by clicking on the appropriate sorting symbol. There are two types of sort:

- Primary
- Secondary

When two or more values in the primary sort column are equal, the secondary sort defines the order for these rows.

DDIs are re-arranged into ascending order and call counts into descending order.

Text is sorted alphabetically into ascending order (A-Z).

1. Click the light grey arrow of the filter column to be used as Primary sort. The arrow changes to yellow .
2. Click the dark grey arrow of the filter column to be used as Secondary sort. The arrow changes to blue.

An example of the primary and secondary sorting in use is shown in **Fig. 11.27** (below). The primary sort is implemented on the **Region** column. Data in this column has been correctly sorted in alphabetic order. The secondary sort is implemented on the **Calls today** column. This secondary sort has defined the order for rows with repeated values in the primary sort column.

Real Time Statistics are running. Last updated at : 16:41:59 02-Jun-2004

Calls since last reset	Calls Before Last Reset (at 15:14:14 on Fri May 28 2004)	Calls today	Total calls
223398		13899	1810615

By DDI | By schemas: UK Regions | By region: All | go

DDI	DDI Alias	Region	Calls since last reset	Percentage Since Last Reset	Calls Before Last Reset	Calls today	Total calls
09011881881	Jon	Eastern England	0	0.00 %		0	0
09011881882	Nush	Eastern England	0	0.00 %		0	0
09011881883	Cameron	Eastern England	0	0.00 %		0	0
09011881881	Jon	London	93227	41.73 %		123	780077
09011881883	Cameron	London	69926	31.30 %		93	579322
09011881882	Nush	London	46624	20.87 %		62	437595
09011881881	Jon	North East England	0	0.00 %		0	0
09011881882	Nush	North East England	0	0.00 %		0	0
09011881883	Cameron	North East England	0	0.00 %		0	0
09011881881	Jon	North West England and NI	0	0.00 %		0	0
09011881882	Nush	North West England and NI	0	0.00 %		0	0
09011881883	Cameron	North West England and NI	0	0.00 %		0	0
09011881881	Jon	Scotland	13621	6.10 %		13621	13621
09011881882	Nush	Scotland	0	0.00 %		0	0
09011881883	Cameron	Scotland	0	0.00 %		0	0

Fig. 11.27 Real Time Statistics Sorting

DDI

This column displays all the DDIs that are attached to this service.

DDI alias

This column displays the user-assigned DDI Alias for each DDI used in the service.

Region

This column displays the Regions from which calls were made to the service.

Calls since last reset

This column displays the number of calls that have been made to the service since the last reset.

Percentage since last reset

The figure displayed here is the number of calls to the services since the last reset as a percentage of the total.

Calls before last reset

The figure displayed here is the number of calls to the services prior to a reset of the call counters.

Calls today

This column displays the number of calls that have been made to the service since 00:00 GMT.

Total calls

This column displays the total number of successful calls that have been made to the service since its start date.

11.8.4 Statistics tools

Refresh

Clicking the **Refresh** link refreshes the display, updating the screen values that are shown to reflect the current situation of the selected service.

Set Auto Refresh on

This toggles on and off and will, if on, automatically refresh the display at around thirty-second intervals. Auto refresh is set to 'ON' by clicking on **Set Auto Refresh ON**. This changes the link colour to red and the link text to **Set Auto Refresh OFF**. Clicking this red link stops the screen from performing the auto refresh, and returns the link to its original state.

NOTE: the use of Auto Refresh has a processing overhead which will delay the delivery of Real Time Stats if used heavily. You are advised to make minimal use of this facility

Schedules

Selecting this link causes the **List of Scheduled Real Time Statistics Events** to be displayed.

Fig. 11.28: RTS schedules page

You will notice that there are three scheduled RTS events already listed.

When the service was first created the system automatically allocated the **Event Start** time and **Event Stop** time as *Now* and *Never* respectively (See **The Variable Overview page - extract**).

When the service was delivered, the Event Start and Stop times were allocated new start and stop times and the system automatically created the three events which, you will notice, are scheduled to run when the event starts (a **Reset** and an **Unfreeze**) and when the event stops (**Freeze**).

The reason for this is to ensure that the event starts with a 'clean slate' the **Reset** and **Unfreeze** RTS Events are run the moment the event starts (effectively clearing any call counts with regard to Real Time Statistical information). Similarly, when the event stops the **Freeze** RTS Event is run. This eliminates any call counts for RTS purposes from being included after the event has stopped.

When the RTS Events have been run they are no longer displayed in the List of Scheduled Real Time Statistics Events page.

Back

Click this link to revert to the **service administration** main page.

Print

Click this link to print the details as displayed on the Real Time Statistics screen.

Last updated at…

This shows the time at which the displayed statistics were accurate.

11.9 Scheduled changes

The **Scheduled Changes** page displays all variable modifications that have been scheduled under **Variable Details**. The page is accessed in the following way:

1. From the **service administration** main screen illustrated in **Fig. 11.1**, click for a particular service.

The **service administration** Tabbed Display screen in **Fig. 11.3** is displayed. The **General Information** tab is displayed by default.

2. Click the **Scheduled Changes**. The screen updates to show a page similar to that shown in **Fig. 11.28** below. The screen lists the scheduled variable changes that will

happen in the future.

Fig. 11.28 Scheduled Changes

As the **Change Date** of each of the scheduled updates is reached, they are removed from the list. The available tools and features of the **Scheduled Changes** screen are detailed in **Table 11.8** below.

Scheduled Changes Screen – Features

Parameter	Description
Change date	The change date is the date at which the scheduled change to thevariable value is to be implemented.
Description	The variable description - provides the user with a hint as to the purpose of the variable.
Old Value	This is the original/current value of the variable.
Status	This is the value that the variable is changing to. A green disc indicates a **Valid** variable update. A red disc indicates a **Rule Violation**. An amber disc indicates a **Valid** variable update that will not be implemented because there is a **Rule Violation** for another service variable.

Table 11.8 Scheduled Changes Screen - Features

11.10 Shortcuts

Some services, like Televote are used for specific events. Ouside the event period, the service responds differently to callers. There are several actions required to move between the pre, active and post event periods. Ie the message played to callers, the setting and re-setting of counters etc. To simplify this change, a number of Shortcut options are available.

1. From the **service administration** main screen illustrated in **Fig. 11.1**, click for a particular service.

The **service administration** Tabbed Display screen in **Fig. 11.3** is displayed. The **General Information** tab is displayed by default.

2. Click on the **Shortcuts** tab. A screen similar to that in **Fig. 11.29** is displayed.

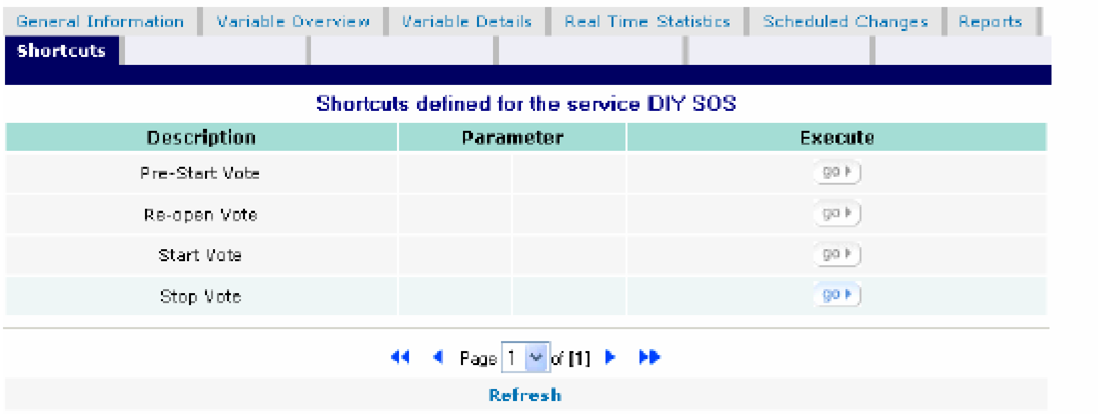


Fig. 11.29 Shortcuts

3. In this example the televote is running and only one option is provided, which is to stop the vote. To do this, click go in the **Execute** column adjacent to **Stop Vote**.

11.11 Advanced Features

To access the **Advanced Features** page:

From the **service administration** Tabbed Display, click **Advanced Features**. The **Advanced Features** page illustrated in **Fig. 11.30** is displayed.

Fig. 11.30: Advanced Features page.

11.11.1 Viewing the Audit Log for the Service

The audit log provides information about changes that have been made to the service. The date and time, Event Number, User ID, severity and a message giving brief description of the event is recorded.

To view the Audit Log:

Click the **Audit Log** hyper-link on the **Advance Features** page illustrated in **Fig. 6.1.** The page updates and displays the **Service - Audit Log**, as illustrated in **Fig. 6.2**, where the report output is requested.

Table 11.31: Audit report output selection

The Audit Log report can be output to either:

- Table
- Spreadsheet

Click View Report to display the report data. An extract of the report is displayed in **Fig. 11.32.**

Service - Audit Log

Audit Log for CAD Lucky Winner

Audit Time	User ID	Severity	Event No.	Message
10 Jun 2005 11:32:59 BST	SMAMark	Informational	2274	Successful schedule of service variable update - Service: 69953, Variable: DRRPSTRT, Current Value: 18:00:00 13-Jun-2005, New Value: 09:00:00 13-Jun-2005 (Accelerated) , Current Alias: , New Alias: , Change Date: 10 Jun 2005 11:32:57 BST
10 Jun 2005 10:04:22 BST	SPAMarkH	Informational	2275	Successful schedule of future service variable update - Service: 69953, Variable: UNLCKANN, Current Value 2005F10317160000644180(My Unlucky Caller Announcem, New Value: 2005F10317160000644180(My Unlucky Caller Announcem, Current Change Date: 13 Jun 2005 17:00:00 BST , New Change Date: 10 Jun 2005 10:04:21 BST
10 Jun 2005 09:49:18 BST	SPAMarkH	Informational	2274	Successful schedule of service variable update - Service: 69953, Variable: UNLCKANN, Current Value: 2005E18332720000627645(My Unlucky Caller Announcement.wav), New Value: 2005F10317160000644180 (My Unlucky Caller Announcem, Current Alias: , New Alias: , Change Date: 13 Jun 2005 17 00:00 BST
10 Jun 2005 09:49:18 BST	SPAMarkH	Informational	2508	New announcement details added for Name: 2005F10317160000644180(My Unlucky Caller Announcement.wav)
08 Jun 2005 15:22:14 BST	SMAMark	Informational	2274	Successful schedule of service variable update - Service: 69953, Variable: $KEYPDV1, Current Value: Location 1 Successful, New Value: 663169 Successful, Current Alias: , New Alias: , Change Date: 08 Jun 2005 15:22:14 BST
08 Jun 2005 15:12:34 BST	SMAMark	Informational	2274	Successful schedule of service variable update - Service: 69953, Variable: DRRPSTOP, Current Value: 23:59:59 31-Dec-2037, New Value: 22:00:00 13-Jun-2005 (Accelerated) , Current Alias: , New Alias: , Change Date: 08 Jun 2005 15:12:33 BST
08 Jun 2005 15:11:13 BST	SMAMark	Informational	2274	Successful schedule of service variable update - Service: 69953, Variable: DRRPSTRT, Current Value: 14:56:02 08-Jun-2005, New Value: 18:00:00 13-Jun-2005 (Accelerated) , Current Alias: , New Alias: , Change Date: 08 Jun 2005 15:11:[illegible] BST

Fig. 11.32: example Audit log output report.

12 REPORTS AND GRAPHS

12.1 Introduction

Reports and Graphs allow users to view an analysis of service call data. Only one request for a report per user, may be submitted at a time. If a second request is submitted before the first one is complete, the first request is cancelled.

The reports available are divided into two groups, accessible via the **Service Reports** and **Platform Reports**.

12.1.1 Service reports

Service Reports are service-specific and provide reports relating only to call data. These reports can be particularly useful when trying to establish the busiest calling period to a service, or display the results of a Televote for example. Call data is accurate to the nearest fifteen minutes. Individual reports are accessed by clicking on the relevant link.

12.1.2 Platform reports

Platform Reports provide the user with an audit log of all user actions and service changes, and a specific user access log. Individual reports are accessed by clicking on the relevant link.

12.2 Filtering conventions

The Reports and Graphs facility employs a set of controls with which to filter report data. Only filter controls relevant to the report are presented. The functionality of each type of filter is detailed in the following paragraphs.

After clicking on a link to access an individual report, a page opens detailing the filtering options that are available for that report. All filters marked with a red asterisk (*) must be completed before the report can be run. If not, it will result in a dialogue box prompt requesting the necessary information from the user. Once the necessary amendment(s) has been made the user may proceed.

The following filters are available:

12.2.1 Filter by region - regional filter type

With some reports it is possible to filter call data by the originating region from which the call was made (by Dialling Code), or, by the region in which the call was received (by Node). You will be presented with the following option as shown in **Fig. 12.1**.

Select how to determine the region by selecting the radio button for the required option. Once an option has been selected, a further drop-down list will be displayed allowing you to further filter by a regional schema (refer to **“Filter by Region - Regional Schema”.**

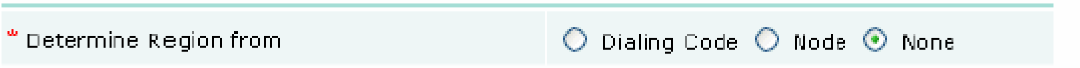


Fig. 12.1 Report Filtering - Region Filter

12.2.2 Filter by date and time period

This filter allows the user to restrict report data to a particular time and date range. You may set a **From Date** and a **To Date**, where the **From Date** precedes the **To Date** as illustrated in **Fig. 12.2**. These dates are set by clicking and then operating the **Calendar** dialogue controls as required. For details of how to use the calendar controls refer to **"The Date and Time Calendar Dialogue Control"2**.

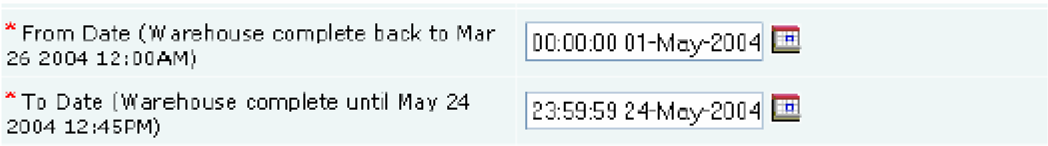


Fig. 12.2 Report Filtering - From/To Date Range Filter

Note: From Dates and **To Dates** are both mandatory fields and must be set by the user before they may proceed. By default, dates and times are already set in these fields and are appropriate to the type of report and the data available.

12.2.3 Filter into discrete time periods - the granularity filter

You have the option to further filter the date range into discrete time periods. This can be achieved by setting another of the filters labelled **Granularity** as illustrated in **Fig. 12.3**. The **Granularity** drop-down list is active because it changes with the values entered in the **From Date** and **To Date** fields. Depending on the difference between the **From Date** and **To Date**, the time periods displayed in the **Granularity** drop-down list will offer the most appropriate choices.

For example, if the difference between the **From Date** and **To Date** is one week, then the granularity offered might include 24 hours, 12 hours, 1 hour, and 30 minutes. If the date range was only half an hour, the granularity offered might include 5 minutes, 1 minute, 15 seconds, and 5 seconds.

Once the desired granularity has been set the call data returned in the report will be divided into these discrete time periods for the entire date range.

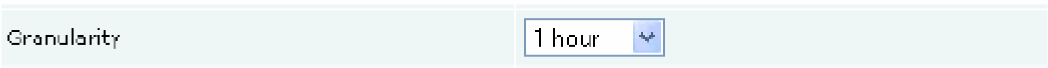


Fig. 12.3 Report Filtering - Setting the Granularity

12.2.4 Filter by Service

The filter illustrated in Fig. 12.4 allows you to restrict report data to a particular service selected from the **Service Name** drop-down list.

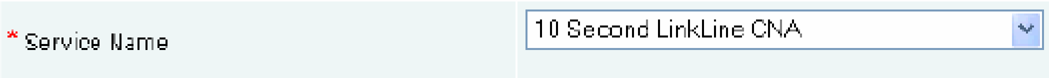


Fig. 12.4 Report Filtering - Service Filter

If the Service Name you wish to report on does not appear in the drop-down list:

1. Click on **More Service Name. .....** which, as illustrated in Fig. 12.5, is the last entry in the list.

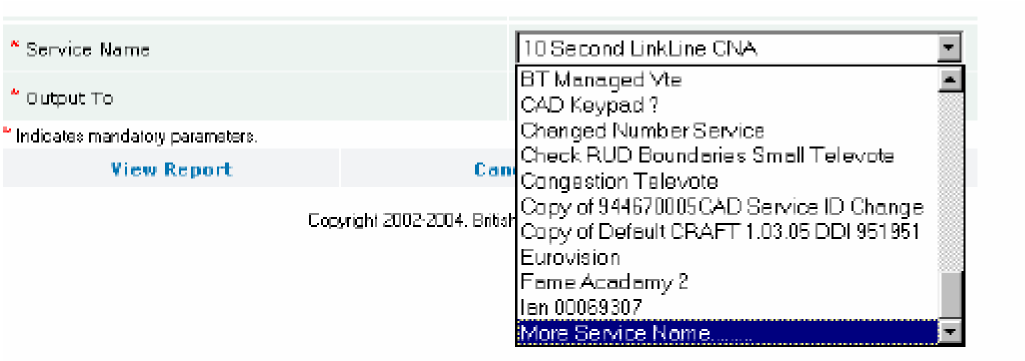


Fig. 12.5 More Service Name....

The screen in Fig. 12.6 is displayed.

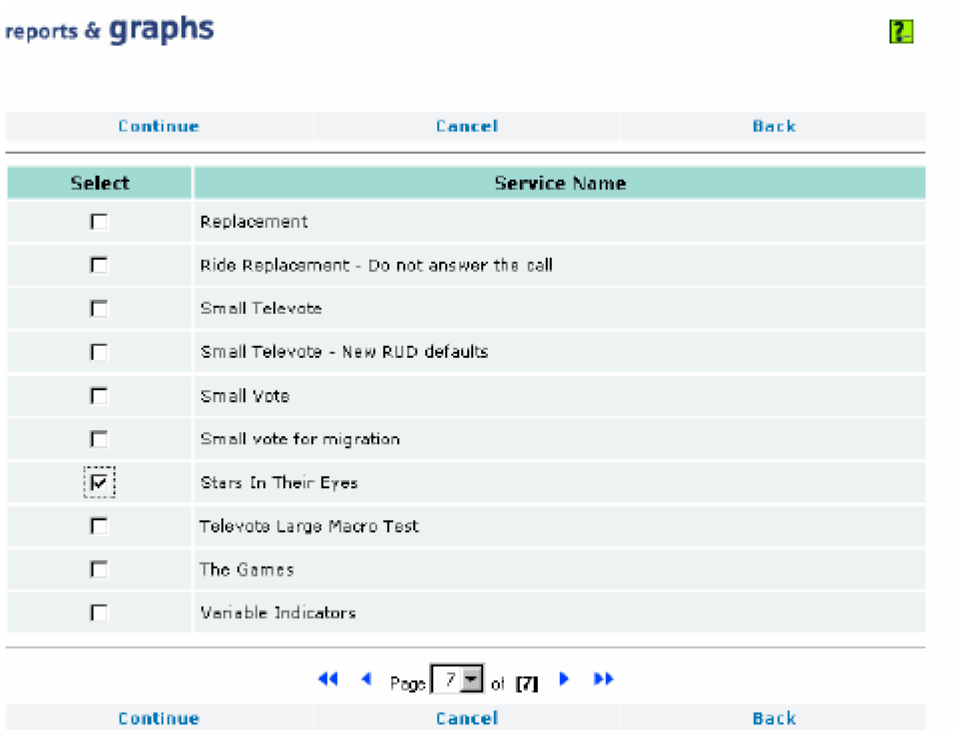


Fig. 12.6 More Service Name. ...screen

2. Using the navigation buttons or the page control at the bottom of the screen, locate the Service Name you want and click the check box in the **Select** column next to the **Service Name**.

3. Click **Continue**.

As illustrated in **Fig. 12.7**, the screen reverts back to the report filter page and displays the chosen service name in the **Service Name** list box.

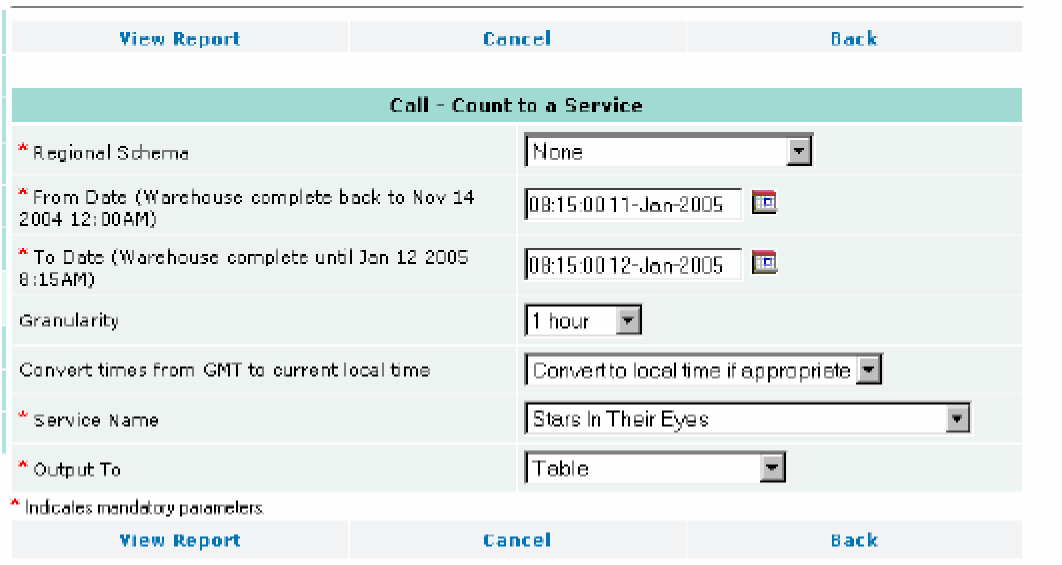


Fig. 12.7 The report filter page

Alternatively:

- To undo any selection click **Cancel**.
- To exit this screen click **Back**.

12.2.5 Time and Date Formats

The dates entered by the user into the **From Date** and **To Date** fields can be set to either GMT (Greenwich Mean Time) or Local Time.

The **From Date** and **To Date** can be set to GMT format by selecting **Process all times in GMT** from the drop-down list illustrated in **Fig. 12.8**.

To set all dates to local time you should select **Convert times from GMT to current local time** from the drop-down list.

Fig. 12.8 Report Filtering - Setting the Time and Date Format

12.2.6 Summary or Detail Report

Some reports allow you to produce a Detailed report or a Summary of the report by selecting the appropriate type from the drop-down list illustrated in **Fig. 12.9**.

Fig. 12.9 Report Filtering - Summary or detailed

12.2.7 Filter by Number of Calls - Call Threshold

Some reports allow you to filter services depending on the number of calls that have been made to them i.e. the **Call Threshold**. Setting this parameter results in the report only returning data for services that have either at least, or, less than that number of calls, depending on the type of report.

The Call Threshold is set by clicking in the field. Edit the default threshold as required, as illustrated in **Fig. 12.10**.

Fig. 12.10 Report Filtering - Call Threshold

12.2.8 Filter by Region - Regional Schema

You may choose to display call statistics for a service by a particular region, or group of regions. Some reports allow you the opportunity to state how the region is determined; either by dialling code, or by node.

As illustrated in **Fig. 12.11**, to filter by region, you must first select the type of regional breakdown. This is performed by first selecting a **Regional Schema** from the drop-down list. The available schemas are shown in **Table 12.1**. Regional filters will be ignored when **None** is selected from the drop-down list.

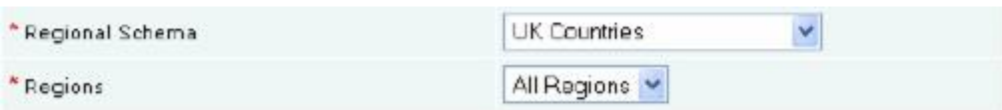


Fig. 12.11 Report Filtering - Regional Schema

Once a **Regional Schema** is selected, a further drop-down list is displayed containing all available regions for the chosen regional schema (**Fig. 12.11**). You may then choose either a **single region**, or **all regions** for that schema by selecting an item from the list.

Available Regional Schemas

For SDW data	For RTS data
ITV Broadcasting Regions	ITV Broadcasting Regions
UK Countries	UK Countries
UK Counties	UK Regions
Fixed v. Mobile	

Table 12.1 Available Regional Schemas

12.2.9 Group By

Some reports (i.e. Call - Multiple CLI Screening) allow you to group the result by any of the following:

- Fixed v. Mobile
- ITV Broadcasting Regions
- UK Counties
- UK Countries

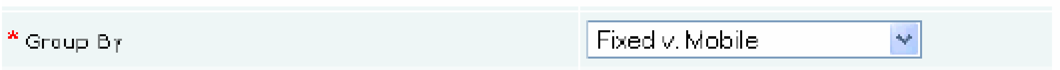


Fig. 12.12 Report Filtering - Group By

12.2.10 Sort By

The reports with a **Group By** option also allow you to **Sort By** any of the following:

- Post Code
- Regional Grouping
- Call Count

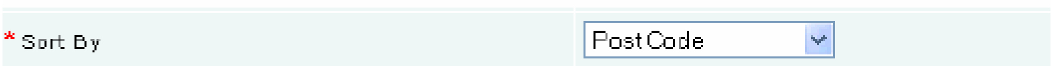


Fig. 12.13 Report Filtering - Sort By

12.2.11 Severity Level

For the Audit Log it is possible to filter by severity level:

- All Severities
- Error
- Informational
- Warning

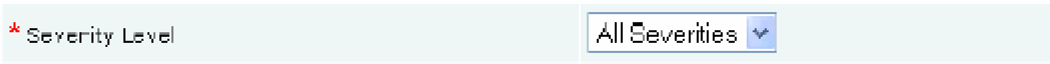


Fig. 12.14 Report Filtering - Severity Level

12.2.12 Message Source

The Audit Log also gives the user the opportunity to filter by message source:

- All Sources
- SCC
- RUD
- WEB

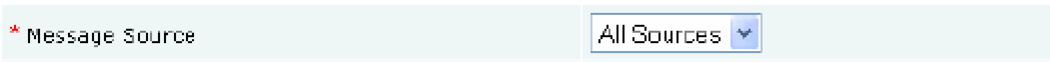


Fig. 12.15 Report Filtering - Message Source

12.2.13 Sort Column

The Access Log supplies the option to select a sort column for the report:

- Audit Date
- UserID

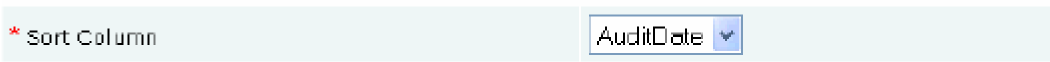


Fig. 12.16 Report Filtering - Source Column

12.3 Report Output Type

Reports may be viewed in a variety of different formats depending on the type of report being run. All reports can be viewed as a table, or even saved to a spreadsheet and downloaded. The report output format is selected by choosing an item from the drop-down list illustrated in **Fig. 12.17**. Examples of each output type are detailed on the following pages.

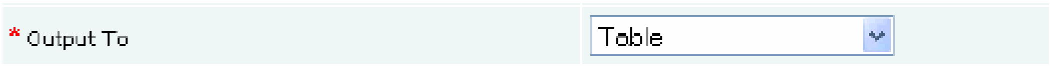
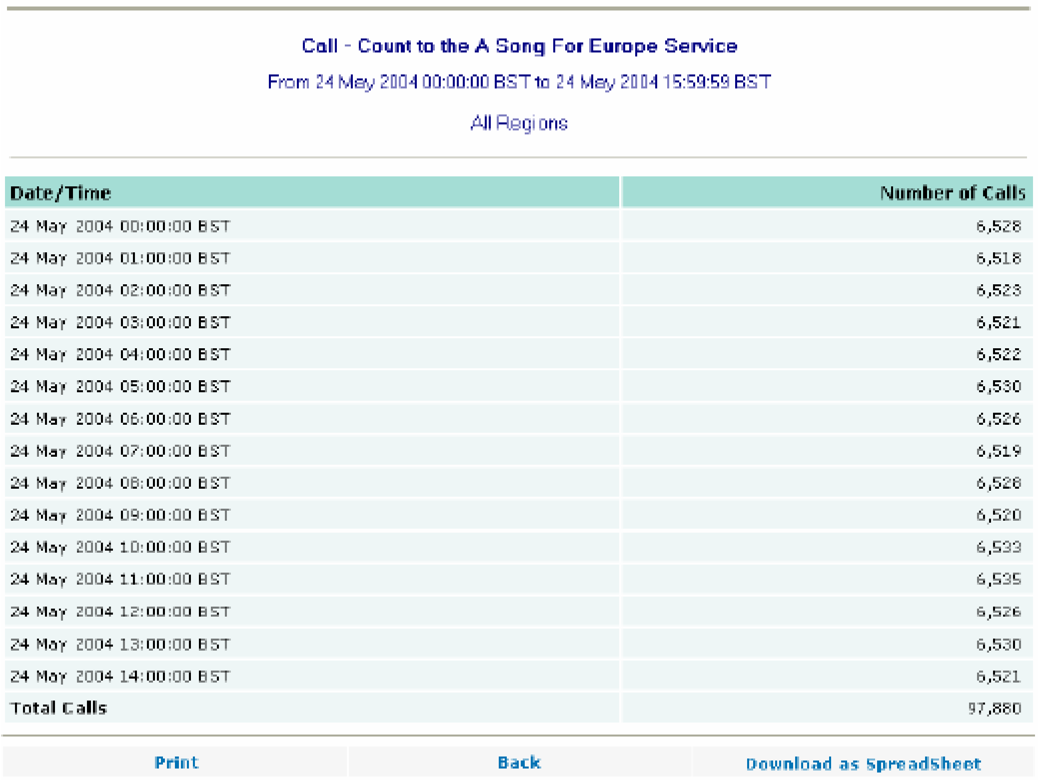


Fig. 12.17 Report Filtering - Select Report Output

12.3.1 Output to Table



Call - Count to the A Song For Europe Service

From 24 May 2004 00:00:00 BST to 24 May 2004 15:59:59 BST

All Regions

Date/Time	Number of Calls
24 May 2004 00:00:00 BST	6,528
24 May 2004 01:00:00 BST	6,518
24 May 2004 02:00:00 BST	6,523
24 May 2004 03:00:00 BST	6,521
24 May 2004 04:00:00 BST	6,522
24 May 2004 05:00:00 BST	6,530
24 May 2004 06:00:00 BST	6,526
24 May 2004 07:00:00 BST	6,519
24 May 2004 08:00:00 BST	6,528
24 May 2004 09:00:00 BST	6,520
24 May 2004 10:00:00 BST	6,533
24 May 2004 11:00:00 BST	6,535
24 May 2004 12:00:00 BST	6,526
24 May 2004 13:00:00 BST	6,530
24 May 2004 14:00:00 BST	6,521
Total Calls	97,880

Print Back Download as Spreadsheet

Fig. 12.18 Output to Table

Fig. 12.18 shows a typical table for the **Call - Count to a Service** report. The exact format of tables may vary from one report to another. The title and report filtering information is presented at the top of the page, with headed columns containing data and labels beneath.

Click **Print**.to print the report.

Click **Back** to exit the report.

Click Download as Spreadsheet to download the data in spreadsheet format, which is described in **Export to Spreadsheet.**

12.3.2 Output to Bar Chart

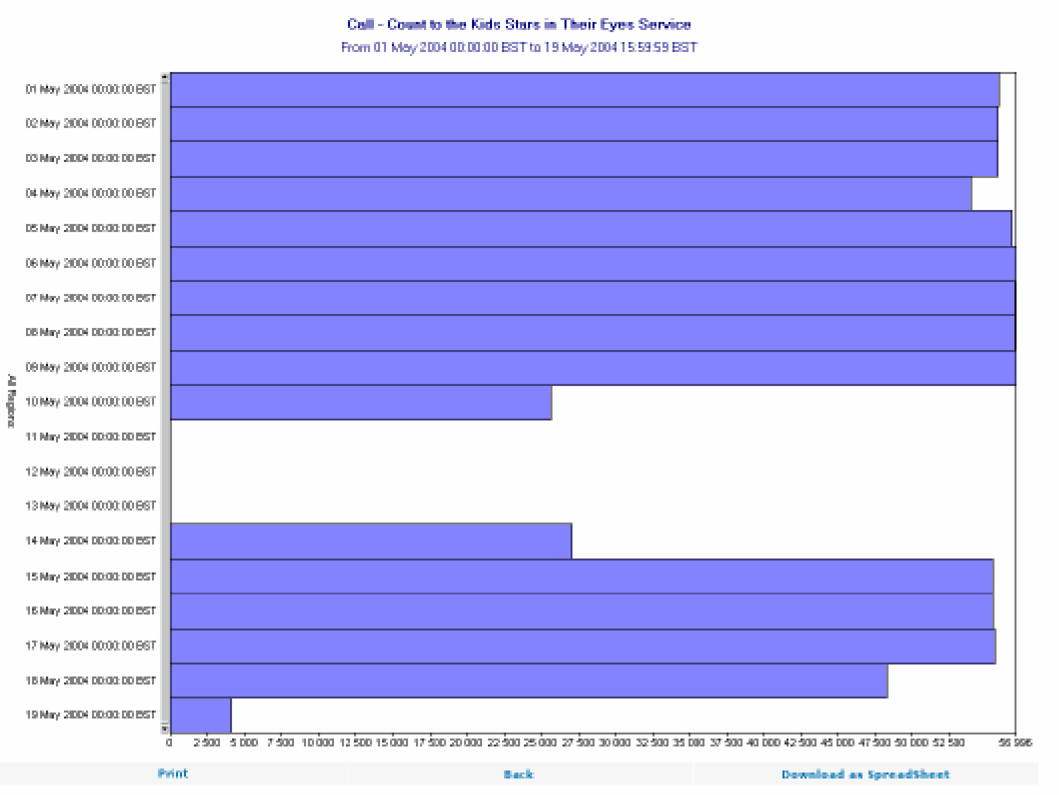


Fig. 12.19 Output to: Bar Chart

Fig. 12.19 shows a bar chart for a **Call - Count to a Service** report. The number of calls is displayed along the x-axis and the date is labelled on the y-axis.

Click **Print** to print the report.

Click **Back** to exit the report.

Click **Download as Spreadsheet** to download the data in spreadsheet format, which is described in **Export to Spreadsheet.**

12.3.3 Output to Line Chart

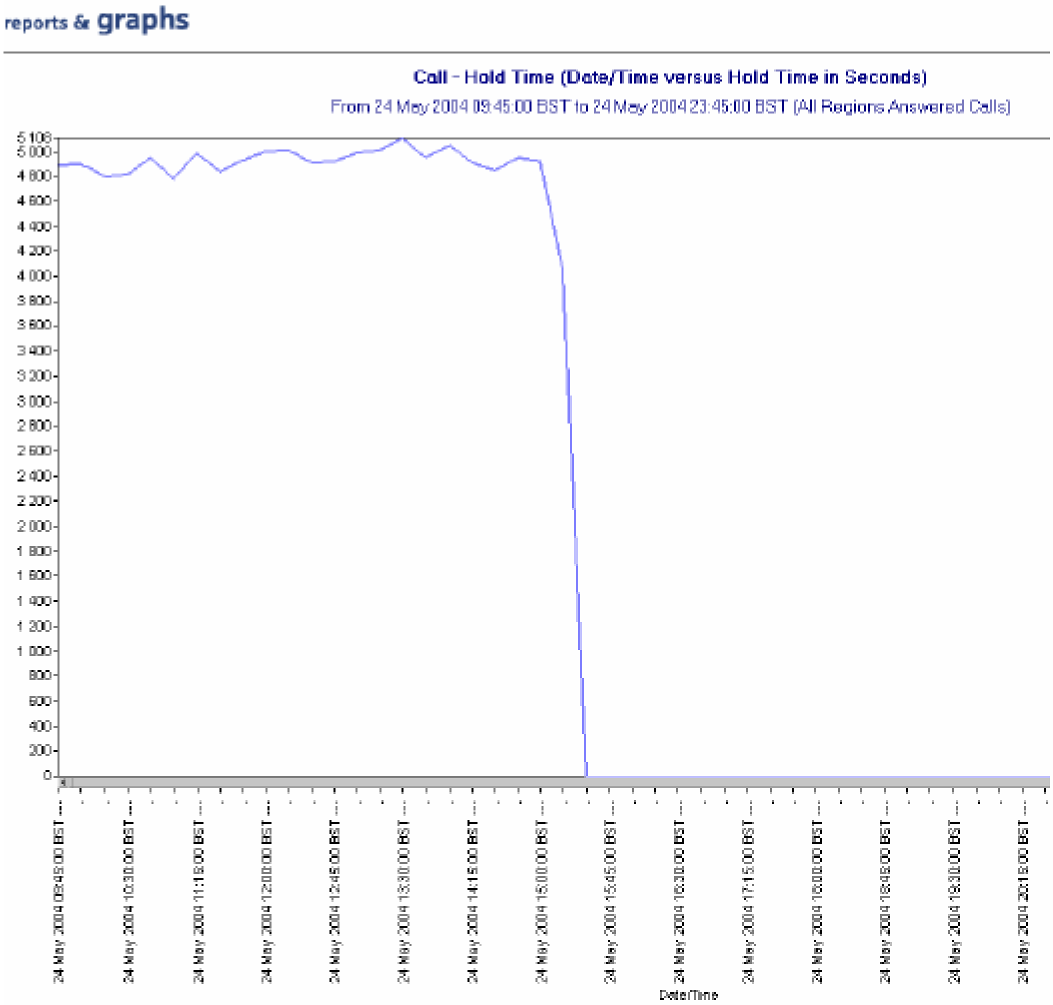


Fig. 12.20 Output to: Line Chart

Fig. 12.20 shows a line chart for the **Call - Hold Time for a Service** report. The number of calls is displayed on the y-axis and the dates and times are displayed along the x-axis.

Click **Print**.to print the report.

Click **Back** to exit the report.

Click **Download as Spreadsheet** to download the data in spreadsheet format, which is described in **Export to Spreadsheet.**

12.3.4 Output to Pie Chart

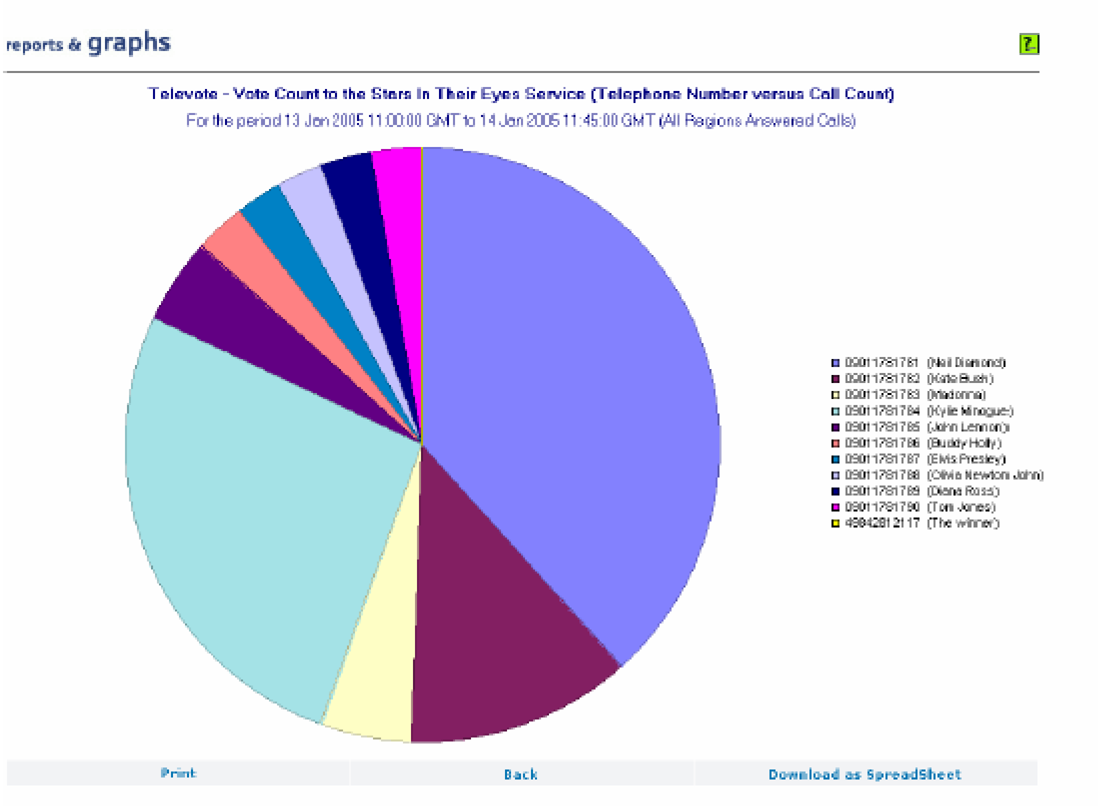


Fig. 12.21 Output to: Pie Chart

Fig. 12.21 shows a line chart for the **Televote - Vote Count** report. The number of calls received for each contestant, listed to the right, are displayed as colour coded segments proportional to the total number of calls received.

Click **Print**.to print the report.

Click **Back** to exit the report.

Click **Download as Spreadsheet** to download the data in spreadsheet format, which is described in "Export to Spreadsheet".

12.3.5 Export to Spreadsheet

You may choose the option to export tabular data into a spreadsheet. The data within the spreadsheet takes the same format as the table shown in **Fig. 12.18** and has the advantage of being able to manipulate the data using the functions offered by a spreadsheet package.

To export to a spreadsheet select **option** from the drop-down list in **Fig. 12.17**, click **View Report**. You must ensure that all other report filters are completed. The **File Download** dialogue box illustrated in **Fig. 12.22** is displayed.

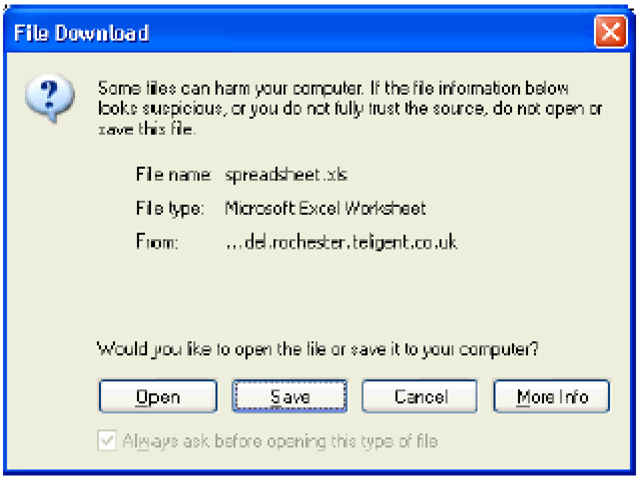


Fig. 12.22 Output to: Export to Spreadsheet

You can either open the file from its current location, or, save the file to disk.

To save the file to disk without opening the spreadsheet, click **Save**.

This opens a new dialogue box prompting you to assign a filename and file location.

1. To open the file, click **Open**.

   This opens the spreadsheet package and displays the report data.

2. To save the open file, use the **Save** option in the spreadsheet utility.

3. Once this is completed click **OK** to save the file.

If on clicking the **Save** or **Open** button, the export to spreadsheet operation fails, then clear the browser cache. To do this for Internet Explorer:

- from **Tools** menu select **Internet Options**
- on **General** tab click **Delete Files**
- on **Delete Files dialogue box** click OK.

12.4 Service Reports

Service reports can be accessed either directly from the Navigation Menu or from the **service administration** screen for a specific Service.

12.4.1 Accessing Reports via the Navigation Menu

From the Navigation Menu, click **REPORTS AND GRAPHS** > **Service reports**. The **reports and graphs** screen illustrated in **Fig. 12.23** is displayed listing most of the available service reports. Only 10 reports are displayed on the screen at any one time.

The remaining reports can be accessed by using the navigation buttons or the page control at the bottom of the screen. A list of all the available Service Reports is provided in **Table 12.1**.

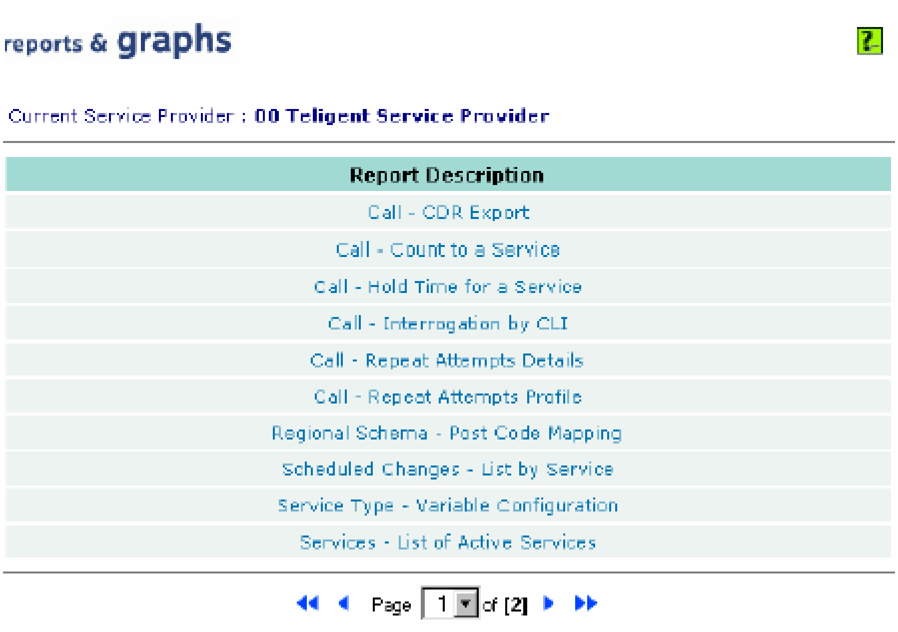


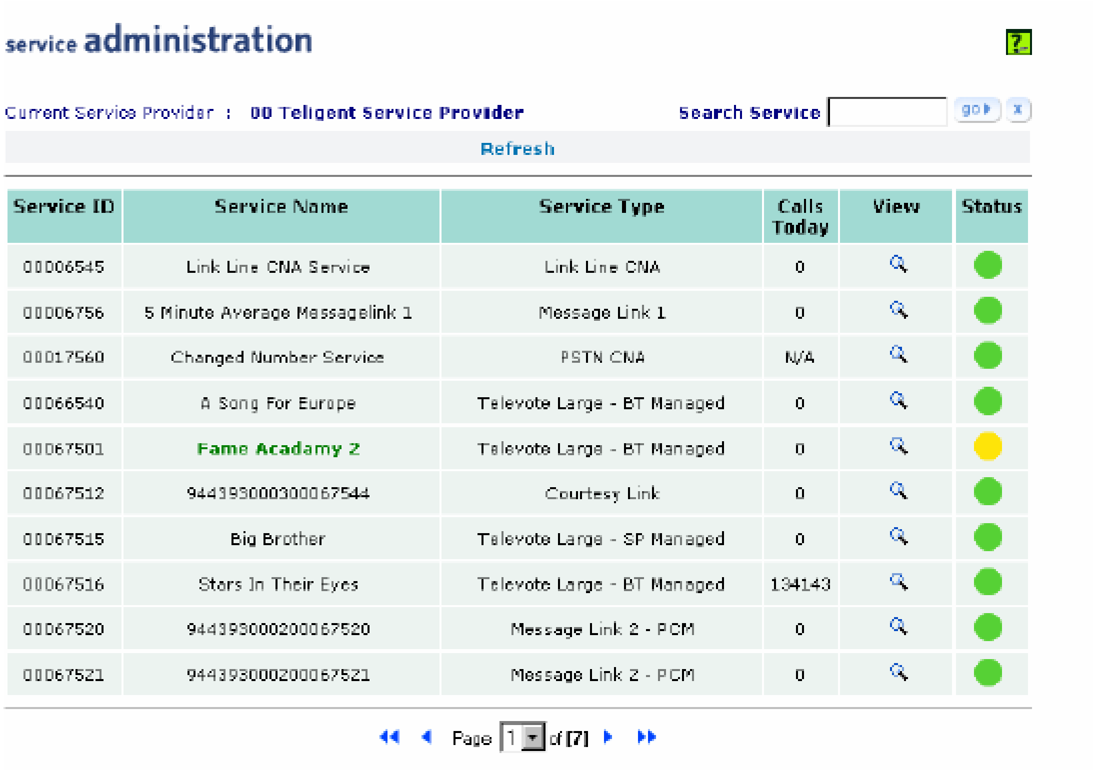
Fig. 12.23 Service Reports menu

To access a report, click on the title of the report under **Report Description**. Clicking **Call - CDR Export**, for example, will display the screen illustrated in **Fig. 12.27**.

12.4.2 Accessing Reports for a Service Name

1. From the Navigation Menu click **SERVICE ADMINISTRATION**.

   The **service administration** screen in **Fig. 12.24** is displayed.



Service ID	Service Name	Service Type	Calls Today	View	Status
00006545	Link Line CNA Service	Link Line CNA	0		
00006756	5 Minute Average Messagelink 1	Message Link 1	0		
00017560	Changed Number Service	PSTN CNA	N/A		
00066540	A Song For Europe	Televote Large - BT Managed	0		
00067501	Fame Acadamy 2	Televote Large - BT Managed	0		
00067512	944393000300067544	Courtesy Link	0		
00067515	Big Brother	Televote Large - SP Managed	0		
00067516	Stars In Their Eyes	Televote Large - BT Managed	134143		
00067520	944393000200067520	Message Link 2 - PCM	0		
00067521	944393000200067521	Message Link 2 - PCM	0		

Fig. 12.24 Service Administration screen

2. Use the navigation buttons or the page control at the bottom of the screen to locate the desired **Service Name**.

3. Click in the **View** column adjacent to the **Service Name** you wish to create a report on.

The **service administration** Tabbed Display screen for the selected **Service Name** is displayed, as illustrated in **Fig. 12.25**. The screen defaults to the **General Information** page displaying the **Service Name**, **Service ID**, and **Service Type**.

Fig. 12.25 Service page

4. Click the **Reports** tab.

The **Reports & Statistics** page for that Service is displayed, as illustrated in **Fig. 12.26**.

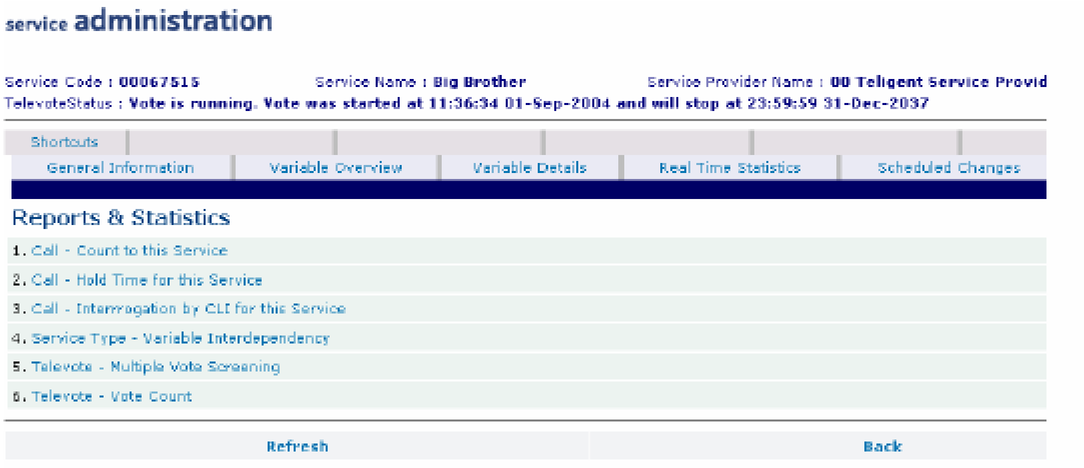


Fig. 12.26 Reports for a specific Service

5. Select the report you want by clicking on the report name hyper-link.

Note: Only the reports applicable to the selected Service Name are available to you.

All general Service Reports are listed in **Table 12.1** below and are described in the subsequent sections. Each report can be accessed by clicking on the required link. Reports which are specific to a particular service type, are described in the relevant User Guide.

Service Reports	
Report Type	Report name
Call Reports	Call - CDR Export Call - Count to a Service Call - Hold Time for a Service Call - Interrogation by CLI Call - Repeat Attempt Details Call – Repeat Attempt Profile
Regional Schema Reports	Regional Schema - Post Code Mapping
Scheduled Changes Reports	Scheduled Changes - List by Service
Service Type Reports	Service Type - Variable Configuration
Services Reports	Services - List of Active Services Services - List of Dormant Services
Voice & Data Capture Reports	Voice & Data Capture - Session Data

Table 12.1 All Service Reports

12.4.3 Call - CDR Export

CDR export allows the user to extract all useful information about a call to spreadsheet format. Rather than containing just the criteria of a report, it contains all of the data held in the Statistics Data Warehouse (SDW) that can be displayed to a user.

1. To access this report follow the procedures described in **Accessing Reports via the Navigation Menu.**

2. The **Call - CDR Export** page in **Fig. 12.27** is displayed where the report filters are applied.

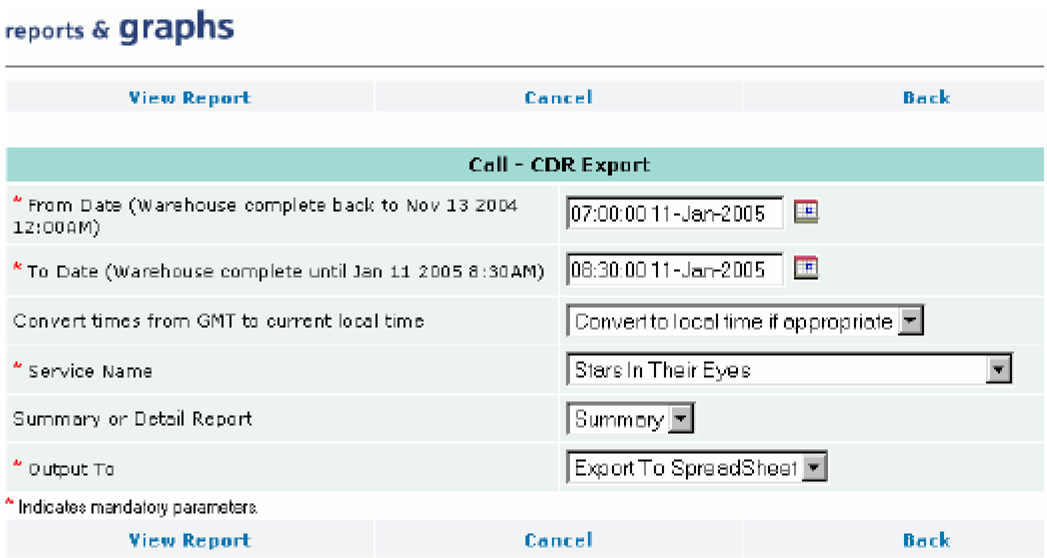


Fig. 12.27 Call - CDR Export - Filter screen

3. Select the report filter parameters ensuring that all mandatory (*****) parameters are selected. The available report filters are:

- * From Date
- * To Date
- LOCAL/GMT Time Conversion
- * Service Name
- Summary or Detail report.

For instructions on how to use the report filters refer to **Filtering Conventions**

4. Select the output format required.

Only **Export to Spreadsheet** is available for this report. The export process is initialised when you click **View Report**. This process is described in **Export to Spreadsheet.**

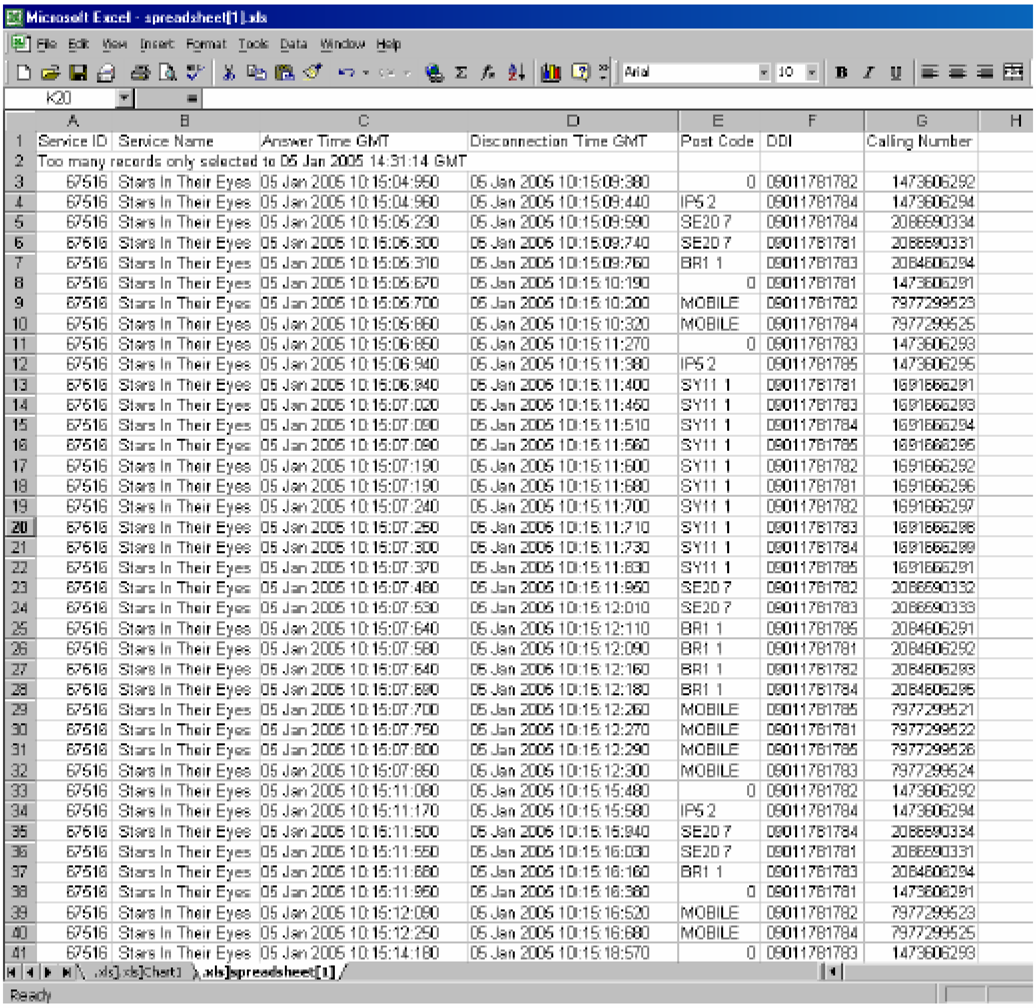
Note: The only indication of the report building, is by viewing the progress bar at the bottom of the screen

5. Click **View Report** to display the report to the screen

The report is viewed within a spreadsheet application (usually Microsoft Excel) which is launched automatically once the report information has compiled. This process may take a few minutes depending on the size of the report. An extract of this report can be seen in **Fig. 12.28 Call - CDR Export (Extract)**.

Alternatively:

- Click **Cancel** to reset the filters to their default settings
- Clicking **Back** returns you to the "Service Reports menu".



Microsoft Excel - spreadsheet[1].xls

	A	B	C	D	E	F	G	H
1	Service ID	Service Name	Answer Time GMT	Disconnection Time GMT	Post Code	DDI	Calling Number	
2	Too many records only selected to 05 Jan 2005 14:31:14 GMT							
3	67516	Stars In Their Eyes	05 Jan 2005 10:15:04:950	05 Jan 2005 10:15:09:380	0	09011781782	1473606292	
4	67516	Stars In Their Eyes	05 Jan 2005 10:15:04:960	05 Jan 2005 10:15:09:440	IP5 2	09011781784	1473606294	
5	67516	Stars In Their Eyes	05 Jan 2005 10:15:05:230	05 Jan 2005 10:15:09:590	SE20 7	09011781784	2086590334	
6	67516	Stars In Their Eyes	05 Jan 2005 10:15:05:300	05 Jan 2005 10:15:09:740	SE20 7	09011781781	2086590331	
7	67516	Stars In Their Eyes	05 Jan 2005 10:15:05:310	05 Jan 2005 10:15:09:760	BR1 1	09011781783	2084606294	
8	67516	Stars In Their Eyes	05 Jan 2005 10:15:05:670	05 Jan 2005 10:15:10:190	0	09011781781	1473606291	
9	67516	Stars In Their Eyes	05 Jan 2005 10:15:05:700	05 Jan 2005 10:15:10:200	MOBILE	09011781782	7977299523	
10	67516	Stars In Their Eyes	05 Jan 2005 10:15:05:860	05 Jan 2005 10:15:10:320	MOBILE	09011781784	7977299525	
11	67516	Stars In Their Eyes	05 Jan 2005 10:15:06:850	05 Jan 2005 10:15:11:270	0	09011781783	1473606293	
12	67516	Stars In Their Eyes	05 Jan 2005 10:15:06:940	05 Jan 2005 10:15:11:380	IP5 2	09011781785	1473606295	
13	67516	Stars In Their Eyes	05 Jan 2005 10:15:06:940	05 Jan 2005 10:15:11:400	SY11 1	09011781781	1691666291	
14	67516	Stars In Their Eyes	05 Jan 2005 10:15:07:020	05 Jan 2005 10:15:11:460	SY11 1	09011781783	1691666293	
15	67516	Stars In Their Eyes	05 Jan 2005 10:15:07:090	05 Jan 2005 10:15:11:510	SY11 1	09011781784	1691666294	
16	67516	Stars In Their Eyes	05 Jan 2005 10:15:07:090	05 Jan 2005 10:15:11:560	SY11 1	09011781785	1691666295	
17	67516	Stars In Their Eyes	05 Jan 2005 10:15:07:190	05 Jan 2005 10:15:11:600	SY11 1	09011781782	1691666292	
18	67516	Stars In Their Eyes	05 Jan 2005 10:15:07:190	05 Jan 2005 10:15:11:680	SY11 1	09011781781	1691666296	
19	67516	Stars In Their Eyes	05 Jan 2005 10:15:07:240	05 Jan 2005 10:15:11:700	SY11 1	09011781782	1691666297	
20	67516	Stars In Their Eyes	05 Jan 2005 10:15:07:250	05 Jan 2005 10:15:11:710	SY11 1	09011781783	1691666298	
21	67516	Stars In Their Eyes	05 Jan 2005 10:15:07:300	05 Jan 2005 10:15:11:730	SY11 1	09011781784	1691666299	
22	67516	Stars In Their Eyes	05 Jan 2005 10:15:07:370	05 Jan 2005 10:15:11:830	SY11 1	09011781785	1691666291	
23	67516	Stars In Their Eyes	05 Jan 2005 10:15:07:480	05 Jan 2005 10:15:11:960	SE20 7	09011781782	2086590332	
24	67516	Stars In Their Eyes	05 Jan 2005 10:15:07:530	05 Jan 2005 10:15:12:010	SE20 7	09011781783	2086590333	
25	67516	Stars In Their Eyes	05 Jan 2005 10:15:07:640	05 Jan 2005 10:15:12:110	BR1 1	09011781785	2084606291	
26	67516	Stars In Their Eyes	05 Jan 2005 10:15:07:580	05 Jan 2005 10:15:12:090	BR1 1	09011781781	2084606292	
27	67516	Stars In Their Eyes	05 Jan 2005 10:15:07:640	05 Jan 2005 10:15:12:160	BR1 1	09011781782	2084606293	
28	67516	Stars In Their Eyes	05 Jan 2005 10:15:07:690	05 Jan 2005 10:15:12:180	BR1 1	09011781784	2084606295	
29	67516	Stars In Their Eyes	05 Jan 2005 10:15:07:700	05 Jan 2005 10:15:12:260	MOBILE	09011781785	7977299521	
30	67516	Stars In Their Eyes	05 Jan 2005 10:15:07:750	05 Jan 2005 10:15:12:270	MOBILE	09011781781	7977299522	
31	67516	Stars In Their Eyes	05 Jan 2005 10:15:07:800	05 Jan 2005 10:15:12:290	MOBILE	09011781785	7977299526	
32	67516	Stars In Their Eyes	05 Jan 2005 10:15:07:850	05 Jan 2005 10:15:12:300	MOBILE	09011781783	7977299524	
33	67516	Stars In Their Eyes	05 Jan 2005 10:15:11:080	05 Jan 2005 10:15:15:480	0	09011781782	1473606292	
34	67516	Stars In Their Eyes	05 Jan 2005 10:15:11:170	05 Jan 2005 10:15:15:580	IP5 2	09011781784	1473606294	
35	67516	Stars In Their Eyes	05 Jan 2005 10:15:11:500	05 Jan 2005 10:15:15:940	SE20 7	09011781784	2086590334	
36	67516	Stars In Their Eyes	05 Jan 2005 10:15:11:550	05 Jan 2005 10:15:16:030	SE20 7	09011781781	2086590331	
37	67516	Stars In Their Eyes	05 Jan 2005 10:15:11:680	05 Jan 2005 10:15:16:160	BR1 1	09011781783	2084606294	
38	67516	Stars In Their Eyes	05 Jan 2005 10:15:11:950	05 Jan 2005 10:15:16:380	0	09011781781	1473606291	
39	67516	Stars In Their Eyes	05 Jan 2005 10:15:12:090	05 Jan 2005 10:15:16:520	MOBILE	09011781782	7977299523	
40	67516	Stars In Their Eyes	05 Jan 2005 10:15:12:250	05 Jan 2005 10:15:16:680	MOBILE	09011781784	7977299525	
41	67516	Stars In Their Eyes	05 Jan 2005 10:15:14:180	05 Jan 2005 10:15:18:570	0	09011781783	1473606293	

Fig. 12.28 Call - CDR Export (Extract)

12.4.4 Call - Count to a Service

Count to a Service allows you to view the number of calls to the service currently being viewed. You may input a date range to report on and then further filter call data into discrete time intervals by setting the **Granularity** filter (see **"Filter into Discrete Time Periods – The Granularity Filter".**

1. To access this report follow the procedures described in either:

   • "Accessing Reports via the Navigation Menu" or

   • "Accessing Reports for a Service Name"

2. The **Call - Count to a Service** page in **Fig. 12.29** is displayed where the report filters are applied.

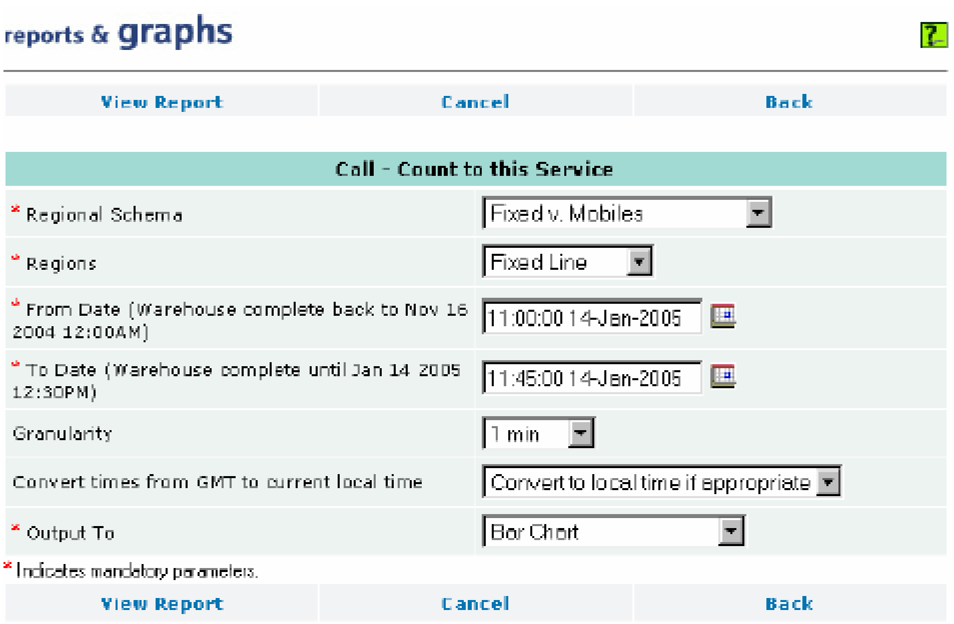


Fig. 12.29 Call - Count to a Service - Filter screen

3. Select the report filter parameters ensuring that all mandatory (*) parameters are selected. The available report filters are:

   • * Regional Schema

   • * Regions (only if Regional Schema is selected)

   • * From Date

   • * To Date

   • Granularity

   • LOCAL/GMT Time Conversion

   • * Service Name

You may also choose to filter the **Call - Count to a Service** report by a regional schema. For information on using this filter see **Filter by Region - Regional Schema** For instructions on how to use other report filters refer to **Filtering Conventions**

4. Select one of the following outputs:

- • Table (see **Output to Table**)
  • Export to Spreadsheet (see **Export to Spreadsheet**)
  • Bar Chart (see "**Output to Bar Chart**")

5. Click **View Report** to display the report data. While the report is building, the screen will display the **Building Report ...** page illustrated in **Fig. 12.30** below.

Alternatively:

Click **Cancel** to reset the filters to their default settings

Depending on how you accessed the report, clicking **Back** returns you to either the **"Service Reports menu"** or the **"Reports for a specific Service".**

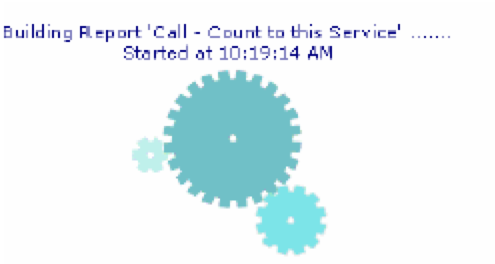


Fig. 12.30 Building the Count to a Service report

Note: The recommended outputs for the **Call - Count to a Service** report is either the Table format or the Bar Chart format as illustrated in **Fig. 12.31**.

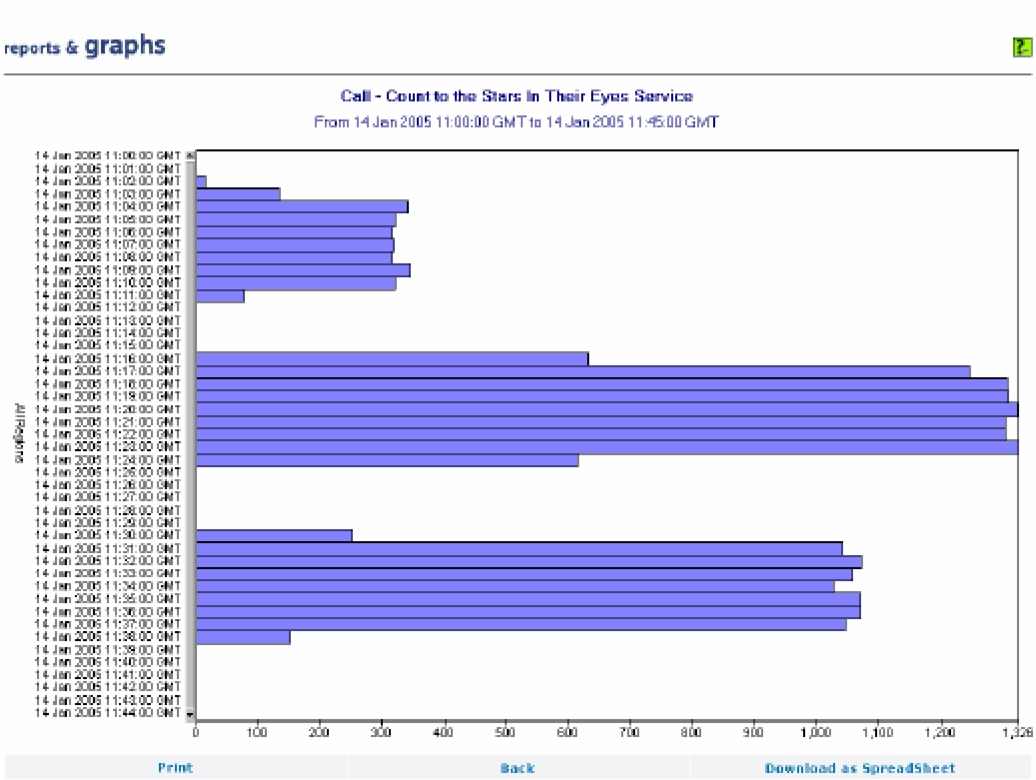


Fig. 12.31 Call - Count to a Service

Click **Print** to print the report.

Click **Back** to return to the report filtering screen in **Fig. 12.29**.

Click **Download as Spreadsheet** to download the data in spreadsheet format, which is described in **"Export to Spreadsheet".**

12.4.5 Call - Hold Time for a Service

Hold Time for a Service displays the total and average call hold times for a service grouped into discrete time periods across a defined time range. A summary is also provided to show the maximum and minimum call hold times across the range.

1. To access this report follow the procedures described in either:

   • "**Accessing Reports via the Navigation Menu**" or

   • "**Accessing Reports for a Service Name**"

2. The **Call - Hold Time for a Service** page in **Fig. 12.32** is displayed where the report filters are applied.

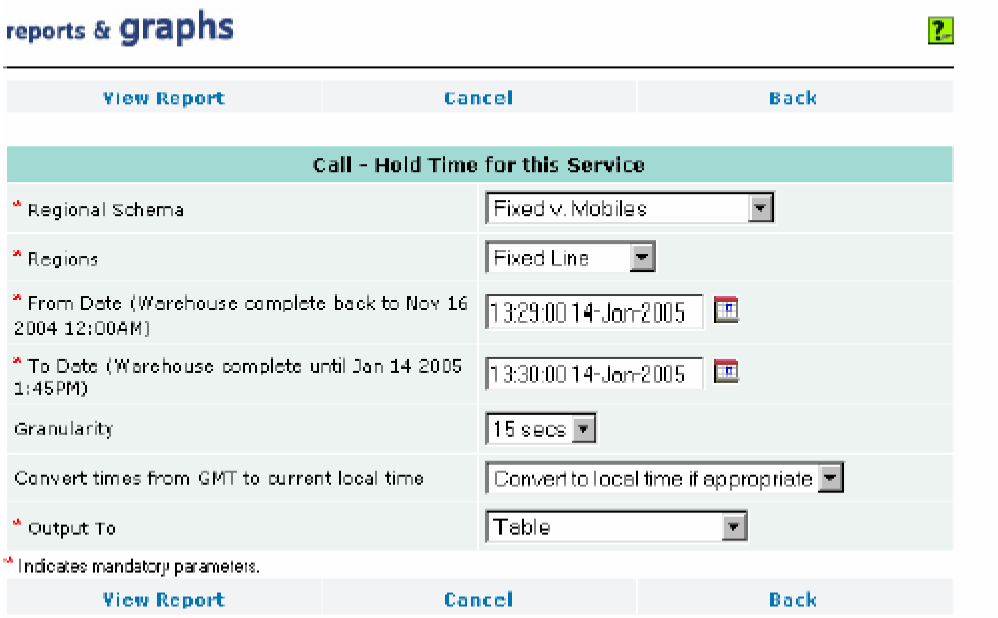


Fig. 12.32 Call - Hold Time for a Service - Filter screen

3. Select the report filter parameters ensuring that all mandatory (*) parameters are selected.

The available report filters are:

- * Regional Schema
- * Regions (only if Regional Schema is selected)
- * From Date
- * To Date
- Granularity
- LOCAL/GMT Time Conversion
- * Service Name

You may also choose to filter the **Call - Hold Time for a Service** report by a regional schema. For information on using this filter see **“Filter by Region - Regional Schema”** For instructions on how to use other report filters refer to **“Filtering Conventions”**

4. Select one of the following outputs:

   • Table (see "**Output to Table**")

   • Export to Spreadsheet (see "**Export to Spreadsheet**")

   • Line Chart (see "**Output to Line Chart**")

   • Bar Chart (see “**Output to Bar Chart**”)

5. Click **View Report** to display the report data. While the report is building, the screen will display the **Building Report ...** page illustrated in **Fig. 12.33** below.

Alternatively: Click Cancel to reset the filters to their default settings

Depending on how you accessed the report, clicking **Back** returns you to either the **“Service Reports menu”** or the **“Reports for a specific Service”.**

Fig. 12.33 Building the Hold Time for a Service report

Note: The recommended output for the **Call - Hold Time for a Service** report the Table format as illustrated in **Fig. 12.34**.

reports & graphs

Print | Back | Download as SpreadSheet

Call - Hold Time for a Service

From 14 Jan 2005 13:29:00 GMT to 14 Jan 2005 13:30:00 GMT

For Service: 5 Minute Average Messagelink 1

For Fixed Line(Fixed v. Mobiles)

For Answered Calls

Date/Time	Region	Calls	Total Seconds	HH:MM:SS	Average Length
14 Jan 2005 13:29:00 GMT	Fixed Line	9	722	0:12:02	80.25
14 Jan 2005 13:29:15 GMT	Fixed Line	1	5	0:00:05	5.03
14 Jan 2005 13:29:30 GMT	Fixed Line	4	55	0:00:55	13.84
14 Jan 2005 13:29:45 GMT	Fixed Line	2	10	0:00:10	5.05

Summary Totals

Total Calls	Total Length	Average Length	Minimum	Maximum	
16	0:13:12	49.55	5.02	296.63	

Print | Back | Download as SpreadSheet

Fig. 12.34 Call - Hold Time for a Service report

Click **Print** to print the report.

Click **Back** to return to the report filtering screen in **Fig. 12.32**.

Click **Download as Spreadsheet** to download the data in spreadsheet format, which is described in **"Export to Spreadsheet".**

12.4.6 Call - Interrogation by CLI

Interrogation by CLI shows either a summary or a detailed list of all calls to a service, mapped by CLI.

Accessing the report

1. To access this report follow the procedures described in either:

   • "**Accessing Reports via the Navigation Menu**" or

   • "**Accessing Reports for a Service Name**"

2. The **Call - Interrogation by CLI** page in **Fig. 12.35** is displayed where the report filters are applied.

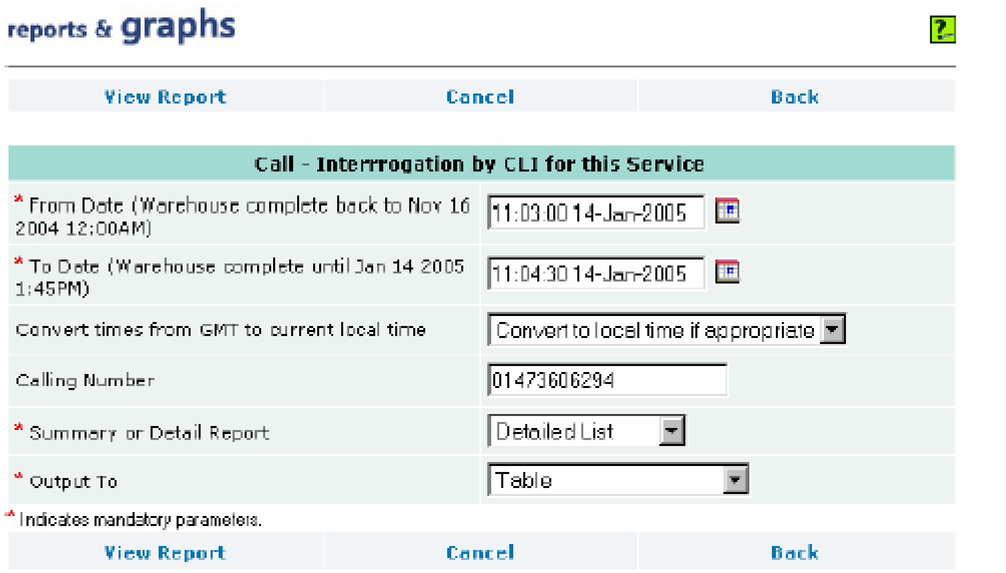


Fig. 12.35 Call - Interrogation by CLI - Filter screen

3. Select the report filter parameters ensuring that all mandatory (*) parameters are selected.

   The available report filters are:

   • * From Date

   • * To Date

   • LOCAL/GMT Time Conversion

   • * Service Name

   • Calling Number (Optional)

   • * Summary or Detail report

   For instructions on how to use report filters refer to **"Filtering Conventions"**

4. Select the output format required. The available output formats are:

   • Table (see "**Output to Table**")

   • Export to Spreadsheet (see "**Export to Spreadsheet**")

5. Click **View Report** to display the report. While the report is building, the screen will display the **Building Report ...** page illustrated in **Fig. 12.36** below.

Alternatively: Click **Cancel** to reset the filters to their default settings

Depending on how you accessed the report, clicking **Back** returns you to either the **"Service Reports menu"** or the **"Reports for a specific Service".**

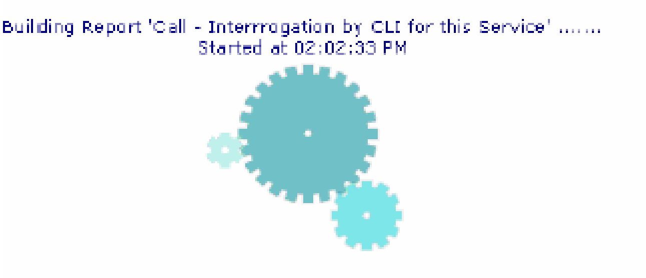


Fig. 12.36 Building the Interrogation by CLI report

Note: The recommended output for the **Call - Interrogation by CLI** report is the Table format as illustrated in **Fig. 12.37**.

reports & graphs

Print | Back | Download as SpreadSheet

Call - Interrogation By CLI Detailed

From 14 Jan 2005 11:03:00 GMT to 14 Jan 2005 11:04:30 GMT

Stars In Their Eyes CLI: 1473606294

SeizeTime	Calling Line	Total Call Duration (seconds)	Clearing Cause	Clearing Ref.
14 Jan 2005 11:03:48	1473606294	4.45	Called Party clears first	2
14 Jan 2005 11:03:55	1473606294	4.44	Called Party clears first	2
14 Jan 2005 11:04:02	1473606294	4.48	Called Party clears first	2
14 Jan 2005 11:04:08	1473606294	4.46	Called Party clears first	2
14 Jan 2005 11:04:15	1473606294	4.43	Called Party clears first	2
14 Jan 2005 11:04:21	1473606294	4.48	Called Party clears first	2
14 Jan 2005 11:04:27	1473606294	4.40	Called Party clears first	2
Total Number of Records	7	00:00:31 hh:mm:ss		

Print | Back | Download as SpreadSheet

Fig. 12.37 Call - Interrogation by CLI

Click **Print** to print the report.

Click **Back** to return to the report filtering screen in **Fig. 12.35**.

Click **Download as Spreadsheet** to download the data in spreadsheet format, which is described in **"Export to Spreadsheet".**

Depending on whether **Detailed** or **Summary** is selected from the **Summary or Detailed report** selection list, the report will return one of the following sets of data:

Interrogation by CLI - Report Data	
Detailed Report	Summary Report
Calling Line Number	Calling line number
Total Call Duration	Total call duration
Clearing cause	Number of calls
Clearing reference	Average time per call
	Number of abnormally cleared calls

12.4.7 Call - Repeat Attempt Details

Repeat Attempt Details displays the top 20 CLIs based on the number of repeat calls made to one or more services within the criteria provided.

1. To access this report follow the procedures described in **"Accessing Reports via the Navigation Menu".**

2. The **Call - Repeat Attempt Details** page in **Fig. 12.38** is displayed where the report filters are applied.

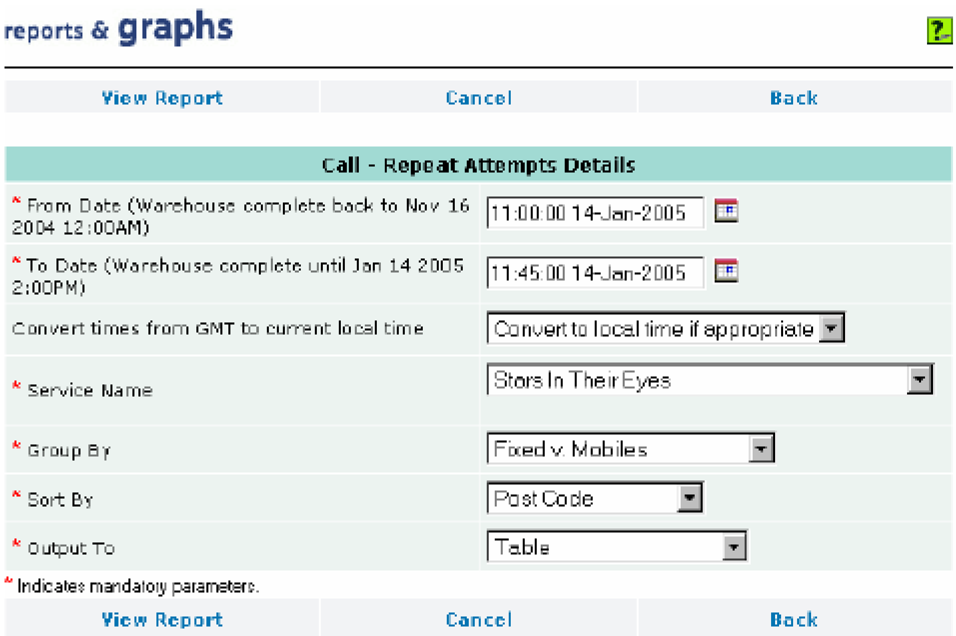


Fig. 12.38 Call - Repeat Attempt Details - Filter screen

3. Select the report filter parameters ensuring that all mandatory (*) parameters are selected.

The available report filters are:

- * From Date
- * To Date
- LOCAL/GMT Time Conversion
- * Service Name
- * Group By
- * Sort By (Post Code, Regional Grouping or Call Count)

For instructions on how to use report filters refer to **“Filtering Conventions”**

4. Select one of the following outputs:
   - Table (see "**Output to Table**")
   - Export to Spreadsheet (see “Export to Spreadsheet”)
   - Line Chart (see "**Output to Line Chart**")
   - Bar Chart (see "**Output to Bar Chart**")
5. Click **View Report** to display the report data. While the report is building, the screen will display the **Building Report ...** page illustrated in **Fig. 12.39** below.

Alternatively: Click **Cancel** to reset the filters to their default settings

Clicking **Back** returns you to the **“Service Reports menu”.**

Fig. 12.39 Building the Repeat Attempt Details report

Note: The recommended output for the **Call - Repeat Attempt Details** report is the Table format, an extract of which, is illustrated in **Fig. 12.40**.

reports & graphs

Print | Back | Download as Spreadsheet

Call - Multiple CLI Screening

From 14 Jan 2005 11:00:00 GMT to 14 Jan 2005 11:45:00 GMT

For All Nodes

For service : Stars In Their Eyes

Post Code		Call Count
BR1 1	Fixed Line	120
BR1 1	Fixed Line	120
BR1 1	Fixed Line	140
BR1 1	Fixed Line	120
BR1 1	Fixed Line	120
IP5 2	Fixed Line	142
IP5 2	Fixed Line	120
MK43 7	Fixed Line	17015
MOBILE	Mobile Phone	140
MOBILE	Mobile Phone	140
SE20 7	Fixed Line	140
SE20 7	Fixed Line	140
SY11 1	Fixed Line	120
SY11 1	Fixed Line	120
SY11 1	Fixed Line	240
SY11 1	Fixed Line	120
SY11 1	Fixed Line	120
SY11 1	Fixed Line	120
SY11 1	Fixed Line	120
Unknown	Fixed Line	142
Unknown	Fixed Line	142
Unknown	Fixed Line	122

Print | Back | Download as SpreadSheet

Fig. 12.40 Call - Repeat Attempt Details report (formerly known as Call - Multiple CLI Screening)

Click **Print** to print the report.

Click **Back** to return to the report filtering screen in **Fig. 12.38**.

Click Download as Spreadsheet to download the data in spreadsheet format, which is described in **“Export to Spreadsheet”.**

12.4.8 Call - Repeat Attempt Profile

Repeat Attempts Profile shows the number of callers that have called a certain number of times. It also shows the average interval between repeat calls and the percentage of the total vote which were repeat calls.

This report is designed to show how callers could influence a vote by making repeat calls.

1. To access this report follow the procedures described in **"Accessing Reports via the Navigation Menu".**

2. The **Call - Repeat Attempt Profile** page in **Fig. 12.41** is displayed where the report filters are applied.

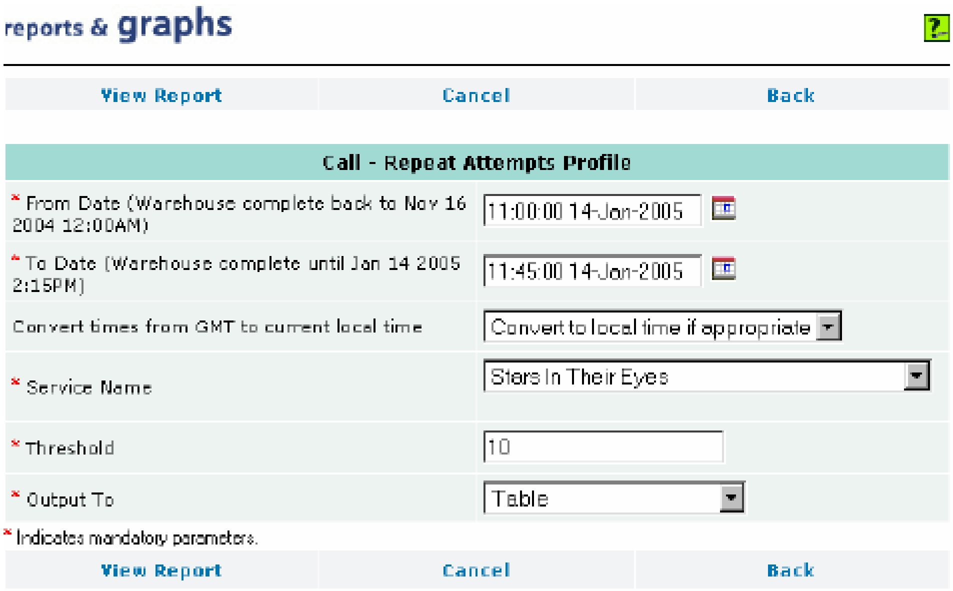


Fig. 12.41 Call - Repeat Attempt Profile - Filter screen

3. Select the report filter parameters ensuring that all mandatory (*) parameters are selected.

The available report filters are:

- * From Date
- * To Date
- LOCAL/GMT Time Conversion
- * Service Name
- * Threshold

For details on using the report filters refer to **"Filtering Conventions"**

4. Select one of the following outputs:

- Table (see "**Output to Table**")
- Export to Spreadsheet (see "**Export to Spreadsheet**")

5. Click **View Report** to display the report data. While the report is building, the screen will display the **Building Report ...** page illustrated in **Fig. 12.42** below.

Alternatively: Click Cancel to reset the filters to their default settings

Clicking Back returns you to the **"Service Reports menu".**

Fig. 12.42 Building the Repeat Attempt Profile report

Note: The recommended output for the **Call - Repeat Attempt Profile** report is the Table format, an extract of which, is illustrated in **Fig. 12.43**.

reports & graphs

Print	Back	Download as SpreadSheet

Call - Repeat Attempts Profile

From 14 Jan 2005 11:00:00 GMT to 14 Jan 2005 11:45:00 GMT

For Service: Stars In Their Eyes

Call Threshold Level : 10 Calls

Total Calls During This Sample : 20,783

All Nodes

09011781781 (Neil Diamond) Total Calls 1551

Number of Calls	Number of Callers	Average Interval Between Calls	Percentage of Total
120	4	10.4475	2.3096
140	1	8.9568	0.6736
142	1	8.8440	0.6833
789	1	2.6650	3.7964

09011781782 (Kate Bush) Total Calls 3788

Number of Calls	Number of Callers	Average Interval Between Calls	Percentage of Total
120	4	10.4475	2.3096
140	1	8.9856	0.6736
[illegible]	1	[illegible]	[illegible]

Number of Calls	Number of Callers	Average Interval Between Calls	Percentage of Total
834	1	2.5222	4.0129

09011781790 (Tom Jones) Total Calls 880

Number of Calls	Number of Callers	Average Interval Between Calls	Percentage of Total
880	1	2.3902	4.2342

Print	Back	Download as SpreadSheet

Fig. 12.43 Call - Repeat Attempt Profile report (Extract)

Click **Print** to print the report.

Click **Back** to return to the report filtering screen in **Fig. 12.41**.

Click Download as Spreadsheet to download the data in spreadsheet format, which is described in **"Export to Spreadsheet".**

12.4.9 Regional Schema - Post Code Mapping

Regional Schema - Post Code Mapping shows every Calling Line Identity (CLI) mapped to a postcode within a given region.

1. To access this report follow the procedures described in **"Accessing Reports via the Navigation Menu".**

2. The **Regional Schema - Post Code Mapping** page in **Fig. 12.44** is displayed where the report filters are applied.

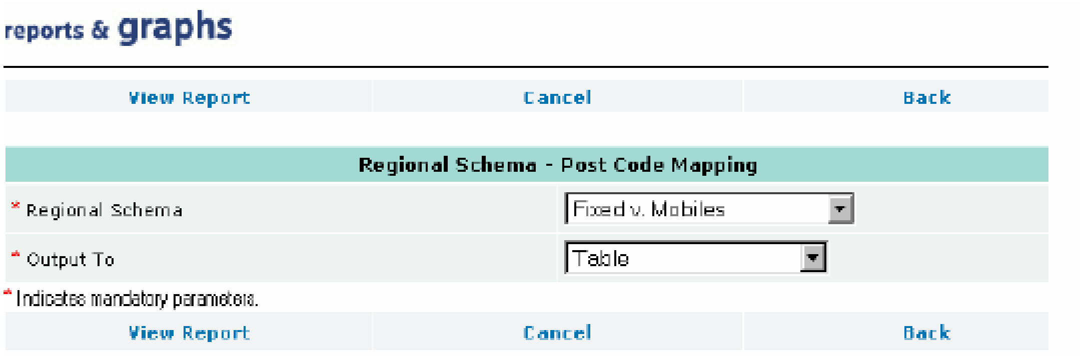


Fig. 12.44 Regional Schema - Post Code Mapping - Filter screen

3. Select the report filter parameters ensuring that all mandatory (*) parameters are selected.

The available report filters are:

- * Regional Schema

For details on using this report filter refer to **"Filter by Region - Regional Schema"**

4. Select one of the following outputs:

- Table (see "**Output to Table**")
- Export to Spreadsheet (see "**Export to Spreadsheet"**)

5. Click on **View Report** to display the report data. While the report is building, the screen will display the **Building Report ...** page illustrated in **Fig. 12.45** below.

Alternatively: Click Cancel to reset the filters to their default settings

Clicking Back returns you to the **"Service Reports menu".**

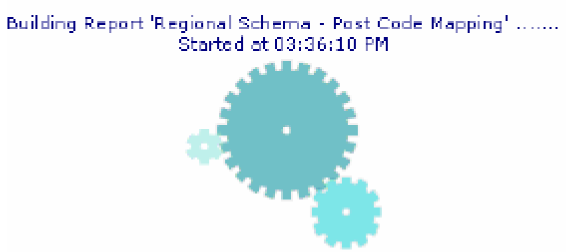


Fig. 12.45 Building the Regional Schema - Post Code Mapping report

Note: The recommended output for the **Regional Schema - Post Code Mapping** report is the Table format, an extract of which, is illustrated in **Fig. 12.46**.

reports & graphs

Print | Back | Download as SpreadSheet

Regional Schema - Postcode Mapping

ITV Broadcasting Regions

Anglia Television

Post Code	Dialling Codes
CB1 3	1223
CB1 5	1223290; 1223291; 1223299; 122388
CB1 6	122389; 1799584; 1799585
CB1 9	122321; 122324; 1223271; 1223274; 1223275; 1223278; 1223296; 122340; 1223410; 1223411; 1223412; 1223413; 1223414; 1223415; 1223416; 1223866; 1223868
CB10 1	179953
CB10 2	1799; 1799580; 1799586; 179959
CB11 3	179954
CB11 4	179950; 179951; 179952; 179955; 179956; 179957; 1799581; 1799582; 1799583; 17996
CB2 4	122349; 1223822; 122383
CB2 5	1223220; 1223270; 1223390; 1223391; 1223469; 122354; 1223550; 1223551; 1223554; 12235555; 12235556; 12235557; 1223559; 1223827; 1223828; 122384; 1223870; 1223871; 1223872; 1223873; 1223874; 1223875
CB3 0	1223276; 1223277; 1223279; 1223814
CB3 7	1223262; 1223263; 1223264; 1223265; 1954710; 1954711; 1954712; 1954713; 1954716; 1954717; 1954718; 1954719

Fig. 12.46 Regional Schema - Post Code Mapping report (extract)

Click **Print** to print the report.

Click **Back** to return to the report filtering screen in **Fig. 12.44**.

Click Download as Spreadsheet to download the data in spreadsheet format, which is described in **"Export to Spreadsheet".**

12.4.10 Scheduled Changes - List by Service

Scheduled Changes - List by Service provides a list of all scheduled variable and/or status updates for a particular Service. The report can also show all scheduled updates for all Services.

The report allows the user to select a specific time frame in the future by means of the **From Date** and **To Date** filters. The report then displays all scheduled changes for the chosen Service within the set period.

1. To access this report follow the procedures described in **"Accessing Reports via the Navigation Menu".**

2. The **Scheduled Changes - List by Service** page in **Fig. 12.47** is displayed where the report filters are applied.

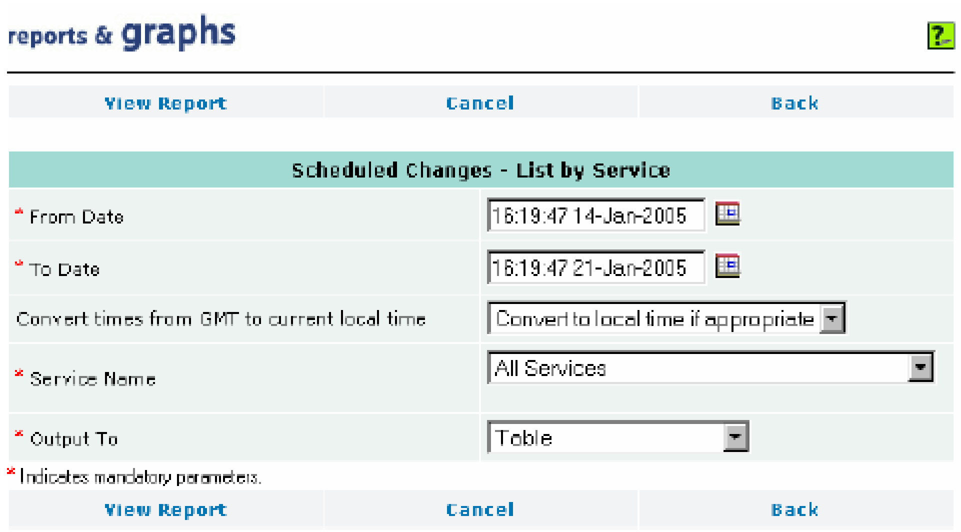


Fig. 12.47 Scheduled Changes - List by Service - Filter screen

3. Select the report filter parameters ensuring that all mandatory (*) parameters are selected.

The available report filters are:

- * From Date
- * To Date
- LOCAL/GMT Time Conversion
- * Service Name

For details on using the report filters refer to **"Filtering Conventions"**

4. Select one of the following outputs:

- **Table (see "Output to Table")**
- Export to Spreadsheet (see "Export to Spreadsheet")

5. Click on **View Report** to display the report data. While the report is building, the screen will display the **Building Report ...** page illustrated in **Fig. 12.48** below.

Alternatively: Click Cancel to reset the filters to their default settings

Clicking Back returns you to the **"Service Reports menu".**

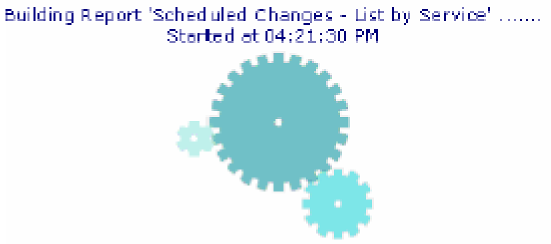


Fig. 12.48 Building the Scheduled Changes - List by Service report

Note: The recommended output for the **Scheduled Changes - List by Service** report is the Table format.

Click **Print** to print the report.

Click **Back** to return to the report filtering screen in **Fig. 12.47**.

Click Download as Spreadsheet to download the data in spreadsheet format, which is described in **"Export to Spreadsheet".**

12.4.11 Service Type - Variable Configuration

Service Type - Variable Configuration is designed to help a RIDE Interactive user view the set-up of a RIDE Interactive service. The report will return the variables on a service that have been modified from the default. Due to the number of variables on RIDE Interactive, it is difficult to work out how a service is configured. The report will display only those variables that are in use and the values to which they are set.

1. To access this report follow the procedures described in **"Accessing Reports via the Navigation Menu".**

2. The **Service Type - Variable Configuration** page in **Fig. 12.50** is displayed where the report filters are applied.

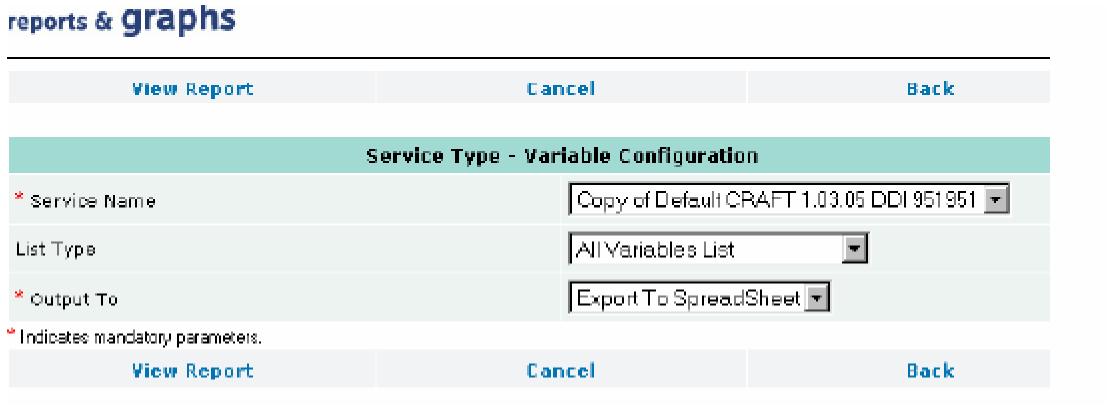


Fig. 12.50 Service Type - Variable Configuration - Filter screen

3. Select the report filter parameters ensuring that all mandatory (*) parameters are selected.

The available report filters are:

- * Service Name
- List Type

4. Select the output format required.

Only **Export to Spreadsheet** is available for this report. The export process is initialised when you click **View Report**. This process is described in **"Export to Spreadsheet"**

Note: The only indication of the report building, is by viewing the progress bar at the bottom of the screen

5. Click View Report to display the report to the screen

The report is viewed within a spreadsheet application (usually Microsoft Excel) which is launched automatically once the report information has compiled. This process may take a few minutes depending on the size of the report. An extract of this report can be seen in **Fig. 12.51 'Service Type - Variable Configuration report (extract)'**.

Alternatively: Click Cancel to reset the filters to their default settings

Clicking Back returns you to the **"Service Reports menu".**

Microsoft Excel - spreadsheet[1].xls

	A	B	C	D
1	VariableName	Description	Value	Uncoded Value
2	DISANN00	Disabled Ann	craft-dis-ann.wav	2004D1369664000529658
3	SRVENA00	Enable/Disable Service	Enable	
4	SERVSTRT	Service Start	10/06/04 14:02	10/06/04 1
5	SERVSTOP	Service Stop	31/12/37 23:59	31/12/37 2
6	DDIN0001	Dialled Number		
7	RDLPINNB	RDL:Service PIN	******	10
8	TMMSGFLG	RDL:Play Session Capture Time	On	
9	DELPINEN	RDL:Enable Bulk Delete PIN Check	On	
10	DELPINNB	RDL:Bulk Delete PIN Number	******	
11	$SESCDIT	VDC:Session Storage Limit	100	
12	$SESSMAX	VDC:Maximum Session Storage Limit	300	
13	ATCENA00	SN:Authenticate CLI:Enable	Off	
14	ATCTYP00	SN:Authenticate CLI:Authenticate Type	List loaded via the Web Interface	
15	ATCMAL00	SN:Authenticate CLI:Multiple Access Limit	1	
16	ATCRJA00	SN:Authenticate CLI:Reject Ann	craft-cli-rej.wav	2004D1369649000529657
17	CCLENA00	SN:Collect CLI:Enable	On	
18	RTEENA00	SN:Ringtone:Enable	On	
19	RTEDRN00	SN:Ringtone:Duration (Secs)	2	
20	CDNENA00	SN:Call Distribution:Enable	Off	
21	CDNE0100	SN:Call Distribution:Dest Opt 1:Enable	Off	
22	$KEYPDV1	SN:Call Distribution:Dest Opt 1:Success Descr	Location 1 Successful	Location 1 Successful
23	$KEYPDVB	SN:Call Distribution:Dest Opt 1:Busy Description	Location 1 Busy	Location 1 Busy
24	CDNE0200	SN:Call Distribution:Dest Opt 2:Enable	Off	
25	$KEYPDV2	SN:Call Distribution:Dest Opt 2:Success Descr	Location 2 Successful	Location 2 Successful
26	$KEYPDVC	SN:Call Distribution:Dest Opt 2:Busy Description	Location 2 Busy	Location 2 Busy
27	CDNE0300	SN:Call Distribution:Dest Opt 3:Enable	Off	
28	$KEYPDV3	SN:Call Distribution:Dest Opt 3:Success Descr	Location 3 Successful	Location 3 Successful
29	$KEYPDVD	SN:Call Distribution:Dest Opt 3:Busy Description	Location 3 Busy	Location 3 Busy
30	CDNE0400	SN:Call Distribution:Dest Opt 4:Enable	Off	
31	$KEYPDV4	SN:Call Distribution:Dest Opt 4:Success Descr	Location 4 Successful	Location 4 Successful
32	$KEYPDVE	SN:Call Distribution:Dest Opt 4:Busy Description	Location 4 Busy	Location 4 Busy
33	CDNE0500	SN:Call Distribution:Dest Opt 5:Enable	Off	
34	$KEYPDV5	SN:Call Distribution:Dest Opt 5:Success Descr	Location 5 Successful	Location 5 Successful
35	$KEYPDVF	SN:Call Distribution:Dest Opt 5:Busy Description	Location 5 Busy	Location 5 Busy
36	CDNE0600	SN:Call Distribution:Dest Opt 6:Enable	Off	
37	$KEYPDV6	SN:Call Distribution:Dest Opt 6:Success Descr	Location 6 Successful	Location 6 Successful
38	$KEYPDVG	SN:Call Distribution:Dest Opt 6:Busy Description	Location 6 Busy	Location 6 Busy
39	CDNE0700	SN:Call Distribution:Dest Opt 7:Enable	Off	
40	$KEYPDV7	SN:Call Distribution:Dest Opt 7:Success Descr	Location 7 Successful	Location 7 Successful

Fig. 12.51 Service Type - Variable Configuration report (extract)

12.4.12 Services - List of Active Services

List of Active Services provides quick access to the entire list of active services for the Service Provider grouped into discrete time periods across a defined time range. The term ‘active’ is used to describe services with activity levels over a user-defined threshold. The user may set the Call Threshold to a particular figure, or leave the threshold in the default value (1000 calls).

Accessing the report:

1. To access this report follow the procedures described in **“Accessing Reports via the Navigation Menu”.**

2. The **Services - List of Active Services** page in **Fig. 12.52** is displayed where the report filters are applied.

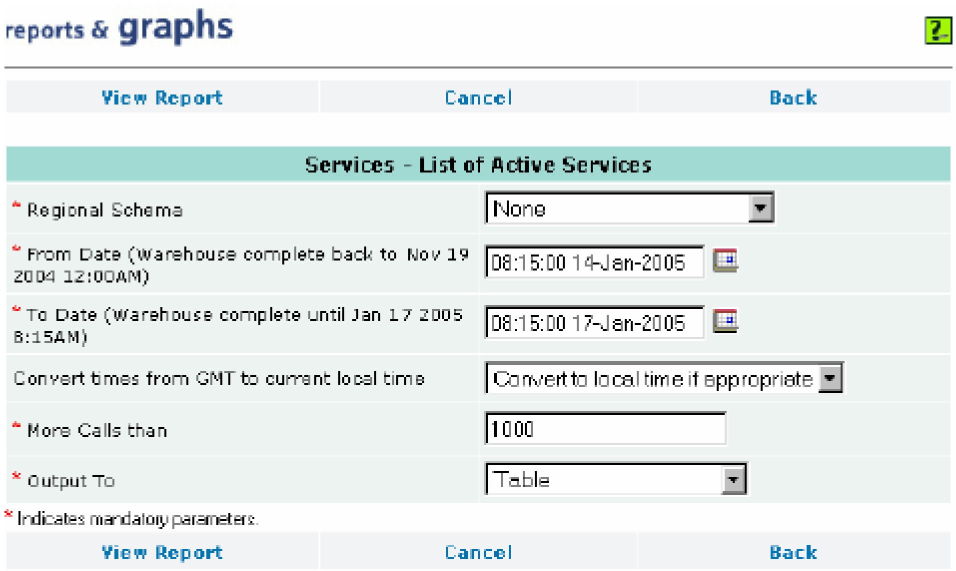


Fig. 12.52 Services - List of Active Services - Filter screen

3. Select the report filter parameters ensuring that all mandatory (*) parameters are selected.

The available report filters are:

- * Regional Schema
- * From Date
- * To Date
- LOCAL/GMT Time Conversion
- * More calls than (Call Threshold)

You may also choose to filter the **Services - List of Active Services** report by a regional schema. For information on using this filter see **“Filter by Region - Regional Filter Type”** For instructions on how to use the other report filters refer to **“Filtering Conventions”**

4. Select one of the following outputs:

- Table (see “**Output to Table**”)

• Export to Spreadsheet (see "**Export to Spreadsheet**")

5. Click on **View Report** to display the report data. While the report is building, the screen will display the **Building Report ...** page illustrated in **Fig. 12.53** below.

Alternatively: Click Cancel to reset the filters to their default settings

Clicking Back returns you to the **"Service Reports menu".**

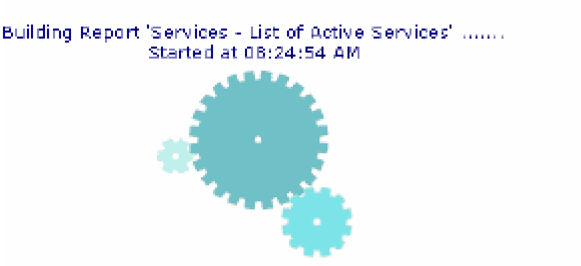


Fig. 12.53 Building the List of Active Services report

Note: The recommended output for the **Services - List of Active Services** report is the Table format as illustrated in **Fig. 12.54**.

reports & **graphs**

Print | Back | Download as SpreadSheet

Services - List of Active Services

From 14 Jan 2005 08:15:00 GMT to 17 Jan 2005 08:15:00 GMT

Call Threshold: More than 1,000 (Answered Calls)

For All Regions

00 Teligent Service Provider

Service Name	Service Type	Number of Calls	Time of Last Call
10 Second LinkLine CNA	Link Line CNA	356,647	17 Jan 2005 08:14:58 GMT
5 Minute Average Messagelink 1	Message Link 1	100,539	17 Jan 2005 08:14:48 GMT
944393000200067520	Message Link 2 - PCM	33,181	17 Jan 2005 08:14:51 GMT
944393000300067544	Courtesy Link	197,290	17 Jan 2005 08:14:50 GMT
A Small Cigar	Message Link 1	21,005	17 Jan 2005 08:13:57 GMT
A Song For Europe	Televote Large - BT Managed	816,372	17 Jan 2005 08:14:53 GMT
Big Brother	Televote Large - SP Managed	642,081	17 Jan 2005 08:14:51 GMT
Changed Number Service	PSTN CNA	494,045	17 Jan 2005 08:14:58 GMT
Fame Academy 2	Televote Large - BT Managed	385,856	17 Jan 2005 08:14:47 GMT
Kids Stars in Their Eyes	Televote Small	768,372	17 Jan 2005 08:14:53 GMT
Link Line CNA Service	Link Line CNA	132,055	17 Jan 2005 08:14:56 GMT
Stars In Their Eyes	Televote Large - BT Managed	21,991	14 Jan 2005 13:27:46 GMT

Print | Back | Download as SpreadSheet

Fig. 12.54 Services - List of Active Services report

Click **Print** to print the report.

Click **Back** to return to the report filtering screen in **Fig. 12.52**.

Click Download as Spreadsheet to download the data in spreadsheet format, which is described in **"Export to Spreadsheet".**

12.4.13 Services - List of Dormant Services

List of Dormant Services provides quick access to the entire list of services with a particularly low call rate. for the Service Provider grouped into discrete time periods across a defined time range.

The user may set the Call Threshold to a particular figure, or leave the threshold in the default value (1000 calls). Accepting the default value and running the report would return a list of services that received less than 1000 within the user specified time frame.

1. To access this report follow the procedures described in **"Accessing Reports via the Navigation Menu".**

2. The **Services - List of Dormant Services** page in **Fig. 12.55** is displayed where the report filters are applied.

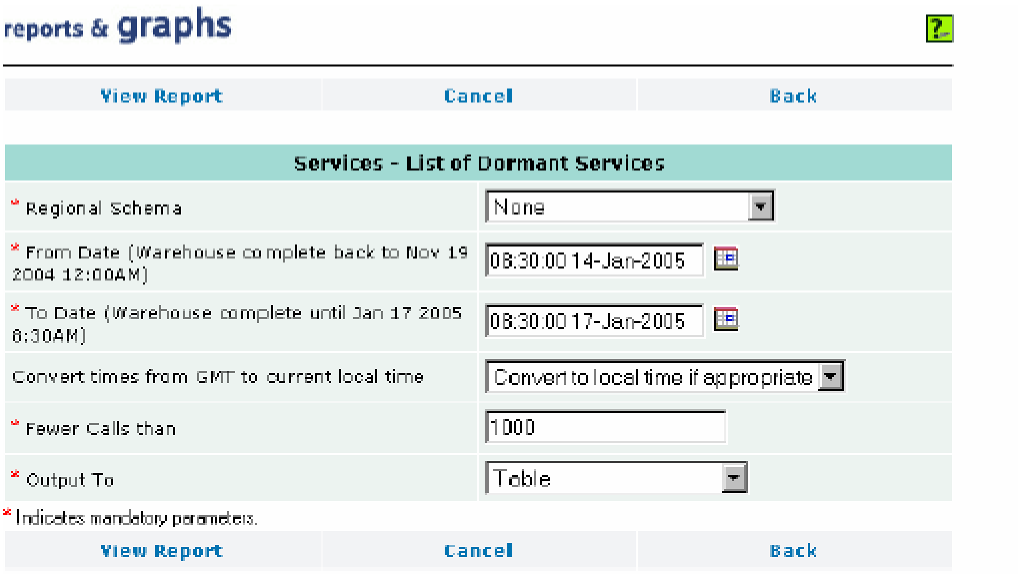


Fig. 12.55 Services - List of Dormant Services - Filter screen

3. Select the report filter parameters ensuring that all mandatory (*) parameters are selected.

The available report filters are:

- * Regional Schema
- * Regions
- * From Date
- * To Date
- LOCAL/GMT Time Conversion
- * Fewer calls than (Call Threshold)

You may also choose to filter the **Services - List of Dormant Services** report by a regional schema. For information on using this filter see **"Filter by Region - Regional Filter Type"** For instructions on how to use the other report filters refer to **"Filtering Conventions"**

4. Select one of the following outputs:

• Table (see "**Output to Table**")

• Export to Spreadsheet (see "**Export to Spreadsheet**")

Click on **View Report** to display the report data. While the report is building, the screen will display the **Building Report ...** page illustrated in **Fig. 12.56** below.

Alternatively: Click Cancel to reset the filters to their default settings

Clicking Back returns you to the **"Service Reports menu".**

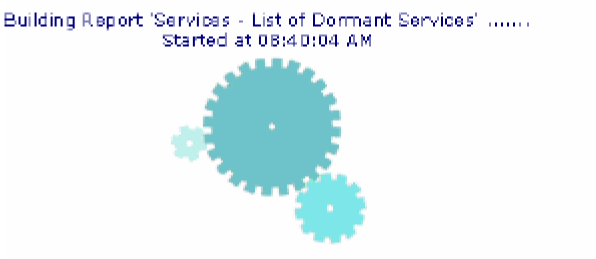


Fig. 12.56 Building the List of Dormant Services report

Note: The recommended output for the **Services - List of Dormant Services** report is the Table format, an extract of which, is illustrated in **Fig. 12.60**.

reports & graphs

Print | Back | Download as SpreadSheet

Services - List of Dormant Services

From 14 Jan 2005 08:30:00 GMT to 17 Jan 2005 08:30:00 GMT

Call Threshold: Fewer than 1,000 (Answered Calls)

For All Regions

00 Teligent Service Provider

Service Name	Service Type	Number of Calls	Time of Last Call
10 Second LinkLine CNA	Link Line CNA	0	None in Period
3 CAFs	Message Link 2 - PCM	0	None in Period
3.1 Final Drop Televote	Televote Large - BT Managed	0	None in Period
4 Second Average Televote	Televote Large - BT Managed	0	None in Period
5 Minute Average Messagelink 1	Message Link 1	0	None in Period
944393000000067597	Link Line CNA	0	None in Period
944393000000067605	Link Line CNA	0	None in Period
944393000000067606	Link Line CNA	0	None in Period
944393000000067607	Link Line CNA	0	None in Period
944393000000069423	Link Line CNA	0	None in Period
944393000100067517	Message Link 1	0	None in Period
[illegible]	[illegible]	0	None in Period
Small Televote	Televote S[illegible]	0	None in Period
Small Televote - New RUD defaults	Televote Small	0	None in Period
Small Vote	Televote Small	0	None in Period
Small vote for migration	Televote Small	0	None in Period
Stars In Their Eyes	Televote Large - BT Managed	0	None in Period
Televote Large Macro Test	Televote Large - BT Managed	0	None in Period
The Games	Televote Large - BT Managed	0	None in Period
Variable Indicators	Variable Indicators Televote	0	None in Period

Print | Back | Download as SpreadSheet

Fig. 12.57 Services - List of Dormant Services report (extract)

Click **Print** to print the report.

Click **Back** to return to the report filtering screen in **Fig. 12.55**.

Click Download as Spreadsheet to download the data in spreadsheet format, which is described in **"Export to Spreadsheet".**

12.4.14 Service Type - Variable Configuration

Service Type - Variable Configuration shows the variable configuration of a RIDE Interactive service.

1. To access this report follow the procedures described in **"Accessing Reports via the Navigation Menu".**

2. The **Service Type - Variable Configuration** page in **Fig. 12.58** is displayed where the report filters are applied.

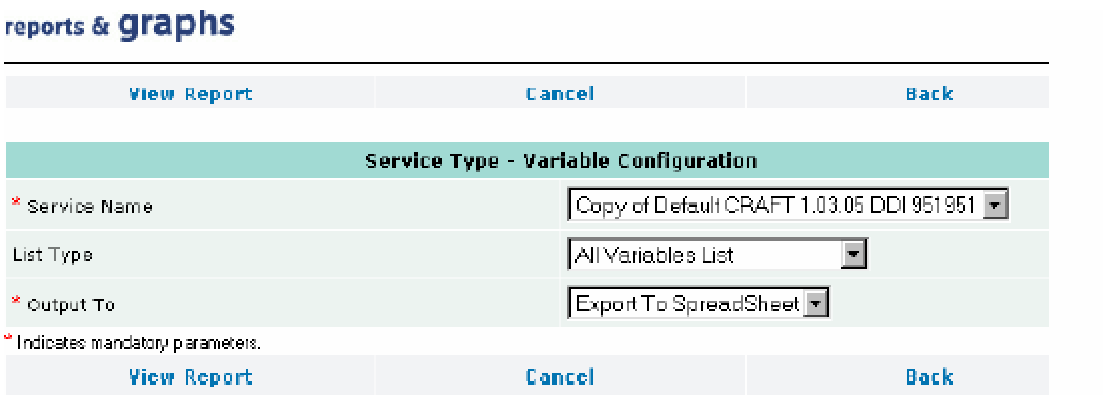


Fig. 12.58 Service Type - Variable Configuration - Filtering

3. Select the report filter parameters ensuring that all mandatory (*) parameters are selected.

The available report filters are:

• * Service Name.

• List Type

4. Select the output format required.

Only **Export to Spreadsheet** is available for this report. The export process is initialised when you click **View Report**. This process is described in **"Export to Spreadsheet"**

Note: The only indication of the report building, is by viewing the progress bar at the bottom of the screen

5. Click View Report to display the report to the screen.

The report is viewed within a spreadsheet application (usually Microsoft Excel) which is launched automatically once the report information has compiled. This process may take a few minutes depending on the size of the report. An extract of this report can be seen in **Fig. 12.59 'Service Type - Variable Configuration report (Extract)'**.

Alternatively: Click Cancel to reset the filters to their default settings.

Clicking Back returns you to the **"Service Reports menu".**

	A	B	C	
1	VariableName	Description	Value	Uncode
2	DISANN00	Disabled Ann	craft-dis-ann.wav	2004D1
3	SRVENA00	Enable/Disable Service	Enable	
4	SERVSTRT	Service Start	10/06/04 14:02	
5	SERVSTOP	Service Stop	31/12/37 23:59	
6	DDIN0001	Dialled Number		
7	RDLPINNB	RDL:Service PIN	******	
8	TMMSGFLG	RDL:Play Session Capture Time	On	
9	DELPINEN	RDL:Enable Bulk Delete PIN Check	On	
10	DELPINNB	RDL:Bulk Delete PIN Number	******	
11	$SESCDIT	VDC:Session Storage Limit	100	
12	$SESSMAX	VDC:Maximum Session Storage Limit	300	
13	ATCENA00	SN:Authenticate CLI:Enable	Off	
14	ATCTYP00	SN:Authenticate CLI:Authenticate Type	List loaded via the Web Interface	
15	ATCMAL00	SN:Authenticate CLI:Multiple Access Limit	1	
16	ATCRJA00	SN:Authenticate CLI:Reject Ann	craft-cli-rej.wav	2004D1
17	CCLENA00	SN:Collect CLI:Enable	On	
18	RTEENA00	SN:Ringtone:Enable	On	
19	RTEDRN00	SN:Ringtone:Duration (Secs)	2	
20	CDNENA00	SN:Call Distribution:Enable	Off	
21	CDNE0100	SN:Call Distribution:Dest Opt 1:Enable	Off	
22	$KEYPDV1	SN:Call Distribution:Dest Opt 1:Success Descr	Location 1 Successful	Locatio
23	$KEYPDVB	SN:Call Distribution:Dest Opt 1:Busy Description	Location 1 Busy	Locatio
24	CDNE0200	SN:Call Distribution:Dest Opt 2:Enable	Off	
25	$KEYPDV2	SN:Call Distribution:Dest Opt 2:Success Descr	Location 2 Successful	Locatio
26	$KEYPDVC	SN:Call Distribution:Dest Opt 2:Busy Description	Location 2 Busy	Locatio
27	CDNE0300	SN:Call Distribution:Dest Opt 3:Enable	Off	
28	$KEYPDV3	SN:Call Distribution:Dest Opt 3:Success Descr	Location 3 Successful	Locatio
29	$KEYPDVD	SN:Call Distribution:Dest Opt 3:Busy Description	Location 3 Busy	Locatio
30	CDNE0400	SN:Call Distribution:Dest Opt 4:Enable	Off	
31	$KEYPDV4	SN:Call Distribution:Dest Opt 4:Success Descr	Location 4 Successful	Locatio
32	$KEYPDVE	SN:Call Distribution:Dest Opt 4:Busy Description	Location 4 Busy	Locatio
33	CDNE0500	SN:Call Distribution:Dest Opt 5:Enable	Off	
34	$KEYPDV5	SN:Call Distribution:Dest Opt 5:Success Descr	Location 5 Successful	Locatio
35	$KEYPDVF	SN:Call Distribution:Dest Opt 5:Busy Description	Location 5 Busy	Locatio
36	CDNE0600	SN:Call Distribution:Dest Opt 6:Enable	Off	
37	$KEYPDV6	SN:Call Distribution:Dest Opt 6:Success Descr	Location 6 Successful	Locatio
38	$KEYPDVG	SN:Call Distribution:Dest Opt 6:Busy Description	Location 6 Busy	Locatio
39	CDNE0700	SN:Call Distribution:Dest Opt 7:Enable	Off	
40	$KEYPDV7	SN:Call Distribution:Dest Opt 7:Success Descr	Location 7 Successful	Locatio

Fig. 12.59 Service Type - Variable Configuration report (Extract)

12.4.15 Voice & Data Capture - Session Data

Voice & Data Capture - Session Data returns all captured session data for a service. At SP level only the session ID is listed.

1. To access this report follow the procedures described in **"Accessing Reports for a Service Name".**

2. The **Voice & Data Capture - Session Data** page in **Fig. 12.60** is displayed where the report filters are applied.

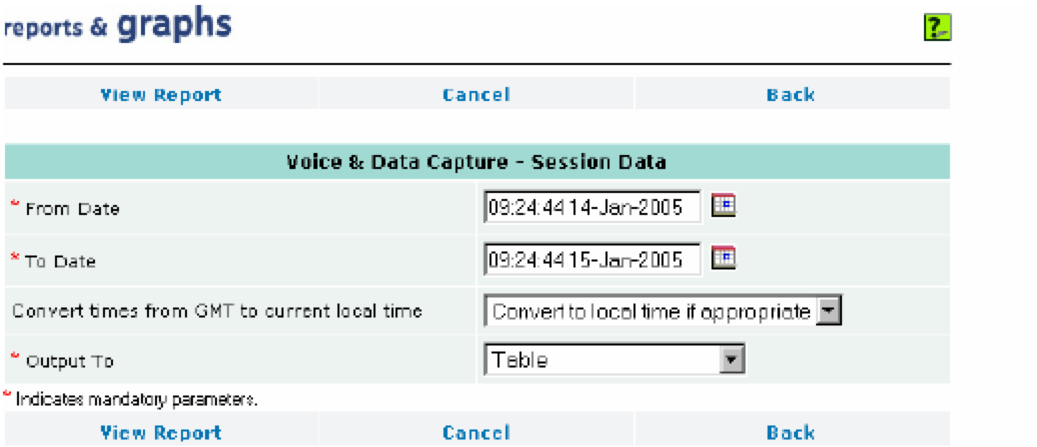


Fig. 12.60 Voice & Data Capture - Session Data - filtering

3. Select the report filter parameters ensuring that all mandatory (*) parameters are selected.

The available report filters are:

- * From Date
- * To Date
- LOCAL/GMT Time Conversion

For instructions on how to use the other report filters refer to **"Filtering Conventions"**

4. Select one of the following outputs:

- **Table (see "Output to Table")**
- Export to Spreadsheet (see "Export to Spreadsheet")

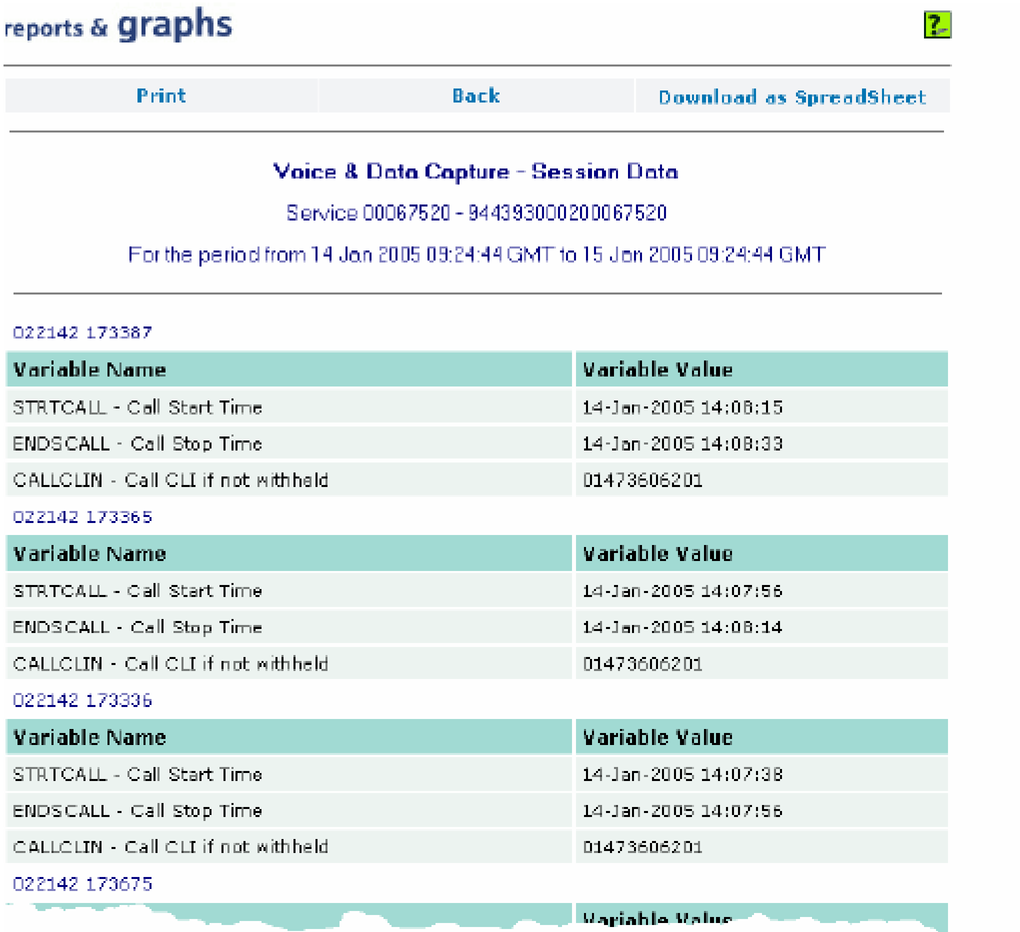
5. Click on **View Report** to display the report data. While the report is building, the screen will display the **Building Report ...** page illustrated in **Fig. 12.61** below.

Alternatively: Click **Cancel** to reset the filters to their default settings

Clicking Back returns you to the "Reports for a specific Service".

Fig. 12.61 Building the Voice & Data Capture - Session Data report

Note: The recommended output for the **Voice & Data Capture - Session Data** report is the Table format as illustrated in **Fig. 12.62**.


reports & graphs

Print	Back	Download as SpreadSheet

Voice & Data Capture - Session Data

Service 00067520 - 944393000200067520

For the period from 14 Jan 2005 09:24:44 GMT to 15 Jan 2005 09:24:44 GMT

022142 173387

Variable Name	Variable Value
STRTCALL - Call Start Time	14-Jan-2005 14:08:15
ENDSCALL - Call Stop Time	14-Jan-2005 14:08:33
CALLCLIN - Call CLI if not withheld	01473606201

022142 173365

Variable Name	Variable Value
STRTCALL - Call Start Time	14-Jan-2005 14:07:56
ENDSCALL - Call Stop Time	14-Jan-2005 14:08:14
CALLCLIN - Call CLI if not withheld	01473606201

022142 173336

Variable Name	Variable Value
STRTCALL - Call Start Time	14-Jan-2005 14:07:38
ENDSCALL - Call Stop Time	14-Jan-2005 14:07:56
CALLCLIN - Call CLI if not withheld	01473606201

022142 173675

Fig. 12.62 Voice & Data Capture - Session Data report (extract)

Click **Print** to print the report.

Click **Back** to return to the report filtering screen in **Fig. 12.60**.

Click Download as Spreadsheet to download the data in spreadsheet format, which is described in **"Export to Spreadsheet".**

12.5 Platform Reports

12.5.1 Accessing the Platform Reports

From the Navigation Menu click **REPORTS AND GRAPHS > Platform Reports**. The **reports & graphs** screen illustrated in **Fig. 12.63** is displayed.

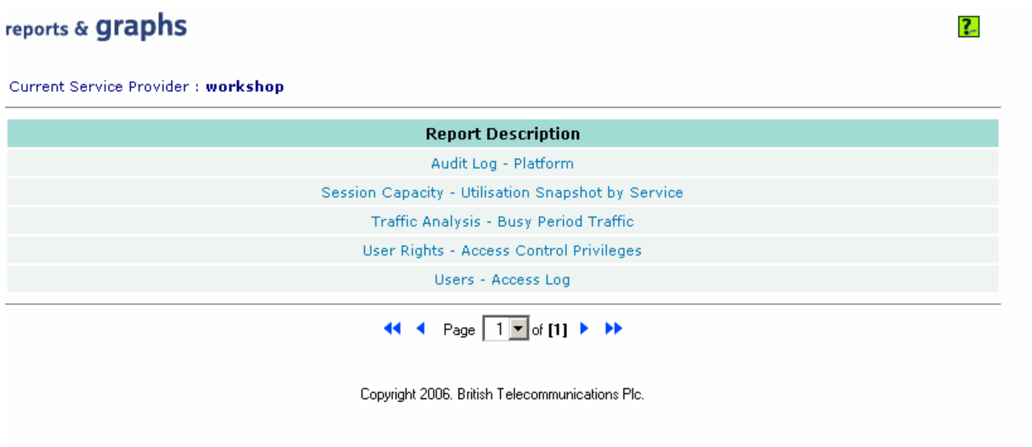


Fig. 12.63 Platform Reports menu

All Platform Reports are listed in **Table 12.2** below and are described in the subsequent sections. Each report can be accessed by clicking on the required link.

Platform Reports
Audit Log - Platform
Session Capacity – Utilisation snapshot by service
Traffic Analysis - Busy Period Traffic
User rights – access control privileges
User - Access Log

Table 12.2 Platform reports

12.5.2 Audit Log - Platform

Audit Log - Platform provides the User with a means of tracing actions that have been executed by users at all levels of access.

The types of events that are:

- Logins to the RIDE Web Interface
- Failed Logins
- Remote Update Application Logins
- Scheduled Service Changes
- Completed Service Changes
- User Account Changes
- Report Access

1. To access this report follow the procedures described in **"Accessing the Platform Reports"**.

2. The **Platform _ Audit Log** page in **Fig. 12.64** is displayed where the report filters are applied.

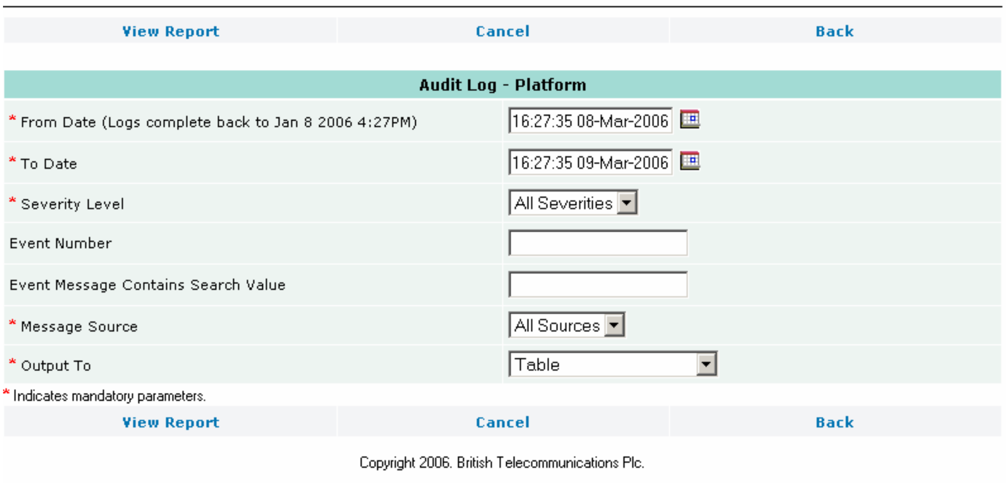


Fig. 12.64 Audit Log - Platform- Filter screen

3. Select the report filter parameters ensuring that all mandatory (*) parameters are selected.

   The available report filters are:

   - * From Date
   - * To Date
   - * Severity Level
   - Event Number
   - Event Message Search
   - * Message Source

For instructions on how to use the report filters refer to **“Filtering Conventions”**

4. Select one of the following outputs:

- Table (see "**Output to Table**")
- Export to Spreadsheet (see “**Export to Spreadsheet**”)

5. Click on **View Report** to display the report data. While the report is building, the screen will display the **Building Report ...** page illustrated in **Fig. 12.65** below.

Alternatively: Click Cancel to reset the filters to their default settings

Clicking Back returns you to the **Platform Reports menu**

Fig. 12.65 Building the Audit Log - Platform report

Note: The recommended output for the **Platform _ Audit Log** report is the Table format as illustrated in **Fig. 12.66**.

Print | Back | Download as SpreadSheet

Platform - Audit Log

For audit entries from 09 Jan 2005 10:14:18 GMT to 12 Jan 2005 10:14:18 GMT

All Message Sources

Audit Time	Service Type	User ID	Severity	Event No.	Message
11 Jan 2005 12:44:14 GMT		SPAMark	Informational	3504	Report: [Televote - Vote Count], Execution Started by User ID: SPAMark at 11 Jan 2005 12:44:14 GMT
11 Jan 2005 12:43:14 GMT		SPAMark	Informational	3504	Report: [Televote - Vote Count], Execution Started by User ID: SPAMark at 11 Jan 2005 12:43:14 GMT
11 Jan 2005 12:42:41 GMT		SPAMark	Informational	3504	Report: [Televote - Vote Count], Execution Started by User ID: SPAMark at 11 Jan 2005 12:42:41 GMT
11 Jan 2005 12:42:35 GMT		SPAMark	Informational	3504	Report: [Televote - Vote Count], Execution Started by User ID: SPAMark at 11 Jan 2005 12:42:35 GMT
11 Jan 2005 11:40:23 GMT		SPAMark	Informational	3504	Report: [Televote - Vote Count], Execution Started by User ID: SPAMark at 11 Jan 2005 11:40:23 GMT
11 Jan 2005 11:13:13 GMT		SPAMark	Informational	3504	Report: [Televote - Multiple Vote Screening], Execution Started by User ID: SPAMark at 11 Jan 2005 11:13:13 GMT

Print | Back | Download as SpreadSheet

Fig. 12.66 Audit Log - Platform report

Click **Print** to print the report.

Click **Back** to return to the report filtering screen in **Fig. 12.64**.

Click Download as Spreadsheet to download the data in spreadsheet format, which is described in **“Export to Spreadsheet”.**

12.5.3 Session capacity – Utilisation snapshot by service

Session Capacity - Utilisation Snapshot by Service provides information to show a break down of actual session allocation to a specific service within a defined time period.

1. To access this report follow the procedures described in '**Accessing the Reports**'.

2. Once the reports have been accessed, the **Session Capacity - Utilisation Snapshot by Service** page in **Fig. 12.67** is displayed where the report filters are applied.

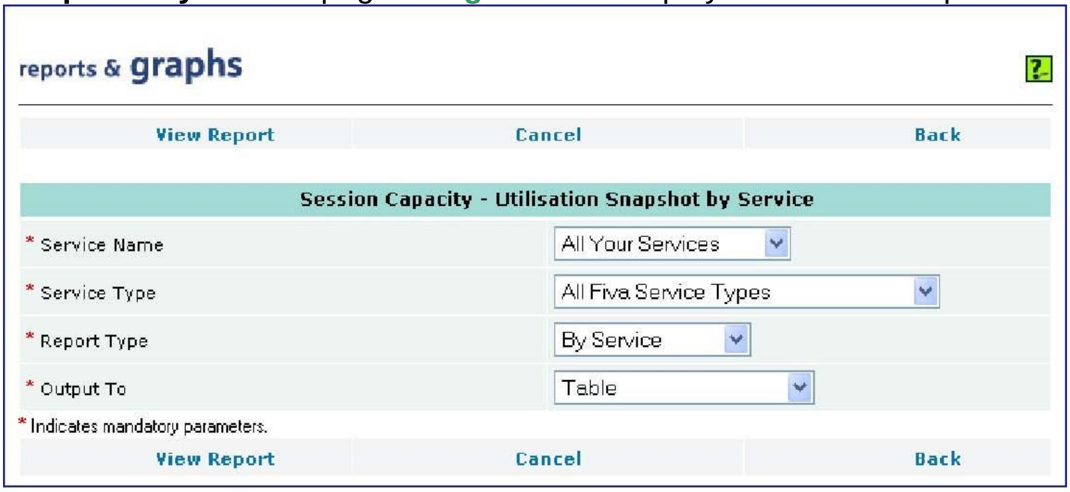


Fig. 12.67 Session capacity – utilisation snapshot by service – filter screen

3. Select the report filter parameters ensuring that all mandatory (*) parameters are selected. The available report filters are:

- * Service Name (select a specific service or All Your Services)
- * Service Type (All V&DC Service Types (default), All FIVA Service Types, FIVA - Without Call Distribution, FIVA - With Call Distribution, Message Link 2) •
- * Report Type (By Service or By Service Type)

4. Select one of the following outputs:

- Table
- Export to Spreadsheet

Click on **View Report** to display the report data. While the report is building, the screen will display the **Building Report**... page illustrated in **Fig. 12.68**.

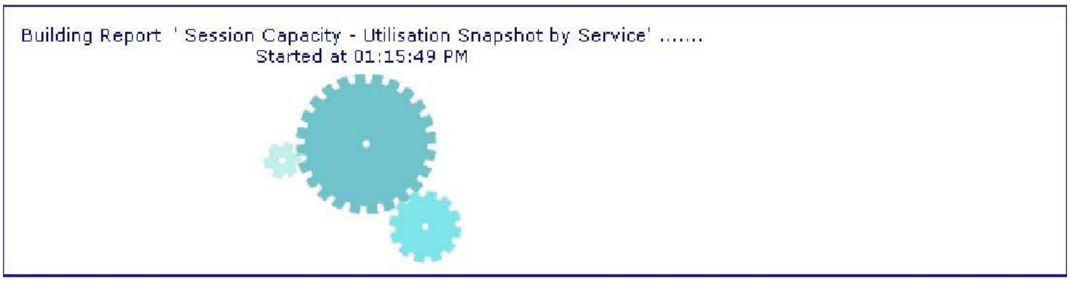


Fig.12.68 Building the Session Capacity – utilisation snapshot by service report

Alternatively: Click **Cancel** to reset the filters to their default settings.

The output for the **Session Capacity - Utilisation Snapshot by Service** report illustrated in **Fig. 12.69** is the Table format.

reports & graphs

Print	Back	Download as SpreadSheet

Session Capacity - Utilisation Snapshot by Service at 09 Mar 2006 17:28:24 GMT

All Your Services All Fiva Service Types

00000030-FIVA - With Call Distribution

ServiceID	Name	Service Provider	Storage	Used	% Storage Used
69935	Lucky Winner	A Service Provider	100	0	0%

00000031-FIVA - Without Call Distribution

ServiceID	Name	Service Provider	Storage	Used	% Storage Used
69886	Charity Event	A Service Provider	3000	0	0%
69899	TV Quiz	A Service Provider	1000	12	1%
70414	Project X	A Service Provider	1000	0	0%
70427	MH - Test Service	A Service Provider	100	0	0%

00000033-FIVA Debug - Without Call Distribution

ServiceID	Name	Service Provider	Storage	Used	% Storage Used
69887	Televote Service	A Service Provider	1000	0	0%
Total			**6200**	**12**	**0%**

Print	Back	Download as SpreadSheet

Fig.12.69: Session capacity – utilisation snapshot by service report

Session Capacity - Utilisation Snapshot by Service Output parameters	
Column Heading	Description
Storage Used	The number of sessions specified for the Session Storage Limit. The actual number of sessions created.
% Storage Used	The number of sessions created as a percentage of the Session Storage Limit

Click **Print** to print the report.

Click **Back** to return to the report filtering screen in **Fig. 12.67.**

Click **Download as Spreadsheet** to download the data in spreadsheet format.

12.5.4 Traffic Analysis - Busy Period Traffic

Traffic Analysis - Busy Period Traffic lists the total number of calls, the total time of the calls and the total hourly time of the calls, in fixed granularity 15 minute segments, within a configurable period of time.

1. To access this report follow the procedures described in **"Accessing the Platform Reports".**

2. The **Traffic Analysis - Busy Period Traffic** page in **Fig. 12.70** is displayed where the report filters are applied.

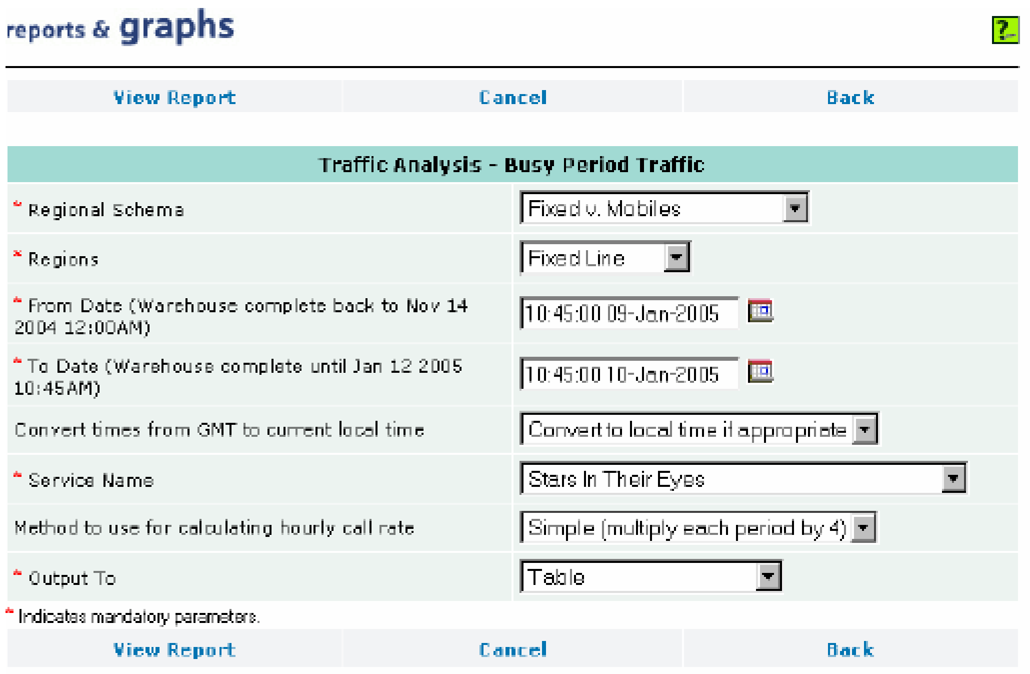


Fig. 12.70 Traffic Analysis - Busy Period Traffic - Filter screen

3. Select the report filter parameters ensuring that all mandatory (*) parameters are selected.

The available report filters are:

- * Regional Schema
- * Regions
- * From Date
- * To Date
- LOCAL/GMT Time Conversion
- * Service Name
- Hourly Call Calculating Method

For instructions on how to use the report filters, refer to **"Filtering Conventions"**

4. Select one of the following outputs:

- Table (see "**Output to Table**")
- Export to Spreadsheet (see "**Export to Spreadsheet**")
- Bar Chart (see "**Output to Bar Chart**")

5. Click on **View Report** to display the report data. While the report is building, the screen will display the **Building Report ...** page illustrated in **Fig. 12.71** below.

Alternatively: Click Cancel to reset the filters to their default settings

Clicking Back returns you to the "**Platform Reports menu**".

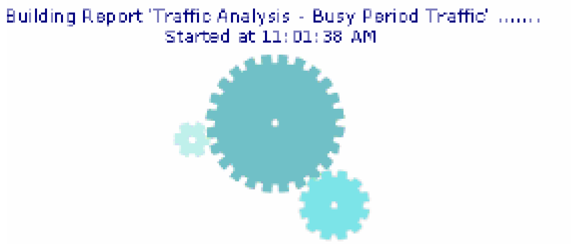


Fig. 12.71 Building the Traffic Analysis - Busy Period Traffic report

Note: The recommended output for the **Traffic Analysis - Busy Period Traffic** report is the Table format as illustrated in **Fig. 12.72**.

reports & **graphs**

Print | Back | Download as SpreadSheet

Traffic Analysis - Busy Period Traffic

For the period 09 Jan 2005 10:45:00 GMT to 10 Jan 2005 10:45:00 GMT Fixed Line

Fixed Line

For service : Stars In Their Eyes, and Answered Calls

Date & Time	Total Calls	Total Time	Hourly Total Time	
09 Jan 2005 10:45 - 0:00	3108	3:53:10	15:32:40	
09 Jan 2005 11:00 - 5:00	3085	3:53:30	15:34:00	
09 Jan 2005 11:15 - 0:00	3088	3:52:12	15:28:48	
09 Jan 2005 11:30 - 5:00	3090	3:52:38	15:30:32	
09 Jan 2005 11:45 - 0:00	3110	3:55:27	15:41:48	
09 Jan 2005 12:00 - 5:00	3068	3:51:28	15:25:52	
09 Jan 2005 12:15 - 0:00	3088	3:53:33	15:34:12	
09 Jan 2005 12:30 - 5:00	3114	3:53:10	15:32:40	
09 Jan 2005 12:45 - 0:00	3088	3:53:01	15:32:04	
09 Jan 2005 13:00 - 5:00	3092	3:53:21	15:33:24	
09 Jan 2005 13:15 - 0:00	3068	3:49:57	15:19:48	
09 Jan 2005 13:30 - 5:00	3089	3:53:26	15:33:44	
09 Jan 2005 13:45 - 0:00	3110	3:55:31	15:42:04	
09 Jan 2005 14:00 - 5:00	3093	3:53:23	15:33:32	

Fig. 12.72 Traffic Analysis - Busy Period Traffic report (extract)

Click **Print** to print the report.

Click **Back** to return to the report filtering screen in **Fig. 12.70**

Click Download as Spreadsheet to download the data in spreadsheet format, which is described in **"Export to Spreadsheet".**

12.5.5 User rights – access control privileges

This report summarises access control privileges of all users under your control.

1. To access this report follow the procedures described in **"Accessing the Platform Reports".**

2. The **User rights - Access control privileges** page in **Fig. 12.73** is displayed where the report filters are applied.

Fig. 12.73 User Rights - Access control privileges - Filter screen

3. Select the only available report filter parameter, which is mandatory (*):

- * User ID

For instructions on how to use the report filters refer to **"Filtering Conventions"**

4. Select one of the following outputs:

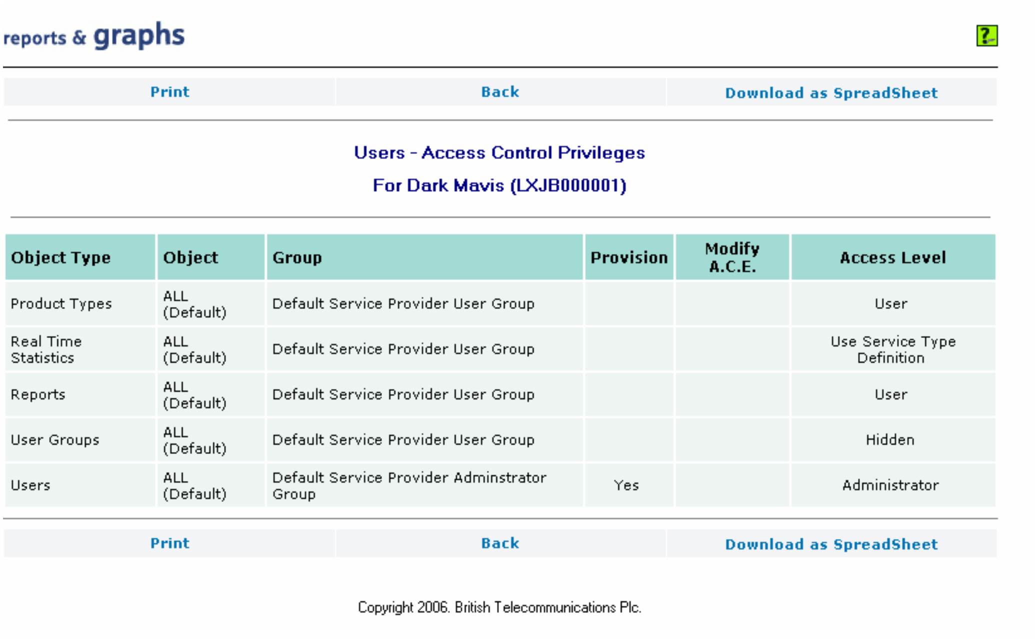
- Table (see "**Output to Table**")
- Export to Spreadsheet (see "**Export to Spreadsheet**")

5. Click on **View Report** to display the report data. While the report is building, the screen may display the **Building Report ...** page illustrated, but this may not be seen because the report is generally produced very quickly.

Alternatively: Click Cancel to reset the filters to their default settings

Clicking Back returns you to the "**Platform Reports menu**".

Note: The recommended output for the **User - Access Log** report is the Table format as illustrated in **Fig. 12.74**.



reports & graphs

Print	Back	Download as SpreadSheet

Users - Access Control Privileges
For Dark Mavis (LXJB000001)

Object Type	Object	Group	Provision	Modify A.C.E.	Access Level
Product Types	ALL (Default)	Default Service Provider User Group			User
Real Time Statistics	ALL (Default)	Default Service Provider User Group			Use Service Type Definition
Reports	ALL (Default)	Default Service Provider User Group			User
User Groups	ALL (Default)	Default Service Provider User Group			Hidden
Users	ALL (Default)	Default Service Provider Adminstrator Group	Yes		Administrator

Print	Back	Download as SpreadSheet

Copyright 2006. British Telecommunications Plc.

Fig. 12.74 User rights - access control privileges report

Click **Print** to print the report.

Click **Back** to return to the report filtering screen in **Fig. 12.73**.

Click Download as Spreadsheet to download the data in spreadsheet format, which is described in **“Export to Spreadsheet”.**

User - Access Log

User - Access Log details all login activity whether successful or unsuccessful.

1. To access this report follow the procedures described in **"Accessing the Platform Reports".**

2. The **Users - Access Log** page in **Fig. 12.75** is displayed where the report filters are applied.

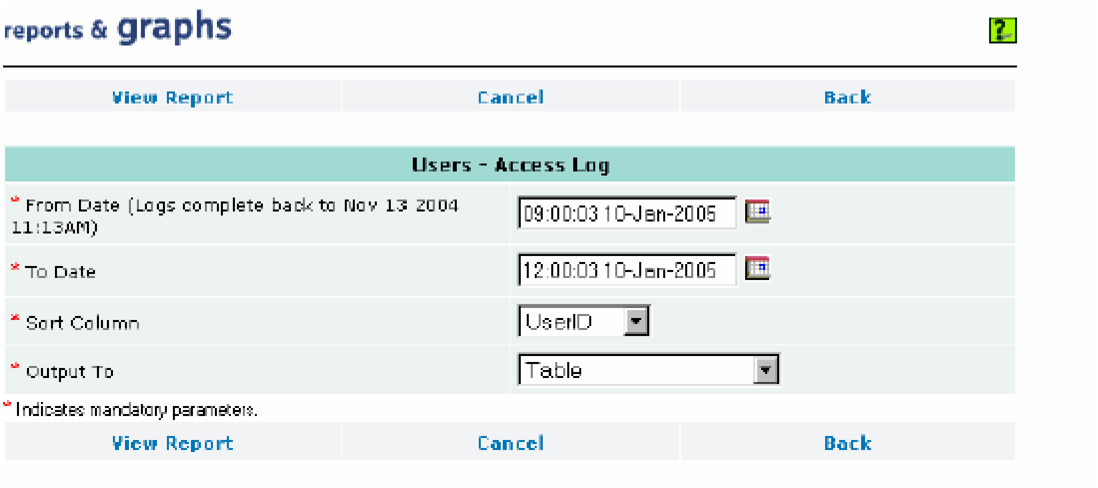


Fig. 12.75 User - Access Log - Filter screen

3. Select the report filter parameters ensuring that all mandatory (*) parameters are selected.

The available report filters are:

- * From Date
- * To Date
- * Sort Column (Audit Date or User ID)

For instructions on how to use the report filters refer to **"Filtering Conventions"**

4. Select one of the following outputs:

- Table (see "**Output to Table**")
- Export to Spreadsheet (see "**Export to Spreadsheet**")

5. Click on **View Report** to display the report data. While the report is building, the screen will display the **Building Report ...** page illustrated in **Fig. 12.76** below.

Alternatively: Click Cancel to reset the filters to their default settings

Clicking Back returns you to the "Platform Reports menu".

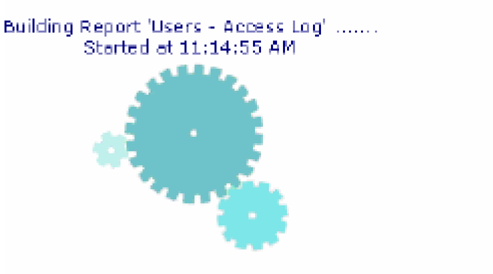
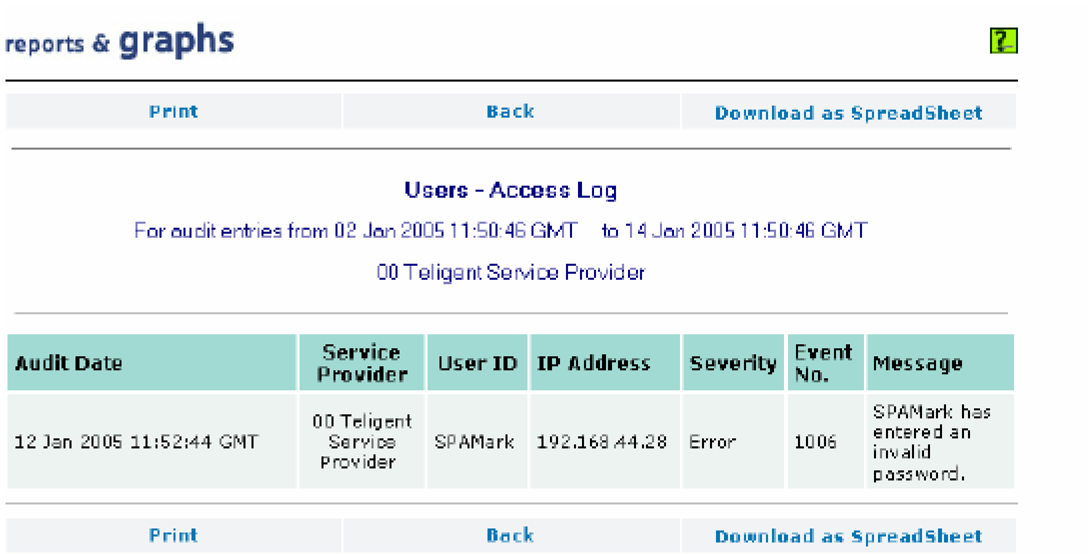


Fig. 12.76 Building the User - Access Log report

Note: The recommended output for the **User - Access Log** report is the Table format as illustrated in **Fig. 12.77**.



reports & graphs

Print | Back | Download as SpreadSheet

Users - Access Log

For audit entries from 02 Jan 2005 11:50:46 GMT to 14 Jan 2005 11:50:46 GMT

00 Teligent Service Provider

Audit Date	Service Provider	User ID	IP Address	Severity	Event No.	Message
12 Jan 2005 11:52:44 GMT	00 Teligent Service Provider	SPAMark	192.168.44.28	Error	1006	SPAMark has entered an invalid password.

Print | Back | Download as SpreadSheet

Fig. 12.77 User - Access Log report

Click **Print** to print the report.

Click **Back** to return to the report filtering screen in **Fig. 12.75**.

Click Download as Spreadsheet to download the data in spreadsheet format, which is described in **"Export to Spreadsheet".**

13 TALK TO US

13.1 Introduction

This facility provides the user with a utility to send feedback to the BT service Centre. These messages will be dealt with but will never receive the urgent attention reserved for fault reports. Do not use this facility to report service problems.

13.2 Accessing the Report

1. From the Navigation Menu click **TALK TO US**.

   The **talk to us** screen in **Fig. 13.1** is displayed.

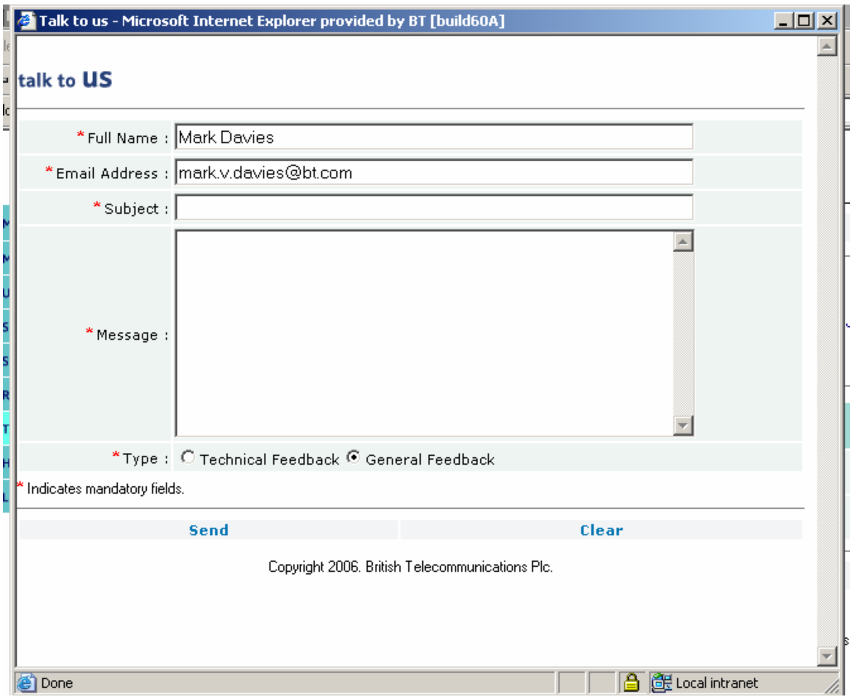


Fig. 13.1 Talk to us screen

2. Enter your message or request ensuring that all mandatory (*) information is completed.

The following information is required:

Field Name	Description
* Full Name	Automatically completed
* Email Address	Automatically completed
* Subject	A meaningful title to give your message or request
* Message	Details of your message or request
* Type	Click the appropriate radio button to indicate whether your communication is of a Technical or General nature

Table 13.1: required input information.

When you have completed writing your communication:

3. Click **Send**. A confirmation dialogue box, illustrated in Fig. 13.2 is displayed.

Alternatively, click **Clear**. A confirmation dialogue box, illustrated in Fig. 13.3 is displayed. Clicking **OK** will clear the **Subject** and **Message** text boxes.

Fig. 13.2 Send message confirmation dialogue box

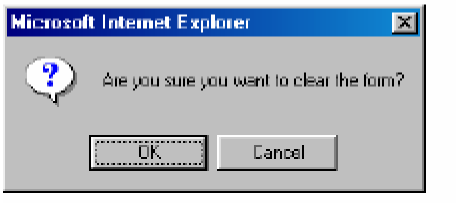


Fig. 13.3 Clear message confirmation dialogue box

4. To send the message, click **OK**. As illustrated in Fig. 13.4, confirmation that your message has been sent, is displayed to the screen.

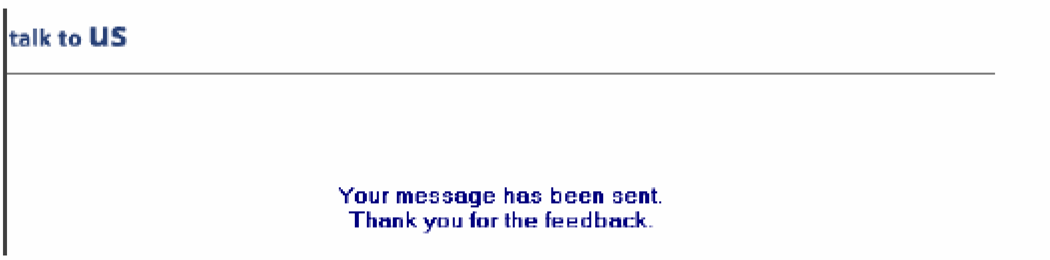


Fig. 13.4 Message sent

Your communication will be emailed to the appropriate Super User responsible for your services.

To close the **talk to us** window, click in the top right hand corner of the window.

14 FAULT REPAIR AND OUT OF HOURS ASSISTANCE

All faults with the service must be reported to 0800 110011 (option 1) where the service repair team are available at all times to deal with your problem. You should not use this team to fix problems which are under your own control e.g. password re-sets or to request announcement update.

Dedicated out of hours support can be made available at a cost and this must be negotiated well in advance of the event. This can be arranged via your account team.

15 APPENDICES

15.1 Appendix A - Introduction to Microsoft Sound Recorder

In order to customise service announcements, the user must first record the required announcements using a sound recorder utility. Announcements must also be recorded in the correct file format for deployment to the service nodes.

Microsoft Sound Recorder allows users to record announcements for upload to the RIDE Web Interface. The various features of sound recorder are shown in **Fig. 14.1**.

Microsoft Sound Recorder is opened by opening the **Start menu**, choosing **All Programs-> Accessories** -> **Entertainment**, and then clicking **Sound Recorder**.

Fig. 14.1 Recording Announcements - Microsoft Sound Recorder

Record - Starts recording from the selected input source (refer to paragraph **14.1.1**).

Play - Replays the recording from the selected position.

Stop - Halts the playback of recordings.

Seek-to-End - Jumps to the end of a recording.

Seek-to-Start - Returns to the beginning of a recording.

Position - Displays the position of the slider within the recording duration.

Length - Displays the total length of the recording.

Waveform Display - Displays a graphical representation of the recorded sound wave.

Slider - Allows the user to jump to any point in a recording. Hold the left mouse-button down on the slider and drag it to the required position.

15.1.1 Selecting an Input Source

Before a recording can be made an audio input device must be selected to provide an audio source.

1. Click on the Start menu, and choose All Programs-> Accessories -> Entertainment, and then click Volume Control.

This opens the **Volume Control** window similar to that shown in **Fig. 14.2**.

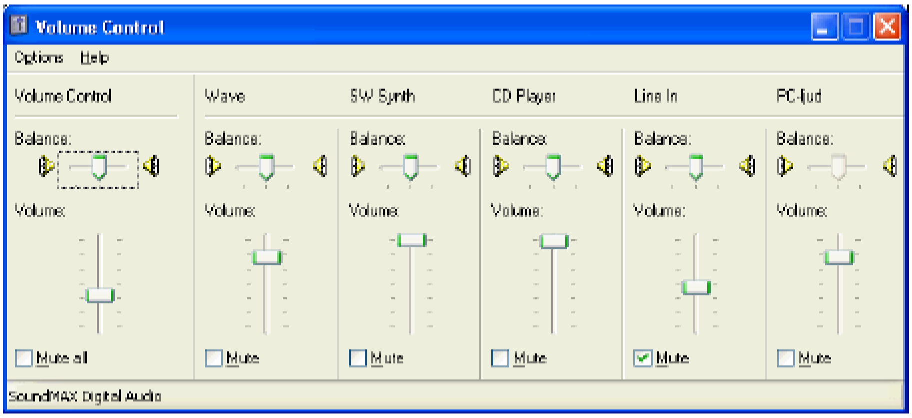


Fig. 14.2 Selecting an Input Source - Master Volume Control

2. Select **Properties** from the ‘Options’ menu.

The **Properties** window will be displayed (**Fig. 14.3**).

3. Click on the radio button labelled **Recording** and ensure that the appropriate checkbox is selected for the required input source.

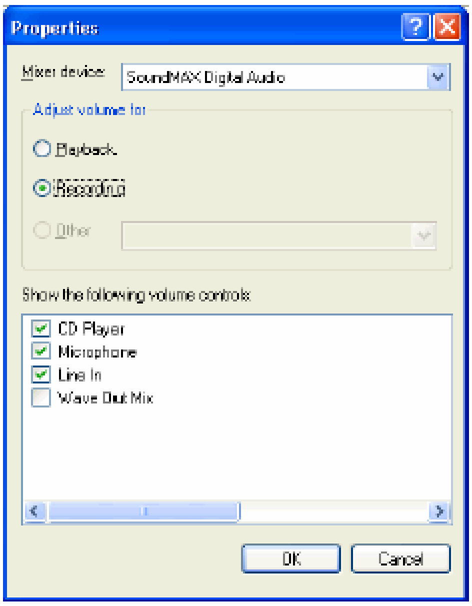


Fig. 14.3 Selecting an Input Source - Master Volume Control Properties

4. Once this has been completed, click on **OK** to close the window and show the recording controls for the selected input source(s).

Fig. 14.3 shows that the following input sources were selected: 'CD Player', 'Microphone' and 'Line In'. Hence, the volume controls displayed in the **Recording Control** window are those shown in Fig. 14.4.

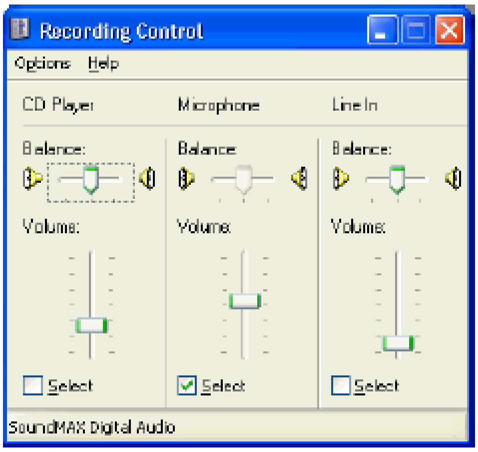


Fig. 14.4 Selecting an Input Source - Recording Controls

5. Tick the checkbox for the intended **input source**. If the intended input source is a microphone, selecting the microphone checkbox has the effect of de-selecting all others.

6. Close the **Recording Control** window. Microsoft Sound Recorder will now use the selected input device.

15.1.2 Making a Recording

To make a new recording you must first select an audio input device (paragraph 14.1.1). Once a device has been selected as the audio source, configure Sound Recorder to record in the required file format.

1. Open the Sound Recorder, as described in paragraph 14.1, select **Properties** from the 'File' menu. The **Properties for Sound** window shown in Fig. 14.5 will be displayed.

2. Select **Recording formats** from the drop-down list and click on **Convert Now…** to open the **Sound Selection** window (Fig. 14.6).

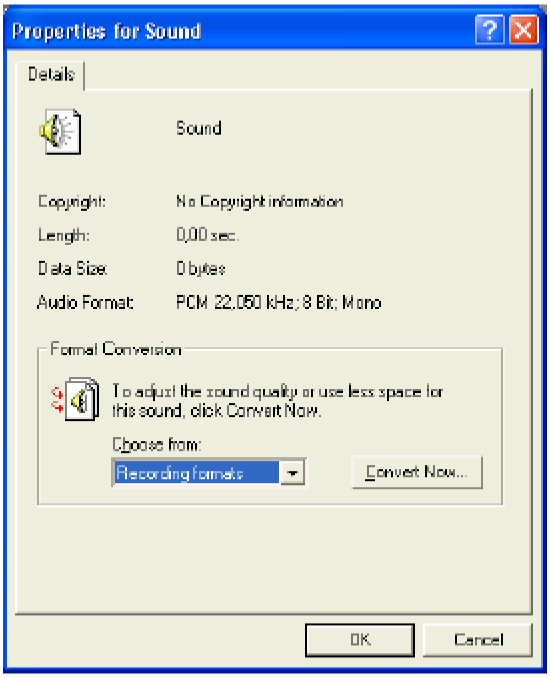


Fig. 14.5 Making a Recording - Microsoft Sound Recorder Properties

3. Select **CCITT A-Law** from the ‘Format’ drop-down list.

4. Select **8.000kHz, 8 Bit, Mono - 7kb/sec** from the ‘Attributes’ drop-down list.

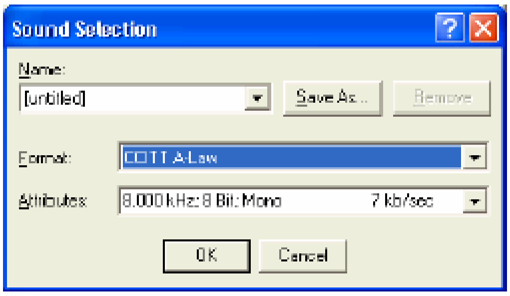


Fig. 14.6 Making a Recording - Announcement File Format

5. Click on **OK** to update the recording format and close the **Sound Selection** window.

6. Now click on **OK** to exit from the **Properties for Sound** window.

Any recordings made using Sound Recorder will now record and save files in the correct file format.

To make a recording:

1. Open the Sound Recorder, as described in paragraph 14.1.
2. Choose **New** from the **File** menu.
3. To start recording, click on the **Record** button.
4. To stop recording at any time, click the **Stop** button.
5. To play the new recording, click on the **Play** button.
6. Choose **Save** from the **File** menu.

7. Assign a **file name** and **location** for the new sound file.

Refer to paragraph **14.1.8** for details of announcement file calibration.

15.1.3 Modifying Recordings

Once a recording has been made, it can then be modified in the following ways:

The recording may added to an existing recording (refer to paragraph **14.1.4**).

Portions of the recording may be over-written (refer to paragraph **14.1.5**).

The recording may be discarded (refer to paragraph **14.1.6**).

Portions of the recording may be deleted (refer to paragraph **14.1.7**).

15.1.4 Adding to an Existing Recording

Existing recordings may be added to by using Microsoft Sound Recorder.

1. Unless the file to be added to is already open in Sound Recorder, choose **Open** from the 'File' menu. This displays the **Open File** window. Locate the file to be modified and click once on the file name. Now click on **Open** to open the file in Sound Recorder. Follow the steps detailed below:

2. Click on the **Seek-to-end** button.

3. Prepare the audio to be recorded and click the **Record** button.

4. To stop recording, click the **Stop** button.

5. The new recording is added to the end of the original.

6. To review the new extended recording, click on the **Play** button.

7. To undo any changes to an unsaved recording, choose **Revert** from the 'File' menu and click **OK** to confirm the restoration to the original recording.

Note: When a file is saved, no changes can be undone.

8. To continue to add to the recording, repeat steps 2-4.

9. Choose **Save** from the 'File' menu to save the changes under the current file name.

Alternatively, choose **Save As** from the 'File' menu to save the modified recording as a new file. Assign a file name and location for the new sound file.

15.1.5 Over-writing Recordings

If required, an existing recording may be over-written - either entirely or in part.

1. Unless the file to be over-written is already open in Sound Recorder, choose **Open** from the 'File' menu. This displays the **Open File** window. Locate the file to be modified and click once on the file name. Now click on the button labelled **Open** to open the file in Sound Recorder. Follow the steps detailed below:

2. Use the slider to locate the position from which the recording will be over-written.

3. Prepare the audio to be recorded and click the **Record** button.

4. To stop recording, click the **Stop** button.

5. The new recording over-writes the remainder of the original.

6. To review the new recording, click the **Play** button.

7. To undo any changes to an unsaved recording, choose **Revert** from the 'File' menu and click **OK** to confirm the restoration to the original recording.

Note: When a file is saved, no changes can be undone.

8. Choose **Save** from the 'File' menu to save the change under the current file name.

Alternatively, choose **Save As** from the 'File' menu to save the modified recording as a new file. Assign a file name and location for the new sound file.

15.1.6 Discard a Recording

Recordings may be discarded completely with any of the following procedures.

- Choose **New** from the 'File' menu and select **No** when prompted to save any changes.
- Click the Seek-to-end button, and then choose Delete Before Current Position from the 'Edit' menu. Click **OK** to confirm the dialogue prompt.
- Click the Seek-to-start button, and then choose Delete After Current Position from the 'Edit' menu. Click **OK** to confirm the dialogue prompt.

15.1.7 Delete Portions of a Recording

Specific portions of a recording may be deleted in Microsoft Sound Recorder. Recordings can be deleted. Follow the procedure outlined below.

1. Move the slider to the position where the deletion should start (or end).

2. Choose either **Delete Before Current Position** (i.e. delete the entire recording from zero seconds up to the position of the slider) or **Delete After Current Position** (i.e. delete the entire recording from the position of the slider up to the end of recording) from the 'Edit' menu.

3. To undo any changes to an unsaved recording, choose **Revert** from the 'File' menu and click **OK** to confirm the restoration to the original recording.

Note: When a file is saved, no changes can be undone.

4. Choose **Save** from the 'File' menu to save the change under the current file name.

Alternatively, choose **Save As** from the 'File' menu to save the modified recording as a new file. Assign a file name and location for the new sound file.

15.1.8 Announcement Calibration

The recommended method for calibrating recordings is based on using the human ear to compare a test recording with a calibration recording, which is available for download from the RIDE platform.

The following procedure should be used in order to properly calibrate a recording:

1. Use Sound Recorder to make a test recording by following the steps detailed in paragraph **14.1.2 'Making a Recording'**.

2. Use Sound Recorder to alternately play back first the test recording and then the calibration file.

3. Based on the comparison between the two files, adjust the recording volume of the selected input device (refer to paragraph **14.1.1**) and then re-record the test recording.

4. Continue until there is no noticeable difference between the calibration recording and the test recording.

Once the recording volume/level is set correctly and the microphone is set the same distance from the mouth, each recording should be at an acceptable level. However each recording should be checked using the steps above to confirm the level and to check for hiss, hum, crackles, pops etc.

Tips:

- Do not speak louder or quieter to adjust the recording volume - use the recording volume control (see paragraph **14.1.1**).
- Avoid rooms with air-conditioning or fans that produce sub-sonic noise that can become audible when recorded.
- To play back the calibration file and the test recording, open two instances of Microsoft Sound Recorder.

16 GLOSSARY AND ABBREVIATIONS

Acronym	Expansion
ASCII	American Standard Code for Information Interchange
BHCA	Busy Hour Call Attempts
BT	British Telecom
CDR	Call Data Record
CPM	Calls per Minute
CLI	Calling Line Identity
CSV	Comma separated values
DDI	Direct Dial In
DISP	Distributed Services Intelligent Platform
DTD	Document Type Definition
DTMF	Dual Tone Multi Frequency
EN	End Node
FN	Function Node
GIF	Graphics Interchange Format
GMT	Greenwich Mean Time
GUI	General User Interface
HTML	Hypertext Mark Up Language
HTTPS	Secure Hypertext Transfer Protocol
ICSTIS	Independent Committee for the Supervision of Telephone Information Standards
ID	Identifier
IMS	Intelligent Media Server
IP	Internet Protocol
IPS	Intelligent Programmable Switch
JPEG	Joint Photographic Experts Group
MEM	Mediation Element Manager
MSS	Master Statistics Summariser
NIP	Network Intelligent Platform
ODBC	Open DataBase Connectivity
PC	Personal Computer
PIN	Personal Identification Number
PIUR	Product Independent Usage Record

Acronym	Expansion
PSTN	Public Switched Telephone Network
RAM	Random Access Memory
RDL	Remote Download
RIDE	Recorded Information Distribution Equipment
RTS	Real Time Statistics
RUD	Remote Update
SACI	Service Application Configuration Interface
SCPU	Statistics Collection and Processing Unit
SCU	System Control Unit
SDW	Statistics Data Warehouse
SIV	Session Index Variable
SMD	Service Management Database
SMU	Service Management Unit
SN	Start Node
SP	Service Provider
SPA	Service Provider Administrator
SPU	Service Provider User
SS7	Signalling System No. 7
TIS	Telephone Information Services
VoIP	Voice over Internet Protocol
V&DC	Voice and Data Capture
WAV	Windows Audio File Format
XML	Extensible Markup Language