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## IS Smart Paging Report

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Smart Paging		Print Date: Tuesday, April 01, 2014:18:03AM									
Shows Smart Paging activity for clients within a date range. Includes a parameter to show or suppress details. Includes the ability to search on Paged Desc.		[Paging Status Counts]				[Contact methods Counts]					
		Success	Errors	No Contact	Un-Available	Emails	SMS	MSM	TAP	WTCP	SNPP
Client Numb	Name	8	0	1	0	5	0	4	0	0	0
2890	MMCNet										
Monday, March 3											
Call Start	Dur [sec]	Lookup Desc	Paged Desc	Status	Contact Type	To	Page Status	Callback			
12:24 pm	12	Andrea Ward, Physician	Andrea Ward, Physician	In Office	Email	award@mmcnet.org	Success	7115551212			
12:24 pm	20	Andrea Ward, Physician	Andrea Ward, Physician	In Office	Email	award@mmcnet.org	Success	7115550008			
Tuesday, March 4											
Call Start	Dur [sec]	Lookup Desc	Paged Desc	Status	Contact Type	To	Page Status	Callback			
4:21 pm	25	Andrea Ward, Physician	Andrea Ward, Physician	In Office	Email	award@mmcnet.org	Success	7115551212			
Friday, March 7											
Call Start	Dur [sec]	Lookup Desc	Paged Desc	Status	Contact Type	To	Page Status	Callback			
12:16 pm	10	Andrea Ward, Physician	Andrea Ward, Physician	In Office	Email	award@mmcnet.org	Success	7115550154			
Monday, March 10											
Call Start	Dur [sec]	Lookup Desc	Paged Desc	Status	Contact Type	To	Page Status	Callback			
4:18 pm	35	Daniel Anderson, Technician	Daniel Anderson, Technician	In Office	Email		NoContact	7115559443			
Error: Could not find email contact (0) for listing(37) Daniel Anderson, Technician											
Tuesday, March 11											
Call Start	Dur [sec]	Lookup Desc	Paged Desc	Status	Contact Type	To	Page Status	Callback			
2:57 pm	25	Ryan Sauter, Physician	Ryan Sauter, Physician	In Office	MSM	rsauter	Success	7115559443			

The Intelligent Series (IS) Smart Paging Report provides a log and counts of pages sent using the IS Smart Paging feature.

The IS Smart Paging feature is a call behavior of the optional Voice Services platform. The IS Smart Paging feature enables callers to initiate sending a message to a contact in the IS Directory based on the contact's current status and contact order.

The IS – Smart Paging Report displays a tally of paging statuses including success, error, no Contact Method, and Unavailable. It also includes a count of the number of Email, SMS (Short Message Service), MSM (miSecureMessages), TAP (Telocator Alphanumeric Protocol), WTCP (Wireless Communications Transfer Protocol), and SNPP (Simple Network Paging Protocol) pages sent using the Smart Paging feature.

The Show Details parameter determines whether the report displays the details of each page sent. If the Show Details parameter is set to “True,” the date and time of the call, duration of the call, type of Contact Method, address or phone number, and status of each page is provided. The details also include the Description of the lookup person and paged person (they should match), the status of the paged person, and the callback number.

The report includes a search parameter to filter the report to show only pages sent to contacts with Listing Descriptions that contain the search text.

## IS – Smart Paging Parameters

Parameter	Description
<b>Start Date</b>	Specify the start of the date and time range to include in the report.
<b>End Date</b>	Specify the end of the date and time range to include in the report.
<b>Start Client</b>	Specify the start of the client account number range to include in the report.
<b>End Client</b>	Specify the end of the client account number range to include in the report.
<b>Show Details</b>	Set this parameter to “True” to display details about each page in addition to the counts. Set this parameter to “False” to display only the counts.
<b>Search</b>	Specify the text to search for in the paged contacts’ Descriptions. Only pages sent to contacts with Listing Descriptions that contain the search text will be included in the report. To include all contacts, leave this parameter blank.

## IS – Smart Paging Data Fields

Data Field	Description
<b>Client Numb</b>	The report is grouped by client number.
<b>Name</b>	The Client Name for this client
<b>[Paging Status Counts]</b>	The paging counts for this client
<b>Success</b>	The number of Smart Paging pages that were sent that have a page status of “Success.”
<b>Errors</b>	The number of Smart Paging pages that have a page status of “Error”
<b>No Contact</b>	The number of Smart Paging pages that have a page status of “No Contact” indicating a Contact Method was not found.
<b>Un-Available</b>	The number of Smart Paging pages that were not sent due to a status of “Unavailable”
<b>[Contact Methods Counts]</b>	The Contact Method counts for this client

<b>Data Field</b>	<b>Description</b>
<b>Email</b>	The number of Smart Paging pages attempted using Email Contact Methods.
<b>SMS</b>	The number of Smart Paging pages attempted using SMS (Short Message Service) Contact Methods
<b>MSM</b>	The number of Smart Paging pages attempted using MSM (miSecureMessages) Contact Methods.
<b>TAP</b>	The number of Smart Paging pages attempted using TAP (Telocator Alphanumeric Protocol) Contact Methods.
<b>WCTP</b>	The number of Smart Paging pages attempted using WCTP (Wireless Communications Transfer Protocol) Contact Methods.
<b>SNPP</b>	The number of Smart Paging pages attempted using SNPP (Simple Network Paging Protocol) Contact Methods.  If the Show Details parameter is set to “True,” the details about each page are displayed and grouped by date
<b>Call Start</b>	The time the call that initiated the smart page was answered
<b>Dur [sec]</b>	The duration of the call in seconds
<b>Lookup Desc</b>	The Listing Description of the contact that the caller selected
<b>Paged Desc</b>	The Listing Description of the contact that was paged. This value should match the value of the Lookup Desc.
<b>Status</b>	The IS Status of the paged contact
<b>Contact Type</b>	The type of Contact Method selected
<b>To</b>	The e-mail address, miSecureMessages username, telephone number, or Device ID of the selected Contact Method
<b>Page Status</b>	The status of the Smart Paging page. Possible values are: <ul style="list-style-type: none"> <li>• Success: The page was sent successfully.</li> <li>• Error: An error occurred during the page.</li> <li>• No Contact: No Contact Method was found that matched the Smart Paging settings.</li> <li>• Un-Available: The contact could not be notified because the contact’s IS Status was set to “Unavailable.”</li> </ul>
<b>Callback</b>	The callback number provided by the caller
<b>Error</b>	Information about why the page failed if the page was not successful
<b>Totals</b>	The totals of Paging Status Counts and Contact Method Counts for all clients included in the report

**Requirements:**

- IS Server 4.1.4983.18588 or later
- IS Supervisor 4.1.4924.5 or later
- IS Smart Paging
- IS Messaging
- IS Directories
- SQL Server 2008 R2 Standard Edition or later
- 64-bit Microsoft Windows Server 2008 R2 or later
- IS Voice Services Linux Server (Debian operating system is installed by Amtelco)
- Crystal Reports 2008
- Infinity Telephone Agent 5.60.4924.07 or later (optional)
- Soft Agent 4.1.4924.03 or later (optional)
- IS Web Scripting 4.1.4924.0 or later (optional)
- IS Web 4.1.4924.2 or later (optional)

**Amtelco Part Number:** 268A000

