MagIC Job Aid – Advanced Functions

MagIC 4.0

To Use the Filter Wizard:

MagIC allows you to search for and filter call records based on very specific criteria captured by the MAGIC system. The function used is called the **Filter Wizard.**

1. From the **MagIC Toolbar**, click once on the **Filter Wizard** drop down list and choose **<New Filter>** from the available list.
   A date range must be chosen prior to accessing the Filter Wizard. Otherwise, the system is programmed to use "Last Hour" as its default time frame.
2. With the **Filter Wizard** dialog box open, click once on any of the named **tabs** (Call, Events, Agents, Consoles, Trunks & Lines, Conf & Xfer Buttons, ALI – *Seen in Figure 1*) to program your criteria search options.
   Call records displaying in the Call Data window will be filtered to only display those matching your chosen criteria.
3. When all chosen search criteria has been specified for <u>one tab</u>, you may choose to:
   a. Apply the criteria to the Call Data window by click once on **Apply**.
      *By clicking **Apply**, the criteria is applied to the calls records. However, the Filter Wizard dialog box remains open.*
   b. Set up another tab with additional criteria by clicking once on any other tab.
      When using two tabs to filter call records, the criteria on each tab is applied in an "And" format. For example: If the Call tab had "Abandoned" chosen and the Trunk & Lines tab had only your "Wireline" trunks chosen, the Filter Wizard would only return call records that were <u>WIRELINE, ABANDONED</u> calls (and therefore no wireless will be visible).
4. When all chosen search criteria has been specified, click once on **OK** or **Apply.**
   Both OK and Apply will filter the information and display only matching call records. However, by clicking only OK, it will also close the Filter Wizard dialog box when it is finished filtering.

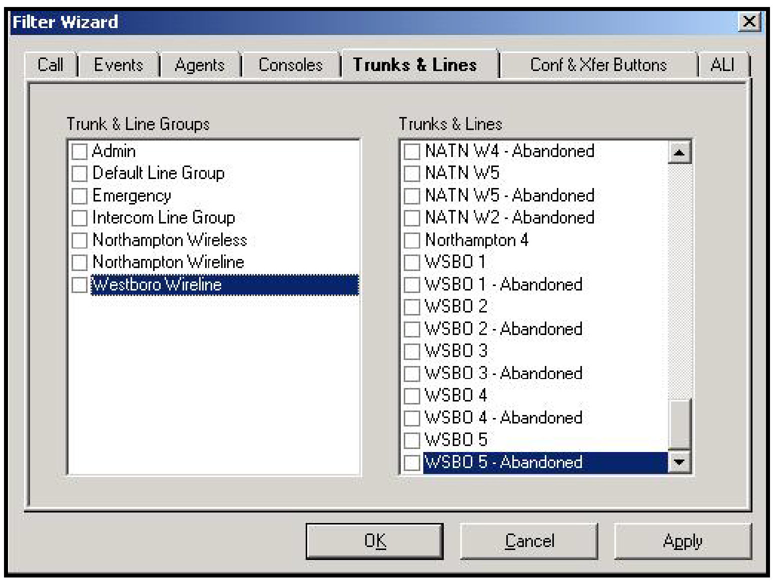

Figure 1

Filter Wizard: Call Tab

The **Call** tab can be used to search for call records matching specific <u>call</u> criteria. *Examples include:* Calls based on specific ANI (exchange of phone number, etc), ALI (street names, etc), TTY (conversation with caller, test calls, etc), Call types (All, Inbound, Outbound, Abandoned), or Duration of call, defined and entered by user in seconds or military time, (>= greater than, equal to; <= less than, equal to; = equal to; > greater than; < less than).

Filter Wizard: Events Tab

The **Events** tab can be used to search for call records matching specific <u>event</u> criteria. *Examples include:* Calls based on specific Setup time, Ring time, Talk time, Hold time, Transfer time, and Teardown time. Each call event must have a specified operator to be applied by (>= greater than, equal to; <= less than, equal to; = equal to; > greater than; < less than) and a duration (defined and entered in seconds or military time).

Filter Wizard: Agents Tab

The **Agents** tab can be used search for call records answered by specific <u>agent</u>. *Examples include:* Calls handled by a specific Agent Groups (Call takers, Dispatchers, etc depending on PSAP setup) or specific Agents (bsmith, Training09, etc as defined by VESTA).*

Filter Wizard: Consoles Tab

The **Consoles** tab can be used search for call records handled on a specific <u>console.</u> *Examples include:* Calls handled by a Console Group or specific Console (Console 2205, as defined by VESTA).*

Filter Wizard: Trunk & Lines Tab

The **Trunk & Lines** tab can be used search for call records which were received on a specific <u>trunk or line</u>. *Examples include:* Calls delivered through a Trunk & Line Group of specific tandem (Westboro Wireline, Northampton Wireline, Medfield Wireline, Wakefield Wireline) or a specific line (2WAY, 1WAY, WSBO 1, etc).*

Filter Wizard: Conf & Xfer Buttons Tab

The **Conf & Xfer Buttons** tab can be used search for call records conferenced or transferred to a specific <u>button</u>. *Examples include:* Calls received and transferred to a single button transfer key (Fire, EMS, etc as defined by VESTA) or through a list (PSAP Directory, Towing, ALS Units, etc as defined by VESTA). Buttons are defined by group or individually listed.*

Filter Wizard: ALI Tab

The **ALI** tab can be used search for call records based on specific fields within the <u>ALI screen</u>. *Examples include:* Calls defined by specific ALI fields (Class of Service, Calling Party Number, Company ID, Customer Name, House Number, Street Name, Municipality, State, ESN, Longitude, Latitude, COF, COP, Responder Agencies – law enforcement, fire, medical). See **"To Apply an ANI Filter"** for more details.

****PLEASE NOTE:*** When a "Group" is selected under a specific tab, the Filter Wizard automatically selects all individual listings defined within the group. When selecting an individual listing, click once on the chosen name(s) to select. Selected listing are marked with a checkmark ☑.

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To Apply an ALI Filter from ALI tab:

1. With the **Filter Wizard** dialog box open, click once on the **ALI** tab.

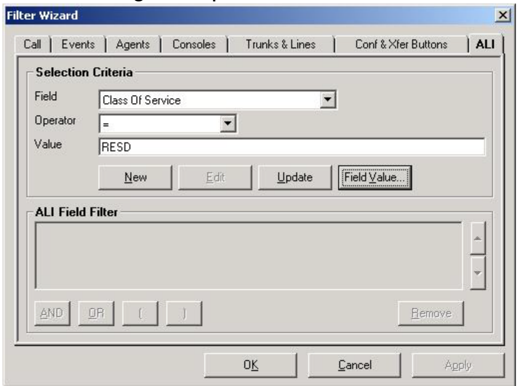

Figure 2

2. Click once on the **New** [New] button *(Figure 2)*.
   The Field, Operator and Value fields will now be available for data entry.
3. From the **Field** drop down list, choose the field within the ALI display window you would like to search by.
4. From the **Operator** drop down list, select the operator to apply to the search (>= greater than, equal to; <= less than, equal to; = equal to; > greater than; < less than; LIKE; NOT LIKE). You typically will be using (**=**) for ALI fields.
5. Within the **Value** field, type the criteria (value) to be used for this search *OR* use the **Field Value button** [Field Value...] to select the search criteria from the default list.
   For example: If the field chosen is Class for Service, your Field Value button will display a list of all Class of Service types received on calls into your PSAP (possibly RESD, BUSN, WPH1, etc.)
6. Once the Selection Criteria has been defined, click once on **Update** [Update] to add the criteria to the **ALI Field Filter** box.
7. When all chosen ALI Field Filter criteria is correctly listed in the **ALI Field Filter** box, click once on **OK** or **Apply** to apply the filter to the Call Data window.
8. To **add** additional Selection Criteria to your ALI Field Filter list, follow **steps 2 to 6** listed above.
9. To **edit** any defined Selection Criteria in your ALI Field Filter, highlight the chosen criteria from the ALI Field Filter list and click once on the **Edit** button.
10. To **remove** any Selection Criteria from your ALI Filter Field, highlight the chosen criteria from the ALI Field Filter list and click once on the **Remove** button.

You must be logged into MagIC 4.0 as a **Supervisor** to perform the following functions.
Username: Supervisor ***Password: PSAPAdmin***

The Agent login will not allow you to perform the operations below.
Username: Agent ***Password: Agent***

To Clear/Remove an Applied Filter:

1. From the **MagIC Toolbar**, click once on the **Filter Wizard** drop down list and choose **<Clear Current Filter>** from the available list.
   Call records displaying in the Call Data window will be re-filtered to display all call records matching the date range chosen previously.

To Save a Customized Filter:

MAGIC allows you to take a customized filter you have created and save it to be used repeatedly when analyzing call records.

1. With a customized filter applied to the Call Data window: From the **Menu Bar**, choose **Tools → Filter Wizard**.
2. From available list, click once on **Save Filter As…**
   The Save Filter As… option will only be displayed when a filter is applied to the call records in the Call Data window. Once selected, the Save As… dialog box will be displayed.
3. With the **Save As…** dialog box displayed, name the filter and click once on the **Save** button.
   *All saved filters are added to the **Filter Wizard drop down list** within the MagIC Toolbar and saved to **System → Program Files → Plant Equipment → MagIC**.*

To Apply/Open a Saved Filter:

1. With all other filters cleared from the Call Data window: From the **MagIC Toolbar**, click once on the **Date Range** drop down list to select a date range to search within.
2. From the **MagIC Toolbar**, click once on the **Filter Wizard** drop down list and choose the **NAMED filter** from the available list. For example: "Abandoned Calls".
   Call records displaying in the Call Data window will be filtered to only display those matching your chosen criteria for the applied filter.

To Deleted a Saved Filter:

1. From the **Menu Bar**, choose **Tools → Filter Wizard**.
2. From available list, click once on **Delete Filter…**
3. Select the filter to be deleted from the available list and click once on **Open**.
   A dialog box will display confirming you want to delete the selected filter. Click "Yes" to delete it from the system or "No" to end this task.

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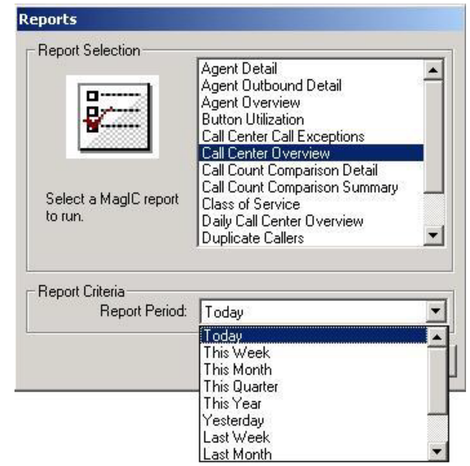
MagIC Standard Reports:

MagIC has created a list of standard reports designed to generate specific tables and charts based on predefined criteria, helping you to analyze the PSAP's activities faster than with filter creation. Below is a general guide to the standard report types available.

- **Agent Detail** – *Provides agent based statistics. Can be used to track efficiency of agent and can be compared to other agents if needed.*
- **Agent Outbound Detail** – *Provides agent based statistics. Can be used to track number of outbound calls made by each agent and can be compared to other agents if needed.*
- **Agent Overview** – *Provides call statistics based on individual agents and/or agents groups. Info can be used to compare agent group volumes for resource issues, etc.*
- **Button Utilization** - *Provides call statistics based on how often calls are conference or transferred to each of the Auto Dial buttons are utilized, tracking the number of calls sent to a specific button (such as Fire, EMS, etc)*
- **Call Center** Call Exceptions** – *Provides call statistics based on each of the MagIC events. Can be used to view which received calls were considered exceptions (>= 15 seconds of event time) during the reporting period. (replacing PSAP Call Exceptions).*
- **Call Center Overview** – *Provides call statistics based on the total calls received and made within the PSAP during the report period. The tables allow for various comparisons between call types and can be used to determine if the number of call types is increasing (such as wireless). This report will help support or deny requests for additional personnel due to increase call volume types (replacing PSAP Overview).*
- **Call Count Comparison Detail** – *Provides call statistics based on the call count, per trunk and line group into a PSAP comparing current year and previous year numbers.*
- **Call Count Comparison Summary** – *Provides call statistics based on the call count numbers for the current year, previous year and the percentage difference between each.*
- **Class of Service** – *Provides call statistics based on the number of calls received, ring and talk time statistics for each Class of Service category received by a PSAP.*
- **Daily Call Center Overview** - *Provides call statistics for a daily report period. The table format provides call statistics for all occurrences of the specified day of the week during the report period. A graph can also be generated to display the visual summary (replacing Daily PSAP Overview).*
- **Duplicate Callers** – *Provides call statistics based on total number of distinct telephone numbers received and duplicate calls received for a report period.*
- **Hourly Call Center Overview** – *Provides call statistics for all calls received during each hour of the report period. Each hour is broken down by occurrence and call statistics for that occurrence. It can provide a summary of all call statistics for the entire report period. This report will help support or deny requests for additional personnel during busy times (replacing Hourly PSAP Overview).*
- **Ring Time Statistics (5 sec intervals)** – *Provides time-based reports ring times for all calls received during call period. Summaries can also be provided for each line type/group.*
- **Ring Time Statistics (6 sec intervals)** – *Provides time-based reports ring times for all calls received during call period. Summaries can also be provided for each line type/group.*
- **Trunk & Line Utilization** – *Provides call statistics for all trunk and line type/groups utilized during the call period. Reports are broken down by hours of the day and line type summaries.*

The word PSAP in named reports has been replaced with Call Center.

To Generate a Standard Report:



1. With all other report preview windows closed;
   From the **Menu Bar**,
   choose **Tools → Reports.**
   *The **Reports** dialog box will appear displaying a list of standard reports available.*
2. From the **Report Selection** field, click once and highlight the named report you would like to create.
3. From the **Report Criteria** field, select the **Report Period** you would like to generate the report around.
   *Report Periods can be defined by a **Preset Range** listed (Today, This Week…, Last Week, Last Year…) OR by a **Custom Date Range**. When using a **Custom Date Range**, the **Date & Time Ranges** dialog box will open and require you to specify a chosen date and time range for the report.*

To Set Call Event Alarms:

Calls Event Alarms notify you when a call has exceeded a duration trigger set for one or more events of the call, such as Ring, Hold, etc.

1. From the **Menu Bar**, choose **Tools → Options**.
2. From the **Options** dialog box, click once on the **Alarms** tab.
   The Alarm tab displays settings which can be used in configuring call event alarms.
3. From the **Event Type** drop down list, select the event you would like to configure an alarm for (such as Ring, Talk, Hold, Transfer, etc).
4. Within the **Alarm Trigger** field, type your chosen time limit (in seconds).
5. Within the **Alarm Formatting Font Style** field, modify the format used to display the alarm (both font type and color can be modified).
6. Click once on **Apply Alarm Formatting** to active the alarm notification setting.
7. Click once on OK to save and apply the Alarm formatting.
   Once applied, any call record triggering an alarm will display the alarm (as formatted) within the Call Details window under the MagIC Events tab.

To Display Only Calls Triggering an Event Alarms:

1. From the **MagIC Toolbar**, click once on the **Alarms** button .
   The Call Data window information will be filtered to only display calls that match the criteria.

For a guide to and more specific information on the contents of each report, please reference the **MagIC Administrator's Guide 4.0 – Appendix B**.