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Most Requested Reports for PSAPs

Trunk Load per hour by Trunk Group	Lists the hourly load either as CCS or Erlangs for each trunk group for each day of the report period. Report should also summarize the Average hourly load either weekly or monthly.
Trunk Load per hour by Trunk Group and Trunk	Lists the hourly load either as CCS or Erlangs for each trunk by trunk group for each day of the report period. This detailed report helps identify any individual trunk problem.
Call Count per hour by Trunk Group	Lists the hourly call count for each trunk group for each day of the report period. Report should also summarize the Average hourly call count either weekly or monthly.
Call Count per hour by Trunk Group and Trunk	Lists the hourly call count for each trunk by trunk group for each day of the report period. This detailed report helps identify any individual trunk problem.
Top 12 Call Count hours by Trunk, per Trunk Group	List the 12 hours in the report period that had the highest call count by trunk and trunk group. It would be good to know the Standard Deviation for that hour, in order to verify this is average usage (not an anomaly).
Overflow Calls by Trunk Group	Lists the number of calls and Average Duration per hour that have overflowed to another trunk group.
No Call On Trunk per Hour by Trunk Group	Lists trunks that have had no calls for an hour by trunk group. This is the only way to determine if the Service Provider has made a trunk busy. This report can be filtered by non-busy times like between 2:00AM and 6:00AM to reduce the size of the report.
No Calls on Trunk - Daily Summary*	Lists trunks that have no calls all day. The goal is to have no entries on this report.
Trunk Test Summary	Lists the number of times a trunk was tested by the Service Provider per week or month. This assumes the Service Provider is testing the trunks.

** Trunks can be made busy in the Central Office for long periods of time. It is impossible to tell what trunk is busied out in the Central Office or just idle from the PSAP. Someone in the Central Office must notify the PSAP manager. Too many trunks hide busied out trunks and the PSAP manager is not alarmed if a trunk is out of service. After all, there are more trunks than they really need. The **“No Calls On Trunk”** report will identify trunks that are made busy in the Central Office.*