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**Note: These reports are dependant upon the data supplied by the Call Detail Database. Not all of these reports may be available.** 1

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**Select ANY five of the Trend Reports for your Benchmark reports. Detailed Monthly reports and Delimited Database files can be purchased separately. Contact Bell Services West for pricing details.**

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<b>Part #</b>	<b>Report</b>	<b>Description</b>	<b>Usage</b>
TM001	<b>Network Abandon E9-1-1 Calls Trend Report</b>	This report shows Monthly Network Abandon call rate by Trunk Group and average call duration for abandon calls.	This is a useful tool for the PSAP in determining problem trunks and/or Trunk Groups as well as network or PBX equipment problems
TM002	<b>All Trunks Busy by E9-1-1 Trunk Group Trend Report</b>	This report shows Monthly call counts per E9-1-1 Trunk Group per CCS interval and trunk utilization during peak and off-peak hours.	This report can be use to validate staff requirements and number of trunks required.
TM003	<b>Answer Time per Hour by E9-1-1 Trunk Group per Month Trend Report</b>	This report shows the Monthly Average Answer Time per hour per Trunk Group for each month.	This report is used to show E9-1-1 Trunk Group performance per hour and citizen perception of QOS and response time. Long answer times can result in dropped calls, abandoned calls, long time in queue counts and false trunk utilization percentages and Citizen dissatisfaction.
TM004	<b>Average Duration by Month and E9-1-1 Trunk Group Trend Report</b>	This report shows the relationship between Call Duration and Number of Calls per hour. These two parameters are usually related.	As a general rule, if one is low the other should get higher. It can be used as a high-level trigger for Bad Call Distribution, Circuit Utilization, Congestion, etc.
TM005	<b>Worst Case – Blocked Calls Per Month and E9-1-1 Trunk Group</b>	This report shows when the call load has exceeded the total number of trunks available for the Trunk Group by month.	Use this report to determine the total number of trunks needed for the E9-1-1 Trunk Group.
TM006	<b>Busy Hour by E9-1-1 Trunk Group per Month Trend Report</b>	Shows the relationship between what the user THINKS their Busy Hours are and what they really are.	Use this report to determine staffing requirements, network resource requirements. It can also be used to identify a potential trouble conditions for the Trunk Group.

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Part #	Report	Description	Usage
TM007	<b>Call Completion by E9-1-1 Trunk Group per Month Trend Report</b>	This Report shows the percentage of Incomplete Calls to Completed Calls. It also shows any false Originating Calls (Not including Call Backs) that may have been generated by the PBX/ACD.	For E9-1-1 Trunks, there should be No Originating Calls. The thing to remember here is, ANY Incomplete Call wastes trunks, puts an unnecessary strain on the PSAP equipment, and ties up network resource for no reason.
TM008	<b>Calls Per E9-1-1 Trunk by Trunk Group – Load Balance Deviation Report</b>	This report tracks the Trunk Group Load Balance Deviation over a month. Normally, load deviation should be minimum across the Trunk Group.	If there is a big difference in load, then there could be problems with Network Routing, individual Trunks, or CPE equipment.
TM009	<b>Load Balance by E9-1-1 Trunk Group per Month Trend Report</b>	This report shows the balance of calls across the individual trunks for the Trunk Group.	Use this report to verify that the Network and Selective Router is optioned correctly to share the load across all Trunks evenly and therefore ensure optimum utilization of Trunk Group resources.
TM010	<b>Transfer Calls by E9-1-1 Trunk Group per Month Trend Report</b>	This report shows the number of Transfer Calls and how these calls affect Call Duration and Trunk Utilization. Typically, Transfer Calls take a longer time to end then non-Transfer Calls.	This report can be used to identify secondary PSAP handling of transferred calls, reliability of transfer capability of the PSAP CPE and Network translations.
TM011	<b>Peak Hour Usage by Hour and E9-1-1 Trunk Group per Month Trend Report</b>	This report shows the peak and off peak hours by Hour for each month.	Use this report to support Staffing assumptions and identify the busiest days.
TM012	<b>Worst Case – Required E9-1-1 Trunks by Hour and E9-1-1 Trunk Group Month Trend Report</b>	This report shows when the call load has exceeded the total number of trunks available for a certain Trunk Group.	Use this report to determine the total number of trunks needed for a: particular Trunk Group. It also can be used to determine staffing requirements as it correlates to Busy Hours.

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## Bell Services West Available Year to Date Trend Reports

Part #	Report	Description	Usage
TM013	<b>Traffic Study by Hour and E9-1-1 Trunk Group Month Trend Report</b>	This report shows the relationship between Trunk Load (CCS & Erlangs), Call Duration and Call Count.	Typically, Call Duration tracks Call Count. CCS and Erlang should be almost identical. Any deviation could mean Network or CPE problems.
TM014	<b>Trunk Idle by E9-1-1 Trunk and E9-1-1 Trunk Group per Month Trend Report</b>	This report shows the relationship between the Trunk In Use time and the Trunk Idle time as a percent value for the month.	Use this report to help Per Call Cost calculations. It can also be used to spot out of service trunks.
TM015	<b>Network Performance Trend Graphs by Month and Trunk Group Trend Report</b>	The Trend reports allow the user to see how various Service Indicators track over time annually. Users must determine Thresholds for Service Indicators.	Use these reports to track progress to achieve Grade Of Service goals, Service improvement, and trouble resolution activities.
AM001	<b>Wireless Phase 2 Service Provider Performance by Service Provider per Month Trend Report</b>	This Report shows how compliant Wireless Providers are to the 100 Meter Phase 2 requirements. This report relies on multiple ALI dips during the course of the call.	Use this report to validate Service Provider compliance to Wireless Phase 2 requirements.
AM002	<b>Calls by ESN by Area Code and Nxx per Month Trend Report</b>	This Report shows all the ESNs that were used to direct calls to this Center.	It can be used as a reference to determine if ESNs are being routed correctly. Area Code and NXX is used to help identify erroneously routed calls. Use this report to help validate Selective Router translations and eliminate unnecessary Call Transfers because of miss-routed calls.
AM003	<b>Calls by Class Of Service (CLS) per Month Trend Report</b>	This Report shows the distribution of calls based on Class Of Service across all E9-1-1 Trunk Groups.	Use this Report to determine ESN assignments accuracy.
AM004	<b>Cell Site Call List by Service Provider and CLS per Month Trend Report</b>	This report provides the Call Count by Class of Service, Service Provider and Cell Site.	Use this report to identify Phase 1 and Phase 2 implementation by Service Provider.

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## Bell Services West Available Year to Date Trend Reports

Part #	Report	Description	Usage
AM005	<b>Non-wireless Calls by ESN Report per Month Trend Report</b>	This report shows a listing of calls during one month received from specific ESNs and which Service Provider handled the call.	If only a small number calls are from a specific ESN this may be indicative of an ESN that perhaps should go to another PSAP or directly to a secondary PSAP since this may be from an area that is out of your center's expertise and could be better handled by another entity to best serve the customer.
AM006	<b>ALI "No Records Found" Report by per Month Trend Report</b>	This report shows number of ALI dips that could not be processed and the number of attempts per month.	Use this Report help resolve ALI database update problems.
AM007	<b>Wireless Calls by ESN by Service Provider per Month Trend Report</b>	This Report lists the Wireless Call Volume based on ESN and Service Provider per month.	Use this Report to track Wireless Phase 2 progress, Selective Router ESN assignments, ALI Dip Usage by Service Provider, and Wireless Traffic Growth.
CM001	<b>Time in Queue by CCS per Month Trend Report</b>	This report shows E9-1-1 Average Time Calls are in Queue Vs. CCS Intervals per Day.	Use this report to help identify potential Call Queue problems.
CM002	<b>Time in Queue by Hour per Month Trend Report</b>	This report shows the relationship between Time in Queue and the number of calls per month.	Typically, the more calls there are the longer it takes for a Call Taker to pick a call off of the Queue. However, it is not always that simple. Use this report to identify times when Answer Time (Time In Queue) is excessive.
CM003	<b>Monthly Calls Per Position per Month Trend Report</b>	This report shows the distribution of calls over the separate call taker positions.	Use this to identify any positions that are being underutilized and follow up to determine the reason. You can also identify which positions are being over utilized and may need to be 'rested' more often conserve equipment at that particular station.

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## Bell Services West Available Year to Date Trend Reports

Part #	Report	Description	Usage
CM004	<b>Calls by Answer Time Interval and Call Taker per Month Trend Report</b>	This Report shows the Call Handling Responsiveness for each Call Taker per month.	Use this Report to help track Call Taker performance and Identify training needs.
CM005	<b>Calls by Answer Time Interval and Trunk Group per Month Trend Report</b>	This report shows Answer Time Distribution by month for each Trunk Group.	Use this Report to view Answer Time performance based of Call Type
CM006	<b>Monthly Total Calls by Answer Time Interval and E9-1-1Trunk Group Trend Report</b>	This Report shows how Callers are being served based on Trunk Group. Normally, Trunk Groups should be treated the same.	If any Trunk Group is drastically different then the others, then there might be some equipment problems that need to be addressed.
CM007	<b>Monthly Calls by Duration and Call Taker Trend Report</b>	This report shows how each Call Taker and Agent is handling calls per month. Information from the customer can be included to separate job functions.	It can be used to help identify training needs (excessive duration) and Work Force Administration (WFA) performance (Load Distribution). These  Call Taker/Agents are not identified by work function
CM008	<b>Monthly Calls by Duration and Position Trend Report</b>	This report shows the monthly Calls By Duration Intervals for each Position.	Use this report to validate Call Taker Performance, Position Usage, Position Maintenance needs, Position Replacement, Position Longevity, etc.
CM009	<b>Call Queue Count By Shift Trend Report</b>	This report shows the average Call Queue count per month by shift.	Use this report to help identify Answer Time problems for a given shift.

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## Bell Services West Available Year to Date Trend Reports

### Delimited (Comma or Tab) Call Record Data Files

Part #	Report	Description	Usage
SD001	<b>E9-1-1 Call Records</b>	This is a single delimited file that can be printed or opened in a database application. All fields contained in the original database are provided. Up to one year of data is provided.	Use this to perform your own analysis, generate reports or perform studies.
SD002	<b>Admin Call Records</b>	This is a single delimited file that can be printed or opened in a database application. All fields contained in the original database are provided. Up to one year of data is provided.	Use this to perform your own analysis, generate reports or perform studies.
SD003	<b>E9-1-1 and Admin Call Records</b>	This is a single delimited file that can be printed or opened in a database application. E9-1-1 and Admin Call Records are combined in date and time stamp order.	Use this to perform your own analysis, generate reports or perform studies.
SD004	<b>ALI Records</b>	This is a single delimited file that can be printed or opened in a database application.	Use this to perform your own analysis, generate reports or perform studies.
SD005	<b>Combined E9-1-1 and ALI Records</b>	This is a single delimited file that can be printed or opened in a database application. . E9-1-1 Call and ALI records are combined into one Call Record.	Use this to perform your own analysis, generate reports or perform studies.
SD006	<b>Excel Worksheet Format</b>	Creates comma or tab delimited files that will fit on an Excel Worksheet on Day or Month boundaries.	Excel can only load up to 65,536 records. All other records are not imported into Excel. This option configures files that will not exceed this limit.

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