

Product Administration

Starting Services

The latest step to complete the configuration is starting the billing services by accessing the **Manager Service** link through the Billing menu.

A set of icons will appear, representing Imagicle Billing administrative tasks. Click on the Service Manager icon.

Here you can manage the different components of Imagicle Billing. The icon on each service shows the status:

- green is running
- red is stopped
- yellow is running in debug/manual mode

For Imagicle Billing to correctly import and report calls, all the services must be running **in green status**. Start each component one by one, paying attention to alerts and messages. If one of the components shows a yellow icon, stop and start it again.

Warning: The services will be running with the administrative account you choosed during the IAS package setup. If you experience problems in starting them through the web interface you can try changing the account through the "Change Service Account " button.

Data Retention

It is possible to specify maximum lifetime (in days) of historical data. That is, older data will be periodically deleted. Set it to zero (0) to disable automatic deletion. Please, notice that this setting may impact on the database size.

Managing reports

The reports list and properties can be managed through the **Administrative pages**, clicking on the **Manage Reports** icon.

How to Upload a Logo

Imagicle Billing adds a logo on the top right corner of each report. It is possible to customize the logo by browsing a bmp, jpg, gif, png, ico image to upload. It is also possible to restore the original logo through the "Restore Default" button.

The Report Manager

The Manage Reports section allows the administrators to change the **level of permission** required to use a report. For a description of the permission levels available to Imagicle Billing users, please refer to the User's list configuration in the General Application Suite Configuration section of this guide. Users who do not have the selected level of permission won't be able to see the report.

Managing User Reports

The Manage Reports section allows administrators to apply changes on Personal Reports. By clicking on the "Edit" button you can modify:

- Report Name: the displayed name of the report
- Group: the category of the report used to group on the Interactive Reports page.
- Minimum Role: who can access the report
- Question: Report description
- Order: Report position on the list

Time Zones Handling

Starting from Imagicle 2021.Spring.1 release, Imagicle Call Analytics supports the definition of multiple time zones, to be used for correctly tag call accounting data to the proper local date and time.

Call Analytics "Home" and "Dashboard" pages are displayed using the default time zone, while reports can be executed by applying the local time zone, available in each report's options.

Imagicle Call Analytics can handle up to 10 different time zones in a single appliance, plus the system time zone. The list of chosen time zones can be populated from web portal: *Call Analytics* â *Administrative Pages* â *Time zones preferences*.

Just move required time zones from left pane to right pane and select the time zone you want to use as default.

Time zone preferences

Set up the time zones for Call Analytics.
With this configuration you define the time zones that will be made available to convert and display calls in the Call Analytics application.

In addition to UTC, you can select up to 10 time zones.

Time zones not in use

- (UTC-12:00) International Date Line West
- (UTC-11:00) Coordinated Universal Time-11
- (UTC-10:00) Aleutian Islands
- (UTC-10:00) Hawaii
- (UTC-09:30) Marquesas Islands
- (UTC-09:00) Alaska
- (UTC-09:00) Coordinated Universal Time-09
- (UTC-08:00) Baja California
- (UTC-08:00) Coordinated Universal Time-08
- (UTC-08:00) Pacific Time (US & Canada)
- (UTC-07:00) Arizona
- (UTC-07:00) Chihuahua, La Paz, Mazatlan
- (UTC-07:00) Mountain Time (US & Canada)
- (UTC-06:00) Central America
- (UTC-06:00) Central Time (US & Canada)
- (UTC-06:00) Easter Island
- (UTC-06:00) Guadalajara, Mexico City, Monterrey

Time zone set up for use **(4/11)**

- (UTC) Coordinated Universal Time
- (UTC-05:00) Eastern Time (US & Canada)
- (UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna [Default]**
- (UTC+04:00) Abu Dhabi, Muscat

● Removing a time zone in use can affect data visualization in all those areas where users can select a time zone preference.
If a selected time zone is no longer available, it will be replaced with the default time zone.
If this substitution does not meet the users' needs, they will have to reselect a preference (E.g. Reschedule the reports with new time zones).

When you hit Save, you will be prompted to confirm call reprocessing job, required to update existing call accounting data to above time zones. Please be aware that this task might require several time, depending on number of archived call data and the number of selected time zones. Once reprocessing job is started, it can't be interrupted and time zones configuration is locked.

Do you confirm to start processing?

The processing of the time zones for Call Analytics is about to be launched.

This is a sensitive operation that affects the database structure.

- ! The processing time is proportional to the amount of calls to be processed and the number of time zones chosen.
- ! During processing, you can leave the page. Elaboration will continue in background.
- ! Time zones will be processed one by one and they will be provided in the application as they are processed.

Applying a new default time zone has an extensive impact on database and processing time.

- ! The change will affect all those areas where users can set their own preference (E.g. Scheduled reports). Make sure this choice is sustainable and aware.

Confirm
Cancel

During above calls reprocessing job, you can run reports by selecting already processed time zones (if any) from "Report options" panel.

Report Options

Traffic type: All

Per calls with date: Related to a Time interval 2019-07-01 00:00 2019-07-01 08:00

Per restricted group of: One or more gateways...

Per restricted group of: One or more extensions...

Per call type: Inc.&Out. Answered

With destination/origin:

Maximum number of calls:

More restrictions: % Difference Equal

Time zone: Call Analytics rule ((UTC+10:00) Brisbane)

Field Selection: ...

Run Report
Save Report
Send Mail
Schedule
1 of 1
Export formats
Export

If you are running a redundant Imagicle HA cluster, time zones configuration can be applied on main cluster node only. Other node(s) can just display time zones configuration.

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If Imagicle Call Analytics already include some scheduled reports, created before UC Suite update, they keep on running by using system time zone. If you want to correctly associate scheduled report to a local time zone, you should delete the scheduled report and repeat the schedule in the chosen time zone.

Limitations and caveats

- Custom reports developed by Imagicle Advanced Services don't support time zone selection, so they can run based on system time zone..
- Upon report scheduling, recurrence start date and time are both referring to system time zone.
- When Time Zone feature is used, SQL Server occupancy becomes higher. Please consider 990MB per million calls, without HA; 1.35GB per million calls, with HA. As a consequence, embedded SQL Server Express capacity is reduced to 7.4 million calls with HA (10 millions without HA).