

Users list and extensions

Imagicle Call Analytics needs the users to be configured with specific parameters through the web interface.

User Parameters

These are the mandatory fields which you need to configure for each user:

- **First extension number:** the internal phone number of the user
- **Enable billing for first extension number:** check box to enable call processing for this extension

Optionally, you can configure these additional fields:

- **First extension number alias:** Alternative directory number or PSTN number (DID) assigned to the user. Call Analytics monitors phone traffic on this alternative extension number, without consuming an additional Call Analytics license.
- **Offnet fax number:** Alternative fax PSTN number (DID) assigned to the user. Call Analytics monitors fax traffic on this alternative number, without consuming an additional Call Analytics license. The flag "Enable Call Analytics for fax number" must be checked.
- **Enable Call Analytics for fax number:** If selected, Imagicle Call Analytics monitors all incoming/outgoing calls including user's Fax number or Offnet fax number. This option consumes an additional Call Analytics user's license.
- **Enable Call Analytics for voicemail number:** If selected, Imagicle Call Analytics monitors all incoming calls hitting user's voice mail number. This option consumes an additional Call Analytics user's license.
- **Number of masked digits in Call Analytics:** If configured, Imagicle Call Analytics reports (executed using the user) will show telephone numbers masked (using * instead of numbers)
- **Cdr User ID:** This field allows to correctly correlate a Cisco CDR to the user, when dealing with Webex Calling MT architecture or while leveraging CUCM Extension Mobility. This field can be automatically populated during users' provisioning.

Warning: Only calls of configured named users with extension numbers will be processed by Imagicle Call Analytics, unless Automatic Acquisition has been enabled. In this case, all new extensions will be automatically documented in anonymous way, consuming a license. If acquired DNs are related to Cisco Hunt Groups or Hunt Group members, relevant calls are documented in anonymous way, without consuming additional licenses.

Overlapped dial plans, using Partitions and Site names

Imagicle Call Analytics supports two fields to handle overlapping dial plans across multiple PBXs and CUCM clusters:

1. **Partition** field (for Cisco UCM only): fill it with the Partition ID to distinguish between users assigned to different partitions. The partition id is prepended to the user line number this way:

```
<partition id>.<line number> E.g. UK.310
```

This line id appears in the call list and in all the reports, and can be used to filter the calls by partition, if needed. To leverage this feature, you have to select the driver labeled "**CallManager (with partition)**" in the Configuration Wizard.

2. **Site name** field (for Cisco UC and legacy PBXs): Fill this field with PBX/GW name assigned in Call Analytics configuration Wizard. In this way, each user can be assigned to a different site, thus supporting overlapping extensions in different PBXs. If Site name is left blank, then relevant user/extension can't be overlapped to different sites.

For more info about above two overlapping options, please have a look [here](#).

Contact Manager Custom Fields

The ten user's custom fields are available in Contact Manager when a special configuration is activated. They are also available in Imagicle Call Analytics data, and can be displayed in the reports, used for call filtering and to assign permission levels..

User Permissions

By selecting the "User permissions" icon from the "Main"->"User Management" link, you can specify the user's level of permission for Imagicle Call Analytics:

- Permission Level 0 no access: billing services are hidden to the user when he/she logs in the web interface
- Permission Level 2, "View Personal calls": access to own calls only
- Permission Level 6, "View calls of user's": access to incoming/outgoing calls belonging to own Department, Cost Center, Office location, Site name or any configured custom field. To leverage this permission level, please make sure that the user has the relevant field compiled, otherwise the user accesses to own data only.
- Permission Level 8, "View all calls": access to all calls, of all users
- Permission Level 10, "Complete Management": administrator: access to all calls, features and reports

Modify permissions for user 743

System Management	[default for application]	Department
Call Analytics	(6) View calls of user's	Department Cost center Office location Custom1 Custom2 Custom3 Custom4 Custom5 Custom6 Custom7 Custom8 Custom9 Custom10 Site name
Budget Control	[default for application]	
Phone Lock	[default for application]	
Digital Fax	[default for application]	
Contact Manager	[default for application]	
IVR Manager Enterprise	[default for application]	
Auto Attendant	(10) Complete management	
Advanced Queueing	(10) Complete management	
Attendant Console Server	[default for application]	
Conversational AI	[default for application]	
Call Recording	[default for application]	
VoiceMail	[default for application]	
Hotel Services	[default for application]	

Whenever a query is made, an implicit filter is added to the call data so that what the user can see is restricted accordingly to his/her permissions.

Note: When configuring Permission level 6 based on Department, user can grant a wider visibility on call data by including additional departments into "List of additional departments" field, separated by semicolon. See sample below:

Speedy			
Published directory number	<input type="text"/>	Disable caller lookup on phone	<input type="checkbox"/>
Custom1	<input type="text"/>	Custom2	<input type="text"/>
Custom3	<input type="text"/>	Custom4	<input type="text"/>
Custom5	<input type="text"/>	Custom6	<input type="text"/>
Custom7	<input type="text"/>	Custom8	<input type="text"/>
Custom9	<input type="text"/>	Custom10	<input type="text"/>
List of additional departments (e.g.:Sales;Marketing;Board)	<input type="text"/> Sales;Tech		