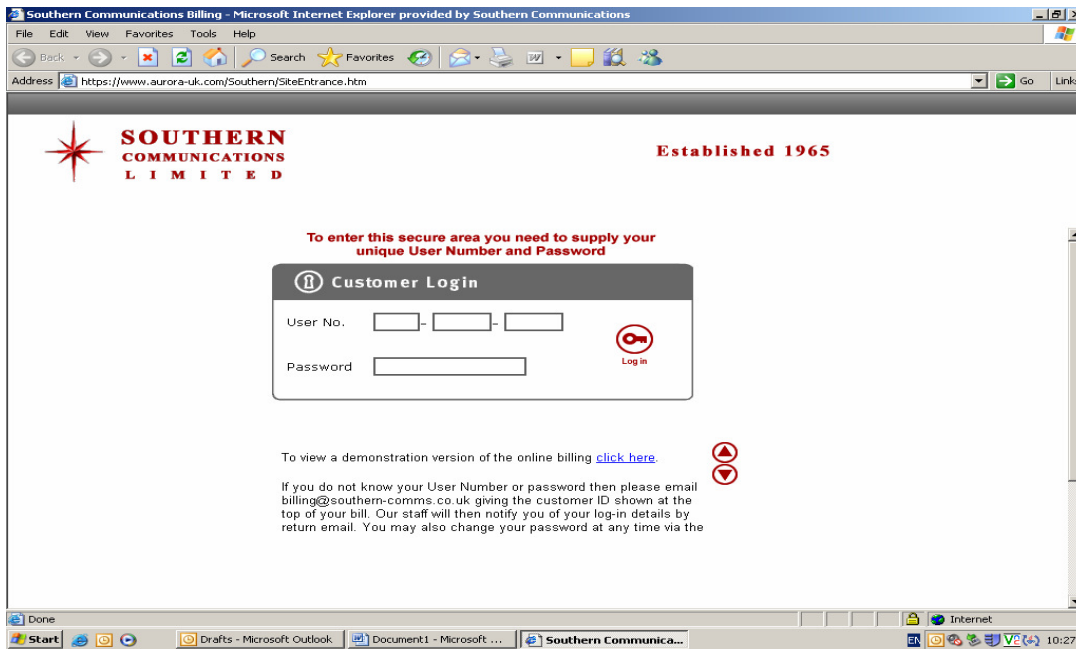


Installation and use of Phone Sleuth

How to set-up Phone Sleuth

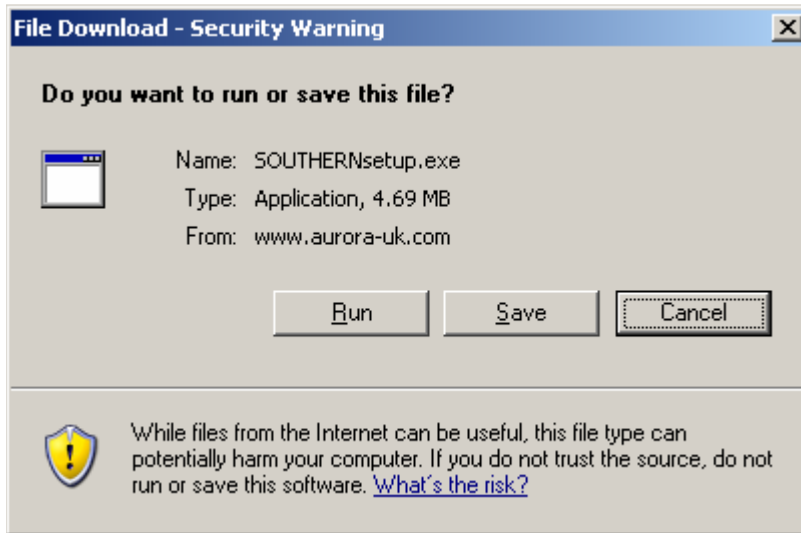
1. Go to www.southern-comms.co.uk
2. Select **Customer** area from the top menu
3. In the drop down menu click on Online Billing



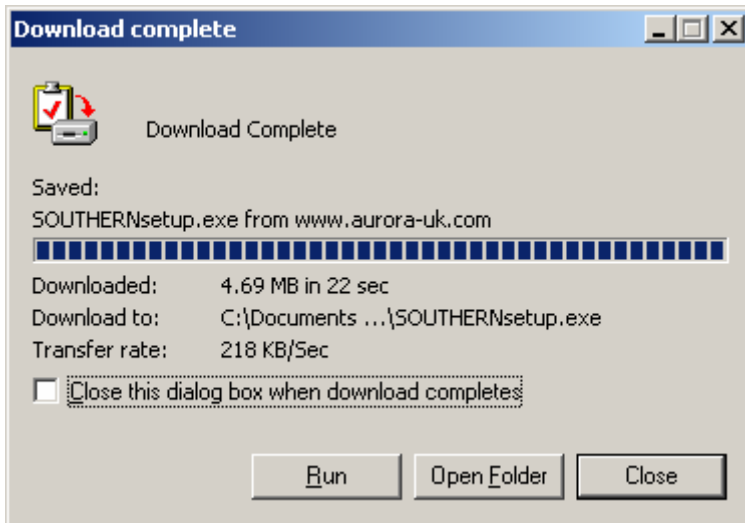
4. Please enter user no (ID) and password which can be found on the right-hand side of your latest invoice.



5. In the welcome screen, in the left hand column, please click on Call Analysis for previous month's calls or Unbilled Analysis for current months calls.
6. Please click on Phone Sleuth Installation. Then **save** it to your desktop



On the 'Download complete' screen click close.



7. Please log out of Online Billing.

8. From the desktop click on Phone Sleuth tab and select Run. This process will only take a few minutes.



9. Delete the Phone Sleuth icon from your desktop.

10. Please repeat steps 1 to 5. Phone Sleuth is now ready to use

How to use Phone Sleuth to analyse your call data

1. Select **Call Analysis** from the side banner
2. Select the month of call data you wish to analyse from the main grid.

SOUTHERN COMMUNICATIONS LIMITED Established 1965

Welcome
News
Address Details
Telephone Details
Mobile Details
Telephone Bills
Management Reports
Call Analysis
Unbilled Analysis
Usage Details
Cost Centres
Exceptional Call Traffic

Call Analysis

To view your call data you need to have installed the Phone Sleuth software. If you have not done so already then please follow the following link :- [Phone Sleuth Installation](#)

Call Data

Dec 2006	Nov 2006	Oct 2006	Sep 2006
Aug 2006	Jul 2006	Jun 2006	May 2006
Apr 2006	Mar 2006	Feb 2006	Jan 2006

- The selected data will appear in the phone sleuth. You can now filter the columns to your requirements by inputting data in the white boxes above each column.
- At the bottom of the screen you will see a summary of the number of calls made, the duration and the cost. (Note this will automatically update as filters are made).

Phone Sleuth - 2007-04.zcd

Open Month | Filter | Graphs | Query | Custom Graph | Print | Export | Configure | About | Help | aurora

Day	Call Date	Call Time	Call Type	Cust CLI	Other Party No	Dest Type	Description	UserDescription	Duration	Billed	Cost Centre
Thu	01/03/200	05:52:00	In-NationalCall	08700623350		IN-NATIONAL	National		00:00:04	-0.0010	UNKNOWN
Thu	01/03/200	05:54:00	In-NationalCall	08700623350		IN-NATIONAL	National		00:01:32	-0.0320	UNKNOWN
Thu	01/03/200	08:57:00	In-NationalCall	08700623350		IN-NATIONAL	National		00:00:30	-0.0200	UNKNOWN
Thu	01/03/200	09:04:00	In-NationalCall	08700623350		IN-NATIONAL	National		00:00:30	-0.0200	UNKNOWN
Thu	01/03/200	09:34:00	In-NationalCall	08700623349		IN-NATIONAL	National		00:14:13	-0.5830	UNKNOWN
Thu	01/03/200	09:38:00	In-NationalCall	08700272634		IN-NATIONAL	National		00:02:23	-0.0980	UNKNOWN
Thu	01/03/200	09:38:00	In-NationalCall	08700623349		IN-NATIONAL	National		00:01:22	-0.0560	UNKNOWN
Thu	01/03/200	09:41:00	In-NationalCall	08700623393		IN-NATIONAL	National		00:05:46	-0.2360	UNKNOWN
Thu	01/03/200	10:19:00	In-NationalCall	08700623349		IN-NATIONAL	National		00:02:25	-0.0990	UNKNOWN
Thu	01/03/200	10:28:00	In-NationalCall	08700272634		IN-NATIONAL	National		00:01:40	-0.0680	UNKNOWN
Thu	01/03/200	10:32:00	LoCall	08450920150		IN-LOCAL	Local		00:12:12	-0.1600	UNKNOWN
Thu	01/03/200	10:59:00	In-NationalCall	08700623350		IN-NATIONAL	National		00:02:10	-0.0890	UNKNOWN
Thu	01/03/200	11:02:00	In-NationalCall	08700623396		IN-NATIONAL	National		00:00:54	-0.0370	UNKNOWN
Thu	01/03/200	11:09:00	In-NationalCall	08700623350		IN-NATIONAL	National		00:00:34	-0.0230	UNKNOWN
Thu	01/03/200	11:13:00	In-NationalCall	08700623395		IN-NATIONAL	National		00:02:56	-0.1200	UNKNOWN
Thu	01/03/200	11:20:00	In-NationalCall	08700623393		IN-NATIONAL	National		00:00:08	-0.0050	UNKNOWN
Thu	01/03/200	11:22:00	In-NationalCall	08700623393		IN-NATIONAL	National		00:08:11	-0.3360	UNKNOWN
Thu	01/03/200	11:22:00	In-NationalCall	08700623349		IN-NATIONAL	National		00:05:01	-0.2060	UNKNOWN
Thu	01/03/200	11:23:00	In-NationalCall	08700623799		IN-NATIONAL	National		00:12:43	-0.5210	UNKNOWN
Thu	01/03/200	11:24:00	In-NationalCall	08700623350		IN-NATIONAL	National		00:01:30	-0.0620	UNKNOWN
Thu	01/03/200	11:34:00	In-NationalCall	08700623349		IN-NATIONAL	National		00:06:23	-0.2620	UNKNOWN
Thu	01/03/200	11:34:00	In-NationalCall	08700623350		IN-NATIONAL	National		00:00:19	-0.0130	UNKNOWN
Thu	01/03/200	12:11:00	In-NationalCall	08700623350		IN-NATIONAL	National		00:03:27	-0.1410	UNKNOWN
Thu	01/03/200	12:30:00	In-NationalCall	08700623349		IN-NATIONAL	National		00:03:30	-0.1440	UNKNOWN
Thu	01/03/200	12:31:00	In-NationalCall	08700623395		IN-NATIONAL	National		00:01:20	-0.0550	UNKNOWN
Thu	01/03/200	12:42:00	In-NationalCall	08700623350		IN-NATIONAL	National		00:00:42	-0.0290	UNKNOWN
Thu	01/03/200	13:53:00	In-NationalCall	08700623350		IN-NATIONAL	National		00:00:31	-0.0210	UNKNOWN
Thu	01/03/200	14:01:00	In-NationalCall	08700623350		IN-NATIONAL	National		00:00:33	-0.0230	UNKNOWN
Thu	01/03/200	14:02:00	In-NationalCall	08700623395		IN-NATIONAL	National		00:02:14	-0.0920	UNKNOWN
Thu	01/03/200	14:09:00	In-NationalCall	08700623350		IN-NATIONAL	National		00:00:17	-0.0120	UNKNOWN
Thu	01/03/200	14:15:00	In-NationalCall	08700623349		IN-NATIONAL	National		00:04:03	-0.1660	UNKNOWN
Thu	01/03/200	14:23:00	In-NationalCall	08700623395		IN-NATIONAL	National		00:01:01	-0.0420	UNKNOWN
Thu	01/03/200	14:29:00	In-NationalCall	08700623395		IN-NATIONAL	National		00:01:57	-0.0800	UNKNOWN
Thu	01/03/200	14:34:00	In-NationalCall	08700623395		IN-NATIONAL	National		00:01:08	-0.0460	UNKNOWN
Thu	01/03/200	14:41:00	In-NationalCall	08700623350		IN-NATIONAL	National		00:00:48	-0.0330	UNKNOWN
Thu	01/03/200	14:45:00	In-NationalCall	08700623395		IN-NATIONAL	National		00:00:39	-0.0270	UNKNOWN
Thu	01/03/200	14:47:00	In-NationalCall	08700623349		IN-NATIONAL	National		00:06:47	-0.2780	UNKNOWN

Software Version - 2004.9.1.1 | 30684 Calls | Total Duration 1046:14:06 | Costing -819.72

- At the top of the screen in the grey area you can select the **export** button and the file will be downloaded to your desktop (this will be in CSV format. Open the file and save as excel.) You can now use the file as a normal excel file – add, delete, sum etc.