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Intelligent Series Billable Database Fields

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The screenshot shows the IS Supervisor application window. The title bar indicates the user is 'Agent: david (stn5013)' on '12/16/2025 3:33 PM'. The main menu includes 'Start', 'Tools', 'Windows', and 'Help'. The toolbar contains icons for 'Agent', 'Client', 'Directory & Scheduling', 'Reporting', 'System Schedule', 'System', and 'Monitors & Logs'. The 'Reports' window is open, displaying the 'ID 212 Genesis - BillingExport 5.0' report configuration. The interface includes a left-hand navigation tree with 'BillingExport 5.0' highlighted. The main area shows parameters for the report, such as 'Start Date' (11/1/2025 12:00:00 AM) and 'End Date' (11/30/2025 11:59:59 PM). A 'Parameters' section contains fields for 'Start Client' (1), 'End Client' (999999999), and 'Start Billing' (30). A 'Path, File Name [Local]' field is set to 'C:\Users\ddrenk\Desktop\Genesis - BillingExport 5.0.pdf'. The 'Run Report' button is visible, along with options for 'Email', 'View', and 'Auto Save'.

Intelligent Series (IS) Reporting features a set of reports specifically for Genesis soft switch telephony data, including the BillingExport 5.0 report. When transitioning from the Infinity Automated Call Distribution System to the Genesis Soft Switch solution, your billing process should transition from using the Message Detail Reporting (MDR) Account Statistics Billing Export report to using the BillingExport 5.0 report found in both the IS Reports and Genesis Reports sections of IS Supervisor Reports. This document provides a comparison of each of the billable fields in the BillingExport 5.0 report and equivalent fields in the MDR Account Statistics Billing Export report, along with the corresponding field and table in the MDR database.

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Additional Documentation

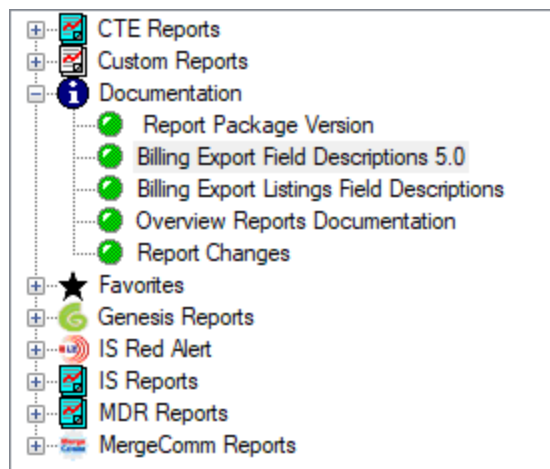
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BillingExport Field Descriptions 5.0

A description of each of the billable fields in the Intelligent Series database that are included in the IS Billing Export Report can be generated by running the Billing Export Field Descriptions 5.0 report in the Documentation section of IS Supervisor Reports. The Billing Export Field Descriptions report also generates a glossary of abbreviations that frequently appear in the BillingExport 5.0 report, as shown in the following table.

Glossary

The following abbreviations frequently appear in the Billing Export Field Descriptions 5.0 Report. These abbreviations are used in the naming of the billable fields in the Intelligent Series database that are included in the BillingExport 5.0 report.



Abbreviation	Definition
Sec	Secretarial
Check	Check-in
Dur	Duration in seconds
Sel	Selected (highlighted) by an agent
UnSel	Not selected (un-highlighted) by an agent
WebScr	Web Scripting
VM	Voice mail
Conf	Conference - Indicates the call is connected to leg1, leg2, and an agent
Patch	Patch - Indicates leg1 and leg2 are connected without an agent
IVR	Interactive Voice Response
Talk	A two-party connection: caller and agent or agent and caller
Talk1	Indicates the first leg (leg1) of a conference call
Talk2	Indicates the second leg (leg2) of a conference call
TAPTerm	A Windows Service that simulates a Telocator Alphanumeric Protocol (TAP) paging terminal, used mainly for MergeComm to support systems that send messages as TAP pages

Database Field Descriptions

The following billable fields in the Intelligent Series database are included in the BillingExport 5.0 report. The following table shows the field number, field name, a description of the field, the equivalent field in the MDR Account Statistics report, and the equivalent table and field in the MDR database.

Note: The word “new” indicates a field that was added in IS and is not available in MDR.

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
1	ClientNumber	The Client Number assigned to each Client	Account	mCallEnd \ Account
2	ClientName	The Client Name associated with the Client Number, as it is programmed in the Client Setup pages of IS Supervisor	Client	mCallEnd \ Client
3	BillingCode	The alphanumeric Billing Code assigned to the Client	Billing	mCallEnd \ Billing
4	ClientSetups	A count of the number of times Client Setup changes were saved for the Client.	new	mClientMaint \ SuperTime
5	ClientSetupsDur	The duration of time users spent in Client Setup for the Client before saving Client changes.	Client Maintenance	mClientMaint \ Changed
6	ScriptEdits	A count of the number of times script changes were saved for the Client.	new	new
7	ScriptEditsDur	The duration of time users spent in the Easy Script Editor before saving script changes for the Client.	new	new
8	Dispatches	A count of dispatches for the Client. This does not include dispatch jobs that have been purged from the database.	new	new

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
9	DispSaved	A count of the number of dispatch jobs saved for the Client.	new	new
10	DispDelivered	A count of the number of dispatch jobs delivered for the Client.	new	new
11	DispDeleted	A count of the number of dispatch jobs deleted by the IS system or agents for the Client	new	new
12	DispDuration	The duration of dispatches for the Client. This is calculated as the difference between the date and time the dispatch job was created and the date and time that the dispatch job was deleted. Dispatch jobs that were not deleted are not included in this calculation.	new	new
13	MsgEdits	The number of message edits performed for the Client.	new	mMsgEdit \ Text, Voice
14	MsgDlvrD	The number of messages delivered for the Client.	new	mMessageDelivered
15	MsgTaken	The number of messages taken for the Client. This does not include messages that have been purged from the database.	Text	mMessageTaken \ Voice, Text, Special, Discarded
16	Dialouts	A count of dialouts for the Client.	Dialout Op + Dialout No Op	mDial \ Seized
17	DialoutDur	The total duration of dialouts for the Client.	Dialout Op Time + Dialout No Op Time	mDial \ Duration

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
18	Email	A count of e-mail messages for the Client.	Remote Prints	mModemOut \ Dialog
19	EmailFail	A count of e-mail messages for the Client that generated an error message.	new	new
20	EmailIn	A count of incoming e-mail messages for the Client. This count includes replies and unsolicited e-mail messages.	new	new
21	Asm	A count of Amtelco Secure Messages (ASM) messages for the Client.	MSM	mModemOut \ Dialog
22	AsmFail	A count of ASM messages for the Client that generated an error message.	new	new
23	AsmIn	A count of incoming ASM messages for the Client. This count includes replies and unsolicited ASM messages.	new	new
24	Sms	A count of Short Message Service (SMS) messages for the Client.	Alpha Pages	mModemOut \ Dialog
25	SmsFail	A count of SMS text messages for the Client that generated an error message.	new	new
26	SmsIn	A count of incoming SMS messages for the Client. This count includes replies and unsolicited SMS messages.	Data In	mModemIn
27	Snpp	A count of Simple Network Paging	new	mModemOut \ Dialog

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
28	SnppFail	Protocol (SNPP) messages for the Client. A count of SNPP messages for the Client that generated an error message.	new	new
29	SnppIn	A count of incoming SNPP messages for the Client. This count includes replies and unsolicited SNPP messages.	new	new
30	Tap	A count of Telocator Alphanumeric Protocol (TAP) paging messages for the Client.	Alpha Pages	mModemOut \ Dialog
31	TapFail	A count of TAP messages for the Client that generated an error message.	new	new
32	TapIn	A count of incoming TAP messages for the Client. This count includes replies and unsolicited TAP messages.	new	new
33	Wctp	A count of Wireless Communications Transfer Protocol (WCTP) messages for the Client.	new	new
34	WctpFail	A count of WCTP messages for the Client that generated an error message.	new	new
35	WctpIn	A count of incoming WCTP messages for the Client. This count includes replies and unsolicited WCTP messages.	new	new

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
36	Vocera	A count of Vocera messages for the Client.	new	new
37	VoceraFail	A count of Vocera messages for the Client that generated an error message.	new	new
38	VoceraIn	A count of incoming Vocera messages for the Client. This count includes replies and unsolicited Vocera messages.	new	new
39	Cisco	A count of Cisco IP Phone messages for the Client.	new	new
40	CiscoFail	A count of Cisco IP Phone messages for the Client that generated an error message.	new	new
41	CiscoIn	A count of incoming Cisco IP Phone messages for the Client. This count includes replies and unsolicited Cisco messages.	new	new
42	Fax	A count of fax messages for the Client.	Remote Print	mModemOut \ Dialog
43	FaxFail	A count of fax messages for the Client that generated an error message.	new	new
44	FaxIn	A count of incoming fax messages for the Client. This count includes replies and unsolicited fax messages.	new	new

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
45	UserTaken	A count of messages taken by IS Agents for the Client.	Text	mMessageTaken \ Text
46	SysTaken	A count of messages taken by the IS system for the Client.	new	new
47	InfTaken	A count of messages taken by the Infinity Bridge for the Client.	new	new
48	SmsTaken	A count of messages taken by the SMS component of the IS Service for the Client.	new	new
49	TapTaken	A count of messages taken by the TAP Station for the Client.	new	new
50	MsmTaken	A count of messages taken by the ASM Station for the Client.	new	new
51	SnppTaken	A count of messages taken by the SNPP component of the IS Service for the Client.	new	new
52	WctpTaken	A count of messages taken by the WCTP component of the IS Service for the Client.	new	new
53	EmailTaken	A count of messages taken by the E-mail component of the IS Service for the Client.	new	new
54	VmTaken	A count of messages taken by the Voice Mail Service for the Client.	new	new
55	FaxTaken	A count of messages taken by the Fax Station for the Client.	new	new
56	VoceraTaken	A count of messages by the Vocera Service for the Client.	new	new

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
57	HI7Taken	A count of messages taken by the Health Level Seven (HL7) Service for the Client.	new	new
58	MergeCommTaken	A count of messages taken by MergeComm for the Client.	new	new
59	TapTermTaken	A count of messages taken by the TAP Terminal Station for the Client.	new	new
60	AutoTaken	This field is not currently implemented.	new	new
61	CiscoTaken	A count of messages taken by the Cisco component of the IS Service for the Client.	new	new
62	Smtptaken	A count of messages taken by the internal SMTP Server, usually for MergeComm, for the Client.	new	new
63	UserDelivered	A count of messages delivered by an IS Agent for the Client.	new	mMessageDelivered
64	SysDelivered	A count of messages delivered by the IS system for the Client.	new	new
65	InfDelivered	A count of messages delivered by the Infinity Bridge for the Client.	new	new
66	SmsDelivered	A count of messages delivered by the SMS component of the IS Service for the Client.	new	new
67	TapDelivered	A count of messages delivered by the TAP Station for the Client.	new	new
68	MsmDelivered	A count of messages delivered by the ASM Station for the Client.	new	new

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
69	SnpDelivered	A count of messages delivered by the SNPP component of the IS Service for the Client.	new	new
70	WctpDelivered	A count of messages delivered by the WCTP component of the IS Service for the Client.	new	new
71	EmailDelivered	A count of messages delivered by the E-mail component of the IS Service for the Client.	new	new
72	VmDelivered	A count of messages delivered by the Voice Mail Service for the Client.	new	new
73	FaxDelivered	A count of messages delivered by the Fax Station for the Client.	new	new
74	VoceraDelivered	A count of messages delivered by the Vocera Service for the Client.	new	new
75	HI7Delivered	A count of messages delivered by the HL7 Service for the Client.	new	new
76	MergeCommDelivered	A count of messages delivered by MergeComm for the Client.	new	new
77	TapTermDelivered	A count of messages delivered by the TAP Terminal Station for the Client.	new	new
78	AutoDelivered	This field is not currently implemented.	new	new
79	CiscoDelivered	A count of messages delivered by the Cisco component of the IS Service for the Client.	new	new

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
80	Smtpdelivered	A count of messages delivered by the internal SMTP Server, usually for MergeComm, for the Client.	new	new
81	UserUrgent	A count of agent messages flagged Urgent for the Client.	new	new
82	SysUrgent	A count of system messages flagged Urgent for the Client.	new	new
83	InfUrgent	A count of Infinity Bridge messages flagged Urgent for the Client.	new	new
84	SmsUrgent	A count of SMS messages flagged Urgent for the Client.	new	new
85	TapUrgent	A count of TAP messages flagged Urgent for the Client.	new	new
86	MsmUrgent	A count of ASM messages flagged Urgent for the Client.	new	new
87	SnppUrgent	A count of SNPP messages flagged Urgent for the Client.	new	new
88	WctpUrgent	A count of WCTP messages flagged Urgent for the Client.	new	new
89	EmailUrgent	A count of e-mail messages flagged Urgent for the Client.	new	new
90	VmUrgent	A count of Voice Mail messages flagged Urgent for the Client.	new	new
91	FaxUrgent	A count of fax messages flagged Urgent for the Client.	new	new
92	VoceraUrgent	A count of Vocera messages flagged Urgent for the Client.	new	new

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
93	HI7Urgent	A count of HL7 Service messages flagged Urgent for the Client.	new	new
94	MergeCommUrgent	A count of MergeComm messages flagged Urgent for the Client.	new	new
95	TapTermUrgent	A count of TAP Terminal messages flagged Urgent for the Client.	new	new
96	AutoUrgent	This field is not currently implemented.	new	new
97	CiscoUrgent	A count of Cisco messages flagged Urgent for the Client.	new	new
98	SmtptUrgent	A count of SMTP messages flagged Urgent for the Client.	new	new
99	UserUrgDelivered	A count of urgent messages delivered by an IS Agent for the Client.	new	new
100	SysUrgDelivered	A count of urgent messages delivered by the IS system for the Client.	new	new
101	InfUrgDelivered	A count of urgent messages delivered by the Infinity Bridge for the Client.	new	new
102	SmsUrgDelivered	A count of urgent messages delivered by the SMS component of the IS Service for the Client.	new	new
103	TapUrgDelivered	A count of urgent messages delivered by the TAP Station for the Client.	new	new

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
104	MsmUrgDelivered	A count of urgent messages delivered by the ASM Station for the Client.	new	new
105	SnppUrgDelivered	A count of urgent messages delivered by the SNPP component of the IS Service for the Client.	new	new
106	WctpUrgDelivered	A count of urgent messages delivered by the WCTP component of the IS Service for the Client.	new	new
107	EmailUrgDelivered	A count of urgent messages delivered by the E-mail component of the IS Service for the Client.	new	new
108	VmUrgDelivered	A count of urgent messages delivered by the Voice Mail Service for the Client.	new	new
109	FaxUrgDelivered	A count of urgent messages delivered by the Fax Station for the Client.	new	new
110	VoceraUrgDelivered	A count of urgent messages delivered by the Vocera Service for the Client.	new	new
111	HI7UrgDelivered	A count of urgent messages delivered by the HL7 Service for the Client.	new	new
112	MergeCommUrgDelivered	A count of urgent messages delivered by MergeComm for the Client.	new	new
113	TapTermUrgDelivered	A count of urgent messages delivered by the TAP Terminal Station for the Client.	new	new

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
114	AutoUrgDelivered	This field is not currently implemented.	new	new
115	CiscoUrgDelivered	A count of urgent messages delivered by the Cisco component of the IS Service for the Client.	new	new
116	SmtptUrgDelivered	A count of urgent messages delivered by the internal SMTP Server, usually for MergeComm, for the Client.	new	new
117	Calls	The total calls of all Call Types for the Client. Call Types (called Call Kinds in Infinity) are the categories assigned to calls by the Intelligent Series (IS) server based on how the call entered the IS system or how the call is affected by a behavior or action. More information about Call Types can be found in the <i>Intelligent Series and Genesis Report Terminology</i> white paper.	Sec Op + Sec No Op + Check Op + Check No Op + Non Live Op + Non Live No Op	mCallEnd \ CallKind
118	CallDuration	The total duration of all calls of all Call Types for the Client, including the time it took for the calls to connect to the modem, be answered, be on hold, be hung up, be on a conference call,	Sec Op Time + Sec No Op Time + Check Op Time + Check No Op Time + Non Live Op Time + Non Live No Op Time	mCallEnd \ Duration

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
		sit on the agent's screen, and be patched.		
119	SecCalls	A count of all Secretarial calls for the Client.	Sec Op + Sec No Op	mCallEnd \ CallKind
120	CheckCalls	A count of all Check-in calls for the Client.	Check Op + Check No Op	mCallEnd \ CallKind
121	FetchCalls	A count of all Fetch calls for the Client.	Non Live Op + Non Live No Op	mCallEnd \ CallKind
122	SchedCalls	This field is no longer in use.	new	new
123	IVRCalls	This field is no longer in use.	new	new
124	WebScrCalls	A count of all Web Scripting calls for the Client.	new	new
125	VMCalls	A count of all Voice Mail calls for the Client.	new	mMessageTaken \ Voice
126	AutoCalls	A count of all Auto Calls for the Client.	new	mCallEnd \ CallKind
127	AnnCalls	A count of all Announcement calls for the Client.	new	new
128	MCommCalls	A count of all MergeComm calls for the Client.	new	new
129	PgConfirmCalls	A count of all Page Confirmation calls for the Client.	new	new
130	SmartPgCalls	A count of all Smart Paging calls for the Client.	new	new
131	CngClientCalls	A count of all Change Client calls for the Client.	new	new
132	AudioCalls	A count of all Agent Audio calls for the Client.	new	new
133	RaulandCalls	A count of all Rauland Responder calls for the Client.	new	new

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
134	SelDisc	The amount of time calls for the Client were selected on an agent's screen in the Disconnect state.	Sec Disc Time + Check Disc Time + Non Live Disc Time	mCallEnd \ HiDisc
135	UnSelDisc	The amount of time calls for the Client spent in the Disconnect state while not selected on an agent's screen.	new	new
136	SelRing	This field is not currently implemented.	new	new
137	UnSelRing	The amount of time calls for the Client spent in the Ring state while not selected on an agent's screen.	new	new
138	SelTalk	The amount of time calls for the Client were selected on an agent's screen in the Talk state.	Sec Talk Time + Check Talk Time + Non Live Talk Time	mCallEnd \ Talk
139	UnSelTalk	This field is not currently implemented.	new	new
140	SelTalk1	The amount of time calls for the Client were selected on an agent's screen in the Talk1 state, the first leg of a conference call, for the Client.	Sec Talk Time with ParadoxTalk set to True	mCallEnd \ HiTk1
141	UnSelTalk1	This field is not currently implemented.	new	new
142	SelTalk2	The amount of time calls for the Client were selected on an agent's screen in the Talk2 state, the second	Sec Talk Time with ParadoxTalk set to True	mCallEnd \ HiTk2

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
143	UnSelTalk2	leg of a conference call, for the Client. The amount of time calls for the Client spent in the Talk2 state while not selected on an agent's screen.	new	new
144	SelConf	The amount of time calls for the Client were selected on an agent's screen in the Conference state. The Conference state is when the call is connected to leg1, leg2 and an agent.	Sec Talk Time with ParadoxTalk set to True	mCallEnd \ HiConf
145	UnSelConf	This field is not currently implemented.	new	new
146	SelHold	The amount of time calls for the Client were selected on an agent's screen in the Hold state	Sec Hold Time + Check Hold Time + Non Live Hold Time	mCallEnd \ HiHold
147	UnSelHold	The amount of time calls for the Client spent in the Hold state while not selected on an agent's screen.	new	new
148	SelInProg	The amount of time calls for the Client were selected on an agent's screen in the In Progress state. The InProgress state is when the call is a dial-out with the agent hearing ringback or other call progress tones.	new	new
149	UnSelInProg	The amount of time calls for the Client spent in the In	new	new

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
150	SelVM	Progress state while not selected on an agent's screen. This field is not currently implemented.	new	new
151	UnSelVM	The amount of time calls for the Client spent in the Voice Mail state while not selected on an agent's screen.	new	mCallEnd \ Wait
152	SelAuto	This field is not currently implemented.	new	new
153	UnSelAuto	The amount of time calls for the Client spent in the Auto state while not selected on an agent's screen. More information about Call States can be found in the <i>Intelligent Series and Genesis Report Terminology</i> white paper.	new	new
154	SelOutboundQueue	The amount of time calls for the Client were selected on an agent's screen in the Outbound Queue state. The Outbound Queue state is used when an outbound call is in queue waiting for a dialout trunk.	new	new
155	UnSelOutboundQueue	The amount of time calls for the Client spent in the Outbound Queue state while not selected on an agent's screen.	new	new

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
156	SelAutoHold	This field is not currently implemented.	new	new
157	UnSelAutoHold	The amount of time calls for the Client spent in the Auto Hold state while not selected on an agent's screen.	new	mCallEnd \ AHold
158	SelPatch	The amount of time calls for the Client were selected on an agent's screen in the Patch state.	Patch Op Time	mCallEnd \ HiPtch
159	UnSelPatch	The amount of time calls for the Client spent in the Patch state while not selected on an agent's screen.	Patch No Op Time	new
160	SecDuration	The duration of all Secretarial calls for the Client.	Sec Op Time + Sec No Op Time	mCallEnd \ Duration
161	SelSecDuration	The amount of time Secretarial calls for the Client were selected on an agent's screen.	Sec Op Time	mCallEnd \ OpTime
162	CheckDuration	The duration of all Check-in calls for the Client.	Check Op Time + Check No Op Time	mCallEnd \ Duration
163	SelCheckDuration	The amount of time Check-in calls for the Client were selected on an agent's screen.	Check Op Time	mCallEnd \ OpTime
164	FetchDuration	The duration of all Fetch calls for the Client.	Non Live Op Time + Non Live No Op Time	mCallEnd \ Duration
165	SelFetchDuration	The amount of time Fetch calls for the Client were selected on an agent's screen.	Non Live Op Time	mCallEnd \ OpTime
166	SchedDuration	This field is no longer in use.	new	new

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
167	SelSchedDuration	This field is no longer in use.	new	new
168	IVRDuration	This field is no longer in use.	new	new
169	SelIVRDuration	This field is no longer in use.	new	new
170	WebScrDuration	The duration of all Web Scripting calls for the Client.	new	new
171	SelWebScrDuration	The amount of time Web Scripting calls for the Client were selected on an agent's screen.	new	new
172	VMDuration	The duration of all Voice Mail calls for the Client.	new	mCallEnd \ Wait
173	SelVMDuration	This field is not currently implemented.	new	new
174	AutoDuration	The duration of all Auto Calls for the Client.	new	mCallEnd \ Duration
175	SelAutoDuration	This field is not currently implemented.	new	new
176	AnnDuration	The duration of all Announcement calls for the Client.	new	new
177	SelAnnDuration	The amount of time Announcement calls for the Client were selected on an agent's screen.	new	new
178	MCommDuration	The duration of all MergeComm calls for the Client.	new	new
179	SelMCommDuration	The amount of time MergeComm calls for the Client were selected on an agent's screen.	new	new

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
180	PgConfirmDuration	The duration of all Page Confirmation calls for the Client.	new	new
181	SelPgConfirmDuration	The amount of time Page Confirmation calls for the Client were selected on an agent's screen.	new	new
182	SmartPgDuration	The duration of all Smart Paging calls for the Client.	new	new
183	SelSmartPgDuration	The amount of time Smart Paging calls for the Client were selected on an agent's screen.	new	new
184	CngClientDuration	The duration of all Change Client calls for the Client.	new	new
185	SelCngClientDuration	The amount of time Change Client calls for the Client were selected on an agent's screen.	new	new
186	AudioDuration	The duration of all Agent Audio calls for the Client.	new	new
187	SelAudioDuration	The amount of time Agent Audio calls for the Client were selected on an agent's screen.	new	new
188	RaulandDuration	The duration of all Rauland Responder calls for the Client	new	new
189	SelRaulandDuration	The amount of time Rauland Responder calls for the Client were selected on an agent's screen.	new	new
190	SelPatches	The number of patches with an agent for the Client.	Patch Op	mCallEnd \ Ptch

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
191	UnSelPatches	The number of patches without an agent for the Client.	Patch No Op	mCallEnd \ Ptch
192	SelSecCalls	A count of Secretarial calls with an agent for the Client.	Sec Op	mCallEnd \ OpTime
193	SelCheckCalls	A count of Check-in calls with an agent for the Client.	Check Op	mCallEnd \ OpTime
194	SecTalkTime	The sum of selected Talk, Talk1, Talk2, and Conference time for all Secretarial calls for the Client.	Sec Talk Time	mCallEnd \ Talk, Tk1, Tk2, Conf
195	CheckTalkTime	The sum of selected Talk, Talk1, Talk2, and Conference time for all Check-in calls for the Client.	Check Talk Time	mCallEnd \ Talk, Tk1, Tk2, Conf
196	NonLiveTalkTime	The sum of selected Talk, Talk1, Talk2, and Conference time for all calls for the Client categorized as something other than Secretarial or Check-in.	Non Live Talk Time	mCallEnd \ Talk, Tk1, Tk2, Conf
197	OtherSource	The number of MergeComm jobs for the Client triggered by a source not listed in the following fields of the report.	new	new
198	ScriptSource	The number of MergeComm jobs triggered by a script for the Client.	new	new
199	ScheduleSource	The number of MergeComm jobs triggered by the System Schedule for the Client.	new	new

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
200	PhoneSource	The number of MergeComm jobs triggered by phone for the Client.	new	new
201	SmsSource	The number of MergeComm jobs triggered by SMS for the Client.	new	new
202	MsmSource	The number of MergeComm jobs triggered by ASM for the Client.	new	new
203	HI7Source	The number of MergeComm jobs triggered by HL7 for the Client.	new	new
204	SmtpSource	The number of MergeComm jobs triggered by SMTP for the Client.	new	new
205	EmailSource	The number of MergeComm jobs triggered by e-mail for the Client.	new	new
206	WctpSource	The number of MergeComm jobs triggered by WCTP for the Client.	new	new
207	VoceraSource	The number of MergeComm jobs triggered by Vocera for the Client.	new	new
208	FaxSource	The number of MergeComm jobs triggered by fax for the Client.	new	new
209	TapSource	The number of MergeComm jobs triggered by TAP for the Client.	new	new

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
210	SnppSource	The number of MergeComm jobs triggered by SNPP for the Client.	new	new
211	RaulandBorgSource	The number of MergeComm jobs triggered by Rauland Responder for the Client.	new	new
212	WebServiceSource	The number of MergeComm jobs triggered by a Web Service for the Client.	new	new
213	OtherSourceDur	The total duration of MergeComm jobs for the Client triggered by a source not listed in the following fields of the report.	new	new
214	ScriptSourceDur	The total duration of all MergeComm jobs triggered by a script for the Client.	new	new
215	ScheduleSourceDur	The total duration of all MergeComm jobs triggered by the System Schedule for the Client.	new	new
216	PhoneSourceDur	The total duration of all MergeComm jobs triggered by phone for the Client.	new	new
217	SmsSourceDur	The total duration of all MergeComm jobs triggered by SMS for the Client.	new	new
218	MsmSourceDur	The total duration of all MergeComm jobs triggered by ASM for the Client.	new	new

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
219	HI7SourceDur	The total duration of all MergeComm jobs triggered by HL7 for the Client.	new	new
220	SmtplibSourceDur	The total duration of all MergeComm jobs triggered by SMTP for the Client.	new	new
221	EmailSourceDur	The total duration of all MergeComm jobs triggered by e-mail for the Client.	new	new
222	WctplibSourceDur	The total duration of all MergeComm jobs triggered by WCTP for the Client.	new	new
223	VoceraSourceDur	The total duration of all MergeComm jobs triggered by Vocera for the Client.	new	new
224	FaxSourceDur	The total duration of all MergeComm jobs triggered by fax for the Client.	new	new
225	TapSourceDur	The total duration of all MergeComm jobs triggered by TAP for the Client.	new	new
226	SnppSourceDur	The total duration of all MergeComm jobs triggered by SNPP for the Client.	new	new
227	RaulandBorgSourceDur	The total duration of all MergeComm jobs triggered by Rauland Responder for the Client.	new	new
228	WebServiceSourceDur	The total duration of all MergeComm jobs triggered by a Web Service for the Client.	new	new

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
229	WebDirectory	A count of the number of times that users logged into the IS Web application with an Agent ID that is linked to the Client. Agent IDs are linked to a Client by assigning the Agent ID and Client Number to a Listing in the Agent ID's Default Directory Subject.	new	new
230	WebMessaging	A count of the number of times that users logged into IS Web Scripting with an Agent ID that is linked to the Client. Agent IDs are linked to a Client by assigning the Agent ID and Client Number to a Listing in the Agent ID's Default Directory Subject.	new	new
231	MiTeamWeb	A count of the number of times users logged into the miTeamWeb application with an Agent ID that is linked to the Client. Agent IDs are linked to a Client by assigning the Agent ID and Client Number to a Listing in the Agent ID's Default Directory Subject.	new	new
232	WebDirectoryDur	The total of the amounts of time each user was logged into the IS Web application with an Agent ID that is linked to the Client. Agent IDs are linked	new	new

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
		to a Client by assigning the Agent ID and Client Number to a Listing in the Agent ID's Default Directory Subject.		
233	WebMessageingDur	The total of the amounts of time each user was logged into IS Web Scripting with an Agent ID that is linked to the Client. Agent IDs are linked to a Client by assigning the Agent ID and Client Number to a Listing in the Agent ID's Default Directory Subject.	new	new
234	MiTeamWebDur	The total of the amounts of time each user was logged into the miTeamWeb application with an Agent ID that is linked to the Client. Agent IDs are linked to a Client by assigning the Agent ID and Client Number to a Listing in the Agent ID's Default Directory Subject.	new	new
235	DirSetups	The number of times agents saved changes to an IS Directory Subject that has the Client configured as the Billing Client.	new	mDirectoryChange
236	DirSetupsDuration	The amount of time in minutes agents spent making changes to an IS Directory Subject that has the Client	new	new

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
		configured as the Billing Client.		
237	SelSecDurationCap	<p>The sum of all Secretarial time for the Client after applying the TimeCap limit to each individual call.</p> <p>A detailed breakdown of the SecTimeCap and FetchTimeCap values and how they are affected by the TimeCap parameter is provided in the Genesis – TimeCap Proof report.</p>	new	new
238	SelFetchDurationCap	<p>The sum of all Fetch time for the Client after applying the TimeCap limit to each individual call.</p> <p>A detailed breakdown of the SecTimeCap and FetchTimeCap values and how they are affected by the TimeCap parameter is provided in the Genesis – TimeCap Proof report.</p>	new	new
239	AnsweredCalls	The number of calls that were answered for the Client.	Op Answered	mCallEnd
240	AbandonedCalls	<p>The number of calls that were abandoned for the Client.</p> <p>Abandons are calls that ended with the caller hanging up without the call being answered by an agent.</p>	Op Abandoned	mCallEnd

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
241	AutoAttendantCalls	A count of calls that went to Auto Attendant for the Client.	new	new
242	ListingLookupCalls	A count of calls that went to Listing Lookup for the Client.	new	new
243	DispatchCalls	A count of calls generated by Intelligent Dispatching for dispatch jobs for the Client.	new	new
244	ParkOrbitCalls	A count of calls that went to Park Line Pickup for the Client.	new	new
245	VMCallBackCalls	A count of calls that went to Voice Mail Callback for the Client.	new	new
246	CueCalls	A count of calls generated for Cues for the Client.	new	mCallEnd
247	RepeatCalls	A count of calls generated for Repeats for the Client.	new	mCallEnd
248	ConfBridgeCalls	A count of calls into Genesis Conference Bridge for the Client.	new	new
249	OrbitCalls	A count of calls that were put into orbit for the Client.	new	new
250	AutoAttendantDuration	The duration of all calls that went to Auto Attendant for the Client.	new	new
251	UnSelAutoAttendantDuration	The sum of all unselected time for calls that went to Auto Attendant for the Client.	new	new

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
252	ListingLookupDuration	The duration of all calls that went to Listing Lookup for the Client.	new	new
253	UnSelListingLookupDuration	The sum of all unselected time for calls that went to Listing Lookup for the Client.	new	new
254	DispatchDuration	The duration of all calls generated by Intelligent Dispatching for dispatch jobs for the Client.	new	new
255	UnSelDispatchDuration	The sum of all unselected time for calls generated by Intelligent Dispatching for dispatch jobs for the Client.	new	new
256	ParkOrbitDuration	The duration of all calls that went to Park Line Pickup for the Client.	new	new
257	UnSelParkOrbitDuration	The sum of all unselected time for calls that went to Park Line Pickup for the Client.	new	new
258	VMCallBackDuration	The duration of all calls that went to Voice Mail Callback for the Client.	new	new
259	UnSelVMCallBackDuration	The sum of all unselected time for calls that went to Voice Mail Callback for the Client.	new	new
260	CueDuration	The duration of all calls generated for Cues for the Client.	new	new

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
261	UnSelCueDuration	The sum of all unselected time for calls generated for Cues for the Client.	new	new
262	RepeatDuration	The duration of all calls generated for Repeats for the Client.	new	new
263	UnSelRepeatDuration	The sum of all unselected time for calls generated for Repeats for the Client.	new	new
264	ConfBridgeDuration	The duration of all calls into Genesis Conference Bridge for the Client.	new	new
265	UnSelConfBridgeDuration	The sum of all unselected time for calls into Genesis Conference Bridge for the Client.	new	new
266	OrbitDuration	The duration of all calls that were put into orbit for the Client.	new	new
267	UnSelOrbitDuration	The sum of all unselected time for calls that were put into orbit for the Client.	new	new
268	AgtDuration	The total duration of time Secretarial, Check-in, and non-live calls for the Client were selected on an agent's screen.	Sec Op Time + Check Op Time + Non Live Op Time	mCallEnd \ OpTime
269	VoiceTaken	The number of messages taken for the Client that have voice attached.	Voice	mMessageTaken \ Voice
270	NoOpDialouts	The number of dialouts that are not overdials and have no Agent ID associated with them. This includes Auto Calls	Dialout No Op	mDial \ DialoutNoOp

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
		and patching Auto Calls. Note: If the system initiates a patch Auto Call, it is counted both in this category and the UnSelPatches category.		
271	NoOpDialoutDuration	The duration of all dialouts that are not overdials and have no Agent ID associated with them. This includes Auto Calls and patching Auto Calls. Note: This time is included in Sec Duration, Check Duration, and Fetch Duration.	Dialout No Op Time	mDial \ DialoutNoOpTime
272	AgtPatchDuration	The total patch and selected conference time for calls associated with an agent.	Patch Op Time	mCallEnd \ HiPtch + HiConf
273	NoAgtPatchDuration	The unselected patch and unselected conference time for calls that have no Agent ID associated with them. The time starts when two parties are patched together and ends when one of the parties hangs up and the patch is broken.	Patch No Op Time	mCallEnd \ Ptch - HiConf
274	HeldCalls	The number of Secretarial and Check-in calls that had hold time.	Calls Held	mCallEnd \ Hold

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
275	SecHoldDuration	The total duration of hold time for Secretarial calls. The time starts when the call is selected on an agent screen in the Hold state; the time stops when the call is removed from the Hold state or the agent disconnects the caller, changes the Call Type, or answers another line.	Sec Hold Time	mCallEnd \ HiHold
276	SecDiscDuration	The total duration of disconnect time for Secretarial calls. The time starts when the call is selected on an agent screen in the Disconnect state or the agent fetches an IS Client. The time stops when the agent changes the state by dialing out or answers another line.	Sec Disc Time	mCallEnd \ HiDisc
277	CheckHoldDuration	The told duration of hold time for Check-in calls. The time starts when the call selected on an agent screen in Hold state. The time stops when the agent places call in another state, disconnects the caller, or answers another line.	Check Hold Time	mCallEnd \ HiHold
278	CheckDiscDuration	The total duration of disconnect time for Check-in calls. The time starts when the call is selected on an	Check Disc Time	mCallEnd \ HiDisc

Field #	IS/Genesis BillingExport 5.0 Report Field Name	Description	Equivalent MDR Account Statistics Billing Export Report Field	Equivalent MDR Table and Field
279	NonLiveDiscDuration	<p>agent screen in the Disconnect state; the time stops when an agent does a dialout, changes the Call Type, releases the call, or releases the call.</p> <p>The total disconnect time for calls that are not Secretarial or Check-in calls. The time starts when an agent highlights the non-live call in Disconnect state; the time stops when the agent changes the state to Talk or Hold by dialing, releases the call, or answers another line.</p>	Non Live Disc Time	mCallEnd \ HiDisc
280	CallsAssigned	<p>The total number of Secretarial calls and Check-in calls that were assigned to agents.</p>	Op Assigned	mCallEnd \ Assigned

Documentation Change Log

Software Version	Document Section	Changes	Published Date
N/A	Database Field Descriptions	<p>Adding endings to Field Names that are truncated in the report.</p> <p>Adjust field descriptions for consistency with other documentation.</p> <p>Corrected field name from “ScriptEditDu” to “ScriptEditsDur.”</p>	12/18/2025
400	Introduction	Updated screenshot.	12/18/2025
380	Database Field Descriptions	<p>Changed Msm, MsmFail, and MsmIn columns to Asm, AsmFail, and AsmIn.</p> <p>Changed “MSM” to “ASM” and “miSecureMessages” to “Amtelco Secure Messages” in field descriptions.</p>	12/18/2025
N/A	Cover	Replaced Genesis Intelligent Series logo with regular Intelligent Series logo.	10/24/2024
N/A	Cover page, back of cover page, and back cover	Updated Amtelco logo and contact information.	10/24/2024
N/A	Trademarks and Copyrights	Updated list of patents.	10/24/2024
N/A	Database Field Descriptions	<p>Reworded description of ClientName, AutoCalls, SelDisc, UnSelDisc, UnSelRing, SelTalk, SelTalk1, SelTalk2, SelConf, SelHold, UnSelHold, SelInProg, UnSelInProg, UnSelVM, UnSelAuto, SelOutboundQueue, UnSelOutboundQueue, UnSelAutoHold, SelPatch, UnSelPatch, SelSecDuration, SelCheckDuration, SelFetchDuration, AutoDuration, SelAnnDuration, SelMCommDuration, SelPgConfirmDuration, SelSmartPgDuration,</p>	10/24/2024

Software Version	Document Section	Changes	Published Date
		<p>SelCngClientDuration, SelAudioDuration, RaulandDuration, SelRaulandDuration, NonOpDialouts, NoOpDialoutDuratio, SecHoldDuratio, SecDiscDuration, CheckHoldDuratio, and CheckDiscDuration for consistency with other documents.</p> <p>Changed description of SchedCalls, IVRCalls, SchedDuration, SelSchedDuration, IVRDuration, SelIVRDuration to “This field is no longer in use.”</p> <p>Changed description of WebScrCalls from “This field is not currently implemented” to “A count of all Web Scripting calls for the Client.”</p> <p>Changed description of SelRing, SelVMDuration to “This field is not currently implented.”</p> <p>Changed description of UnSelTalk2 from “This field is not currently implemented” to “The amount of time calls for the Client spent in the Talk2 state while not selected on an agent’s screen.”</p> <p>Changed description of WebScrDuration from “This field is not currently implemented” to “The duration of all Web Scripting calls for the Client.”</p> <p>Changed description of SelWebScrDuration from “This field is not currently implemented” to “The amount of time Web Scripting calls for the Client were selected on an agent’s screen.”</p> <p>Changed “Talk time” to “selected Talk, Talk1, Talk2, and Conference time” in description of</p>	

Software Version	Document Section	Changes	Published Date
		<p>SecTalkTime, CheckTalkTime, and NonLiveTalkTime and reworded description of NonLiveTalkTime.</p> <p>Changed “IS Conference Bridge” to “Genesis Conference Bridge” in description of ConfBridgeCalls and ConfBridgeDuration.</p> <p>Removed “Not in Genesis report” from AgtDuration.</p>	
N/A	Introduction	Replaced the screenshot, rewrote the introduction, and defined MDR.	1/23/2024
N/A	Trademarks and Copyrights	Added section.	1/23/2024
N/A	Additional Documentation	Added section.	1/23/2024
N/A	BillingExport Field Descriptions 5.0	Added heading and defined TAP.	1/23/2024
N/A	Database Field Descriptions	Changed column heading from “Equivalent MDR Account Statistics Report Field” to “Equivalent MDR Account Statistics Billing Export Report Field”	1/23/2024
N/A	Database Field Descriptions	Updated description of field 117.	1/23/2024
N/A	Database Field Descriptions	Changed “SecTimeCap” to “SelSecDurationCap.”	1/23/2024
N/A	Database Field Descriptions	Changed “FetchTimeCap” to “SelFetchDurationCap.”	1/23/2024
N/A	Database Field Descriptions	Expanded description of field 240.	1/23/2024
2.1.0	Database Field Descriptions	Added fields 241 to 280.	1/23/2024

N/A = Not applicable. This change is not related to a specific version of the software.

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