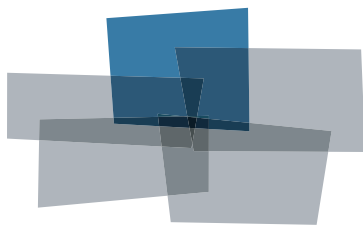


# CallPilot Survey

*“What are my Unified Messaging Assets?”*

Produced For  
**ABC Company**

Customer Number: **123355**  
Reflecting CallPilot Information from: **3/3/2009**



**Inventory**  
Configuration  
Performance  
Security  
Backup

## IMPORTANT NOTICE

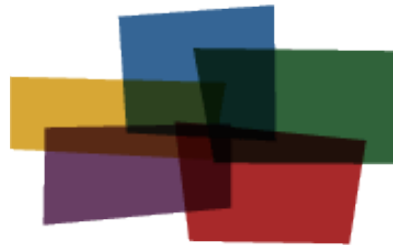
The information contained in this document is based upon data retrieved remotely from a CallPilot Unified Messaging system. Some of the information presented may be derived, in whole or in part, from this data. Inconsistent and/or incorrect programming of the CallPilot may cause these derivations to be inaccurate. For the sake of consistency in these reports, there may be cases in which a best-effort attempt is made to derive particular information based upon related data in the CallPilot. As the reporting facilities of the CallPilot's hardware and software improve, the enhanced data will lead to more accurate InfoPlus reports. Technical errors encountered during the remote transfer of data from the CallPilot may cause spurious results in the report. Bristol Capital, Inc. does not guarantee the accuracy of the information presented, although reasonable attempts have been and will continue to be made to ensure InfoPlus reports are as accurate as possible.

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# Communications Management with InfoPlus

Regardless of the size or type of organization, there are a few basic concerns of every communications manager. InfoPlus services help address those various concerns through its integrated suite of reports and analyses.



**Inventory**  
**Configuration**  
**Performance**  
**Security**  
**Backup**

**Unified Messaging** – This report, the InfoPlus Unified Messaging Survey, is a detailed accounting of each of the major hardware and software components of a Nortel CallPilot system. Concise and detailed, the Unified Messaging Survey not only provides a knowledge base of vital configuration details and purchased resources, but also allows for effective asset management by specifying the spare, used and total resources available.

While the Unified Messaging Survey is useful in gaining additional control over your communications, one may quickly realize the need to analyze the PBX in order to obtain a complete picture. Bristol Capital offers a complete range of PBX management services, including the InfoPlus Site Survey and InfoPlus SourceBook. The Site Survey is a great place to start understanding your phone system by detailing the hardware and software you own, while the SourceBook defines all the system programming that makes your communications system uniquely yours.

Other services in the InfoPlus suite include:

## **Inventory - InfoPlus Site Survey**

- Inventory of the major PBX hardware and software components
- Factory Support analysis pinpoints "End-of-Life" and other unsupported equipment
- Access to database for enterprise customers

## **Configuration - InfoPlus SourceBook**

- Details a PBX system's programming
- Graphics of each set and each button's feature or line assignment
- Lists of each defined group (Intercom, Call Pick-up, etc.)
- Clearly defines trunking, call routing and even Calling Privileges
- Service-improving Action Items are uniquely assembled for your system

## **Performance - InfoPlus Traffic Study**

- Consultative Report, not a "data dump"
- Supported by graphical representation of the "important" data
- Looks at Networks, Trunks, Consoles and even Processors
- Clear recommendations supported by factual data

## **Security - InfoPlus Security Audit**

- Detailed review of system's programming
- 83 computerized analyses
- Each analysis consists of Description, the Security Concerns and Findings
- One hour of personal consultation is provided

## **Backup - InfoPlus Backup Service**

- Off-site backup of your PBX's configuration
- Available at any time for restoration through the internet

Please contact your telecommunications vendor for additional information about these services.



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# 1. System Overview

The System Overview presents basic information about your CallPilot system that is useful for gaining a high-level understanding. Vital statistics and information about the software and hardware capacities are included at a glance, but if more detail is required it is available in later sections.

**Customer Name:** ABC Company

**Customer Number:** 123355

**Date of Survey:** 3/3/2009

**Location/Computer Name:** CALLPILOT

**Hardware Platform:** TRP 1002rp

**Serial Number:** 12345678

**CallPilot Version:** 05.00.41

**Key Code:** ABCD EFGH IJKL MNOP QRST UVWX YZ12 3456

The following items are a subset of the CallPilot capacities enabled by your keycode. These are the most vital items when looking at an overview, but a complete list is available in the the section called "Capacities" found in Chapter 4.

Feature	Capacity	Used	Spare
Channels	40	14	26
Fax Channels	0	0	0
Mailboxes	500	16	484
Speech Recognition Channels	0	0	0
Storage	350 Hours	18 Minutes	349 Hours 42 Minutes
Voice Channels	14	14	0

## 2. System Configuration

This chapter covers some of the basic configuration of your CallPilot system. It can be used to get an idea of how the CallPilot is connected to your network or your PBX, and how it can be accessed.

### CallPilot Manager Access

This is the access information that was used to produce this document. The IP Address corresponds to CallPilot Manager, and may or may not be the same as the CallPilot system's IP Address.

**PPP Modem Number:** +1 (201) 555-1213

**PPP Login ID:** ABC\_USER

**PPP Password:** 1234ABC

**IP Address:** 127.0.0.1

**Mailbox ID:** 000000

**Mailbox Password:** 123456

**CallPilot Manager Version:** 05.00.41.57

### PBX Integration Information

PBX Integration explains how your CallPilot is connected to your phone system. Voice Messaging DNs are the primary means of accessing your CallPilot Mailboxes through the PBX.

**Switch Type:** Meridian 1 (Large System)

**Switch Release:** Unknown

**IP Address:** 10.100.1.10

**Voice Messaging Service DNs:**

### Ethernet Port Configuration

This section shows all of the Ethernet ports in your CallPilot system, and indicates which one is used for the Equipment LAN (ELAN) and Customer LAN (CLAN). This information can help you manage your IT infrastructure.

Net Type	Num.	Name	IP Address	Subnet	Gateway	MAC Address
ELAN	1	Intel(R) GD8259ER Fast Ethernet Ad- apter	10.2.1.38	255.255.0.0	10.2.1.3	00-11-22-33-44-55
CLAN	5	Intel(R) GD8259ER Fast Ethernet Ad- apter	10.100.1.12	255.255.255.0	N/A	AA-BB-CC-DD-EE-FF
<b>Total Ethernet Ports: 2</b>						

### Serial Port Configuration

All of the Serial Ports present in your system are displayed here, as well as their current configuration. This information can be helpful when trying to connect another device to the CallPilot.

Num	Type	Baud	Data Bits	Parity	Stop Bits	Flow Control
1	MM Access	9600	8	None	1	None
<b>Total Serial Ports: 1</b>						



## 3. Hardware Inventory

The Hardware Inventory chapter details the physical equipment installed in your CallPilot system. This includes Multimedia Processing Boards, DSP processors, and STI Links. Using this information you can more easily plan upgrades, expansion, or be prepared for failures with spare equipment.

**Hardware Platform:** TRP 1002rp

**Serial Number:** 12345678

### Multimedia Processing Boards

Multimedia Processing Boards (MPBs) provide talk paths and processing power for your CallPilot. In the following sections we detail the hardware and software configurations of your MPBs and explain the details of the summary table.

#### MPB Summary

Board Name	Slot Number	Board ID	Total Voice MPUs	Total Fax MPUs	Total ASR MPUs
BRD01 (201i)	1	87654321	14	0	0
<b>Total Multimedia Processing Boards: 1</b>					

The following sections contain more details about the hardware attached to each Multimedia Processing Board listed above, including DSP Cards and STI Links.

#### Multimedia Processing Board: BRD01 (201i)

##### DSP Cards

Calls that are received by CallPilot require DSP processing power to support the voice, fax, and Automated Speech Recognition (ASR) features. DSP processing power is provided by DSP Cards in the CallPilot server, and measured in Multimedia Processing Units (MPUs). This section details the assignment of the available MPU resources to specific services.

DSP Name	Built In	Number of Voice MPUs	Number of Fax MPUs	Number of ASR MPUs	Max MPUs	Spare MPUs
MPC DSP01-001	✓	5	0	0	8	3
MPC DSP01-002		5	0	0	8	3
MPC DSP01-003		4	0	0	8	4
<b>Total DSP Cards on Board: 3</b>						

##### STI Links

Multimedia Processing Boards provide Switch Telephony Integration Links (or STIs) to the PBX to enable talk paths. Each link is divided into channels. We show the physical capacity of these links as well as how the channels are configured.

STI Link: STI01-001

**Channel Capacity:** 32

Channel #	TN	Position ID	SCN
1	028 0 14 00	5511	5551
2	028 0 14 01	5512	5552

Channel #	TN	Position ID	SCN
3	028 0 14 02	5513	5553
4	028 0 14 03	5514	5554
5	028 0 14 04	5515	5555
6	028 0 14 05	5516	5556
7	028 0 14 06	5517	5557
8	028 0 14 07	5518	5558
9	028 0 14 08	5519	5559
10	028 0 14 09	5520	5560
11	028 0 14 10	5521	5561
12	028 0 14 11	5522	5562
13	028 0 14 12	5523	5563
14	028 0 14 13	5524	5564
<b>Total Used Channels on Link: 14</b>			

STI Link: STI01-002

**Channel Capacity: 32**

Channel #	TN	Position ID	SCN
There are no used Channels on this Link.			
<b>Total Used Channels on Link: 0</b>			

## 4. Software Inventory

The Software Inventory chapter details the capacities and software enabled by the Keycode that you purchased, directly or indirectly, from Nortel. This includes the release of CallPilot software, which high level features are enabled, and capacity items such as number of hours of storage, and number of mailboxes. This information can be very useful during hardware or software upgrades, or for planning business expansions.

**CallPilot Version:** 05.00.41

**Keycode:** ABCD EFGH IJKL MNOP QRST UVWX YZ12 3456

### Features Enabled by Keycode

The following table displays which software features are enabled by the Keycode listed above.

Feature	Enabled By Keycode
AppBuilder Fax	No
Directory Synchronization	No
High Availability	None
Network Message System	Yes
Networking	Yes
Voice Forms	No

### Capacities

Capacities help you keep an eye on how many resources you are licensed to use in your CallPilot system. When possible, we also show you the total used and spare counts for each resource so that you can better assess where expansion may be necessary.

Feature	Capacity	Used	Spare
Channels	40	14	26
Desktop Messaging Mailboxes	0	0	0
DSP Ports	3	-	-
Fax Channels	0	0	0
Fax Messaging Mailboxes	0	0	0
Mailboxes	500	16	484
Networking Sites	500	-	-
NMS Locations (including prime sites)	500	-	-
Prompt Languages	6	2	4
Speech Recognition Channels	0	0	0
Speech Recognition Languages	3	-	-
Speech Recognition Mailboxes	0	0	0
Storage	350 Hours	18 Minutes	349 Hours 42 Minutes
Temporary remote users	5000	-	-
TTS channels	20	-	-
TTS languages	10	-	-
TTS users	0	0	0
Voice Channels	14	14	0

## 5. Service and Feature Configuration

The Service and Feature Configuration Chapter details the most common configurations and features. This includes Messaging, Service Directory Numbers and Restriction/Permission Lists.

### Messaging

This section details the most frequently used Messaging Features.

**Name Dialing and Addressing:** Enabled

**Broadcast Mailbox Number:** 5555

**Fax General Delivery Mailbox:** None

**Alarm Mailbox Number:** None

**Billing DN:** None

**Revert DN:** None

### Service Directory Numbers

This section provides a directory of your defined Service Directory Numbers (SDNs) grouped as User Defined and System Defined. SDNs are extension numbers (DNs) that provide access to a service provided by the CallPilot. SDNs can be matched with CDNs, ACD DN's, or Phantom DN's on your Nortel PBX.

#### User Defined SDNs

User Defined SDNs include your dialable numbers for Voice Mail services as well as a menu's pilot number.

Service DN	Application Name	Media Type	Comments
0	Main Menu	Voice	
1144	Products Menu	Voice	
1189	Sick Day Menu	Voice	
1208	Services Menu	Voice	
1210	Cafeteria	Voice	
<b>Total User Defined Service Directory Numbers: 5</b>			

#### System Defined SDNs

System Defined SDNs include link names for CallPilot services such as Faxing, Remote Notification, and CTI.

Service DN	Application Name	Media Type	Comments
OUTBOUND6	Admin Agent	Voice	
OUTBOUND7	Delivery To Telephone	Voice	
OUTBOUND11	Remote Notification	Voice	
OUTBOUND18	Desktop Telephony Agent	Voice	
OUTBOUND23	SCCS VPE	Voice	
OUTBOUND25	Conferencing Outcalling	Voice	
OUTBOUND55	Enterprise Diagnostics	Voice	
OUTBOUND88	SCCS IVR	Voice	
OUTBOUNDMAS1	MWI Application	Voice	VTG MWI Application
OUTBOUNDMAS26	MASCPTD	Voice	SDN reserved for CPTD tools

Service DN	Application Name	Media Type	Comments
OUTBOUNDMAS99	MWI Application	Voice	Matra MWI indications
<b>Total System Defined Service Directory Numbers: 11</b>			

## Restriction/Permission Lists

To control telecom costs, you can configure different dialing permissions for different groups of mailbox classes. These dialing permissions are defined by a Restriction/Permission List (RPL), which specifies the dialing sequences that are allowed or denied. RPLs are applied to Messaging features such as Revert DNs, Thru-Dial, and Call Sender.

### RPL - "Local"

**Comments:** Restrict all numbers by default

As a default all numbers are restricted from dialing. It is important to review your Restriction/Permission lists to ensure all entries are valid.

Permission	Restriction
	0
	1
	2
	3
	4
	5
	6
	7
	8
	9

### RPL - "Long Distance 1"

**Comments:** Restrict all numbers by default

As a default all numbers are restricted from dialing. It is important to review your Restriction/Permission lists to ensure all entries are valid.

Permission	Restriction
	0
	1
	2
	3
	4
	5
	6
	7
	8
	9

## RPL - "On Switch"

### Comments:

As a default all numbers are restricted from dialing. It is important to review your Restriction/Permission lists to ensure all entries are valid.

Permission	Restriction
0	2
1	3
4	6
5	8
7	9
96	

## RPL - "Remote Notification"

### Comments:

As a default all numbers are restricted from dialing. It is important to review your Restriction/Permission lists to ensure all entries are valid.

Permission	Restriction
92	0
93	1
94	2
95	3
96	4
97	5
98	6
99	7
	8
	9

## Email Services

This section details how your CallPilot system is currently handling Email services, as well as which incoming and outgoing mail servers have been defined.

**IMAP Service Enabled:** Yes

**IMAP SSL Enabled:** No

**Allow Challenge/Response IMAP Authentication:** Yes

**Allow Plain Password IMAP Authentication:** Yes

### Incoming Mail Servers

The following mail servers are configured for incoming mail service.

Host	Description	Server Type	Require SSL
mail.infoplus.org		Lotus Notes Domino Server	Yes

## Outgoing Mail Servers

The following mail servers are configured for outgoing mail service.

<b>SMTP Host</b>	<b>Require SSL</b>
mail.abccompany.org	Yes

## 6. Mailbox Classes

A Mailbox Class is a group of settings that can be applied to users for organization and consistency. This section provides a description of each of your defined Mailbox Classes, including a list of users in each class to make maintenance easier.

### Mailbox Class Summary

The following table lists all of the Mailbox Classes that are defined in your CallPilot System, along with some useful summary information about each.

Class Name	Storage Limit (Minutes)	Max Message Length (Seconds)	Personal Verification	Mailbox Manager	Users in Class
30 Minute Users	30	180	Record from telset	Off	0
60 Minute Users	60	180	Record from telset	Off	0
Administrator	15	300	Record for all users	Off	1
Assistant	15	300	Record from telset	Off	1
Basic User	3	180	Record from telset	Off	1
Executive User	20	600	Record from telset	Off	4
Regular User	10	300	Record from telset	Off	9
Remote Notification	60	300	Record from telset	Off	0
No Mailbox Class	-	-	-	-	1
<b>Total Mailbox Classes (Excluding "No Mailbox Class"): 8</b>					

### Mailbox Class Details

The following sections contain more details about each of the Mailbox Classes listed in the table above, including RPL settings, and which users are members of the Class.

#### Class "30 Minute Users" Details

**Broadcast Capability:** Disabled  
**Outcalling Capability:** No  
**Storage Limit:** 30 Minutes  
**Max Composed Message:** 180 Seconds  
**Max Call Answering Message:** 180 Seconds  
**Delete Read Voice Messages:** 31 Days  
**Delete Read Fax Messages:** Never  
**Personal Verification:** Record from telset  
**Default Message Priority:** Standard  
**Mailbox Manager:** Off

#### RPL Settings

External Call Sender	Outdialing	Revert DN	Delivery to Telephone & Fax	AMIS Open Networking	Remote Notification	Fax Printing	Desktop
On Switch	On Switch	On Switch	Local	Local	Local	Local	Local



## Users in Mailbox Class "30 Minute Users"

Mailbox Number	Name	Extension DNs	Minutes Used	Minutes Remaining
----------------	------	---------------	--------------	-------------------

There are no users in this Mailbox Class.

**Total Users in Class: 0**

## Class "60 Minute Users" Details

**Broadcast Capability:** Disabled  
**Outcalling Capability:** No  
**Storage Limit:** 60 Minutes  
**Max Composed Message:** 180 Seconds  
**Max Call Answering Message:** 180 Seconds  
**Delete Read Voice Messages:** 31 Days  
**Delete Read Fax Messages:** Never  
**Personal Verification:** Record from telset  
**Default Message Priority:** Standard  
**Mailbox Manager:** Off

## RPL Settings

External Call Sender	Outdialing	Revert DN	Delivery to Telephone & Fax	AMIS Open Networking	Remote Notification	Fax Printing	Desktop
On Switch	On Switch	On Switch	Local	Local	Local	Local	Local

## Users in Mailbox Class "60 Minute Users"

Mailbox Number	Name	Extension DNs	Minutes Used	Minutes Remaining
----------------	------	---------------	--------------	-------------------

There are no users in this Mailbox Class.

**Total Users in Class: 0**

## Class "Administrator" Details

**Comments:** Administrator  
**Broadcast Capability:** Enabled  
**Outcalling Capability:** Yes  
**Storage Limit:** 15 Minutes  
**Max Composed Message:** 600 Seconds  
**Max Call Answering Message:** 300 Seconds  
**Delete Read Voice Messages:** 7 Days  
**Delete Read Fax Messages:** 7 Days  
**Personal Verification:** Record for all users  
**Default Message Priority:** Standard  
**Mailbox Manager:** Off

## RPL Settings

External Call Sender	Outdialing	Revert DN	Delivery to Telephone & Fax	AMIS Open Networking	Remote Notification	Fax Printing	Desktop
Local	Local	Local	Local	Local	Local	Local	Local

## Users in Mailbox Class "Administrator"

Mailbox Number	Name	Extension DNs	Minutes Used	Minutes Remaining
2215	Brock, Edward	2215	0	10
<b>Total Users in Class: 1</b>				

## Class "Assistant" Details

**Comments:** Assistant  
**Broadcast Capability:** Enabled  
**Outcalling Capability:** Yes  
**Storage Limit:** 15 Minutes  
**Max Composed Message:** 600 Seconds  
**Max Call Answering Message:** 300 Seconds  
**Delete Read Voice Messages:** 7 Days  
**Delete Read Fax Messages:** 7 Days  
**Personal Verification:** Record from telset  
**Default Message Priority:** Standard  
**Mailbox Manager:** Off

## RPL Settings

External Call Sender	Outdialing	Revert DN	Delivery to Telephone & Fax	AMIS Open Networking	Remote Notification	Fax Printing	Desktop
Local	Local	Local	Local	Local	Local	Local	Local

## Users in Mailbox Class "Assistant"

Mailbox Number	Name	Extension DNs	Minutes Used	Minutes Remaining
2214	Aquilla, Amara	2214	1	9
<b>Total Users in Class: 1</b>				

## Class "Basic User" Details

**Comments:** Basic User  
**Broadcast Capability:** Disabled  
**Outcalling Capability:** No  
**Storage Limit:** 3 Minutes  
**Max Composed Message:** 180 Seconds  
**Max Call Answering Message:** 180 Seconds  
**Delete Read Voice Messages:** 5 Days  
**Delete Read Fax Messages:** 5 Days  
**Personal Verification:** Record from telset  
**Default Message Priority:** Standard  
**Mailbox Manager:** Off

## RPL Settings

External Call Sender	Outdialing	Revert DN	Delivery to Telephone & Fax	AMIS Open Networking	Remote Notification	Fax Printing	Desktop
Local	Local	Local	Local	Local	Local	Local	Local

## Users in Mailbox Class "Basic User"

Mailbox Number	Name	Extension DNs	Minutes Used	Minutes Remaining
2111	Wagner, Kurt	2111	0	10
<b>Total Users in Class: 1</b>				

## Class "Executive User" Details

**Comments:** Executive User  
**Broadcast Capability:** Enabled  
**Outcalling Capability:** Yes  
**Storage Limit:** 20 Minutes  
**Max Composed Message:** 900 Seconds  
**Max Call Answering Message:** 600 Seconds  
**Delete Read Voice Messages:** 14 Days  
**Delete Read Fax Messages:** 14 Days  
**Personal Verification:** Record from telset  
**Default Message Priority:** Standard  
**Mailbox Manager:** Off

## RPL Settings

External Call Sender	Outdialing	Revert DN	Delivery to Telephone & Fax	AMIS Open Networking	Remote Notification	Fax Printing	Desktop
Local	Local	Local	Local	Local	Local	Local	Local

## Users in Mailbox Class "Executive User"

Mailbox Number	Name	Extension DNs	Minutes Used	Minutes Remaining
2205	McCoy, Henry	2205	0	60
2273	Smith, John	2273	0	90
2278	Danvers, Carol	2278, 3278	0	60
2290	Jones, Jessica		0	60
<b>Total Users in Class: 4</b>				

## Class "Regular User" Details

**Comments:** Regular User  
**Broadcast Capability:** Disabled  
**Outcalling Capability:** No  
**Storage Limit:** 10 Minutes  
**Max Composed Message:** 600 Seconds  
**Max Call Answering Message:** 300 Seconds  
**Delete Read Voice Messages:** 7 Days  
**Delete Read Fax Messages:** 7 Days  
**Personal Verification:** Record from telset  
**Default Message Priority:** Standard  
**Mailbox Manager:** Off

## RPL Settings

External Call Sender	Outdialing	Revert DN	Delivery to Telephone & Fax	AMIS Open Networking	Remote Notification	Fax Printing	Desktop
Local	Local	Local	Local	Local	Local	Local	Local

## Users in Mailbox Class "Regular User"

Mailbox Number	Name	Extension DNs	Minutes Used	Minutes Remaining
2050	Kinney, Laura	2050	0	10
2223	Lensherr, Eric	2223	0	10
2225	Masters, Alicia	2225, 2228	14	76
2241	Cora, Maya	2241, 3241	1	60
2242	Landry, Samantha	2242, 3242, 4249	0	60
2243	Richards, Susan	2243	0	60
2247	Drake, Robert	2247	0	61
2248	Rogers, Steven	2248	2	59
2270	Richards, Frank	2270	0	60
<b>Total Users in Class: 9</b>				

## Class "Remote Notification" Details

**Broadcast Capability:** Disabled  
**Outcalling Capability:** No  
**Storage Limit:** 60 Minutes  
**Max Composed Message:** 600 Seconds  
**Max Call Answering Message:** 300 Seconds  
**Delete Read Voice Messages:** 7 Days  
**Delete Read Fax Messages:** Never  
**Personal Verification:** Record from telset  
**Default Message Priority:** Standard  
**Mailbox Manager:** Off

## RPL Settings

External Call Sender	Outdialing	Revert DN	Delivery to Telephone & Fax	AMIS Open Networking	Remote Notification	Fax Printing	Desktop
On Switch	On Switch	On Switch	Local	Local	Remote Notification	Local	Local

## Users in Mailbox Class "Remote Notification"

Mailbox Number	Name	Extension DNs	Minutes Used	Minutes Remaining
There are no users in this Mailbox Class.				
<b>Total Users in Class: 0</b>				

## Users without a Mailbox Class

The following users are not assigned to any Mailbox Class. This is typical of Administrators who don't have mailboxes.

<b>Mailbox Number</b>	<b>Name</b>	<b>Extension DNs</b>	<b>Minutes Used</b>	<b>Minutes Remaining</b>
000000	admin, admin		0	0
<b>Total Users With No Mailbox Class: 1</b>				

# 7. Users and Mailboxes

In this Chapter, we will analyze the Users and Mailboxes defined in your CallPilot in a number of ways, including resource usage and administrative privilege.

## User Creation Templates

The following table briefly lists all of the User Creation Templates defined in your System. User Creation Templates specify the settings that a newly created user will initially have. User Creation Templates are required when building a new user in the CallPilot, so it is important to know how they are set up, as a poor setting transfers to every new user and must be manually corrected.

Name	Admin Rights	Mailbox Volume	Mailbox Class	Logon Status
30 Minute User	None	Auto Distribution	30 Minute Users	Enabled
60 Minute Users	None	Auto Distribution	60 Minute Users	Enabled
Admin Only Template	Full (No Mailbox)	N/A	N/A	Enabled
Administrator Template	None	Auto Distribution	Administrator	Enabled
Assistant Template	None	Auto Distribution	Assistant	Enabled
Basic User Template	None	Auto Distribution	Basic User	Enabled
Directory Entry Template	None	N/A	N/A	N/A
Executive User Template	None	Auto Distribution	Executive User	Enabled
Regular User Template	None	Auto Distribution	Regular User	Enabled
Remote User Template	None	N/A	N/A	N/A
<b>Total User Templates: 10</b>				

The following sections contain more details about each of the User Creation templates listed in the table above.

### "30 Minute User" Details

**Admin Rights:** None  
**Mailbox Volume:** Auto Distribution  
**Mailbox Class:** 30 Minute Users  
**Logon Status:** Enabled  
**Name Dialable by External Callers:** Yes  
**Remote Text Notify Enabled:** No  
**Remote Notification Enabled:** No

### "60 Minute Users" Details

**Admin Rights:** None  
**Mailbox Volume:** Auto Distribution  
**Mailbox Class:** 60 Minute Users  
**Logon Status:** Enabled  
**Name Dialable by External Callers:** Yes  
**Remote Text Notify Enabled:** No  
**Remote Notification Enabled:** No

### "Admin Only Template" Details

**Admin Rights:** Full (No Mailbox)  
**Mailbox Volume:** N/A  
**Mailbox Class:** N/A

**Logon Status:** Enabled  
**Name Dialable by External Callers:** No  
**Remote Text Notify Enabled:** No  
**Remote Notification Enabled:** No

### "Administrator Template" Details

**Admin Rights:** None  
**Mailbox Volume:** Auto Distribution  
**Mailbox Class:** Administrator  
**Logon Status:** Enabled  
**Name Dialable by External Callers:** No  
**Remote Text Notify Enabled:** No  
**Remote Notification Enabled:** No

### "Assistant Template" Details

**Admin Rights:** None  
**Mailbox Volume:** Auto Distribution  
**Mailbox Class:** Assistant  
**Logon Status:** Enabled  
**Name Dialable by External Callers:** No  
**Remote Text Notify Enabled:** No  
**Remote Notification Enabled:** No

### "Basic User Template" Details

**Admin Rights:** None  
**Mailbox Volume:** Auto Distribution  
**Mailbox Class:** Basic User  
**Logon Status:** Enabled  
**Name Dialable by External Callers:** No  
**Remote Text Notify Enabled:** No  
**Remote Notification Enabled:** No

### "Directory Entry Template" Details

**Admin Rights:** None  
**Mailbox Volume:** N/A  
**Mailbox Class:** N/A  
**Logon Status:** N/A  
**Name Dialable by External Callers:** No  
**Remote Text Notify Enabled:** No  
**Remote Notification Enabled:** No

### "Executive User Template" Details

**Admin Rights:** None  
**Mailbox Volume:** Auto Distribution  
**Mailbox Class:** Executive User  
**Logon Status:** Enabled  
**Name Dialable by External Callers:** No  
**Remote Text Notify Enabled:** No  
**Remote Notification Enabled:** No

## "Regular User Template" Details

**Admin Rights:** None  
**Mailbox Volume:** Auto Distribution  
**Mailbox Class:** Regular User  
**Logon Status:** Enabled  
**Name Dialable by External Callers:** No  
**Remote Text Notify Enabled:** No  
**Remote Notification Enabled:** No

## "Remote User Template" Details

**Admin Rights:** None  
**Mailbox Volume:** N/A  
**Mailbox Class:** N/A  
**Logon Status:** N/A  
**Name Dialable by External Callers:** No  
**Remote Text Notify Enabled:** No  
**Remote Notification Enabled:** No

## Shared Distribution Lists

Shared Distribution Lists (SDLs) are a grouping of recipients, which can be either mailboxes or other SDLs. SDLs are used for distributing messages to many users at once and are maintained by system administrators.

### SDL - "Directors"

**Address:** 777  
**Spoken Name Greeting Recorded:** No

#### Members

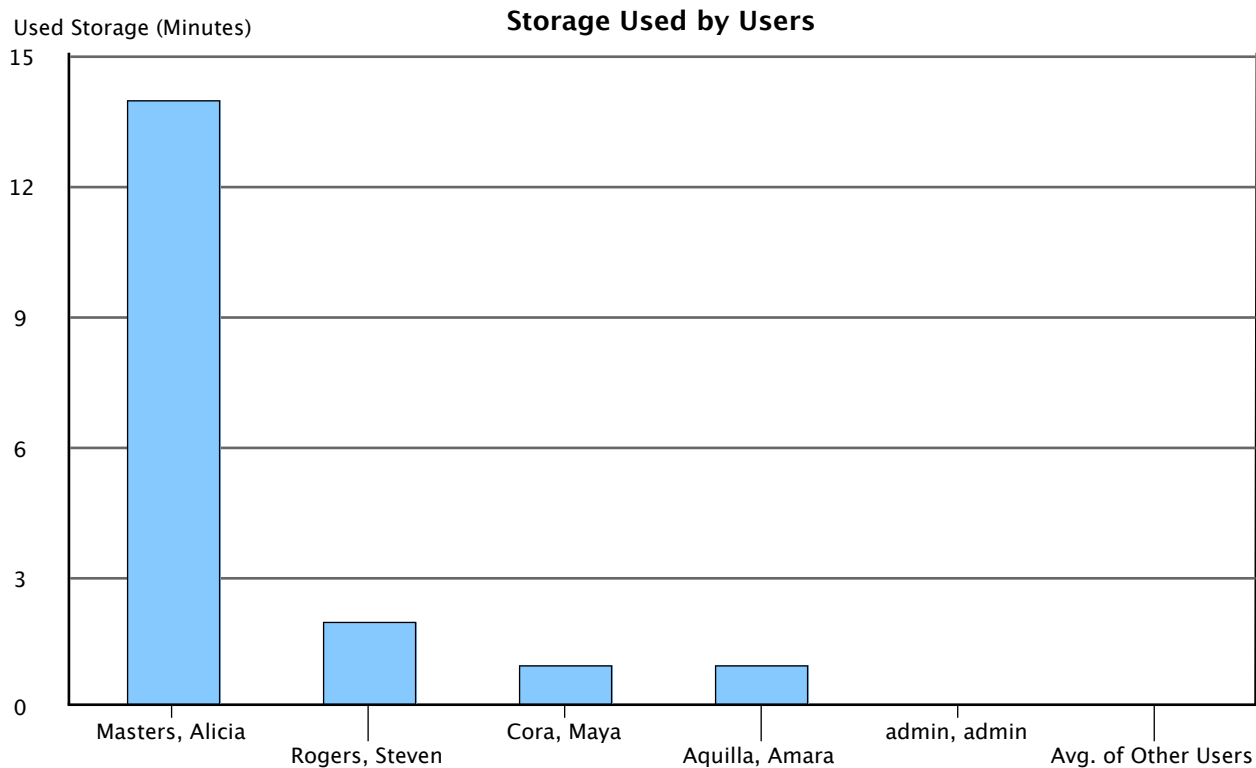
Mailbox	Member Name	Class of Service
2050	Kinney, Laura	Regular User
2225	Masters, Alicia	Regular User
2290	Jones, Jessica	Executive User
<b>Total Members: 3</b>		

## Heaviest Users

This section shows you the users in your CallPilot system who are consuming the most system storage space.

The chart below displays up to 9 of your largest consumers of storage space, and compares them to the average storage used by other users. This data can assist you in determining whether your top storage space users are significantly above average or not.





The following table displays the top users of storage space in your CallPilot. This can help bring your attention to any problem areas, and assists you in evaluating whether current quotas are appropriate.

Mailbox Number	Name	Storage Used (Minutes)	Percentage of Quota Used
2225	Masters, Alicia	14	16%
2248	Rogers, Steven	2	3%
2241	Cora, Maya	1	2%
2214	Aquilla, Amara	1	10%
000000	admin, admin	0	N/A

## Users with Administrative Rights

This section groups the users in your CallPilot system by the level of Administrative privilege they have. Users who are Full Administrators are listed first, and then any distinct combinations of partial administrative privileges are shown as a "Privilege Group". Each section will list the privileges that apply, and then the users that have those privileges. You should verify that the users in each "Privilege Group" are appropriate for your enterprise.

### Full Administrators

Users listed in this section are either configured as Full Administrators, or have the Some Administration setting but have all the Administration options enabled.

Mailbox Number	Name	Logon Status	Last Logon	Invalid Logon Attempts
000000	admin, admin	Enabled	11/17/2008 09:01AM	0
2242	Landry, Samantha	Enabled	01/14/2009 03:14PM	0
<b>Total Full Administrator Users: 2</b>				

## Privilege Group 1

The Users in this grouping are granted the following Administrative Privileges:  
My CallPilot Administration

### Members of Privilege Group

Mailbox Number	Name	Logon Status	Last Logon	Invalid Logon Attempts
2270	Richards, Frank	Enabled	05/11/2006 03:45PM	0
<b>Total Users In Privilege Grouping: 1</b>				

## Users with Remote Notification

The following table contains users who are using either the Remote Notification feature, the Remote Text Notification feature, or both. Ensure the users listed have a legitimate business need for this feature, as it can increase telephony costs.

Mailbox Number	Name	Remote Notification Enabled	Remote Notify DN	Remote Text Notification Enabled	Remote Text Notification Class
2273	Smith, John	✓	9-553-7009		N/A
<b>Total Users with Remote Notifications: 1</b>					

## Disabled Users

The following table contains all the users who have a login status of Disabled. These mailboxes should be investigated to determine why they are disabled. If they are no longer being used, consider removing them in order to conserve system resources.

Mailbox Number	Name	Mailbox Class
No Users are Disabled		
<b>Total Disabled Users: 1</b>		

## 8. User Directories

This chapter contains a list of users sorted by different criteria, allowing you to quickly locate a user where you only know their name, mailbox number, or Extension DN.

### Alphabetical User Directory

The CallPilot stores and display names associated with mailbox numbers. This section presents a directory of all names programmed in the system, sorted alphabetically.

Name	Mailbox Number	Extension DNs	Minutes Used	Minutes Remaining	Mailbox Class
admin, admin	000000		0	0	N/A
Aquilla, Amara	2214	2214	1	9	Assistant
Brock, Edward	2215	2215	0	10	Administrator
Cora, Maya	2241	2241, 3241	1	60	Regular User
Danvers, Carol	2278	2278, 3278	0	60	Executive User
Drake, Robert	2247	2247	0	61	Regular User
Jones, Jessica	2290		0	60	Executive User
Kinney, Laura	2050	2050	0	10	Regular User
Landry, Samantha	2242	2242, 3242, 4249	0	60	Regular User
Lensherr, Eric	2223	2223	0	10	Regular User
Masters, Alicia	2225	2225, 2228	14	76	Regular User
McCoy, Henry	2205	2205	0	60	Executive User
Richards, Frank	2270	2270	0	60	Regular User
Richards, Susan	2243	2243	0	60	Regular User
Rogers, Steven	2248	2248	2	59	Regular User
Smith, John	2273	2273	0	90	Executive User
Wagner, Kurt	2111	2111	0	10	Basic User
<b>Total Users: 17</b>					

### Mailbox Number User Directory

Every user in the CallPilot has a unique mailbox number assigned to them. This section presents a directory of all mailboxes in the system, sorted by their number.

Mailbox Number	Name	Extension DNs	Minutes Used	Minutes Remaining	Mailbox Class
000000	admin, admin		0	0	N/A
2050	Kinney, Laura	2050	0	10	Regular User
2111	Wagner, Kurt	2111	0	10	Basic User
2205	McCoy, Henry	2205	0	60	Executive User
2214	Aquilla, Amara	2214	1	9	Assistant
2215	Brock, Edward	2215	0	10	Administrator
2223	Lensherr, Eric	2223	0	10	Regular User
2225	Masters, Alicia	2225, 2228	14	76	Regular User
2241	Cora, Maya	2241, 3241	1	60	Regular User

Mailbox Number	Name	Extension DNs	Minutes Used	Minutes Remaining	Mailbox Class
2242	Landry, Samantha	2242, 3242, 4249	0	60	Regular User
2243	Richards, Susan	2243	0	60	Regular User
2247	Drake, Robert	2247	0	61	Regular User
2248	Rogers, Steven	2248	2	59	Regular User
2270	Richards, Frank	2270	0	60	Regular User
2273	Smith, John	2273	0	90	Executive User
2278	Danvers, Carol	2278, 3278	0	60	Executive User
2290	Jones, Jessica		0	60	Executive User
<b>Total Mailboxes: 17</b>					

## Extension DN Directory

This section lists all of the Extension DNs in your system in order, along with their associated Mailbox, the name of the Mailbox's owner, and their storage usage. Because a Mailbox can have more than one Extension DN, the same Mailbox may appear more than once in the table.

Extension DN	Mailbox Number	Name	Minutes Used	Minutes Remaining	Mailbox Class
2050	2050	Kinney, Laura	0	10	Regular User
2111	2111	Wagner, Kurt	0	10	Basic User
2205	2205	McCoy, Henry	0	60	Executive User
2214	2214	Aquilla, Amara	1	9	Assistant
2215	2215	Brock, Edward	0	10	Administrator
2223	2223	Lensherr, Eric	0	10	Regular User
2225	2225	Masters, Alicia	14	76	Regular User
2228	2225	Masters, Alicia	14	76	Regular User
2241	2241	Cora, Maya	1	60	Regular User
2242	2242	Landry, Samantha	0	60	Regular User
2243	2243	Richards, Susan	0	60	Regular User
2247	2247	Drake, Robert	0	61	Regular User
2248	2248	Rogers, Steven	2	59	Regular User
2270	2270	Richards, Frank	0	60	Regular User
2273	2273	Smith, John	0	90	Executive User
2278	2278	Danvers, Carol	0	60	Executive User
3241	2241	Cora, Maya	1	60	Regular User
3242	2242	Landry, Samantha	0	60	Regular User
3278	2278	Danvers, Carol	0	60	Executive User
4249	2242	Landry, Samantha	0	60	Regular User

## 9. Security Concerns

During the production of this report, we have identified certain conditions which may be of concern from a Security standpoint. We note them here so that you can evaluate the potential problems more easily. InfoPlus offers a comprehensive Security Audit for the CallPilot platform, including over twenty detailed analyses focused on the security related features of a CallPilot configuration.



### Did you know?

*An InfoPlus Security Audit service is available for your CallPilot system and its connected PBX. A Security Audit will conduct a detailed analysis of your Communications systems and make specific recommendations that will assist you in making sure your phone network is safe, as well as helping you to prevent toll fraud. Contact your distributor representative for details on ordering additional InfoPlus services.*

## Security Highlights

Full details of these findings and explanations of why they may be a risk from a security standpoint are available in the InfoPlus Security Audit.

- 17 Users have not Logged In recently.
- 17 Users have not changed their password recently.
- 1 Users have had at least one bad login attempt.
- 1 Mailbox Classes have only one member.

# 10. Action Items

While analyzing the data used to produce this report, we may have noted some things that we want to bring to your attention in order to help you manage a more organized and reliable CallPilot platform. These "Action Items" are divided into two major categories: software items that are service affecting and software items that are clean-up issues. Prompt attention to these items will lead to better service, fewer user complaints, better utilization of system resources, and an easier system to manage.

## Clean Up Issues

The following are clean-up issues in the programming of the CallPilot:

### Missing Personal Verification Messages

Personal Verification Messages are used for Dial by Name Directories, Message Forwarding, and other features. Ideally, all users should record this message. The following Mailboxes have not yet recorded a Personal Verification Message.

Mailbox	Name
2050	Kinney, Laura
2111	Wagner, Kurt
2214	Aquilla, Amara
2215	Brock, Edward
2223	Lensherr, Eric
2242	Landry, Samantha
2243	Richards, Susan
2248	Rogers, Steven
2270	Richards, Frank
2273	Smith, John
2290	Jones, Jessica

### Unused Mailbox Classes

The following Mailbox Classes have no members: 30 Minute Users, 60 Minute Users, Remote Notification.

You should consider deleting Mailbox Classes that aren't going to be used to avoid confusion.