



In partnership with
Perkongsian Perniagaan bersama

CYNGUS
TECHNOLOGIES

Toll Free Number Report Subscriptions Services

Period: **August 2007**

For the attention of: Sample Reports Subscription
TBC
Corporation Sdn Bhd

Toll Free Number(s): 1-800 88 FREE (3733)

Answerpoints: All answerpoints

Calls by Calendar Month

Line	August	July	June	Other
1-800 88 3733	7,870	0	0	0

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General disclaimer: These reports are based on network records from Telekom Malaysia Bhd and external information about Regions and Exchange Areas believed to be accurate at the time of production.

For more information regarding the management uses of this service please contact Telekom Malaysia.



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Answerpoint Summary

Ringkasan Pusat Panggilan

PERIOD
Jangkamasa
NUMBER(S)
Nombor
TO
Ke
FOR
Untuk

August 2007

1-800 88 3733

All answerpoints
Sample Subscription
Corporation Sdn Bhd

Answerpoint Pusat Panggilan	Description Butir-butiran	Complete Calls Panggilan Lengkap	Total Call Duration Jumlah Tempoh Panggilan	Ave Call Length Purata Jangkamasa Panggilan	Total Cost of calls Jumlah Kos Panggilan	Incomplete Calls Panggilan Tidak Lengkap				
						Busy Calls Talian Sibuk	No Answer Tiada Jawapan	Other Lain-lain	Total Jumlah	% Incomplete % Tidak Lengkap
03-20512345	Overflow on Busy	1	0:02:00	0:02:00	0.08					
03-20856789	Main KL Call Centre	7869	312:57:17	0:02:23	5,638.53					
		7870	312:59:17	0:02:23	5,638.61					

Get to know how many calls being transferred due to line busy or no answer

Sample



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Overview by Day

Pengenalan bagi hari

PERIOD
Jangkamasa
NUMBER(S)
Nombor
TO
Ke
FOR
Untuk

August 2007

1-800 88 3733

All answerpoints
Sample Subscription
Corporation Sdn Bhd

				Incomplete Calls Panggilan Tidak Lengkap										
				Busy Calls	No Answer	Other	Total	% Incomplete						
				Talian Sibuk	Tiada Jawapan	Lain-lain	Jumlah	% Tidak Lengkap						
1400	1120	840	560	280	0	Day Hari	Date Tarikh	Complete Calls Panggilan Lengkap	Total Call Duration Jumlah Tempoh Panggilan	Ave Call Length Purata Jangkamasa Panggilan	Total Cost of calls Jumlah Kos Panggilan			
						W	01/08/07	197	10:01:23	0:03:03	177.52			
						T	02/08/07	150	8:36:32	0:03:26	143.61			
						F	03/08/07	163	9:01:10	0:03:19	145.20			
						S	04/08/07	40	0:16:02	0:00:24	5.56			
						S	05/08/07	19	0:05:01	0:00:15	2.30			
						M	06/08/07	319	13:35:48	0:02:33	231.02			
						T	07/08/07	222	11:24:27	0:03:04	200.20			
						W	08/08/07	303	15:08:15	0:02:59	274.39			
						T	09/08/07	257	12:50:11	0:02:59	233.24			
						F	10/08/07	131	7:10:30	0:03:17	159.81			
						S	11/08/07	42	0:15:48	0:00:22	7.12			
						S	12/08/07	11	0:02:38	0:00:14	1.35			
						M	13/08/07	353	17:46:37	0:03:01	301.31			
						T	14/08/07	189	10:13:58	0:03:14	235.29			
						W	15/08/07	474	20:33:06	0:02:36	347.41			
						T	16/08/07	359	16:25:41	0:02:44	316.10			
						F	17/08/07	253	11:48:10	0:02:47	210.75			
						S	18/08/07	40	0:14:34	0:00:21	8.83			
						S	19/08/07	27	0:09:38	0:00:21	5.12			
						M	20/08/07	536	17:56:05	0:02:00	289.22			
						T	21/08/07	320	12:33:43	0:02:21	209.30			
						W	22/08/07	1305	29:01:32	0:01:20	447.91			
						T	23/08/07	431	16:23:02	0:02:16	289.41			
						F	24/08/07	429	19:41:43	0:02:45	313.00			
						S	25/08/07	111	0:39:49	0:00:21	20.31			
						S	26/08/07	37	0:14:43	0:00:23	4.33			
						M	27/08/07	380	16:43:31	0:02:38	309.50			
						T	28/08/07	330	13:47:00	0:02:30	323.93			
						W	29/08/07	248	10:43:51	0:02:35	190.46			
						T	30/08/07	194	9:34:49	0:02:57	234.95			
						F	31/08/07	0	0:00:00	0:00:00	0.00			

You advertise 7 times a week on newspaper. Do you really need to do that? Know how long an advertisement effect will last, identify the frequency of advertisement and spend marketing budget wisely.



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Call List

Senarai Panggilan

PERIOD
Jangkamasa

NUMBER(S)
Nombor
TO
Ke
FOR
Untuk

August 2007

1-800 88 3733

All Answerpoints

Devandran a/l Muthu

Corporation Sdn Bhd

Calling Number Nombor Panggilan	Calling Area Kawasan Panggilan	Date Tarikh	Time Waktu	Call Duration Tempoh Panggilan	Call Cost Kos Panggilan
03-2127832	Naka	02/08/07	09:52	0:04:21	7.35
04-4431126	Sik	02/08/07	09:59	0:04:13	1.35
05-7064203	Langgar	02/08/07	10:05	0:01:15	1.26
06-4234675	Pengkalan	03/08/07	12:43	0:01:26	4.74
07-4769130	Pandang Abd Aziz	03/08/07	13:33	0:01:08	8.78
08-4508231	Kubur Panjang	03/08/07	15:13	0:04:23	1.36
09-6629712	Yan	03/08/07	19:00	0:01:17	4.85
03-3149558	Lunas	05/08/07	12:52	0:05:01	2.02
04-1371080	Baling	05/08/07	13:35	0:04:51	2.30
05-5250952	Bukit Kayu Hitam	05/08/07	14:28	0:03:23	14.86
06-1741352	Alor Setar	09/08/07	07:46	0:02:53	3.55
07-2826495	Pokok Sena	09/08/07	10:26	0:01:44	9.56
08-2439518	Kampung Lalang	09/08/07	13:27	0:02:55	1.38
09-3777810	Changlun	09/08/07	13:52	0:01:38	7.91
03-2047217	Bedong	09/08/07	14:29	0:01:43	9.91
03-1468014	Junjung	09/08/07	21:40	0:03:20	4.32
03-3420854	Gurun	11/08/07	18:10	0:02:56	13.75
03-2096756	Kota Sarang Semut	12/08/07	18:02	0:02:02	2.99
03-4934516	Serdang	18/08/07	07:11	0:04:46	7.11
03-2838047	Jitra	18/08/07	09:05	0:04:47	5.26
03-5001519	Alor Setar Selatan	21/08/07	18:44	0:02:05	7.54
03-2906083	Kulim	21/08/07	19:17	0:03:52	9.50
03-8174127	Lubuk Merbau	22/08/07	08:43	0:03:50	8.37
03-7888210	Tikam Batu	22/08/07	09:47	0:05:03	8.99
03-3585787	Mahang	22/08/07	11:28	0:02:44	7.23
04-1300087	Kob	22/08/07	13:11	0:04:59	4.45
04-5090607	Padang Serai	24/08/07	14:25	0:02:05	8.79
04-3717827	Kuala Ketil	26/08/07	09:41	0:05:01	5.80
04-5583320	Ria Jaya	26/08/07	09:41	0:03:19	4.30
04-7261723	Kupang	28/08/07	10:51	0:04:11	5.93
04-2932742	Bukit Selambau	28/08/07	11:21	0:04:44	3.85
08-2512379	Kuah	29/08/07	14:33	0:05:03	7.74
				01:03:12	197.10

Get to know everyone
who called into your
TollFree number!