

## Introduction:

This guide is intended to assist when using the TM ViSight Portal. To use this portal, you will first need to subscribe to TM TollFree with ViSight.

The guide is organized into following key topics, which corresponds to the areas of functionality you can take advantage of:

- 1. Getting Started - System Requirement**
- 2. User Access**
  - a. Access Level
  - b. First time Access
  - c. Change of Password
  - d. Forgot Password
- 3. The Reports**
  - a. Monthly Reports
  - b. Premier Reports
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      1. Filtering Function
      2. Print Function
      3. Save Reports
    - ii. Understand the reports
      1. Marketing
        - a. Exchange Area Summary
        - b. State Region Summary
      2. Operations
        - a. Short Calls
        - b. Time of Day
      3. Customer Services
        - a. Top Views
        - b. Answerpoint Summary
        - c. Missed Calls
- 4. Support Service**

## 1: Getting Started

### System Requirement

#### A. Internet Browser

- Google Chrome - Version 18 or above, or
- Windows Internet Explorer - Version 9 or above, or
- Safari - Version 5 or above, or
- Firefox - Version 12 or above

#### B. Adobe Reader X - Version 10 or above

- This application required to view Monthly ViSight report in PDF format.

#### C. Internet Access required - 1Mbps speed recommended or higher.

## 2: User Access

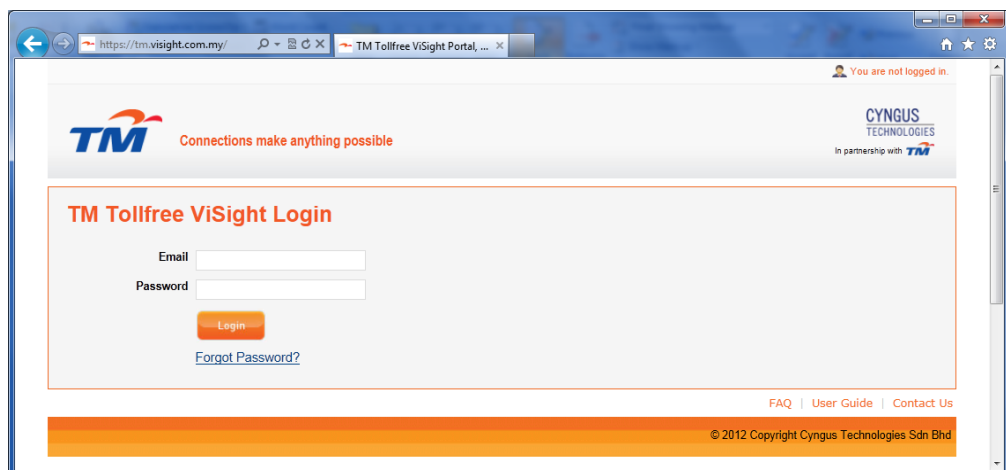
### 1. Access Level

- a. Portal Access - User will be able to access for monthly PDF reporting.
- b. Premier Access - User will be able to access most up-to-date information including for all reports.

### 2. First time log in:

Subscribers will receive the temporary password and URL link by email.

- I. Open Internet Brower and key in URL address: <https://tm.visight.com.my> at the address bar.



- II. Key in your Email and temporary Password as in the notification email. Then click login.
- III. System will lead to change of password.

[My Portal](#) » [Change Password](#)

Old Password	<input type="text"/>
New Password	<input type="text"/>
Retype Password	<input type="text"/>

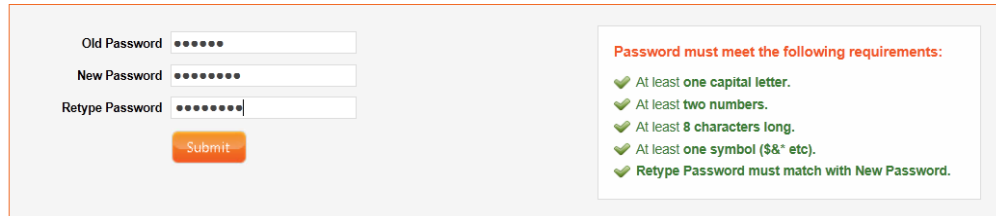
**Password must meet the following requirements:**

- At least one capital letter.
- At least two numbers.
- Be at least 8 characters long.
- At least one symbol (\$&\* etc).
- Passwords must match.

IV. Key in the new password with below requirement.

- At least one capital letter.
- At least two numbers.
- At least 8 characters long.
- At least one symbol (\$&\* etc).
- Retype Password must match with New Password.

My Portal » Change Password



*\*Requirement items will be checked and turn into green colour when the requirement has entered correctly. Submit button will appear when all requirements have entered correctly.*

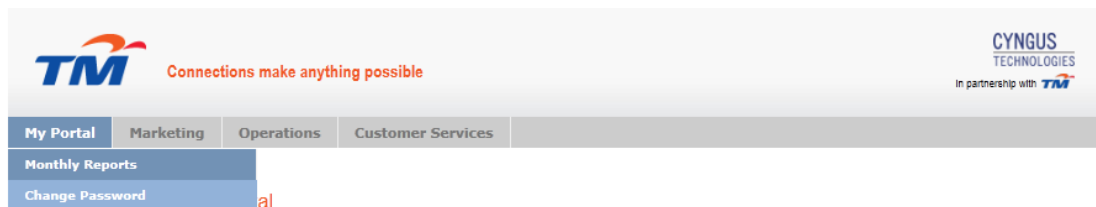
V. Click “Submit” to save the new password.

User may log in with the new password for next login.

### Change of Password

The password is valid for 60 days and you will be prompted to change your password 1 week before the expiry upon login.

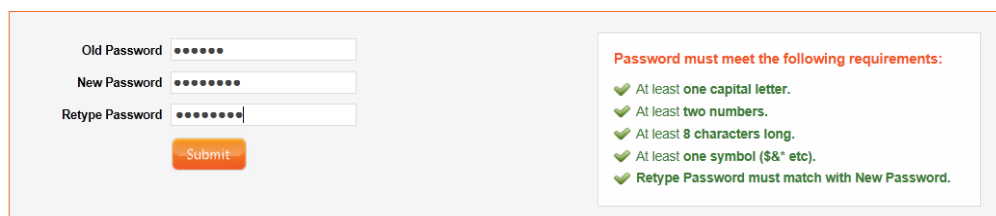
I. Click on “Change Password”



II. Key in the new password with below requirement.

- At least one capital letter.
- At least two numbers.
- At least 8 characters long.
- At least one symbol (\$&\* etc).
- Retype Password must match with New Password.

My Portal » Change Password



*\*Requirement items will be checked and turn into green colour when the requirement has entered correctly. Submit button will appear when all requirements have entered correctly.*

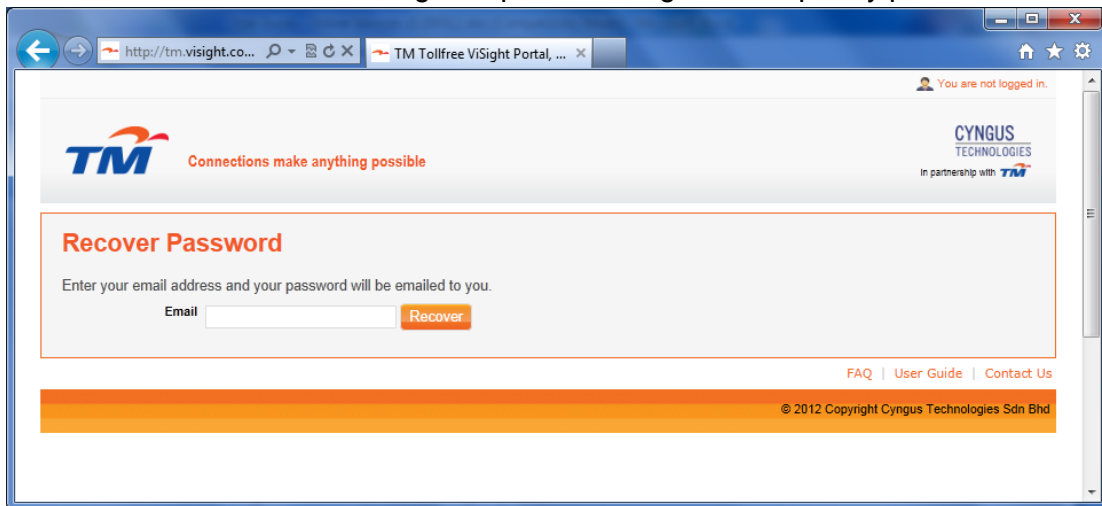
- III. Click “Submit” to save the new password.

User may log in with the new password for next login.

## Forgot Password

If you are unable to remember your password, please follow below steps:

- I. Click “Forgot Password?” at the login page.
- II. Key in your email address.
- III. Click “Recover”
- IV. A new temporary password will be sent to your email address.
- V. Follow the First Time Login steps and change the temporary password.



### 3: The Reports

#### PDF Monthly Reports

- The latest 3 months ViSight Report will be available for the TollFree line(s) that you are monitoring.
- You will need to have Adobe Reader on your system to allow you to open this PDF file. If you have not installed Adobe Reader on your computer, please click this link <http://get.adobe.com/reader/> to run installation.
- You may save the report in PDF file on your computer for future reference.
- If you require reports prior to the latest 3 months, please contact us at 1800 888 CTS (287) or speak to your account manager.


#### Premier Reporting

##### A. UNDERSTAND THE GENERAL FUNCTION:

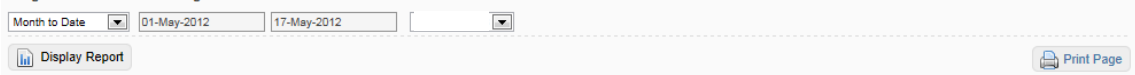
1. Filtering Function - This function is available across all premier reports.

Range	Date Range		Lines
Month to Date ▼	01-May-2012	17-May-2012	1800 88 8287 ▼
			

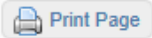
- a. Range
  - Enables you to select Billed and Unbilled data. ‘Unbilled’ data provides the latest information
  - You may select for Unbilled Data by Month to Date; Yesterday; Last Month or Select Date Range.
  - Billed data is data that has been rated with the call cost. You may select this information by month or date range. When selecting by date range you will be provided with the latest billed data. (Please note, this will not be the latest up-to-date information of calling). The data is available for latest 3 months.
- b. Date Range
  - By selecting the “Select Range” enables you to select the start date and end date.
  - You may select Start Date and End Date on the same day if you wish to see that particular day call information.
  - Date Range will provide the latest 3 months information.
- c. Lines
  - This allows you to select the TollFree lines that you are monitoring.
  - Please select the Toll Free number you wish to view.

To view the information you required, click  .

## 2. Print Function



The screenshot shows a report header with a date range filter set to '01-May-2012' to '17-May-2012'. Below the filter, there are two buttons: 'Display Report' on the left and 'Print Page' on the right.

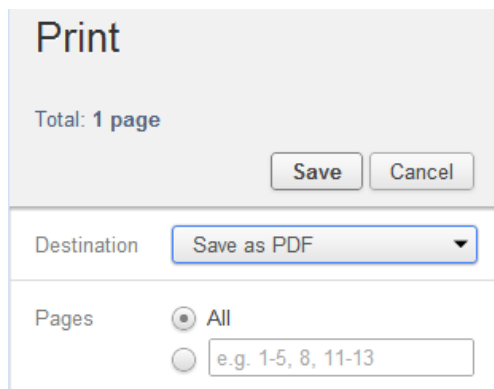
Print button is located at the right same row as filtering function.  
Click the button  to print the report you required.

## 3. Save Report

If you wish to save the report, you will need to use Google Chrome - Version 18 or above. Google Chrome allows you to save webpage in PDF file or alternatively you may use other Print to PDF applications available in the market.

To save your report in PDF file on Google Chrome:

- a. Click 
- b. Select Destination as "Save as PDF".



The screenshot shows the Chrome Print dialog box. At the top, it says 'Print' and 'Total: 1 page'. There are 'Save' and 'Cancel' buttons. Below that, the 'Destination' dropdown menu is set to 'Save as PDF'. Under 'Pages', the 'All' radio button is selected, and there is an input field for page ranges with the example text 'e.g. 1-5, 8, 11-13'.

- c. Click "Save" and select the file location where you want to store the file. Then click save.
- d. The file will be saved in the location you have selected.

## B. UNDERSTAND THE PREMIER REPORTS

### a. MARKETING

#### i. Exchange Area Summary

[Johor](#) [Kedah](#) [Kelantan](#) [Melaka](#) [Mobile](#) [Negeri Sembilan](#) [Pahang](#) [Penang](#) [Perak](#) [Sabah](#) [Sarawak](#) [Selangor](#) [Terengganu](#) [W.P. Kuala Lumpur](#) [W.P. Labuan](#)

Exchange Area Summary - Kedah									
1800 88 8287 1 May 2012 to 17 May 2012									
Area Kawasan	Total Calls Jumlah Panggilan	Total Duration Jumlah Tempoh	Average Duration Purata Jangkamasa Panggilan	Busy Talian Sibuk	No Answer Tiada Jawapan	Other Lain-lain	Incomplete Total Jumlah Tidak Lengkap	Incomplete % % Tidak Lengkap	
Alor Setar	30	1:22:34	0:02:45	0	0	0	0	0.00	
Kulim	6	0:17:49	0:02:58	0	0	0	0	0.00	
Changlun	2	0:04:54	0:02:27	0	0	0	0	0.00	
Bedong	1	0:03:38	0:03:38	0	0	0	0	0.00	
Kuah	1	0:03:49	0:03:49	0	0	0	0	0.00	
	<b>40</b>	<b>1:52:44</b>	<b>0:02:49</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	

This shortcut allows you to jump to the particular state to understand the call activities by exchange area.

Exchange Area Summary - Penang									
1800 88 8287 1 May 2012 to 17 May 2012									
Area Kawasan	Total Calls Jumlah Panggilan	Total Duration Jumlah Tempoh	Average Duration Purata Jangkamasa Panggilan	Busy Talian Sibuk	No Answer Tiada Jawapan	Other Lain-lain	Incomplete Total Jumlah Tidak Lengkap	Incomplete % % Tidak Lengkap	
Penang	71	3:18:30	0:02:46	0	0	0	0	0.00	
Tasek Gelugor	26	1:00:44	0:02:20	0	0	0	0	0.00	
Sungai Petani	21	0:46:38	0:02:13	0	0	0	0	0.00	
	<b>118</b>	<b>5:03:52</b>	<b>0:02:34</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	

The Line Number you are monitoring and the dates selected.

Incomplete calls – these are the calls that not being connected/answered by the agent/staff, voice answering machine, fax, IVR or PABX system. These incomplete calls may cause by Busy call, no answer or other stop reason.

#### Fields Description:

- Area - based on TM Exchange location. All calls made will be routed to the nearest TM Exchange. This is how you can identify the caller origin.
- Total Calls - are the number of calls being recorded from the exchange area within the selected period. These calls are successfully connected calls.
- Total Duration - is the sum of all connected calls duration.
- Average Duration - is the average of per call duration for each exchange area.
- Incomplete Calls, Busy - calls that are not being answered due to answerpoint busy.
- Incomplete Calls, No Answer - No Answer, the calls are not being answered as Agents/Staff are unavailable. There is no voice mail or answering devises available.
- Incomplete Calls, Other - the unsuccessful calls due to the destination out of order, invalid number format, no circuit availability, call screened, unknown service number or restricted call type.
- Incomplete Calls, Total - the sum of all incomplete calls from busy call, no answer and other.
- % Incomplete - is the percentage of incomplete calls compared to the total of complete and incomplete calls.

## ii. State Region Summary

State Region Summary - Eastern Region											
1800 88 8287 1 May 2012 to 17 May 2012											
State State	Population Penduduk	Population % Total Penduduk % Jumlah	Total Calls Jumlah Panggilan	% of all calls % Panggilan	Total Duration Jumlah Tempoh	Average Duration Purata Jangka-masa Panggilan	Busy Talian Sibuk	No Answer Tiada Jawapan	Other Lain-lain	Incomplete Total Jumlah Tidak Lengkap	Incomplete % % Tidak Lengkap
Kelantan	1,670,500	5.9	2	0.1	0:02:06	0:01:03	0	0	0	0	0.00
Terengganu	1,050,000	3.7	1	0.0	0:02:34	0:02:34	0	0	0	0	0.00
Pahang	1,534,800	5.4	5	0.1	0:15:45	0:03:09	0	0	0	0	0.00
	<b>4,255,300</b>	<b>15.0</b>	<b>8</b>	<b>0.2</b>	<b>0:20:25</b>	<b>0:02:33</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>

State Region Summary - Central Region											
1800 88 8287 1 May 2012 to 17 May 2012											
State State	Population Penduduk	Population % Total Penduduk % Jumlah	Total Calls Jumlah Panggilan	% of all calls % Panggilan	Total Duration Jumlah Tempoh	Average Duration Purata Jangka-masa Panggilan	Busy Talian Sibuk	No Answer Tiada Jawapan	Other Lain-lain	Incomplete Total Jumlah Tidak Lengkap	Incomplete % % Tidak Lengkap
Selangor	5,102,600	17.9	440	12.8	23:48:42	0:03:14	0	0	0	0	0.00
W.P. Kuala Lumpur	1,722,500	6.1	1,224	35.5	65:37:18	0:03:13	0	0	0	0	0.00
Negeri Sembilan	1,011,700	3.6	39	1.1	1:33:09	0:02:23	0	0	0	0	0.00
Melaka	771,500	2.7	55	1.6	2:11:56	0:02:23	0	0	0	0	0.00
	<b>8,608,300</b>	<b>30.3</b>	<b>1,758</b>	<b>51.0</b>	<b>93:11:05</b>	<b>0:03:10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>

Report for the toll free line you are monitoring and the dates selected.

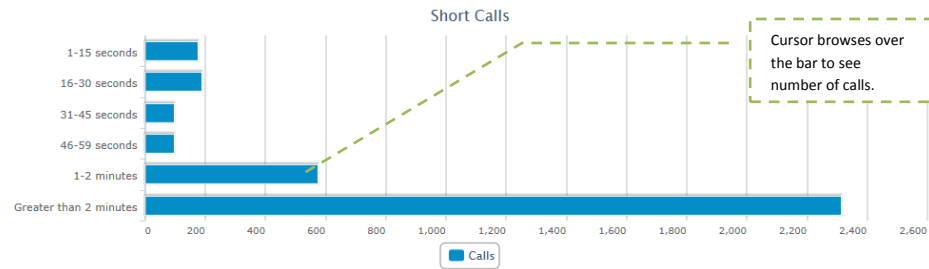
Incomplete calls – these are the calls that not being connected/answered by the agent, voice answering machine, fax, IVR or PABX system. These incomplete calls may cause by Busy call, no answer or other stop reason.

### Fields Description:

- State - calls based on all States in Malaysia, and mobile.
- Population -the most recent population statistics from The Department Statistic of Malaysia.
- Population % Total -the population percentage of the state.
- Total Calls - the number of calls being recorded from the state within the selected period. These calls are successfully connected calls.
- % of all calls - the percentage of calls from the particular state over the total calls received within the selected period.
- Total Duration -the sum of all connected call duration.
- Average Duration -average of per call duration for each state.
- Incomplete Calls, Busy - calls that are not being answered due to the answerpoint is busy.
- Incomplete Calls, No Answer - No Answer, the calls are not being answered as Agents/Staff are unavailable. There is no voice mail or answering devises available.
- Incomplete Calls, Other - the unsuccessful calls due to destination out of order, invalid number format, no circuit availability, call screened, unknown service number or restricted call type.
- Incomplete Calls, Total - the sum of all incomplete calls from busy call, no answer and other.
- % Incomplete - is the percentage of incomplete calls compared to total of complete and incomplete calls.



b. OPERATIONS  
i. Short Calls



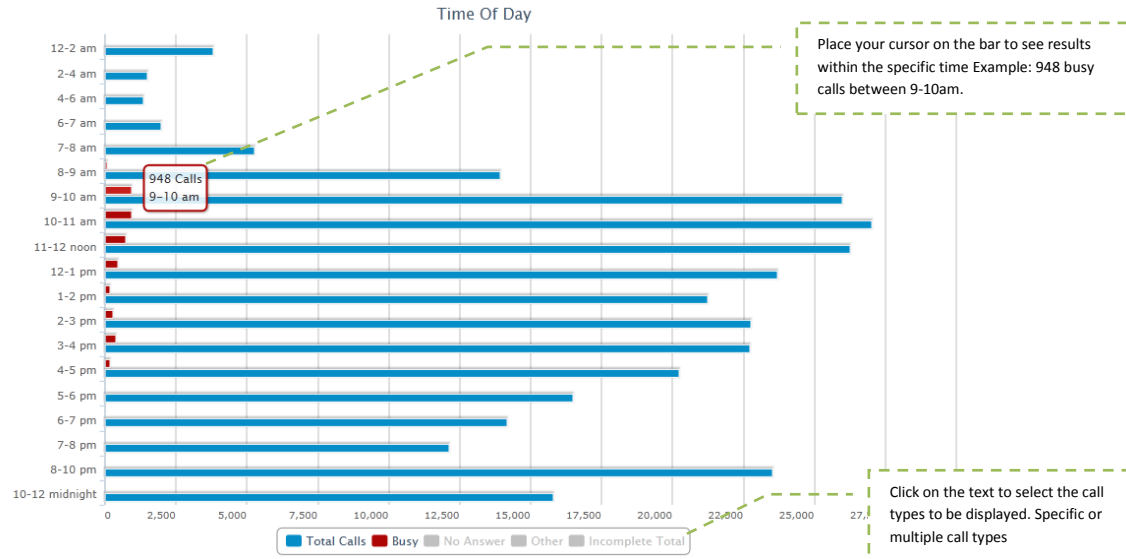
Summary of Short Calls					1800 88 8287	1 May 2012	to 17 May 2012
Call Length <i>Jangkamasa Panggilan</i>	Calls <i>Panggilan</i>	Duration <i>Tampan</i>	Average Duration <i>Purata Jangkamasa Panggilan</i>	% of all calls <i>% Panggilan</i>			
1-15 seconds	174	0:22:31	0:00:07	5.0%			
16-30 seconds	189	1:15:12	0:00:23	5.5%			
31-45 seconds	96	0:58:59	0:00:36	2.8%			
46-59 seconds	97	1:23:16	0:00:51	2.8%			
1-2 minutes	575	17:15:39	0:01:48	16.7%			
Greater than 2 minutes	2,315	153:31:32	0:03:58	67.2%			
	<b>3,446</b>	<b>174:47:09</b>	<b>0:03:02</b>				

Report for the Toll free line you are monitoring and the dates selected.

Fields Description:

- Call Length -the length of duration being structured into 1-15 seconds, 16-30 seconds, 31-45 seconds, 46-59 seconds, 1-2 minutes and greater than 2 minutes.
- Calls -the number of completed calls within the call length.
- Duration - is the sum of all connected call duration.
- Average Duration -average duration of each call within each call length.
- % of all calls -percentage of calls within each range over the total of calls within the selected period.

## ii. Time of Day



Time Of Day							1800 88 8287 1 May 2012 to 17 May 2012	
Hour Jam	Total Calls Jumlah Panggilan	Busy Talian Sibuk	No Answer Tiada Jawapan	Other Lain-lain	Incomplete Total Jumlah Tidak Lengkap	Incomplete % % Tidak Lengkap		
12-2 am	3,830	0	0	0	0	0.00		
2-4 am	1,505	0	0	0	0	0.00		
4-6 am	1,351	0	0	0	0	0.00		
6-7 am	1,985	0	0	0	0	0.00		
7-8 am	5,294	0	0	0	0	0.00		
8-9 am	13,956	83	2	0	85	1.00		
9-10 am	25,989	948	16	1	965	4.00		
10-11 am	27,052	947	11	1	959	3.00		
11-12 noon	26,269	738	15	1	754	3.00		
12-1 pm	23,710	458	11	0	469	2.00		
1-2 pm	21,258	187	5	0	192	1.00		
2-3 pm	22,779	306	3	0	309	1.00		
3-4 pm	22,744	392	7	1	400	2.00		
4-5 pm	20,235	182	3	1	186	1.00		
5-6 pm	16,499	28	2	0	30	0.00		
6-7 pm	14,190	9	1	0	10	0.00		
7-8 pm	12,147	2	3	0	5	0.00		
8-10 pm	23,552	0	3	0	3	0.00		
10-12 midnight	15,818	0	0	0	0	0.00		
	<b>300,163</b>	<b>4,280</b>	<b>82</b>	<b>5</b>	<b>4,367</b>	<b>1.43</b>		

Report for the toll free line you are monitoring and the dates selected.

Incomplete calls – these are the calls that not being connected/answered by the agent, voice answering machine, fax, IVR or PABX system. These incomplete calls may cause by Busy call, no answer or other stop reason.

### Fields Description:

- Hour - by time of day. The length of hour has been set at 2 hours from 8PM to 6 AM and 1 hour range from 6 AM to 7 PM.
- Total Calls - the number of completed calls fall under each hour.
- Incomplete Calls, Busy - calls that are not being answered due to the answerpoint is busy.
- Incomplete Calls, No Answer - No Answer, the calls are not being answered as Agents/Staff are unavailable. There is no voice mail or answering devises available.
- Incomplete Calls, Other - unsuccessful calls due to destination out of order, invalid number format, no circuit availability, call screened, unknown service number or restricted call type.

- f. Incomplete Calls, Total - is the sum of all incomplete calls from busy call, no answer and other.
- g. % Incomplete - is the percentage of incomplete calls compared to total of complete and incomplete calls.

c. CUSTOMER SERVICES

i. Top Views

By default the report will shows 10 records. By clicking on this expansion button, this will expand the list to top 50 records.

Most Frequent				1800 88 8287	1 May 2012 to 17 May 2012
Caller Pemanggil	Calls Panggilan	Average Duration Purata Jangkamasa Panggilan	Total Duration Jumlah Tempoh		
03-74933333	24	0:03:39	1:27:58		
012-2490703	19	0:01:35	0:30:06		
03-78871088	16	0:02:24	0:38:33		
03-42707385	15	0:02:53	0:43:20		
03-42948888	14	0:02:12	0:30:51		
088-763646	13	0:01:25	0:18:28		
018-9893717	12	0:03:45	0:45:03		
012-6714590	12	0:02:17	0:27:28		
019-8503827	11	0:02:27	0:26:57		
088-488137	11	0:02:15	0:24:54		

Longest Calls				1800 88 8287	1 May 2012 to 17 May 2012
Caller Pemanggil	Date Tarikh	Time Waktu	Duration Tempoh		
019-6459422	11/05/12	10:55:00	1:00:00		
03-23021525	08/05/12	16:32:00	0:29:48		
03-89594467	05/05/12	14:05:00	0:28:29		
03-62774216	15/05/12	10:39:00	0:21:33		
03-77263160	02/05/12	14:58:00	0:21:10		
03-89574929	15/05/12	13:08:00	0:19:28		
03-89592699	15/05/12	15:20:00	0:19:28		
012-2783690	14/05/12	13:06:00	0:17:21		
03-78321366	05/05/12	15:47:00	0:17:11		

Report for the toll free line you are monitoring and the dates selected.

\*Most expensive report is only available with Billed data only.

Fields Description:

- a. Caller -the actual phone number that has dialed your number.
- b. Calls - number of times this caller has been calling you within the selected period.
- c. Average duration -average duration per call from the origin caller.
- d. Total Duration -the sum of duration of all calls from the origin caller.
- e. Date and Time -when exactly the caller made the phone call to be highlighted as a long duration call.
- f. Duration - is in the format hh:mm:ss.

## ii. Answerpoint Summary

Answerpoint Summary									
1800 88 8287 1 May 2012 to 17 May 2012									
Answerpoint Pusat Panggilan	Description Butir-butiran	Calls Panggilan	Total Duration Jumlah Tempoh	Average Duration Purata Jangkamasa Panggilan	Busy Talian Sibuk	No Answer Tidak Jawapan	Other Lain-lain	Incomplete Total Jumlah Tidak Lengkap	Incomplete % % Tidak Lengkap
03-78398600		3,446	174:47:09	0:03:02	0	0	0	0	0.00

Report for the toll free line you are monitoring and the dates selected.

\*If you see “Unidentified” under answerpoint, this is due to incomplete call; the call has been terminated before it reaches to an answerpoint.

### Fields Description:

- Answerpoint - where the call was terminated too or where the call has been answered.
- Description - information or location of the answerpoint. This will have to be provided by the user.
- Calls - the number of calls being answered at the answerpoint.
- Total Duration - the sum of all connected call durations to the particular answerpoint.
- Average Duration - average of per call duration for each answerpoint.
- Incomplete Calls, Busy - calls that are not being answered due to the answerpoint is busy.
- Incomplete Calls, No Answer - calls that are not being answered due to no agent is available, no voice answering machines activated or any answering devices.
- Incomplete Calls, Other - is the unsuccessful call due to destination out of order, invalid number format, no circuit availability, call screened, unknown service number or restricted call type.
- Incomplete Calls, Total - is the sum of all incomplete calls from busy call, no answer and other.
- % Incomplete - percentage of incomplete calls compared to the total of complete and incomplete calls.

### iii. Missed Calls

By default the report will show 10 records. By clicking on this expansion button, this will expand the list to a maximum of 1000 calls.

Report for the toll free line you are monitoring and the dates selected.

Missed Calls					1800 88 8287	1 May 2012 to 17 May 2012
Caller Pemanggil	Date Tarikh	Time Waktu	Reason Sebab			
019-7777942	17/05/12	16:35:00	Busy			
07-2354909	17/05/12	16:17:00	Busy			
012-7163107	17/05/12	16:09:00	No Answer			
05-2557318	17/05/12	16:08:00	Busy			
05-2557318	17/05/12	16:06:00	Busy			
09-2701641	17/05/12	16:05:00	Busy			
09-2701641	17/05/12	16:03:00	Busy			
09-5162214	17/05/12	16:01:00	Busy			
019-7579648	17/05/12	15:49:00	Busy			
014-8438898	17/05/12	15:43:00	Busy			

Note: Results limited to first 1000 calls.

#### Fields Description:

- a. Caller -the actual phone number that has dialed your number.
- b. Date - on which day the call was made. Date format is dd/mm/yy.
- c. Time - the time when the call was made. Time format is hh:mm:ss.
- d. Reason - the cause of the missed call as explained below.
  - a. Busy, calls that are not being answered due to the answerpoint is busy.
  - b. No Answer, the calls are not being answered as Agents/Staff are unavailable. There is no voice mail or answering devices available.
  - c. Other, unsuccessful calls are due to destination out of order, invalid number format, no circuit availability, call screened, unknown service number or restricted call type.

## 4: Support Service

For any system support please call us at **1800 888 CTS (287)** or write to us at [customer.service@cyngus.com.my](mailto:customer.service@cyngus.com.my).