

| Feature | Magnify Call Accounting Pro | Magnify Call Reporting |
|---|---|---|
| Detail reports* | Yes (10+) | Yes (5) |
| Summary reports* | Yes | - |
| Analysis reports* | Yes | - |
| Report output format(s) | Adobe PDF, HTML, MHT (Single File Web Page), RTF (Rich Text), XLS/XLSX (Excel), CSV (Comma Delimited), TXT (Plain Text) | HTML |
| Call data tracked* | Timestamp, Direction, Duration, Line, Extension, Caller ID Name, Number, DID/DNIS number, DID/DNIS Name, Hold Time (Non-ACD), Cost, Is Transferred Call, Transferred To/From, Is Voice Mail Call, Is Trunk To Trunk Call, Trunk to Trunk Line, Is Site To Site Call, Site Designation, Account Code, Account Name, Account Fee, Authorization Code, Department, User, User Group, Ring Time, Rate Center City/State/Zip/County, Hour of Day, Half Hour of Day, Day of Week, Day of Month, Month of Year, Week of Year | Timestamp, Direction, Duration, Line, Extension, Caller ID Name, Number, Account Code |
| ACD (Automatic Call Distribution) support | Yes, when license of ESI VIP 7 ACD Supervisor purchased (sold separately) | - |
| Automatic report scheduling/emailing | Yes | - |
| Email alerts based on flexible call criteria | Yes | - |
| Tracking of unique calls** | Yes | - |
| Charting | Yes | - |
| Customizable charts | Yes | - |
| Chart export formats | BMP, GIF, JPEG, PNG, TIFF, Adobe PDF, HTML, MHT (Single File Web Page), RTF (Rich Text), XLS/XLSX (Excel) | - |
| Pivot Tables | Yes | - |
| U.S. Map | Yes | - |
| Call data collector runs as a Windows service | Yes | - |
| Database/inactivity alarms to email | Yes | - |
| SMDR formats supported | NSP (Standard or Extended format), ASC (hard drive) | NSP (Standard format) |
| Multi-user licensing | Yes (can add additional, Reports-Only license(s) for as many PCs on the LAN as desired) | - |

*Call data tracked and report types available are also dependent upon your phone system model and configuration.

**In most call reporting software, when a call is placed on hold or transferred, it is counted as two separate calls. Magnify Call Accounting Pro also keeps track of the total number of unique calls (so that a single call is only counted once, regardless of the number of times it was put on hold or transferred).