

# Manage Reporting and Metrics

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You can use the Reports tool in the Management Portal to view and download data on user and administrator activities.

## Reports for Enterprise-wide MultiLine usage

Read on to learn how to view how many messages, calls, and data have been consumed by all the users in your organization.

### Overview

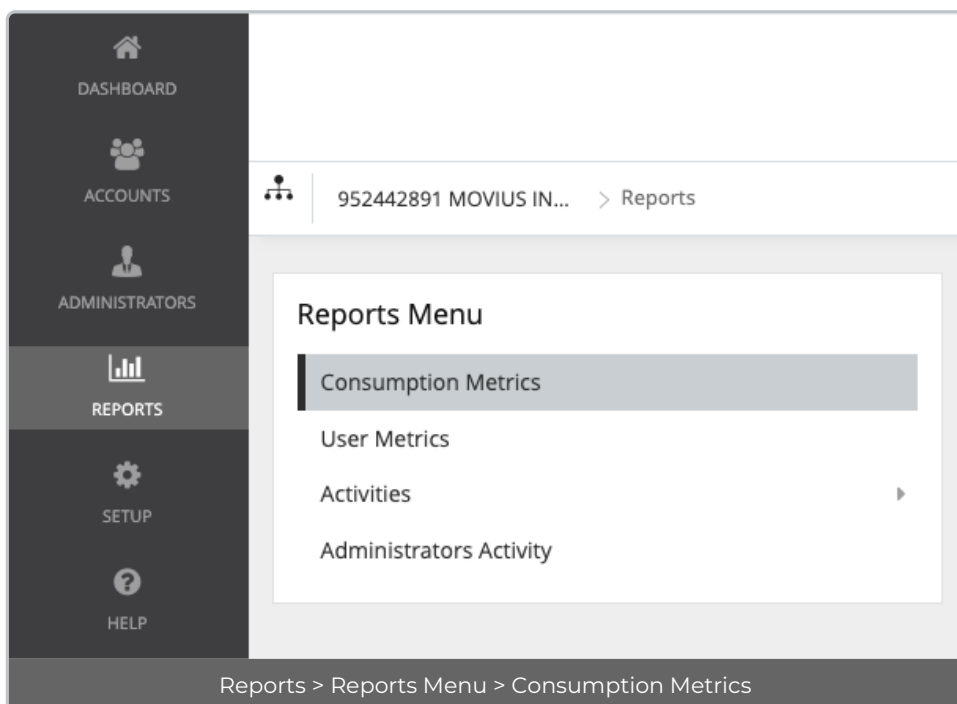
**The Consumption Metrics** page will give you an enterprise-wide overview of your organization's MultiLine usage - tracking and graphing the amount of minutes used, messages sent, and mobile data consumed. You can choose to view a number of timeframes, including the current cycle, past cycle, or week by week.

### Before you start

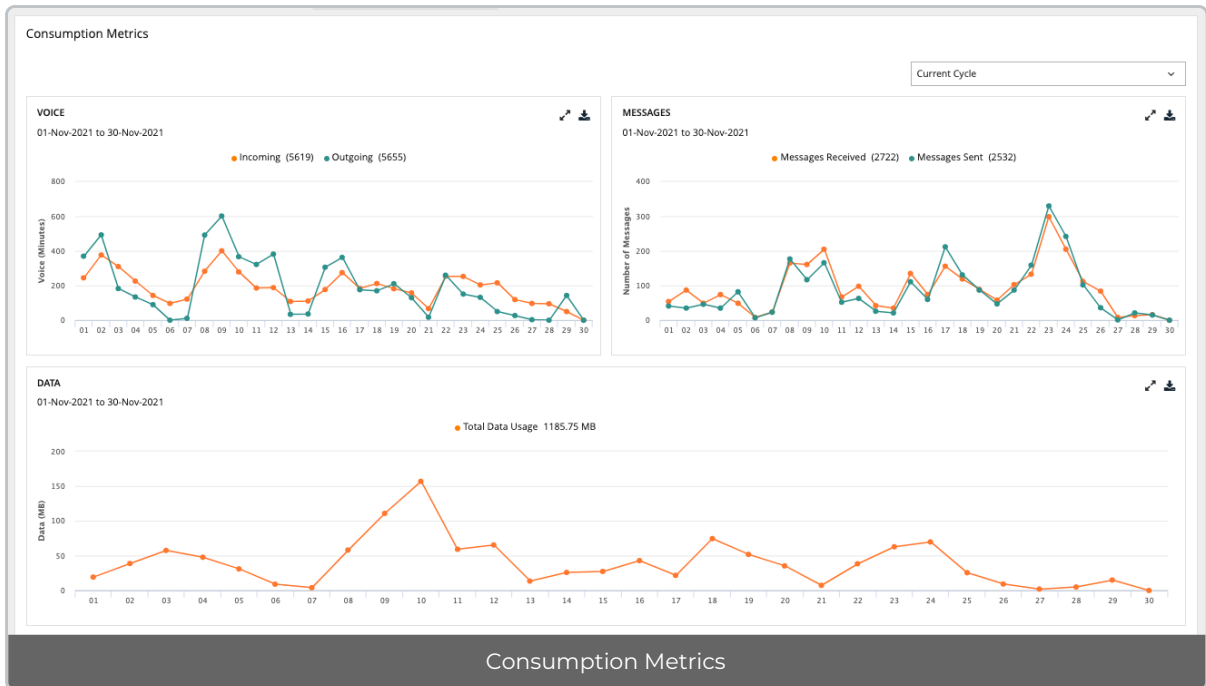
- An admin must have "Reports" Privilege in their Role in the organization to do these instructions. See [What Admin Privileges are in Management Portal?](https://help.moviuscorp.com/help/what-admin-roles-mmp) [↗](https://help.moviuscorp.com/help/what-admin-roles-mmp)  
<https://help.moviuscorp.com/help/what-admin-roles-mmp> [↗](https://help.moviuscorp.com/help/what-admin-roles-mmp)

### How to view enterprise consumption metrics

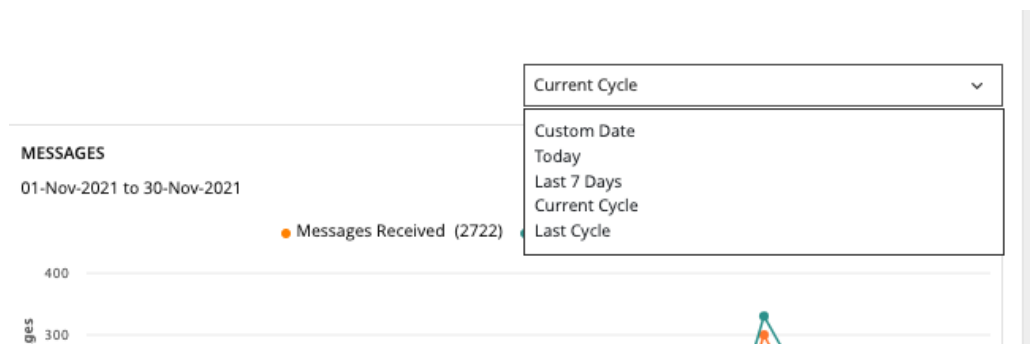
1. Go to the **Reports** tab and then to the **Consumption Metrics** tab in the sub-menu.



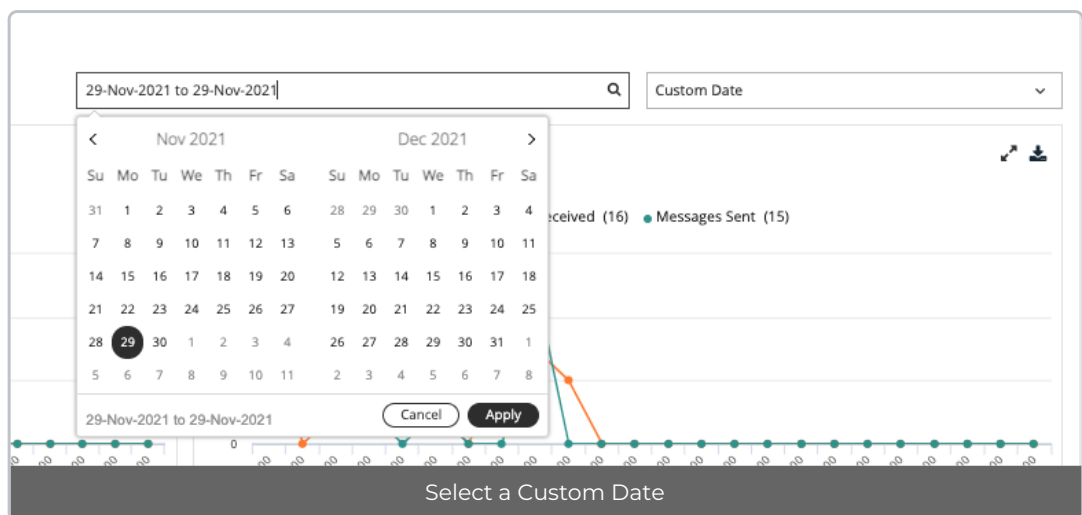
2. Consumption Metrics will automatically display Voice, Messages, and Data for the Current Cycle.



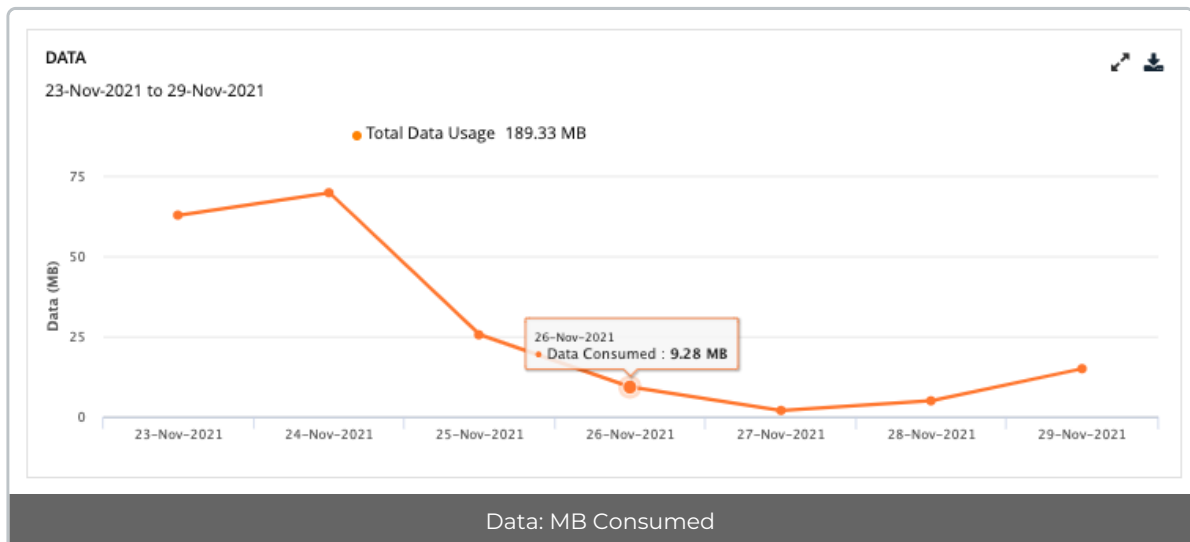
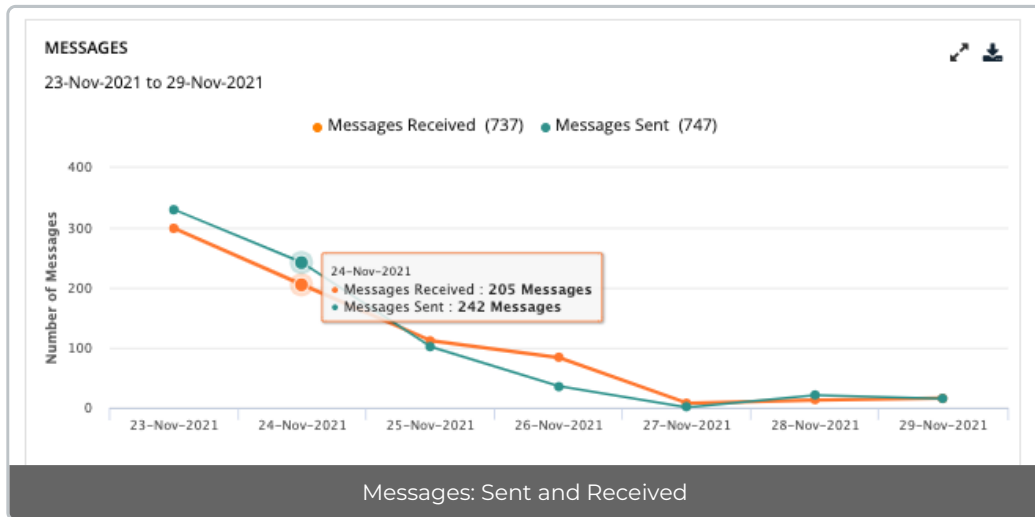
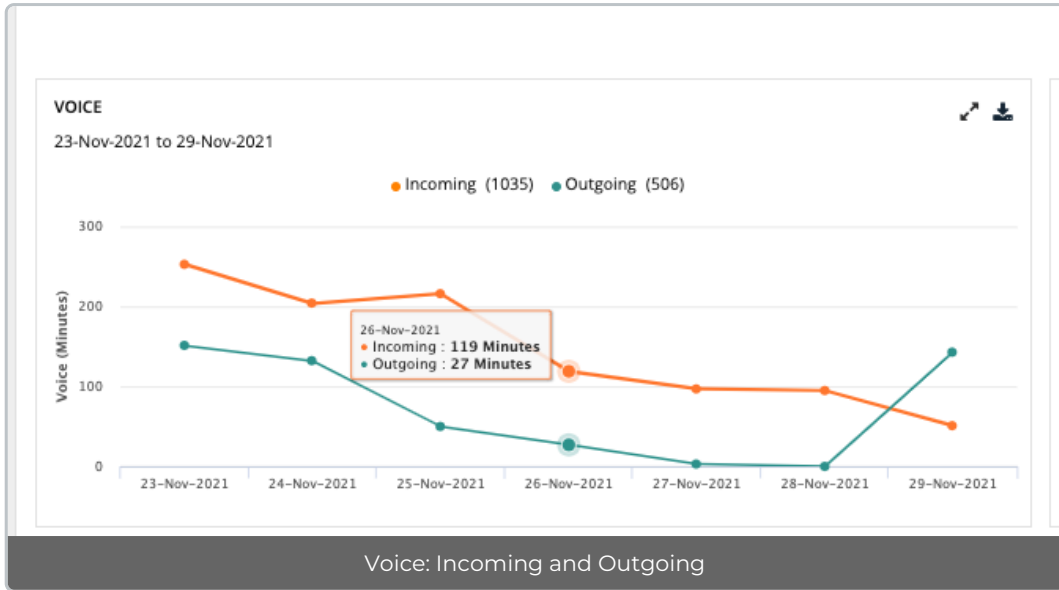
- Use the drop-down menu in the top right to view by Custom Date, Today, Last 7 Days, Current Cycle, or Last Cycle.



- If you select custom date, you can select a day or range from the calendar.
  - Click twice on a day to view usage for the day, click twice on two different days to set a range.
  - If you need to adjust the range selected, just click a third time to set a new range.



- Hover the mouse over data points to see more information.



5. Click the download icon  to download a report.

## Consumption-Voice-Last7days-952442891MOVIUSINTERACTIVECORP-29-

sep=		
<b>Report name</b>	Consumption Voice	
<b>Date/Time</b>	29-Nov-2021 10:13	
<b>Duration</b>	Last 7 days	
<b>Organization Name</b>	952442891 MOVIUS INTERACTIVE CORP	
<b>From Timestamp</b>	23-Nov-2021	
<b>To Timestamp</b>	29-Nov-2021	
<b>Timezone</b>	US/Central (-06:00)	
<b>Total Calls Received(Minutes)</b>	1035	
<b>Total Calls Made(Minutes)</b>	506	
<b>TimeStamp</b>	Incoming Duration	Outgoing Duration
29-Nov-2021	51	143
28-Nov-2021	95	0
27-Nov-2021	97	3
26-Nov-2021	119	27
25-Nov-2021	216	50
24-Nov-2021	204	132
23-Nov-2021	253	151

Example Report: Voice

## Consumption-SMS-

sep=		
<b>Report name</b>	Consumption SMS	
<b>Date/Time</b>	29-Nov-2021 10:12	
<b>Duration</b>	Last 7 days	
<b>Organization Name</b>	952442891 MOVIUS INTERACTIVE CORP	
<b>From Timestamp</b>	23-Nov-2021	
<b>To Timestamp</b>	29-Nov-2021	
<b>Timezone</b>	US/Central (-06:00)	
<b>Total messages Received</b>	737	
<b>Total messages Sent</b>	747	
<b>TimeStamp</b>	Incoming SMS	Outgoing SMS
29-Nov-2021	16	15
28-Nov-2021	13	21
27-Nov-2021	8	1
26-Nov-2021	84	36
25-Nov-2021	112	102
24-Nov-2021	205	242
23-Nov-2021	299	330

Example Report: SMS Consumption

Consumption-Data-	
sep=	
<b>Report name</b>	Consumption Data
<b>Date/Time</b>	29-Nov-2021 10:14
<b>Duration</b>	Last 7 days
<b>Organization Name</b>	952442891 MOVIUS INTERACTIVE CORP
<b>From Timestamp</b>	23-Nov-2021
<b>To Timestamp</b>	29-Nov-2021
<b>Timezone</b>	US/Central (-06:00)
<b>Total Data(MB)</b>	189.33
<b>TimeStamp</b>	Data(MB)
<b>29-Nov-2021</b>	15.0
<b>28-Nov-2021</b>	5.0
<b>27-Nov-2021</b>	2.0
<b>26-Nov-2021</b>	9.28
<b>25-Nov-2021</b>	25.54
<b>24-Nov-2021</b>	69.74
<b>23-Nov-2021</b>	62.77

Example Report: Data

## Reports on MultiLine usage by User

Read on to learn how to pull a report that shows data on a MultiLine user's calls and messages over a certain time period.

### Overview

**The User Metrics** page gives you an overview of a specific user's MultiLine usage - allowing you to search by name, number, call duration, and more!

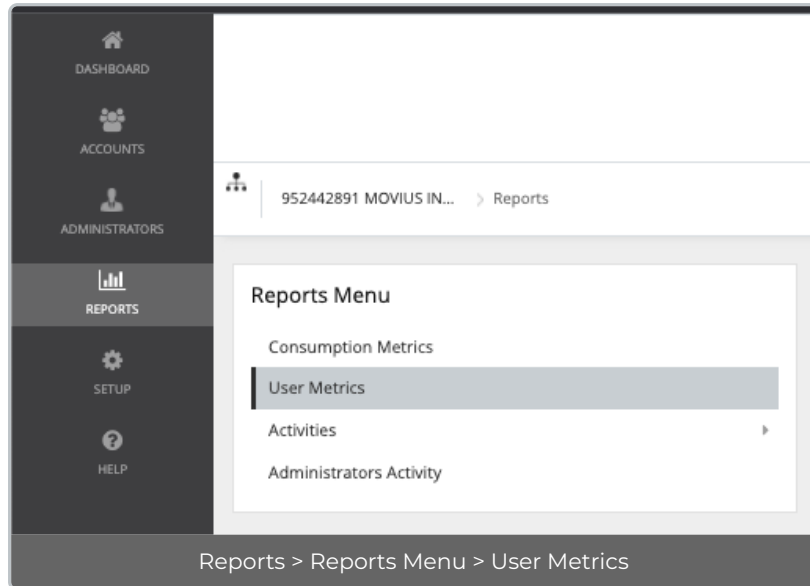
You can pull a user's report in the Management Portal using a wide variety of search criteria including customizable date ranges, user names, or phone numbers.

### Before you start

- An admin must have "Reports" Privilege in their Role in the organization to do these instructions. See [What Admin Privileges are in Management Portal?](https://help.moviuscorp.com/help/what-admin-roles-mmp/)

### How to pull a report MultiLine usage by User

1. Go to the **Reports** tab and then to the **User Metrics** page in the sub-menu.



2. Enter search criteria.

- Enter a **Name, Email or MultiLine number** in Keywords.
- Apply a **Date Range**.
  - Click twice on day to see results from that day, click twice on separate days to set a range.
- Set a minimum or maximum on **Call Duration, Data Consumed,** or **Number of Messages**, if desired.
  - You must set both a minimum and maximum.
- In the example below, I searched records for users who sent 150-300 messages from September 1, 2021 to November 30, 2021.

**User Metrics**

SEARCH BY

Keywords:  Date Range:  Call Duration:

Data Consumed:     Number of Messages:

Name	MultiLine #	Device #	Email	Call (min)	Messages (num)	Data (MB)
Tara Panu	14155050330	██████████	tara.panu@moviuscorp.com	700	294	12.98
Javier Solis	16467668388	██████████	javier.solis@moviuscorp.com	293	230	6.16
Padma Rajagopalan	16463199378	██████████	padma.rajagopalan@moviuscorp...	42	226	22.13

Example: Search by Range

- In the example below, I searched records for "Jignesh" between September 1, 2021 to November 30, 2021.

**User Metrics**

**SEARCH BY**


Keywords:  Date Range:  Call Duration:

Data Consumed:    Number of Messages:

Name	MultiLine #	Device #	Email	Call (min)	Messages (num)	Data (MB)
Jignesh Gandhi	16467668561	██████████	Jignesh.Gandhi@moviuscorp.com	585	300	18.23
Jignesh Gandhi	16467668561	██████████	Jignesh.Gandhi@moviuscorp.com	729	159	9.74

Example: Search by Name

### How to download a report

Reports can be exported to Excel in the **.CSV** format using the small export icon on the top right of  the report results page .

User-metrics-Report-01-Sep-2021to30-Nov-2021-952442891MOVIUSINTERACTIVECORP-29-Nov-2021\_11\_32\_50\_-0500

sep=						
<b>Report name</b>	User metrics Report					
<b>Date/Time</b>	29-Nov-2021 10:32					
<b>Duration</b>	01-Sep-2021 to 30-Nov-2021					
<b>Organization Name</b>	952442891 MOVIUS INTERACTIVE CORP					
<b>From Timestamp</b>	01-Sep-2021					
<b>To Timestamp</b>	30-Nov-2021					
<b>Timezone</b>	US/Central (-06:00)					
<b>User Name</b>	MultiLine	Device	Email Address	Call Duration(Minutes)	SMS Count	Usage(MB)
<b>Tara Panu</b>	14155050330	██████████	<a href="mailto:tara.panu@moviuscorp.com">tara.panu@moviuscorp.com</a>	700	294	12.98
<b>Javier Solis</b>	16467668388	██████████	<a href="mailto:javier.solis@moviuscorp.com">javier.solis@moviuscorp.com</a>	293	230	6.16

Example Report: Search by Range



## Reports on MultiLine usage by Activity (Voice, Messaging, Data)

Read on to learn how to search, view, and download reports on MultiLine usage by activity, including voice, messages, and data.

### Overview

The **Activities** pages will allow you to search and download MultiLine calls and messages. You can view detailed metrics on usage of voice, messages, and data in your organization.

### Before you start

- An admin must have "Reports" Privilege in their Role in the organization to do these instructions. See [What Admin Privileges are in Management Portal?](https://help.moviuscorp.com/help/what-admin-roles-mmp/)   
[\(https://help.moviuscorp.com/help/what-admin-roles-mmp/\)](https://help.moviuscorp.com/help/what-admin-roles-mmp/) 

## How to pull reports on MultiLine usage by Voice

1. Go to **Reports > Activities > Voice**.
2. Enter your Search Criteria:

### Voice Search By

#### Field

#### Description of Use

Narrow your search to:

Call Type	<ul style="list-style-type: none"> <li>• All calls</li> <li>• Calls received</li> <li>• Calls sent</li> <li>• Calls to voicemail</li> <li>• Dropped calls</li> </ul>
Keywords	Search by Name, Email, or Device #
From/To	Narrow your search to calls from or to specific numbers
Date Range	Narrow your search to calls between a start and end date
Call Duration	Narrow your search within a minimum and maximum duration
Call Mode	Narrow your search to TDM or Data calls

**Voice Activity**

SEARCH BY

Call Type  Keywords  From  To

All calls Tara Panu  Number

Date Range Call Duration  Mins  Max  Mins  Call Mode

01-Sep-2021 to 30-Nov-2021  Min  Mins  Max  Mins  All

Date	From	To	Call Quality	Duration (Min)	Call Mode
27-Nov-2021 15:14:50	[REDACTED]	Tara Panu <14155050330>		1	TDM
24-Nov-2021 11:30:43	[REDACTED]	Tara Panu <14155050330>		2	TDM
22-Nov-2021 13:11:31	[REDACTED]	Tara Panu <14155050330>		2	TDM
22-Nov-2021 09:31:36	[REDACTED]	Tara Panu <14155050330>		33	Data

Example: Search Voice by Name

- Hover over grey icons beside date to see whether the call was incoming, outgoing, or went to voicemail
- Call Quality icons indicate whether the call was made over good (green icon) or poor signal (yellow icon).

## How to pull reports on MultiLine usage by Messages

1. Go to **Reports > Activities > Messages**.
2. Enter your **Search Criteria**:

### Messages activities



**Field**

**Description of Use**

Narrow your search to:

- All messages
- All sent messages
- All received messages

**WhatsApp enabled organizations**

**Type**

If you're in a WhatsApp enabled organization, you can choose from the following:

- All messages
- SMS sent
- SMS received
- All WhatsApp Messages
- WhatsApp Messages sent
- WhatsApp Messages received

**Keywords**                      Narrow your search to Name, Email, Device #, or group id

**From/To**                        Narrow your search to messages from or two specific numbers

**Date Range**                    Narrow your search within a start date and end date

**Mode**                             Narrow your search to messages sent over TDM or data

**Message Activity**

**SEARCH BY**

Type  Keywords  From  To

Date Range  Mode

Date	From	To	Count	Mode
26-Nov-2021 11:02:52	[REDACTED]	Jignesh Gandhi <16467668561>	1	Data
24-Nov-2021 09:51:50	[REDACTED]	Jignesh Gandhi <16467668561>	1	Data
22-Nov-2021 13:19:19	[REDACTED]	Jignesh Gandhi <16467668561>	1	Data
22-Nov-2021 13:18:57	[REDACTED]	Jignesh Gandhi <16467668561>	1	Data
22-Nov-2021 13:18:55	[REDACTED]	Jignesh Gandhi <16467668561>	1	Data
22-Nov-2021 13:18:52	[REDACTED]	Jignesh Gandhi <16467668561>	1	Data

Example: Search Messages by Name

- Hover over the grey icons in the Date column to see whether the message was incoming or outgoing
- For organizations with WhatsApp Connector enabled, you will see a green WhatsApp icon in the Date column to identify those messages. See [Pull WhatsApp Message Reports](https://help.moviuscorp.com/help/pull-whatsapp-message-reports)

**How to pull reports on MultiLine usage by Data usage**

1. Go to **Reports > Activites > Data**
2. Enter your **Search Criteria.**

### Data activities

Field	Description of Use
Keywords	Narrow your search to Name, Email, or MultiLine number
Date Range	Narrow your search within a start date and end date
Network Type	Narrow your search to Wi-Fi or Data network type
Data Consumed	Narrow your search between minimum and maximum MB or GB consumed
Application	Narrow to MultiLine usage or 3rd party app usage

**Data Activity**

SEARCH BY

Keywords:  Date Range:  Network Type:

Data Consumed:     Application:

Name	Date	MultiLine #	Device #	Usage (MB)	Network Type	Application
Prathapkumar KS	29-Nov-2021	16464565775	[REDACTED]	8.00	Data	MultiLine

Example: Search by Data Consumed

### Example Reports

Voice-activity-Report-01-Sep-2021to30-Nov-2021-952442891MOVIUSINTERACTIVECORP-29-Nov-2021\_11\_47\_28\_-0500

sep=								
<b>Report name</b>	Voice activity Report							
<b>Date/Time</b>	29-Nov-2021 10:47							
<b>Duration</b>	01-Sep-2021 to 30-Nov-2021							
<b>Organization Name</b>	952442891 MOVIUS INTERACTIVE CORP							
<b>From Timestamp</b>	01-Sep-2021							
<b>To Timestamp</b>	30-Nov-2021							
<b>Timezone</b>	US/Central (-06:00)							
<b>Type</b>	All Calls							
Timestamp	SessionID	Calling Number	Called Number	Call Forwarded to	Duration	Call mode	Call Type	MosScore
27-Nov-2021 15:14:50	f672d2cc-89f3-4f2e-aa66-8c83e16141f8	[REDACTED]	Tara Panu <14155050330>		1	TDM	VM	4.406036
24-Nov-2021 11:30:43	e706eed8-67e8-4624-83e4-8859da7b7d55	[REDACTED]	Tara Panu <14155050330>		2	TDM	VM	4.406036
22-Nov-2021 13:11:31	409be475-00ec-4761-a86d-2837598fef12	[REDACTED]	Tara Panu <14155050330>		2	TDM	VM	4.406036
22-Nov-2021 09:31:36	25087136-086f-4109-9050-44d77e1285c5	[REDACTED]	Tara Panu <14155050330>		33	Data	IN	4.369083
22-Nov-2021 09:27:26	1252d3c3-6318-45bc-8117-090cae4407e8	[REDACTED]	Tara Panu <14155050330>		4	Data	IN	4.369091

Example Voice Report

Message-activity-Report-01-Sep-2021to30-Nov-2021-952442891MOVIUSINTERACTIVECORP-29-Nov-2021_12_14_33_-0500										
Report name	Message activity Report									
Date/Time	29-Nov-2021 11:14									
Duration	01-Sep-2021 to 30-Nov-2021									
Organization Name	952442891 MOVIUS INTERACTIVE CORP									
From Timestamp	01-Sep-2021									
To Timestamp	30-Nov-2021									
Timezone	US/Central (-06:00)									
Type	All SMS Messages									
Timestamp	SessionID	Calling Number	Called Number	SMS mode	SMS Type	Count	Participants List	Content Type	Message Platform	Business Identifier
26-Nov-2021 11:02:52	e6239507-aa98-422b-a6fd-028ec87099c6		Jignesh Gandhi <16467668561>	Data	IN	1		text/plain	SMS	
24-Nov-2021 09:51:50	d15c3835-19da-4858-9d3b-4e50c63e10a2		Jignesh Gandhi <16467668561>	Data	IN	1		text/plain	SMS	
22-Nov-2021 13:19:19	fff6b7d6-1da4-4ff5-872c-9b947572948e		Jignesh Gandhi <16467668561>	Data	IN	1		image/jpeg	MMS	
22-Nov-2021 13:18:57	34915a2d-8cdc-4489-a845-6579d77a40a7		Jignesh Gandhi <16467668561>	Data	IN	1		text/plain	SMS	
22-Nov-2021 13:18:55	87ffea9c-a840-4e5d-a20c-b6985b16c3d7		Jignesh Gandhi <16467668561>	Data	IN	1		text/plain	SMS	
22-Nov-2021 13:18:52	b7f1cda5-b3a8-4377-81c8-2c34ecbb3beb		Jignesh Gandhi <16467668561>	Data	IN	1		text/plain	SMS	
22-Nov-2021 13:18:50	207b80e0-9ebf-4bf2-bc9c-a07f6e5ca8f		Jignesh Gandhi <16467668561>	Data	IN	1		text/plain	SMS	
19-Nov-2021 16:36:24	fa2f0242-1996-4cd9-bbec-e31ab582c3d5		Jignesh Gandhi <16467668561>	Data	IN	1		text/plain	SMS	

Example Messages Report

## MultiLine Admin Activity Reports

Read on to learn how to search, view, and download reports on activities Admins are doing in the Management portal.

### Overview

Whenever Admins perform actions in the Management Portal the actions are logged in reports. The **Administrator Activity** page provides a detailed and comprehensive search of all activities performed by Admins in the organization.

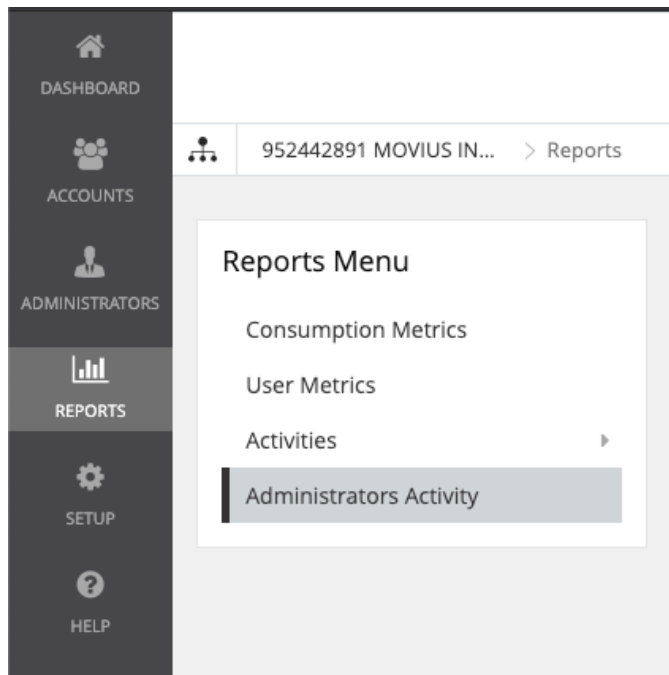
Admins can find reports of Employee activity by searching for Admin Reports.

### Before you start

- An admin must have "Reports" Privilege in their Role in the organization to do these instructions. See [What Admin Privileges are in Management Portal?](https://help.moviuscorp.com/help/what-admin-roles-mmp/) [↗](https://help.moviuscorp.com/help/what-admin-roles-mmp/)

### How to see reports on Admin activity

1. Go to **Reports > Administrator Activity**





## 2. Search by


- **Date Range**
- **Activity Type**(by default all are selected)
  - All
  - Portal Access
  - View
  - Write
  - Download
- **Event Type**(by default all are selected)
  - There are 40 event types corresponding to all the activities administrators can perform in the portal or API.
  - Examples: Login, Download Activities, Delete User Account
- **Administrator** (name or email)
- **Organization** (name or id)
- **Details**
  - MultiLine number
  - First and last name
  - Device number
  - User permissions
  - Email address
  - IP Address
  - and more...

Administrators Activity

SEARCH BY

Date Range: 23-Nov-2020 to 23-Nov-2020 

Activity: All Selected (4) 

Event Type: All Selected (40) 

Administrator: Enter name / email

Organization: Enter organization / ID

Details: Contains text

Date	Name & Email	Organization	Activity	Event Type	Details
23-Nov-2020 10:41:37	Melanie Allen melanie.allen@moviu...	2334 (952442891 MOVI...	Portal Access	Login	Successful >

3. View the results of the search


- If you search using the **Details** field, searched terms will be highlighted when you expand a result's details

Administrator: Enter name / email

Organization: Enter organization / ID

Details: nancy

In this example search is for 'Nancy'

Date	Name & Email	Organization	Activity	Event Type	Details
16-Jun-2020 08:15:45	Victoria Reyes victoria.r@abccorp...	Ops Team (1001)	Write	Send Invite	nancy.w@abc... 

Only one result found, so list will be expanded  
And characters will be highlighted

First Name: Nancy

Last Name: Wand

Organization: ABC Corporation

Email & Device #: nancy.w@abccorp.com

User Permissions: Default User Permissions (default)

Applications: MultiLine

Number of lines allowed: 1

Assign Number: No

4. Use the **Download** buttons to save the .CSV file(s)

- This action, like any other you take in the portal, will generate an activity report under your administrator details

## WhatsApp Message Reports

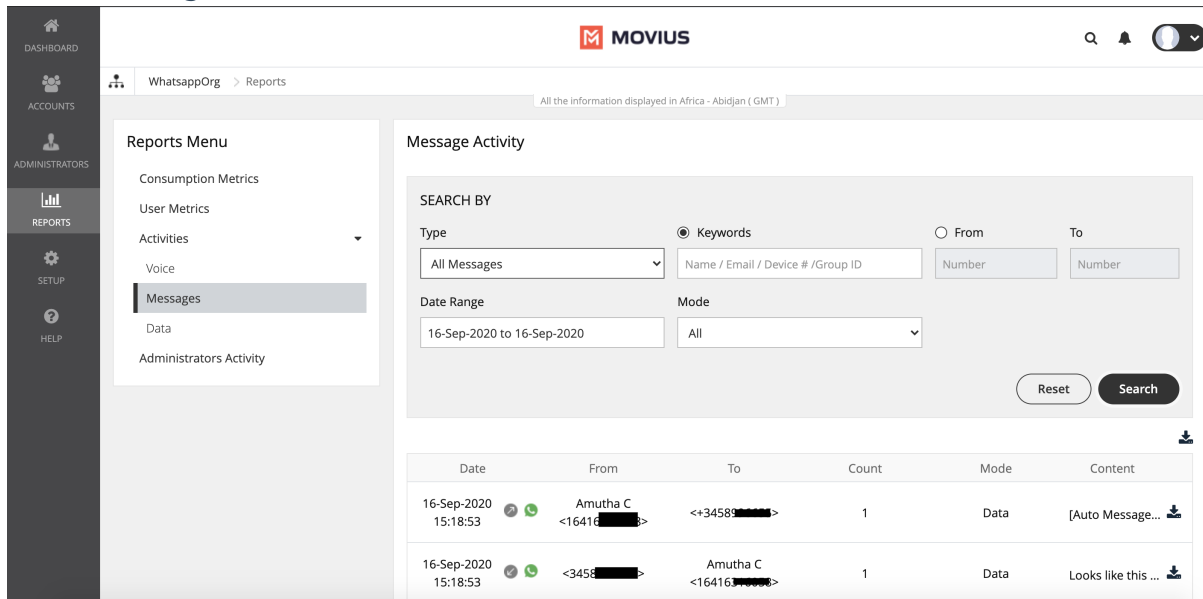
Read on to learn how to pull reports on WhatsApp Messages.

### Overview

You can retrieve your WhatsApp message reports from the Management Portal in **Reports > Activities > Messages**, just as you would SMS messages.

### How to pull WhatsApp message reports

1. Go to **Reports** then to the **Activities** page.
2. Choose **Messages**.



3. WhatsApp messages are indicated by the green WhatsApp icon.

Date	From
16-Sep-2020 15:18:53	Amutha C <16416...>
16-Sep-2020 15:18:53	<3458...>

### Messages activities

#### Field

#### Description of Use

You can narrow your search to:

#### Type

- All messages
- All SMS messages
- SMS messages received
- SMS messages sent
- All WhatsApp messages
- WhatsApp messages received
- WhatsApp messages sent

#### Keywords

Narrow your search to Name, Email, Device #, or group id

#### From/To

Narrow your search to messages from or two specific numbers

#### Date Range

Narrow your search within a start date and end date

#### Mode

Narrow your search to messages sent over TDM or data

## Download or play call recording

Read on to learn about how to play or download a call recording.

## Overview

Call recordings are available in the Management Portal for a certain duration of time before they are securely deleted. Admins can play and download these recordings manually using the Reports tool.

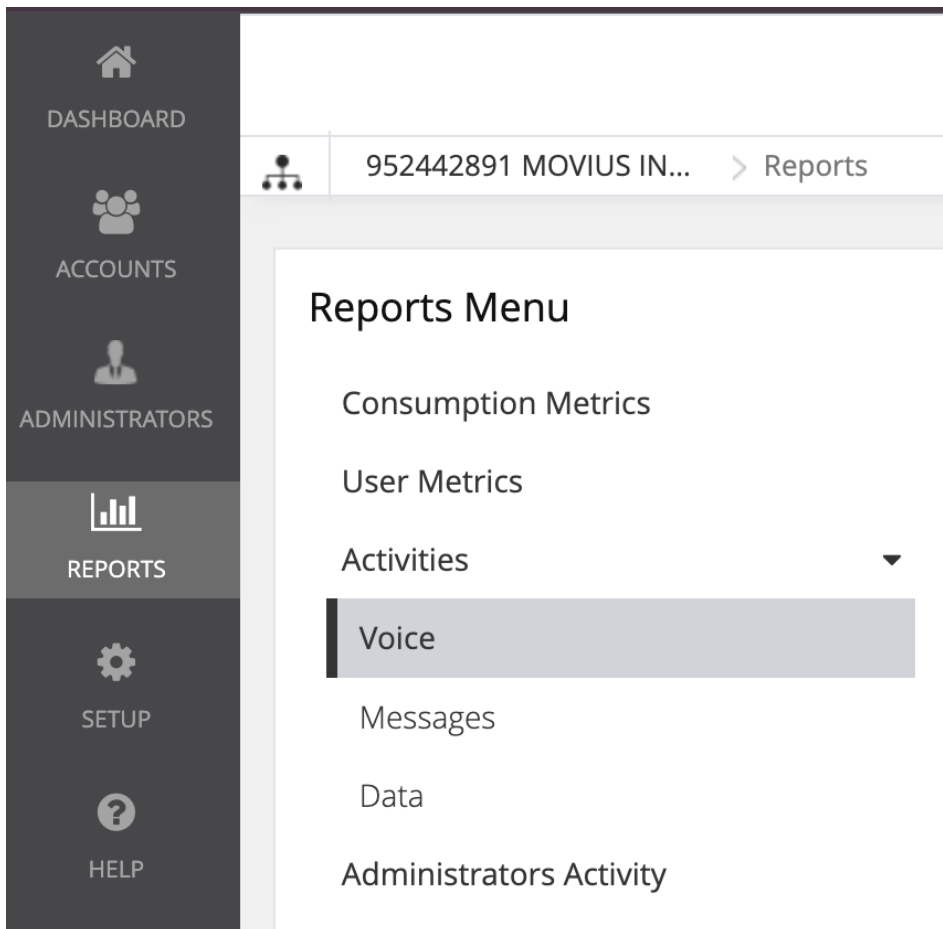
Call recordings are in .wav format.

## Before you start

- An admin must have "Reports" Privilege in their Role in the organization to do these instructions. See [What Admin Privileges are in Management Portal?](https://help.moviuscorp.com/help/what-admin-roles-mmp) [↗](https://help.moviuscorp.com/help/what-admin-roles-mmp)
- For recordings to be available, Admins must [turn on call recording](https://help.moviuscorp.com/help/manage-mobile-recording-settings) [↗](https://help.moviuscorp.com/help/manage-mobile-recording-settings) for the user or organization.
- Viewing or downloading a recording will generate an [Admin Activity report](https://help.moviuscorp.com/help/managing-reports-on-multiline-admins) [↗](https://help.moviuscorp.com/help/managing-reports-on-multiline-admins).





## Download a Call Recording

1. Go to **Reports**, then **Activities** > **Voice Activities**.



2. If required, you can narrow down the results by using the **Search** feature.

3. You can play or download the recording by selecting the icons in the **Audio Recording** column.

Date	From	To	Call Quality	Duration (Min:Secs)	Call Mode	Audio Recording
22-Jul-2024 14:47:56	<1555555555>	Melanie Allen <15555555>		0:00	TDM	
22-Jul-2024 13:57:57	<1555555555>	Example User <15555555>		0:09	TDM	 

## Batch Operation Reports

Read on to learn about batch operation reports.

### Overview

Batch Operation Reports is a section of the Reports tool that allows you to view the results of batch operations.

### Before you start

- An admin must have "Reports" Privilege in their Role in the organization to do these instructions. See [What Admin Privileges are in Management Portal?](https://help.moviuscorp.com/help/what-admin-roles-mmp) [↗](https://help.moviuscorp.com/help/what-admin-roles-mmp)  
<https://help.moviuscorp.com/help/what-admin-roles-mmp> [↗](https://help.moviuscorp.com/help/what-admin-roles-mmp)

### Types of batch operation reports

Operation Type	Description
Multiple Account(s) Import & Invite	Report generated after an admin uses a CSV file to import & invite multiple users at the same time.
Multiple Account(s) Import	Report generated after an admin uses a CSV file to import multiple users only, without inviting the users.

### Downloading batch operation reports

1. Go to **Reports > Batch Operation Reports**.
2. Click the download icon for the Batch Operation Report.



- ACCOUNTS
- ADMINISTRATORS
- REPORTS**
- SETUP


test > Reports

All the information displayed in Pacific - Midway (SST)

### Reports Menu

- Consumption Metrics
- User Metrics
- Activities
- Administrators Activity
- Batch Operation Report**

### Batch Operation Report

Date	Name & Email	Operation Type	
22-Oct-2023 19:50:53	test Admin sysadmin@uatzeta.moviuscor...	Multiple Account(s) Import & Invite	
22-Oct-2023 19:35:32	test Admin sysadmin@uatzeta.moviuscor...	Multiple Account(s) Import & Invite	