

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

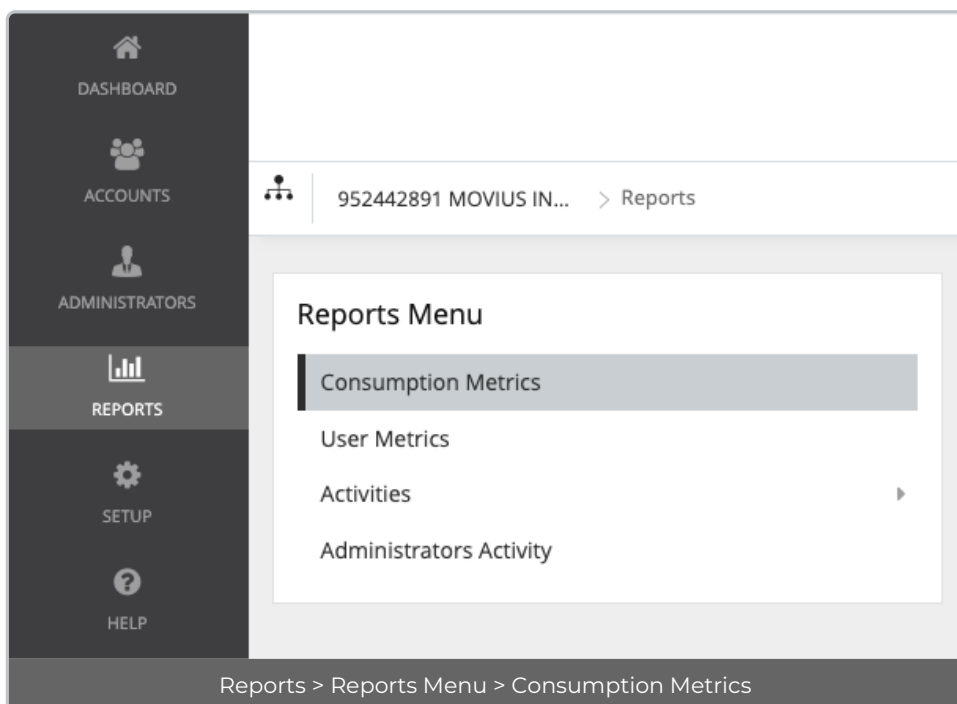
The Consumption Metrics page will give you an enterprise-wide overview of your organization's MultiLine usage - tracking and graphing the amount of minutes used, messages sent, and mobile data consumed. You can choose to view a number of timeframes, including the current cycle, past cycle, or week by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

Before you start

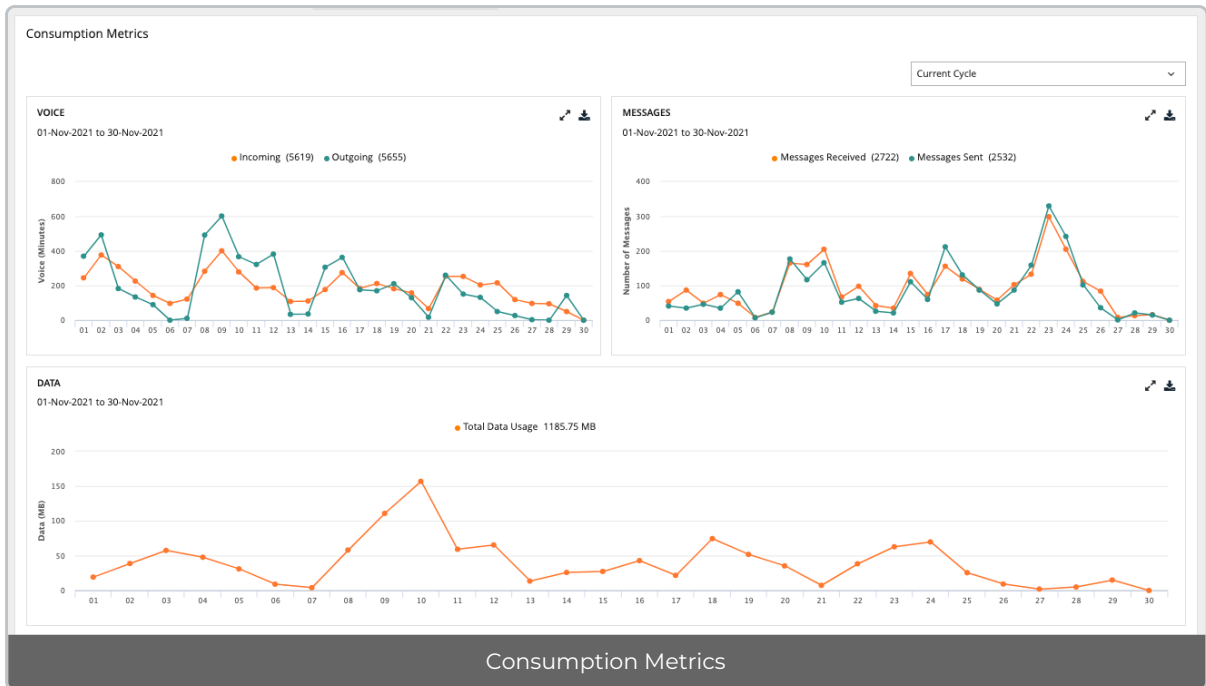
- An admin must have "Reports" Privilege in their Role in the organization to do these instructions. See [What Admin Privileges are in Management Portal?](https://help.moviuscorp.com/help/what-admin-roles-mmp) [↗](https://help.moviuscorp.com/help/what-admin-roles-mmp)
<https://help.moviuscorp.com/help/what-admin-roles-mmp>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

How to view enterprise consumption metrics

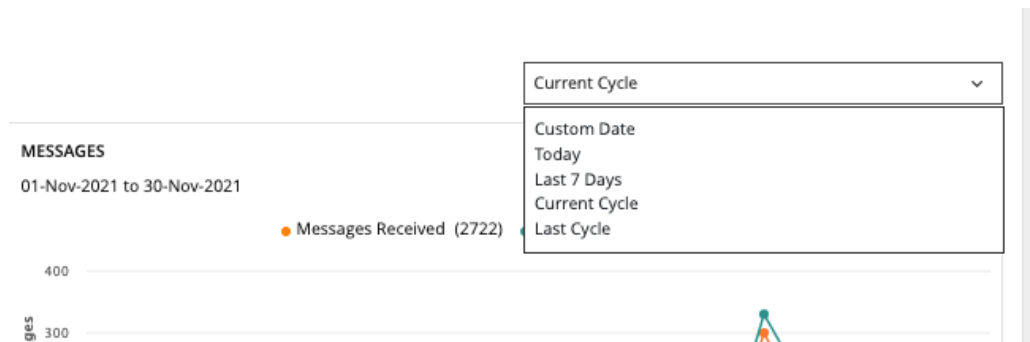
1. Go to the **Reports** tab and then to the **Consumption Metrics** tab in the sub-menu.



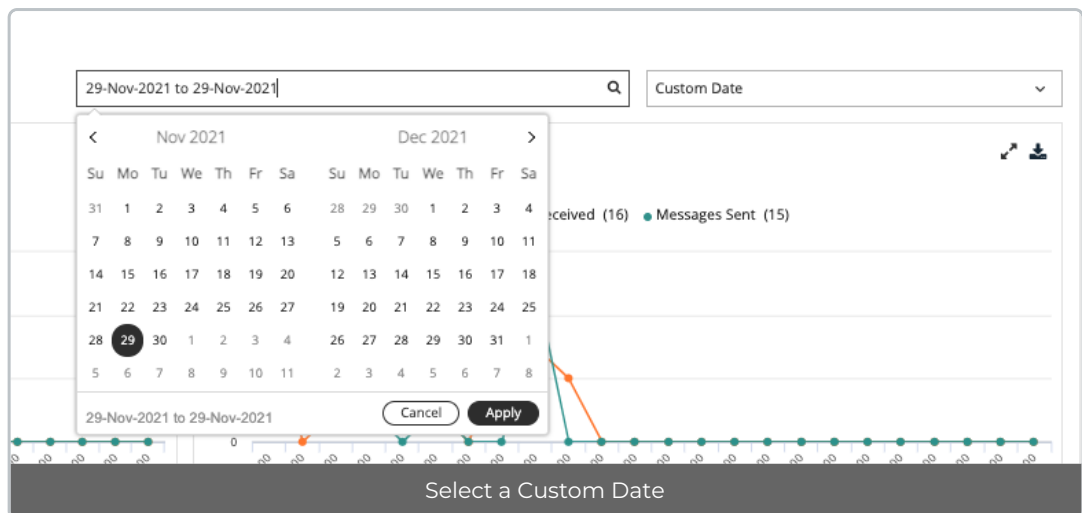
2. Consumption Metrics will automatically display Voice, Messages, and Data for the Current Cycle.



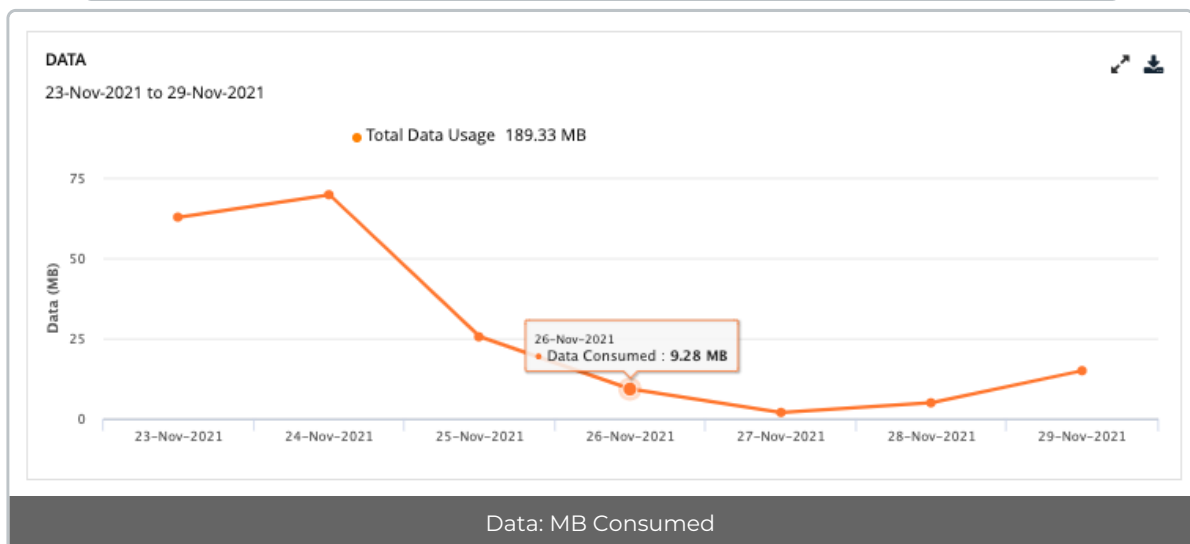
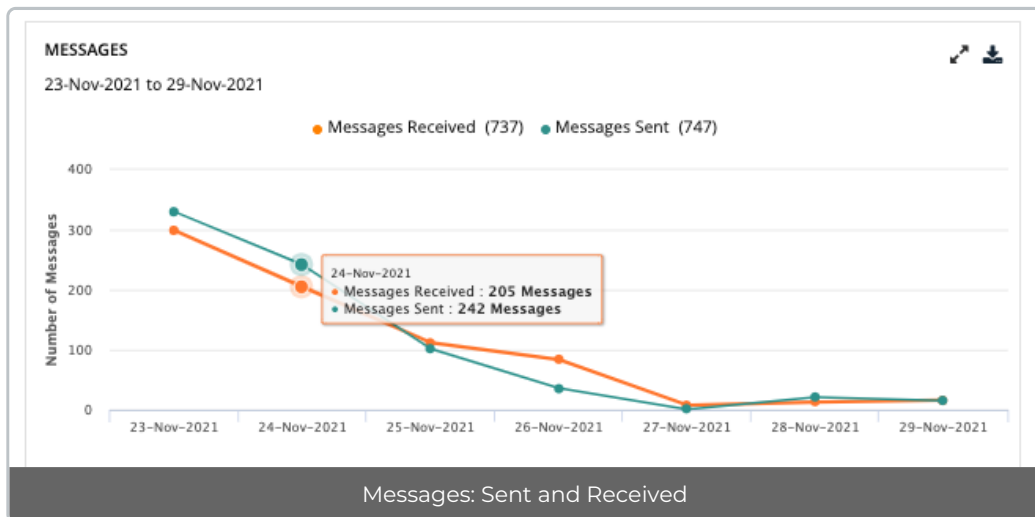
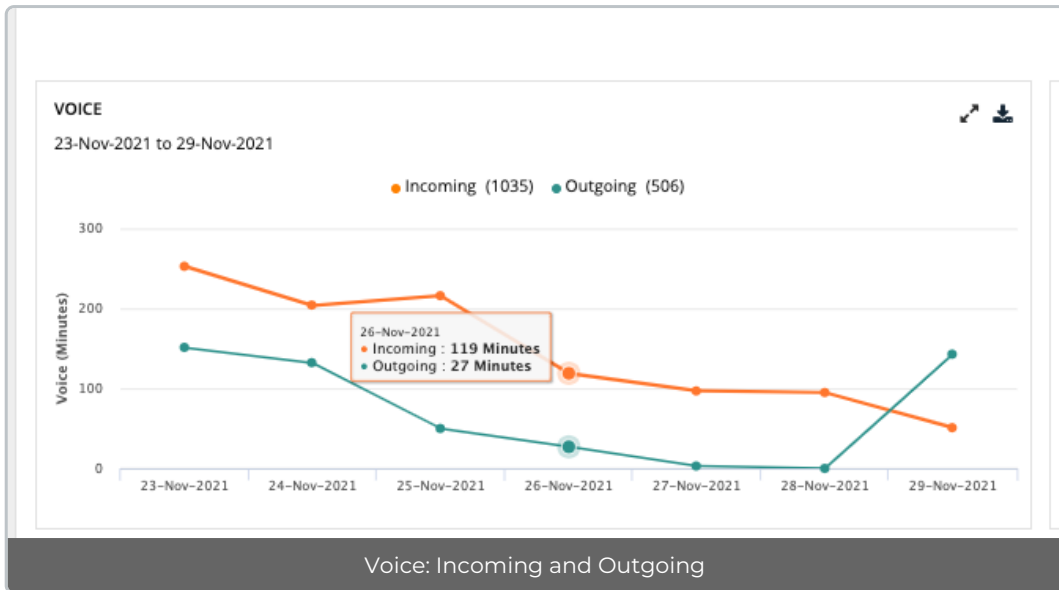
- Use the drop-down menu in the top right to view by Custom Date, Today, Last 7 Days, Current Cycle, or Last Cycle.



- 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=		
Report name	Consumption Voice	
Date/Time	29-Nov-2021 10:13	
Duration	Last 7 days	
Organization Name	952442891 MOVIUS INTERACTIVE CORP	
From Timestamp	23-Nov-2021	
To Timestamp	29-Nov-2021	
Timezone	US/Central (-06:00)	
Total Calls Received(Minutes)	1035	
Total Calls Made(Minutes)	506	
TimeStamp	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=		
Report name	Consumption SMS	
Date/Time	29-Nov-2021 10:12	
Duration	Last 7 days	
Organization Name	952442891 MOVIUS INTERACTIVE CORP	
From Timestamp	23-Nov-2021	
To Timestamp	29-Nov-2021	
Timezone	US/Central (-06:00)	
Total messages Received	737	
Total messages Sent	747	
TimeStamp	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=	
Report name	Consumption Data
Date/Time	29-Nov-2021 10:14
Duration	Last 7 days
Organization Name	952442891 MOVIUS INTERACTIVE CORP
From Timestamp	23-Nov-2021
To Timestamp	29-Nov-2021
Timezone	US/Central (-06:00)
Total Data(MB)	189.33
TimeStamp	Data(MB)
29-Nov-2021	15.0
28-Nov-2021	5.0
27-Nov-2021	2.0
26-Nov-2021	9.28
25-Nov-2021	25.54
24-Nov-2021	69.74
23-Nov-2021	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!

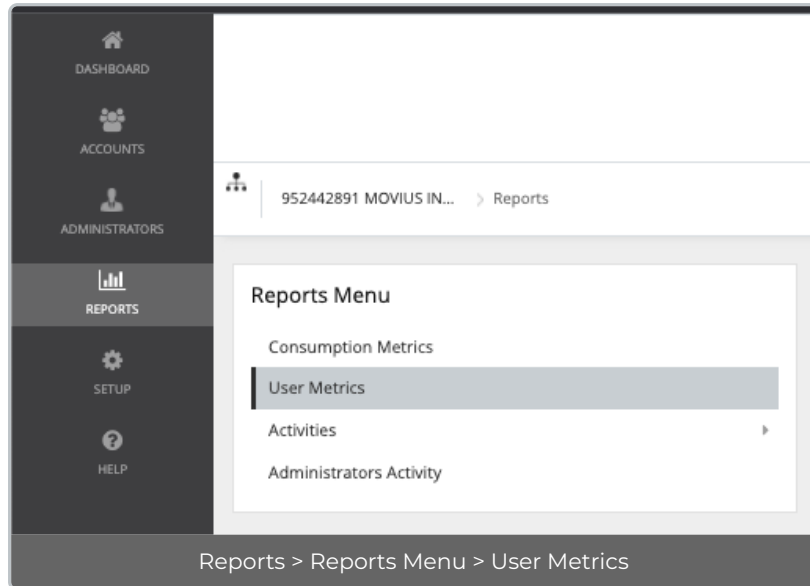
You can pull a user's report in the Management Portal using a wide variety of search criteria including customizable date ranges, user names, or phone numbers.

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	[REDACTED]	Jignesh.Gandhi@moviuscorp.com	585	300	18.23
Jignesh Gandhi	16467668561	[REDACTED]	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=						
Report name	User metrics Report					
Date/Time	29-Nov-2021 10:32					
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)					
User Name	MultiLine	Device	Email Address	Call Duration(Minutes)	SMS Count	Usage(MB)
Tara Panu	14155050330	[REDACTED]	tara.panu@moviuscorp.com	700	294	12.98
Javier Solis	16467668388	[REDACTED]	javier.solis@moviuscorp.com	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 Message or Voice activity.

Overview

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

You can search for calls in voice activity reports.

1. Go to **Reports > Activities > Voice**.
2. Enter search criteria:

Voice Search By

Field

Description of Use

Narrow your search to:

- All calls
- Calls received
- Calls sent
- Calls to voicemail
- Dropped calls

Call Type

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


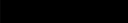


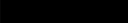


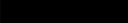


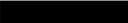

Narrow your search to TDM or Data calls

Voice Activity

SEARCH BY

Call Type: Keywords From To

Date Range: Call Duration: Call Mode:

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

You can search for all messages, including picture messages, group messages, and social messages in messages activity reports.

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

Messages activities

- | | |
|--------------|---|
| Field | Description of Use |
| | Narrow your search to: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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) (<https://help.moviuscorp.com/help/pull-whatsapp-message-reports>)

Example Reports

Voice-activity-Report-01-Sep-2021to30-Nov-2021-952442891MOVIUSINTERACTIVECORP-29-Nov-2021_11_47_28_-0500								
sep=								
Report name	Voice activity Report							
Date/Time	29-Nov-2021 10:47							
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 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		Tara Panu <14155050330>		1	TDM	VM	4.406036
24-Nov-2021 11:30:43	e706eed8-67e8-4624-83e4-8859da7b7d55		Tara Panu <14155050330>		2	TDM	VM	4.406036
22-Nov-2021 13:11:31	409be475-00ec-4761-a86d-2837598fef12		Tara Panu <14155050330>		2	TDM	VM	4.406036
22-Nov-2021 09:31:36	25087136-086f-4109-9050-44d77e1285c5		Tara Panu <14155050330>		33	Data	IN	4.369083
22-Nov-2021 09:27:26	1252d3c3-6318-45bc-8117-090cae4407e8		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											
sep=											
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	87ffeac9-a840-4e5d-a20c-b6985b16c3d7		Jignesh Gandhi <16467668561>	Data	IN	1		text/plain	SMS		
22-Nov-2021 13:18:52	b7fc1da5-b3a8-4377-81c8-2c34ecbb3beb		Jignesh Gandhi <16467668561>	Data	IN	1		text/plain	SMS		
22-Nov-2021 13:18:50	207b80e0-9ebf-4bf2-bc9c-a071c6e5ca8f		Jignesh Gandhi <16467668561>	Data	IN	1		text/plain	SMS		
19-Nov-2021 16:36:24	fa2f0242-f996-4cd9-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.

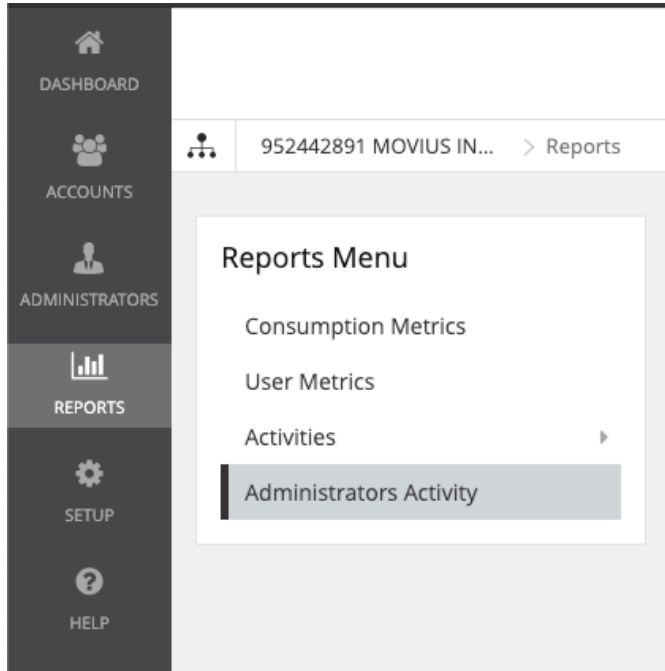
Admins can find reports of Employee activity by searching for Admin Reports.

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)
<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

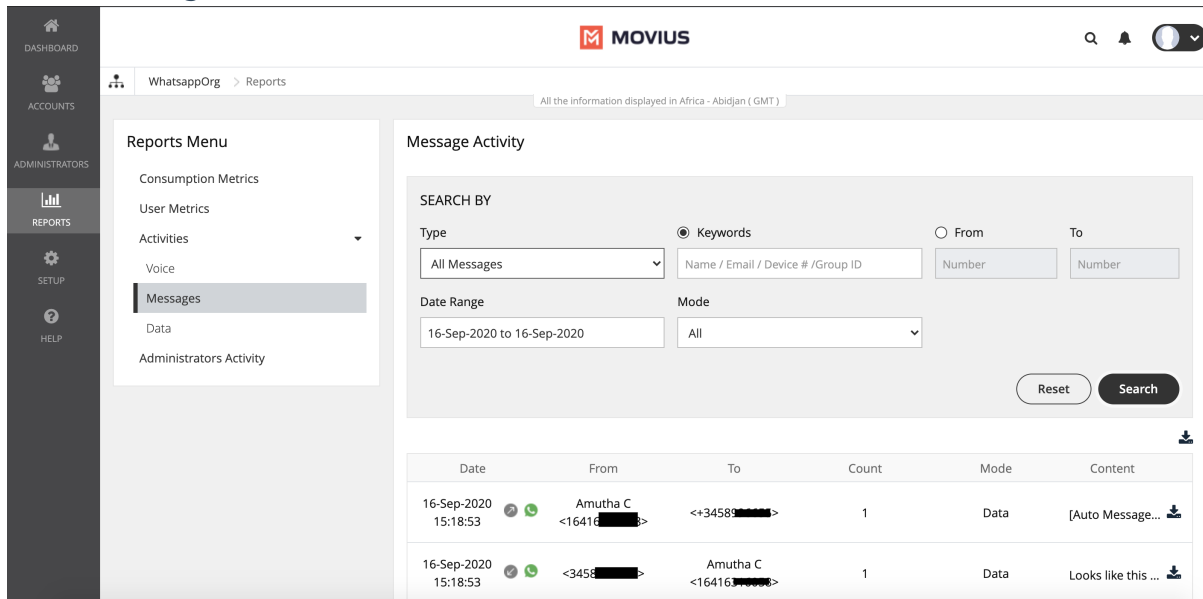
Read on to learn how to pull reports on WhatsApp Messages.

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**.



Date	From	To	Count	Mode	Content
16-Sep-2020 15:18:53	Amutha C <16416[REDACTED]>	<<+3458[REDACTED]>	1	Data	[Auto Message...]
16-Sep-2020 15:18:53	<3458[REDACTED]>	Amutha C <16416[REDACTED]>	1	Data	Looks like this ...

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

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

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.

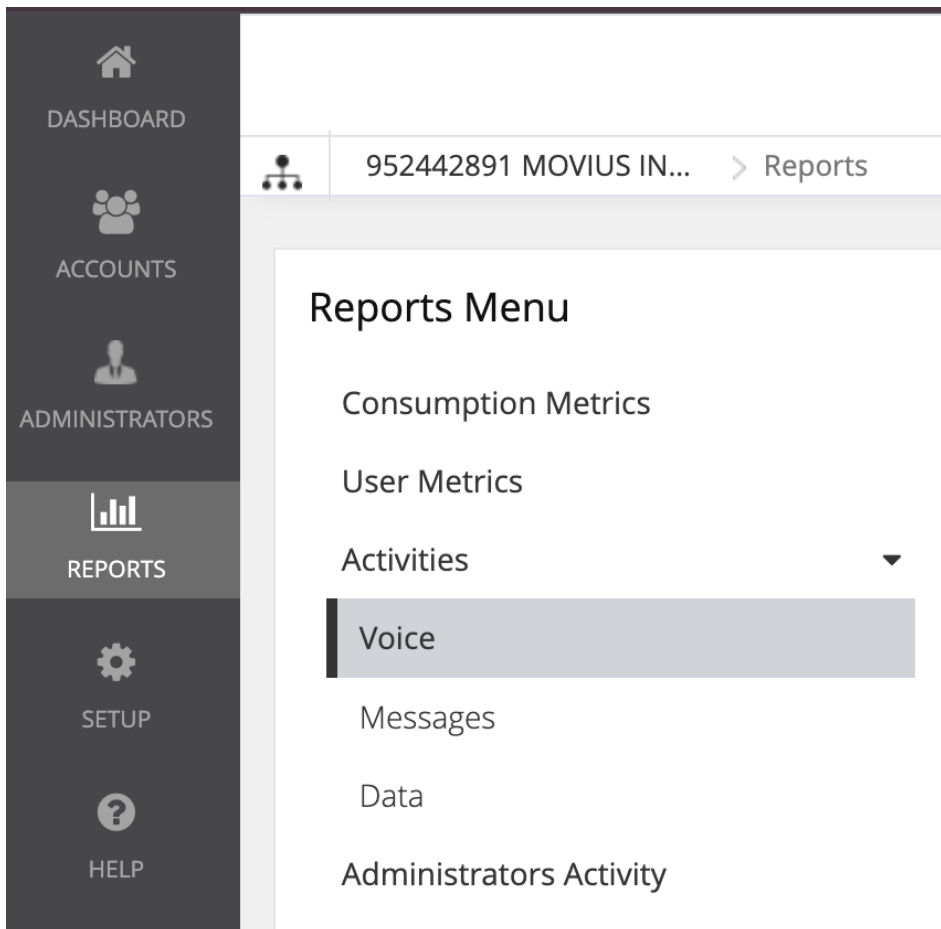
Call recordings are in .wav format.

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 <1555555555>		0:00	TDM	
22-Jul-2024 13:57:57	<1555555555>	Example User <1555555555>		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	