

Managing MultiLine usage reports by user

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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!

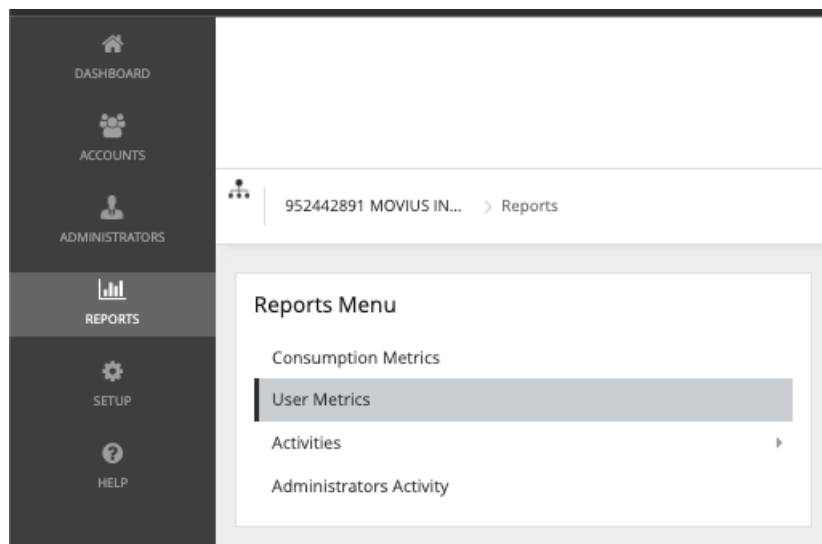
You can pull a user's report in the Management Portal using a wide variety of search criteria including customizable date ranges, user names, or phone numbers.

Before you start

- An admin must have "Reports" Role in the organization to do these instructions. See [What Admin Roles are in the Management Portal](#).

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	15103045370	tara.panu@moviuscorp.com	700	294	12.98
Javier Solis	16467668388	34649430071	javier.solis@moviuscorp.com	293	230	6.16
Padma Rajagopalan	16463199378	919590010070	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	16789388259	jignesh.gandhi@moviuscorp.com	585	300	18.23
Jignesh Gandhi	16467668561	16789388259	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	15103045370	tara.panu@moviuscorp.com	700	294	12.98
Javier Solis	16467668388	34649430071	javier.solis@moviuscorp.com	293	230	6.16

Example Report: Search by Range

