

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

Last Modified on 10/25/2023 8:58 am EDT

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 <u>What Admin Privileges are in Management Portal?</u>
 (https://help.moviuscorp.com/help/what-admin-roles-mmp)

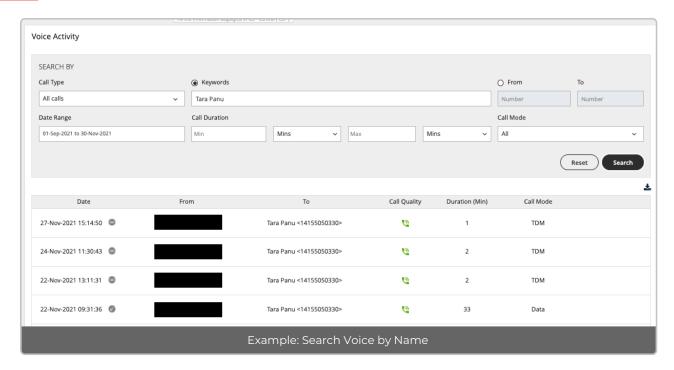
How to pull reports on MultiLine usage by Voice

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

Voice Search By

Field	Description of Use
Call Type	Narrow your search to:
	All calls
	Calls received
	• Calls sent
	Calls to voicemail
	Dropped calls
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





- 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

Type

Field Description of Use

Narrow your search to:

- All messages
- All sent messages
- All received messages

WhatsApp enabled organizations

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

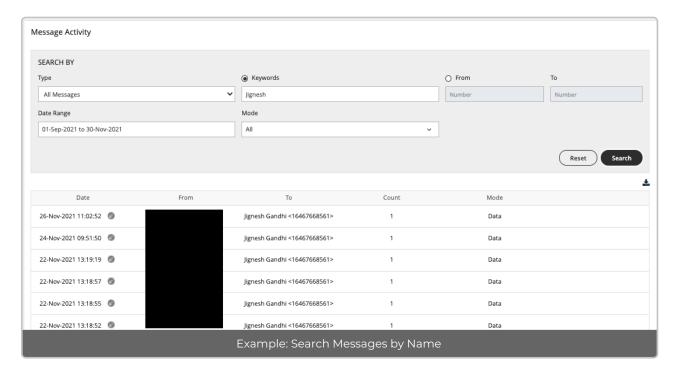
- All messages
- SMS sent
- SMS received
- All WhatsApp Messages
- WhatsApp Messages sent
- WhatsApp Messages received

Keywords Narrow your search to Name, Email, Device #, or group id
From/To Narrow your search to messages from or two specific numbers



Field Description of Use

Date Range Narrow your search within a start date and end date Mode Narrow your search to messages sent over TDM or data



- 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 <u>Pull WhatsApp Message Reports</u> (https://help.moviuscorp.com/help/pull-whatsapp-message-reports).

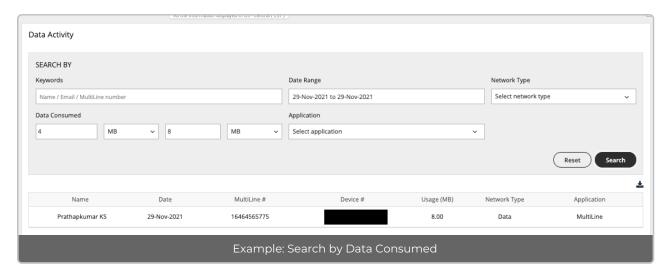
How to pull reports on MultiLine usage by Data usage

- 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





Example Reports

