

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

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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>) [↗](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:   |
|               | <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

All calls

Keywords

Tara Panu

From

Number

To

Number

Date Range

01-Sep-2021 to 30-Nov-2021

Call Duration

Min

Mins

Max

Mins

Call Mode

All

Reset

Search

| 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 |
|-------|--------------------|
|-------|--------------------|

## 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

All Messages

Jignesh

Number

Number

Date Range







Mode

01-Sep-2021 to 30-Nov-2021


All

Reset

Search

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

## 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-ea98-422b-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/peg    | 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 | 87feac9-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-a07fc6e5ca8f |                | Jignesh Gandhi <16467668561> | Data     | IN       | 1     |                   | text/plain   | SMS              |                     |
| 19-Nov-2021 16:36:24 | fa2f0242-f998-4cd9-bbec-e31ab582c3d5 |                | Jignesh Gandhi <16467668561> | Data     | IN       | 1     |                   | text/plain   | SMS              |                     |

## Example Messages Report