

Managing 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 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" Role in the organization to do these instructions. See *What Admin Roles are in the Management Portal*.

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: <ul style="list-style-type: none">• 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

All calls

Date Range: Call Duration: Call Mode:

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

Field/To	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

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](#).*

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: MB MB 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=	Report name	Date/Time	Duration	Organization Name	From Timestamp	To Timestamp	Timezone	Type
	Voice activity Report	29-Nov-2021 10:47	01-Sep-2021 to 30-Nov-2021	952442891 MOVIUS INTERACTIVE CORP	01-Sep-2021	30-Nov-2021	US/Central (-06:00)	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

sep=	Report name	Date/Time	Duration	Organization Name	From Timestamp	To Timestamp	Timezone	Type		
	Message activity Report	29-Nov-2021 11:14	01-Sep-2021 to 30-Nov-2021	952442891 MOVIUS INTERACTIVE CORP	01-Sep-2021	30-Nov-2021	US/Central (-06:00)	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	[REDACTED]	Jignesh Gandhi <16467668561>	Data	IN	1		text/plain	SMS	
24-Nov-2021 09:51:50	d15c3835-19da-4858-9d3b-4e50c63e10a2	[REDACTED]	Jignesh Gandhi <16467668561>	Data	IN	1		text/plain	SMS	
22-Nov-2021 13:19:19	fff6b7d6-1da4-4ff5-872c-9b947572948e	[REDACTED]	Jignesh Gandhi <16467668561>	Data	IN	1		image/jpeg	MMS	
22-Nov-2021 13:18:57	34915a2d-8cdc-4489-a845-6579d77a40a7	[REDACTED]	Jignesh Gandhi <16467668561>	Data	IN	1		text/plain	SMS	
22-Nov-2021 13:18:55	87feac9-a840-4e5d-a20c-b6985b16c3d7	[REDACTED]	Jignesh Gandhi <16467668561>	Data	IN	1		text/plain	SMS	
22-Nov-2021 13:18:52	b7fc1da5-b3a8-4377-81c8-2c34ecb3beeb	[REDACTED]	Jignesh Gandhi <16467668561>	Data	IN	1		text/plain	SMS	
22-Nov-2021 13:18:50	207b80e0-9ebf-4b12-bc9c-a07fc6e5ca8f	[REDACTED]	Jignesh Gandhi <16467668561>	Data	IN	1		text/plain	SMS	
19-Nov-2021 16:36:24	fa2f0242-1996-4cd9-bbec-e31ab582c3d5	[REDACTED]	Jignesh Gandhi <16467668561>	Data	IN	1		text/plain	SMS	

Example Messages Report