

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" 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/>)

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

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

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:

- 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

Date Range
Mode

Description of Use

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

Message Activity

SEARCH BY

Type

All Messages

▼

Keywords

Jignesh

Number

From

Number

To

Number

Date Range

01-Sep-2021 to 30-Nov-2021








Mode

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) (<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

Keywords
Date Range
Network Type
Data Consumed
Application

Description of Use

Narrow your search to Name, Email, or MultiLine number
Narrow your search within a start date and end date
Narrow your search to Wi-Fi or Data network type
Narrow your search between minimum and maximum MB or GB consumed
Narrow to MultiLine usage or 3rd party app usage



SEARCH BY

Keywords

Date Range

Network Type

Name / Email / MultiLine number

29-Nov-2021 to 29-Nov-2021

Select network type

Data Consumed

Application

4

MB

8

MB

Select application

Reset

Search

Name	Date	MultiLine #	Device #	Usage (MB)	Network Type	Application
Prathapkumar KS	29-Nov-2021	16464565775		8.00	Data	MultiLine

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-a9a8-422b-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	ff6b7d6-1da4-4ff5-872c-9b947572948e		Jignesh Gandhi <16467668561>	Data	IN	1		image/jpeg	MMS	
22-Nov-2021 13:18:57	34915a2d-8cdc-4489-a845-b579d77a40a7		Jignesh Gandhi <16467668561>	Data	IN	1		text/plain	SMS	
22-Nov-2021 13:18:55	87ffea9c-a840-4e5d-a20c-b6985b16c3d7		Jignesh Gandhi <16467668561>	Data	IN	1		text/plain	SMS	
22-Nov-2021 13:18:52	b7fc1da5-b3a8-4377-1c18-2c34ecbb3beb		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	fa2f0242-1996-4cd9-bbec-e31ab582c3d5		Jignesh Gandhi <16467668561>	Data	IN	1		text/plain	SMS	

Example Messages Report