



Altus Voice

My Reports QRG

Document Version 1.1

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Overview

My Account Administrators can run and export the following types of reports:

- Auto Attendant: Lists all inbound calls that reached the Auto Attendant service.
- Call Queues: Details all inbound calls that reached a call queue. This report can also be run in real time.
- Call History: Displays information for placed and received calls, including time/date stamp information, for all phone numbers assigned to the site.

Note: The My Reports tab requires Adobe Flash.

Login to My Account



Login

User Name:

Password:

[Forgot Your Password?](#)

Language - English [Change](#)

1. Open an Internet browser and go to the My Account portal. Refer to the list of [Supported browsers](#).
2. Enter username and password.
3. Click the Login button.

Running Reports

To run and export an Auto Attendant Report:

1. Click the My Reports tab.
2. Click the Auto Attendant link.
 - a. Use the filter options to search for the site.

OR

- b. Check the site in the Site Name column. All Auto Attendants assigned to that site are displayed.
 - c. Check the box in the Phone Number column to select the Auto Attendant to view the report.
 3. Select the site to which the auto attendant belongs.
 4. Click to Get Auto Attendant List button.
 5. Select the timeframe the report should reflect by manually entered dates, or use the calendar tool to select the dates.
 6. Click the Generate Report button.
 - a. Results will display immediately.
 7. Click the Expand All button to review all results or the Collapse All button to view only the folders.

AA Report_Sun Dec 1 2013-Sun Dec 8 2013

Expand All Collapse All Business Summary Export to file

Description	Key	Destinations	Answ...	Busy	Not A...	Other	Total ...	Durati...	% Ans...	Auto Attendant
▼ BroadSoft HQ										
<input type="checkbox"/> No Selection	NS	NS	0	0	0	0	0	0	0	3019440500 - (301) 944-0500
<input type="checkbox"/>		0	0	0	0	0	0	0	0	3019440500 - (301) 944-0500
<input type="checkbox"/> 3019440500 - Total			0	0	0	0	0	0	0	3019440500 - (301) 944-0500
<input type="checkbox"/> Total			0	0	0	0	0	0	0	-
▼ Grand Totals:										
<input type="checkbox"/> Grand Totals:			0	0	0	0	0	0	0	

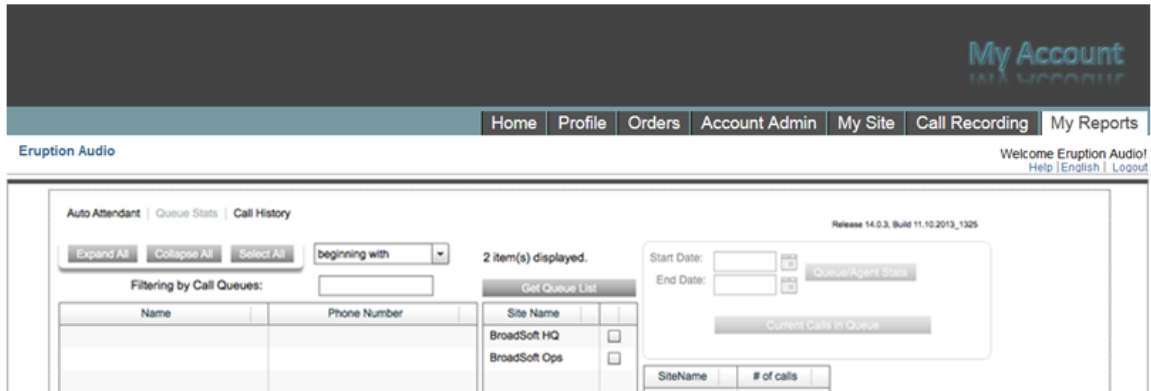
The results are displayed in the folder associated with the site the auto attendant is assigned to, with summaries of all auto attendants reported in the Grand Totals folder.

These reports display:

- a. **Description:** As entered in the Auto Attendant Menu.
 - b. **Key:** Displays the key the caller pressed. The letter 'A' following the number represents After hours key. The letter 'B' following the number represents a Business Hours key. For example, "1A" represents the destination the caller will route to when they press the '1' key on their keypad after standard business hours.
 - c. **Destinations:** The configured destination for that key.
 - d. **Answer:** Number of calls answered.
 - e. **Busy:** Number of calls for which the caller reached a busy tone.
 - f. **Not Answering:** Number of unanswered calls.
 - g. **Other:** Number of calls for which the caller did not make a selection.
 - h. **Total:** Total calls for that destination.
 - i. **Duration:** Total duration of calls for that destination.
 - j. **% Answered:** Percentage of calls answered for that destination.
 - k. **Auto Attendant:** Displays the Auto Attendant the destination is associated with.
8. Click the Export button to export the report to a .csv file.

To run and export a Call Queue Report:

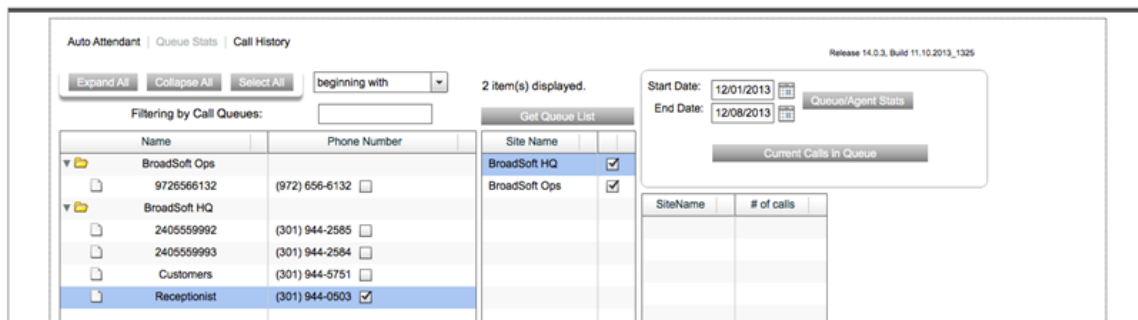
1. Click on the Queue Stats link.



2. Select the site the Call Queue belongs to.
 - a. Use the filter options to search for the site.

OR

 - b. Check the box next to the site to view. All Call Queue assigned to that site are displayed.
 - c. Check the box to select the Call Queue to view the report on.
3. Click to Get Queue List button.
4. Select the timeframe the report should reflect by manually entered dates, or use the calendar tool to select the dates.
5. Click the Queue/Agent Stats button.
6. The report is displayed. Queue statistics are displayed on the top of the report with agent statistics displayed at the bottom.
 - a. To learn what each metric measures, click the ? button.
7. Click the Export button to export the report to a .csv file.



Release 14.0.3, Build 11.10.2013_1325

g with 2 item(s) displayed.

Number	Site Name	
<input type="checkbox"/>	BroadSoft HQ	<input checked="" type="checkbox"/>
<input type="checkbox"/>	BroadSoft Ops	<input checked="" type="checkbox"/>
<input type="checkbox"/>		
<input type="checkbox"/>		

Start Date:

End Date:

SiteName	# of calls
BroadSoft HQ	0

Sun Dec 1 2013 - Sun Dec 8 2013						
Queue Stats <input type="button" value="Export"/>						
Site	Hold Time (min)	Call Time (min)	Calls Abandoned	Average Duration O...	Average Wait Time (...)	Calls Answered
BroadSoft HQ	0	0	0	0	0	0

To run and export a Call History Report:

1. Click the Call History link.

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Auto Attendant | Queue Stats | Call History

Call History - make your selections and click "Generate Call Report" button

Filter site list: 2 site(s) displayed. Filter user list: Phone Number First Name Last Name

Site	
BroadSoft Ops	<input type="checkbox"/>
BroadSoft HQ	<input type="checkbox"/>

Site Name	Phone	First Name	Last Name	
				<input checked="" type="checkbox"/>

Call record type requesting:
 Received calls
 Calls made

Start Date:
 End Date:

2. Search for the users to include on the report
 - a. User the filter options to search for the site.
 - b. User the filter options to search for a particular user or, to see a list of all users, leave this field blank.
3. Click the Get Users button.
 - a. All users assigned to that site are displayed.

Auto Attendant | Queue Stats | Call History Release 14.0.3, Build 11.10.2013_1325

Call History - make your selections and click "Generate Call Report" button

Filter site list: 2 site(s) displayed. Filter user list: 42 item(s) retrieved.

Phone Number
 First Name
 Last Name

Call record type requesting:
 Received calls
 Calls made

Start Date: 12/01/2013
 End Date: 12/08/2013

Site	Site Name	Phone	First Name	Last Name
<input type="checkbox"/>	BroadSoft HQ	(240) 895-8057	Clint-Port 1	2408958057
<input type="checkbox"/>	BroadSoft HQ	(240) 895-8073	Clint	Banner
<input type="checkbox"/>	BroadSoft HQ	(240) 895-8144	.	2408958144
<input type="checkbox"/>	BroadSoft HQ	(301) 944-0474	.	3019440474
<input type="checkbox"/>	BroadSoft HQ	(301) 944-0494	USER1	3019440494
<input type="checkbox"/>	BroadSoft HQ	(301) 944-0495	USER2	3019440495
<input type="checkbox"/>	BroadSoft HQ	(301) 944-0496	USER3	3019440496
<input checked="" type="checkbox"/>	BroadSoft HQ	(301) 944-0497	USER4	3019440497
<input type="checkbox"/>	BroadSoft HQ	(301) 944-0498	Anthony	Luca
<input type="checkbox"/>	BroadSoft HQ	(301) 944-0499	Gerard	Mulford
<input type="checkbox"/>	BroadSoft HQ	(301) 944-0500	.	3019440500
<input type="checkbox"/>	BroadSoft HQ	(301) 944-0501	.	3019440501
<input type="checkbox"/>	BroadSoft HQ	(301) 944-0502	.	3019440502
<input type="checkbox"/>	BroadSoft HQ	(301) 944-0503	EHG	0503
<input type="checkbox"/>	BroadSoft HQ	(301) 944-0504	john	smith
<input type="checkbox"/>	BroadSoft HQ	(301) 944-0505	.	3019440505

4. Select the users to include in the report.
5. Select the types of calls to report
 - Select Received calls to view all calls received by the users(s).
 - Select Calls made to view all calls placed by the users(s).
6. Select the timeframe the report should reflect by manually entering dates, or use the calendar tool to select the dates.
7. Click the Generate Report button.

The results are displayed in the folder associated with the date the call history is report in.

Start D...	Start TL...	Site Id	Site N...	User	Calling...	Called ...	Caller ID	Duratio...	City	State	Zip Code	Type
▼ Thu Dec 12	12:08:33 PM	31142	BroadSoft H	USER4 301	(301) 944-5	(301) 944-0	301944050	0.5	Rockville	MD	20850	Made Call
Thu	01:16:16 PM	31142	BroadSoft H	USER4 301	(301) 944-5	(301) 944-0	Retail Line 3	0.4	Rockville	MD	20850	Received Ce
Thu	01:16:02 PM	31142	BroadSoft H	USER4 301	(301) 944-5	(301) 944-0	Retail Line 3	0.5	Rockville	MD	20850	Received Ce
Thu	01:15:45 PM	31142	BroadSoft H	USER4 301	(301) 944-5	(301) 944-0	Retail Line 3	0.8	Rockville	MD	20850	Received Ce
Thu	12:08:33 PM	31142	BroadSoft H	USER4 301	(301) 944-5	(301) 944-0	Retail Line 3	0.3	Rockville	MD	20850	Received Ce
Thu	12:08:25 PM	31142	BroadSoft H	USER4 301	(301) 944-5	(301) 944-0	Retail Line 3	0.5	Rockville	MD	20850	Received Ce
Thu	12:08:04 PM	31142	BroadSoft H	USER4 301	(301) 944-5	(301) 944-0	Retail Line 3	0.7	Rockville	MD	20850	Received Ce
Thu	12:07:29 PM	31142	BroadSoft H	USER4 301	(301) 944-5	(301) 944-0	Retail Line 3	1.1	Rockville	MD	20850	Received Ce
Thu	11:50:50 AM	31142	BroadSoft H	USER4 301	(301) 944-5	(301) 944-0	Retail Line 3	0.3	Rockville	MD	20850	Received Ce
Thu	11:50:36 AM	31142	BroadSoft H	USER4 301	(301) 944-5	(301) 944-0	Retail Line 3	0.4	Rockville	MD	20850	Received Ce

8. Click the Expand All button to review all results or the Collapse All button to view only the folders.
9. Click the Export button to export the report to a .csv file.