



OSSmosis Reporting Guide

V4.23

EVOLVE IP, LLC

OSSmosis

Reporting Guide v4.23

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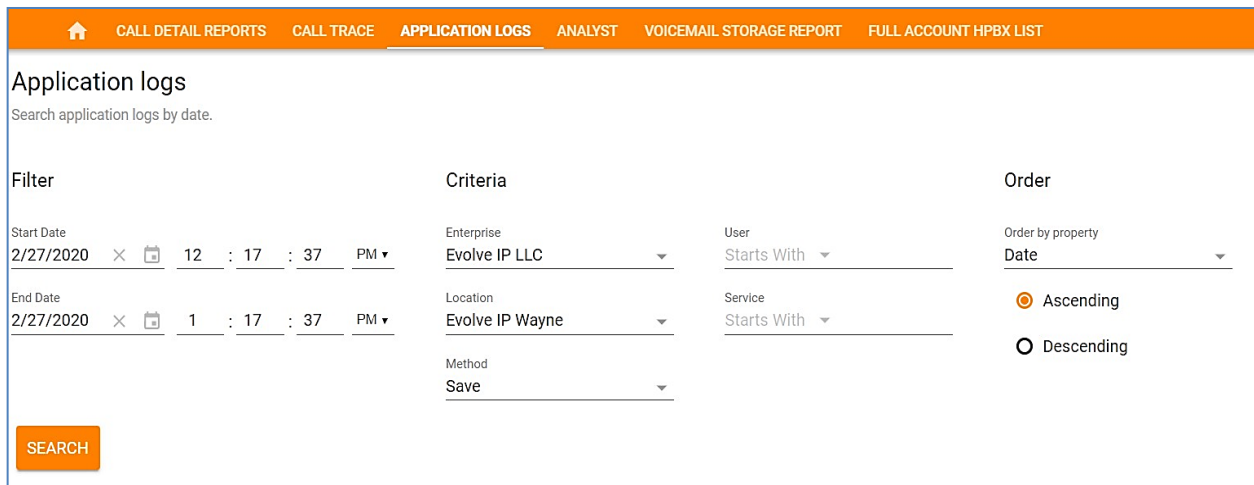
Overview

The OSSmosis Reporting Guide has been created to provide Administrators & Business Leaders a high-level look at the reports available within the OSSmosis Admin Portal which can be generated to provide insight to how their organization is performing on a regular basis (daily, weekly monthly CDRs) or for a specific period of time.

Application Log

This report provides a detailed view of changes to your enterprise. Actions are recorded to provide the ability to identify when changes have been made to your account and report which user made those changes.

Enter the desired start and end dates, any specific criteria you are interested in and the order in which you prefer to receive the information in the field boxes provided and select SEARCH. This will create a report showing all changes made within the designated time frame.



The screenshot shows the 'Application logs' search interface. At the top is a navigation bar with links: CALL DETAIL REPORTS, CALL TRACE, APPLICATION LOGS (active), ANALYST, VOICEMAIL STORAGE REPORT, and FULL ACCOUNT HPBX LIST. Below the navigation bar, the page title is 'Application logs' with a sub-instruction 'Search application logs by date.' The search form is divided into three columns: Filter, Criteria, and Order. The Filter column contains 'Start Date' (2/27/2020 12:17:37 PM) and 'End Date' (2/27/2020 1:17:37 PM). The Criteria column contains 'Enterprise' (Evolve IP LLC), 'Location' (Evolve IP Wayne), and 'Method' (Save). The Order column contains 'Order by property' (Date) and sorting options (Ascending selected, Descending). A 'SEARCH' button is located at the bottom left of the form.

Call Trace

This report provides a quick and easy, self-service tool for tracing calls. Administrators can choose from 2 call trace options.

- **Discrete call records** - allow you to view the caller id, duration, and which party disconnected.
- **Calls and related records** - allows you to view every leg of the call, in and out from its origination to its destination point.

Once the call trace option has been selected, enter all pertinent information within the Search Criteria box and select [Search for Calls](#).

Call Trace

Trace the life cycle of an inbound or outbound call

Call Trace

Search Type :

Discrete call records (faster)

Calls and related records (slower)

Search Criteria :

Search Date (yyyy-mm-dd):

Search From Time (hh:mm:ss):

Search To Time (hh:mm:ss):

Call Direction :

Internal Calls :

Calling Number :

Calling Number Match Type :

Exact

Starts With

Ends With

Regular Expression (Advanced)

Called Number :

Called Number Match Type :

Exact

Starts With

Ends With

Regular Expression (Advanced)

[Search For Calls](#)

Results Column Definitions:

- **Date:** This column represents the local date and time (time adjusted for time zone) of the start of the call.
- **Direction:** This column indicates the direction of the call. An inbound call originates from a source outside of your organization into your organization. An outbound call originates from within your organization to a destination outside of your organization.
- **User Id:** This column represents the BroadSoft User ID. It could identify an end-user, an auto-attendant, voicemail, or a call center, to name a few of the possibilities.
- **User Name:** This column represents the BroadSoft User Name. It shows the display name associated with the User ID if one is available.
- **Calling Number:** This column represents the phone number or extension that initiated the call.
- **Called Number:** This column represents the phone number or extension that received the call.

- **Answered:** This column indicates if the call was answered (Yes) or incomplete (No).
- **Duration:** This column represents how long the call was in minutes and seconds, from beginning to end.
- **Disconnecting Party:** This column represents which party hung up first.

Call Trace
Trace the life cycle of an inbound or outbound call

Call Trace Results

Search Results 1101 call(s):

Date	Direction	User Id	User Name	Calling Number	Called Number	Answered	Duration	Disconnecting Party
2020-02-25 17:27:52	Inbound	cmcginley@eip.local	McGinley, Colin	610-263-4320	484-394-0107	Y	2:23	local
2020-02-25 17:31:06	Inbound	aa-0001005437@voip.evolveip.net	8774594347	706-676-0412	877-459-4347	Y	0:48	remote
2020-02-25 17:36:04	Inbound	6109892507@voip.evolveip.net	Tang, Joseph	610-263-4320	610-989-2507	Y	0:59	local
2020-02-25 17:30:46	Inbound	6102302831@voip.evolveip.net	Han, Taeri	713-993-4300	610-230-2831	Y	7:24	local
2020-02-25 17:29:31	Inbound	aa-0001005437@voip.evolveip.net	8774594347	713-993-4300	877-459-4347	Y	8:39	remote
2020-02-25 17:37:12	Inbound	cmcginley@eip.local	McGinley, Colin	610-263-4320	484-394-0107	Y	1:54	local
2020-02-25 17:39:57	Inbound	cmcginley@eip.local	McGinley, Colin	610-263-4320	484-394-0107	Y	0:57	local
2020-02-25 16:41:57	Inbound	8474633600@voip.evolveip.net	8474633605	847-875-0459	847-463-3605	Y	0:12	remote
2020-02-25 17:39:47	Inbound	aa-0001005437@voip.evolveip.net	8774594347	301-793-0495	877-459-4347	Y	3:41	remote
2020-02-25 17:41:39	Inbound	6109892500@voip.evolveip.net	Rummel, Brandon	301-793-0495	610-989-2500	Y	1:49	remote
2020-02-25 17:39:49	Inbound	6109892502@voip.evolveip.net	Trehan, Shivam	614-768-1148	610-989-2502	Y	3:57	local
2020-02-25 17:37:56	Inbound	aa-0001005437@voip.evolveip.net	8774594347	614-768-1148	877-459-4347	Y	5:50	remote
2020-02-25 17:43:47	Inbound	hpluma@eip.local	Piuma, Herman	215-253-1045	610-232-1487	Y	0:08	remote
2020-02-25 08:13:59	Inbound	6102302818@voip.evolveip.net	Nally, Natalie	610-879-6239	610-230-2818	Y	4:25	local

Call Detail Reports

Call Detail Reports provides customer control over Evolve IP reports. Administrators have the following options: Run, Edit, Disable/Enable or Create

Administrators can choose from 2 call reporting options:

- **Manual Report:** allows you to run an existing report for a specified date.
- **Create New Report:** allows you to create any report based on Evolve IP's standards.

Running a Manual Report

- Under Configured Reports, check off the "Run" box next to each report type you wish to run.
- Go to the Manual Run Report Data and fill in all required information.
- In the Date for Report field enter the day after the requested report date.

Example: if you are running a report for 1/11/20 fill in the date of 1/12/20 or if running a report for month end, enter the first day of the following month

- Click on “Run Selected Reports”

Note: Based on the date range of the content you are pulling, reports may take longer to run than daily reports.

Creating a New Report

- Click on the “Create New Report” button.
- For the Account Codes and Toll-Free Reports, you will not fill in the filter criteria.
- For all other reports, select under “Filter Criteria” if you would like to filter by Group or User, you will see a Configuration screen like the one below.
 - **Report Frequency:** how often you would like to run the report (daily, weekly, monthly, or hourly).
 - **Report Data Window:** what information you would like to see based on the frequency.
 - **Report Run Time:** the time the report will run (for all reports except hourly select Midnight).
 - **Report Run Days:** the specific days you would like the report to run.
- Actions
 - Save report configuration- saves the report configuration and set up for reoccurring.
 - Run this report as a “One Time” report- saves the report as a one-time report that then needs to be run via the “Manual Run”.

Call Detail Reports

View call detail reports for all inbound and outbound traffic

Call Report Configuration Utility > Configure Report

Account Information : Enterprise Id: elp-0001005437
 Name: Evolve IP LLC
 Account: 0001005437

Report Information :

Report Type: -- select a report type --
 -- select a report type --
 Calls By Account Code
 Call Summary
 Call Detail
 Toll Free
 Auto Attendant Standard

Filtering Criteria :

Report Frequency : Run The Report Every
 Day(s)
 Week(s)
 Month(s)
 Coincide With Invoice
 Hour(s)

Report Data Window Definition : With A Data Window Of
 Day(s)
 Week(s)
 Month(s)
 Week To Date
 Month To Date
 Hour(s)

Report Run Time Information : Running At This Hour Of The Day Midnight with the data set including records up to

Evolve Reports

A set of 22 predesigned reports for both Agent and Call Center metrics can be found [here](#).

Data Warehouse

Leverage your existing reporting and SQL/BI tool to access your organization’s data and pair it with other critical business information from your own data sources.

More information can be found [here](#).

Full Account HPBX List





























This report will be used for Admins simply looking to review and export a complete list of users within their organization.

Metrics included in this report are as followed:

- Full Name
- Phone Number and/or Extension Only

- Group (location)
- User Type

The Full Account HPBX List can be exported via .csv or Excel.

Full Account HPBX List			   
View all Hosted PBX endpoints for your enterprise			
183. Bieber Stephen (CNX7724)	 EXTENSION ONLY – 7724	 gr-0001005437	 Standard User
184. Denlinger Nathan (ndenlinger@eip.local)	 6102300833 – 0833	 gr-0001005437	 Standard User
185. Caporellie Edward (6109648000.1504)	 EXTENSION ONLY – 1504	 gr-0001005437	 Standard User
186. Rozran Regina (rrozran@eip.local)	 6102302367 – 2367	 gr-0001005437	 Standard User
187. test1 Jason (6102321483.0166)	 EXTENSION ONLY – 0166	 gr-0001005437	 Standard User
188. Copeland Dane (6109648000.6747)	 EXTENSION ONLY – 6747	 gr-0001005437	 Standard User
189. Ozol Norani (6102300209)	 6102300209 – 0209	 gr-0001005437	 Standard User
190. Taylor Carlton (4845880779)	 4845880779 – 0779	 gr-0001005437	 Standard User

Voicemail Storage Report

This report was created at the request of a client looking for a visual representation of how their users were consuming their allotted voicemail minutes. Reports will be generated based on the location the Admin has active at the time, to improve responsiveness.

Voicemail Storage Report ↓

Export the amount of contracted, used, and remaining voicemail storage for users in location gr-0001005437.

Threshold %

LOCATION ▲	USER ▲	USED VOICEMAIL STORAGE (MINUTES) ▼	USED VOICEMAIL STORAGE (PERCENTAGE) ▲
Evolve IP Wayne, gr-0001005437	Avenell, Daryl, 6102302853	7/30	(23%)
Evolve IP Wayne, gr-0001005437	B, Interview, 6102634341	0/30	(0%)
Evolve IP Wayne, gr-0001005437	Balouch, Shaq, 4845880786	9/30	(30%)
Evolve IP Wayne, gr-0001005437	Balsamo, Dominick, 6102321665	20/30	(66%)
Evolve IP Wayne, gr-0001005437	Bansal, Ashish, 6109648000.7707	0/30	(0%)
Evolve IP Wayne, gr-0001005437	Barad, Jonathan, 6109648000.5568	1/30	(3%)
Evolve IP Wayne, gr-0001005437	Baranski, Jakub, 6109892497	0/30	(0%)
Evolve IP Wayne, gr-0001005437	barge in, test, 6109648000.6999	0/30	(0%)
Evolve IP Wayne, gr-0001005437	Barnet, Scott, 6102302854	10/30	(33%)

Field Descriptions

- **Location:** This will be the Group Name and ID within the Enterprise
- **User:** Last Name, First name, Phone Number
- **Used Voicemail Storage (Minutes):** The amount of storage used per user in minutes divided by the Contracted Minutes (30 mins by default)
- **Used Voicemail Storage (Percentage):** Difference between Used Storage and Contracted minutes, minutes displayed in percentage format.
- **Threshold %:** This field allows Admins to filter out those users who have exceeded a certain percentage of voicemail storage. Those users can then be contacted and be asked to “clean up” their mailboxes.

FOR ADDITIONAL INFORMATION ON ANY OF THESE REPORTS, PLEASE REFERENCE THE EVOLVE IP KNOWLEDGE BASE OR CONTACT SUPPORT@EVOLVEIP.NET

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