EVOLVE IP
THE CLOUD STRATEGY COMPANY™

OSSmosis Reporting Guide

2020

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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.

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** - allows 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-ddd)* :	2020-02-28 ▼
Search From Time *(hh:mm:ss)* :	00:00:00
Search To Time *(hh:mm:ss)* :	23:59:59
Call Direction :	Inbound ▼
Internal Calls :	No 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 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 the how long the call was in minutes and seconds, from beginning to end.
- **Disconnecting Party**: This column represents which party hung up first.

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 that 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

    o **Report Frequency**: how often you would like to run the report (daily, weekly, monthly or hourly)

    o **Report Data Window**: what information you would like to see based on the frequency

    o **Report Run Time**: the time the report will run (for all reports except hourly select Midnight)

    o **Report Run Days**: the specific days you would like the report to run

- Actions

    o Save report configuration- saves the report configuration and set up for reoccurring

    o 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: eip-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
	Report Title: Call Detail
	Toll Free
	Email Reports to *(separate addresses with spaces)* : Auto Attendant Standard

| Filtering Criteria : | |

| Report Frequency : | Run The Report Every [1] ⦿ Day(s)   ○ Week(s)   ○ Month(s)   ○ Coincide With Invoice   ○ Hour(s) |

| Report Data Window Definition : | With A Data Window Of [1] ⦿ 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 [   ] |

Analyst

Evolve IP Analyst is an enterprise cloud-based Business Intelligence (BI) system includes pre-populated reports and data from the Evolve Call Center and allows users to combine data from different source systems to get answers to their most pressing business concerns in near real time.

This section inside of OSSmosis populates the client's space within the Birst portal.
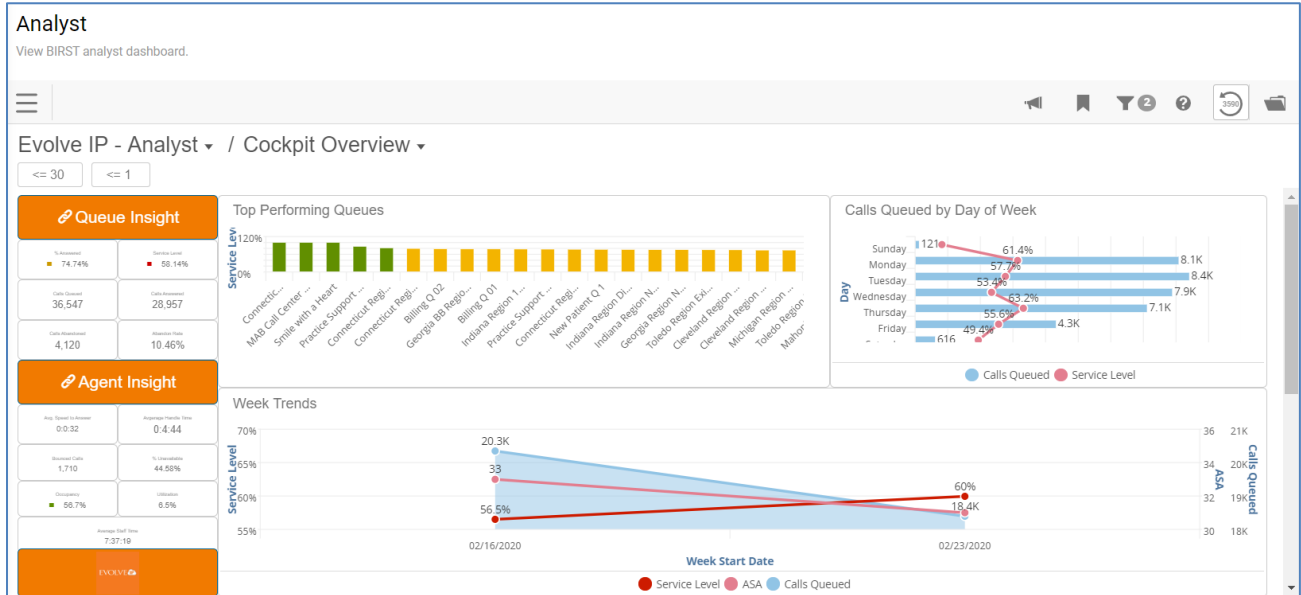
Each dashboard "dashlet" includes an action icon ⬇ which will allow users to select from the following option (right). Based on the type of report being requested (queue or agent level), users have the ability to export information as-is (via PDF, Excel) or customize their metrics, based on preferences (via Visualizer).

Birst does a good job of documenting the various aspects of reporting, so their Help section will be where users should be going for additional information.

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)
- License 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	Barndt, 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