

CALL REPORTS

Get detailed reports on all user calls within your enterprise.

GET STARTED

1. Log into the OMNI Panel using your username and password.
2. Click the **Manage Enterprises** link under the Enterprises header.
3. Type your enterprise name into the search bar, then click the arrow to access your panel when it appears.
NOTE: Do not click an automatically populated enterprise name, as this will take you to the Edit Enterprise section of the OMNI Portal. When searching for your enterprise, click the **Search** key instead.
4. In the Enterprise Panel, click the **Extensions** link.
5. Type the name or number of the extension you would like to access into the Search text field, and click the arrow when it appears to access this extension's user panel.

To see an **Overview:**

Click the **Overview** text on the left-hand side of the window once you are in the Enterprise. This lets you see:

- Call volumes in the previous 24 hours.
- Most calls placed and received.
- Calls in the last 30 days.

Note: Click the dropdown box to search for a time frame that includes calls from up to 6 months earlier. Or, select **View All**.

To see the enterprise member represented, hover over a section in the **Most Calls Placed** or **Most Calls Received** graphs.

To view **Individual User Statistics:**

Click on the **Reports** link under the overview section. Each user line will list:

- Report name
- Account or extension code
- Report date range
- A webpage report link and PDF pdf report link.

To see an **Web Page View:**

Click **Show** to view a webpage list of user calls. This lets you see:

- Date and call duration.
- Inbound or outbound direction.
- Party or extension.
- Call State.

Click the magnifying glass icon to view the call flow and see which extensions have received a call forward.

Click the **download** button to open or save a spreadsheet detailing extended call information.

To see **Enterprise-Wide Calls:**

Click **Placed Calls** **OR** **Received Calls**. This lets you see:

- Call date, time, and duration.
- Incoming caller ID (From.)
- Receiving extension (To.)
- Call recordings.

Make a selection from the dropdown menu to select a date range to display. Enter text in the Search bar to find a specific user's call statistics.

REPORTS

Download a PDF Version Report

Click the PDF icon for a downloadable version of the webpage call report.

Edit and Delete a Report

Click the edit button to:

- Edit the report name and account extension.
- Select the date range.
- Choose whether inbound/outbound/both types of calls are included in the report list.
- Enter the email address that will receive reports and what time reports will be emailed.

Click **Update Report** when done.

Click the red x to delete the report.

Add a Report

Click the Add Report button on the Reports page. On the new page:

- Edit the report name and account extension.
- Choose the date range.
- Choose whether inbound/outbound/both types of calls are included in the report.
- Choose whether to exclude or include internal calls or system calls.
- Enter the email address that will receive reports and what time reports will be emailed.