

Cloud Voice Solutions Call Reporting



Accessing Call Stats



Call statistics are available in SASBOSS by logging in with your Enterprise Admin, Group Admin, or user details. Depending on your permissions you will see data for your Enterprise, Group or own service.

Call Statistics available include:

- Dashboard providing overall call statistics
- Access call detail records (CDRs)
- Dashboard for call quality statistics

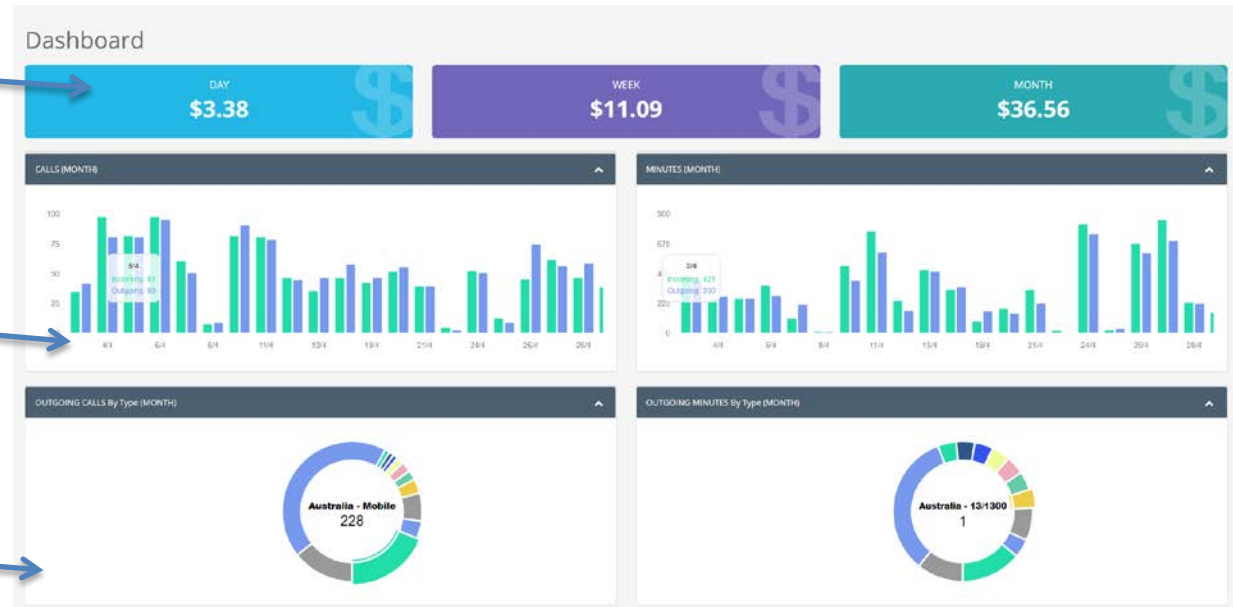
Dashboard – Enterprise Level

Call Costs by day, week and month across the enterprise

Graphs of number of calls inbound and outbound and minutes of calls inbound and outbound

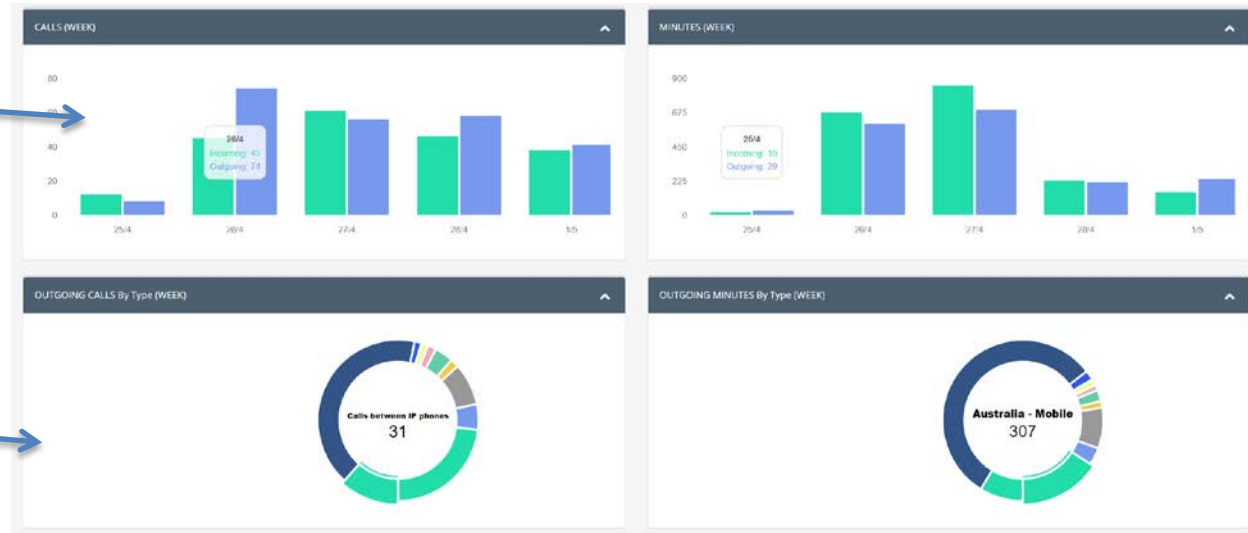
Outgoing and incoming calls by type of call summary

Hover over any of these graphs to see the detail for each data point.



Dashboard – Enterprise Level cont.

Drill down to weekly graphs of number of calls inbound and outbound and minutes of calls inbound and outbound



Weekly view of outgoing and incoming calls by type of call summary

Hover over any of these graphs to see the detail for each data point.

View Call Details

From the enterprise dashboard you can view call detail records by date range

This data will be presented in SASBOSS however this can be exported in a couple of ways.

From SASBOSS directly by clicking on the export to excel when selecting the date range or through the API by requesting the data. API information is available from Access4 on request.

The screenshot displays the SASBOSS interface for viewing call details. At the top, there is a 'Date Range' section with 'Start Date' and 'End Date' both set to '2017-05-02'. An 'Export to Excel' checkbox is present and unchecked. A yellow 'Submit' button is located on the right side of this section. Below the date range section, there are two tabs: 'call summary' (selected) and 'call detail'. The main content area shows a table of call entries. The table has columns for ID, Direction, Start Time, End Time, Duration, Originating, Destination, Call Description, and Call Charge. The first 10 entries are visible, showing a mix of incoming and outgoing calls. At the bottom of the table, it says 'Showing 1 to 10 of 2,081 entries'. A pagination control at the bottom right shows page numbers 1 through 5, followed by an ellipsis, 209, and a 'next' button. The current page is 1.

ID	Direction	Start Time	End Time	Duration	Originating	Destination	Call Description	Call Charge
8388697	Incoming	01/04/2017 11:06:56	01/04/2017 11:10:03	00:03:07	61422353454	61399989523	Incoming from Anywhere	\$0.0000
8388700	Incoming	01/04/2017 11:06:56	01/04/2017 11:10:03	00:03:07	61422353454	61399989599	Incoming from IP centrex	\$0.0000
8388703	Outgoing	01/04/2017 11:06:56	01/04/2017 11:10:03	00:03:07	61422353454@Call Forward Selective	61399989599	Calls within the same IP Centrex	\$0.0000
8404837	Outgoing	03/04/2017 08:26:42	03/04/2017 08:28:16	00:01:34	61399989514	61399989508	Calls within the same IP Centrex	\$0.0000
8404840	Incoming	03/04/2017 08:26:42	03/04/2017 08:28:16	00:01:34	61399989514	61399989508	Incoming from IP centrex	\$0.0000
8404939	Outgoing	03/04/2017 08:28:58	03/04/2017 08:29:20	00:00:22	61399989514	61447845685	Australia - Mobile	\$0.0050
8405023	Outgoing	03/04/2017 08:21:01	03/04/2017 08:21:05	00:00:04	61399989514	61385131326	Calls between IP phones	\$0.0000
8405805	Outgoing	03/04/2017 08:35:14	03/04/2017 08:35:27	00:00:13	61399989595	61399989508	Calls within the same IP Centrex	\$0.0000
8405806	Incoming	03/04/2017 08:35:14	03/04/2017 08:35:27	00:00:13	61399989595	61399989508	Incoming from IP centrex	\$0.0000
8407302	Incoming	03/04/2017 08:47:54	03/04/2017 08:49:35	00:01:41	61730180215	61399989590	Incoming from Anywhere	\$0.0000

Exporting Call Details

Exporting the data to excel allows the data to be manipulated to suite the required output.

Call type, call duration, call direction, CLI and CLID, start time, end time, call charge and ID are all provided in an excel sheet

Count of Duration	Column Labels		
Row Labels	Incoming	Outgoing	Grand Total
13/1300		27	27
Calls between IP phones		165	165
Calls within the same IP Centrex		514	514
Incoming from Anywhere	510		510
Incoming from IP centrex	511		511
International - California		1	1
International - Maryland		1	1
International - Mobile		16	16
International - Proper		8	8
LOCAL CALL		35	35
Mobile		211	211
National		69	69
Toll-Free		13	13
Grand Total	1021	1060	2081

Call Quality Dashboard

The call quality dashboard provides details of VoIP quality for all calls that are able to have statistics applied to them. This data is the supplied and can be drilled down into.

Industry based MOS (mean Opinion Score) provides a benchmark for call quality. 3-4.2 is excellent quality. 5 is a theoretical limit never reached.

Hover over any of these graphs to see the detail for each data point and to drill down into further details.

