

Reporting

Accounting and Billing Reports

Detailed information about accounts receivable, invoices, and revenue can be viewed for all customers or per individual customer.

Activity Reports

Activity reports provide graphs of call traffic and virtual path usage for all call types that occurred during the past 90 days.

Call Detail Records

Real-time call logging is available within the portal. Information displayed includes call origin, destination, duration, date and time, and call type (International, On-Net, etc.).

Call Traffic by Extension

Track the number of calls by individual extensions.

Call Volume Graphs

Histograms graphically display calling patterns and trends.

Call Center Reports

Detailed reports can be viewed for activity and performance statistics per agent or per queue, such as answered and abandoned calls, and incoming calls per DID.