Cox Business
Voice Utilization Reports
User Guide

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Overview

Cox Business offers voice traffic utilization reports through the MyAccount portal, which summarize key metrics about voice utilization. Reports can be run on an hourly, daily, weekly, or monthly basis.

This information is summarized in a useful, comprehensive report for analyzing call disposition (complete, incomplete, and blocked) for outbound and inbound traffic. Traffic Reporting also enables users to receive traffic utilization summaries within a specified date and time range. This request is submitted through the Report Requestor of Traffic Reporting, and the downloadable file is available for retrieval from the Available Reports tab in the portal.

The reporting system calculates usage and determines if your business requires additional capacity for your services in the form of lines and trunks.

Features of Utilization Reports

Utilization reports include the following features:

- Calculations that display a summary of hourly (by day), weekly, and monthly call statistics
- Access to reports in a formatted MS Excel file that customers can download through the portal
- A peak *Busy Hour* report for each day and overall period
- Archived reporting for 120 days - accessible through the Utilization portal
- A user interface that enables users to tailor date and time ranges for any reports

Benefits of Utilization Reports

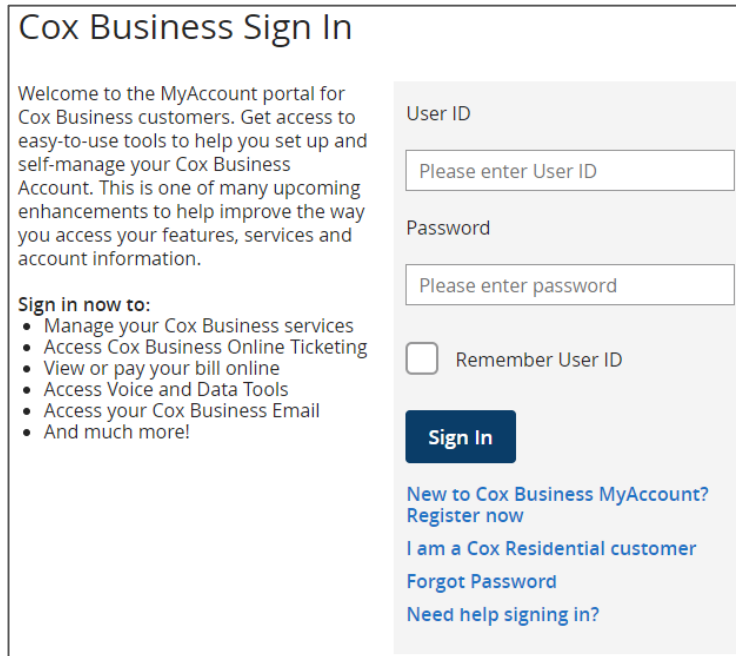Utilization Reports offer several benefits, including the ability to:

- Determine voice services utilization by customer
- Determine peak calling periods to tailor agent staffing levels
- Optimize voice capacity planning

Getting Started

Logging In

You can access the voice/trunk reporting portal through MyAccount.

Figure 1. <u>MyAccount Sign In screen</u>

Use the following steps to log in to the voice/trunk reporting portal.

1. Enter myaccount.coxbusiness.com in your web browser.
   Result: The MyAccount Sign In screen appears. (Figure 1)

2. Enter your **User ID** and **Password** in the respective fields. (**Note**: Click the **Remember User ID** box if you want to by-pass entering it on subsequent launches.)

3. Click the **Sign In** button.
   Result: The MyAccount splash page appears. (Figure 2)

Figure 2.   MyAccount splash page
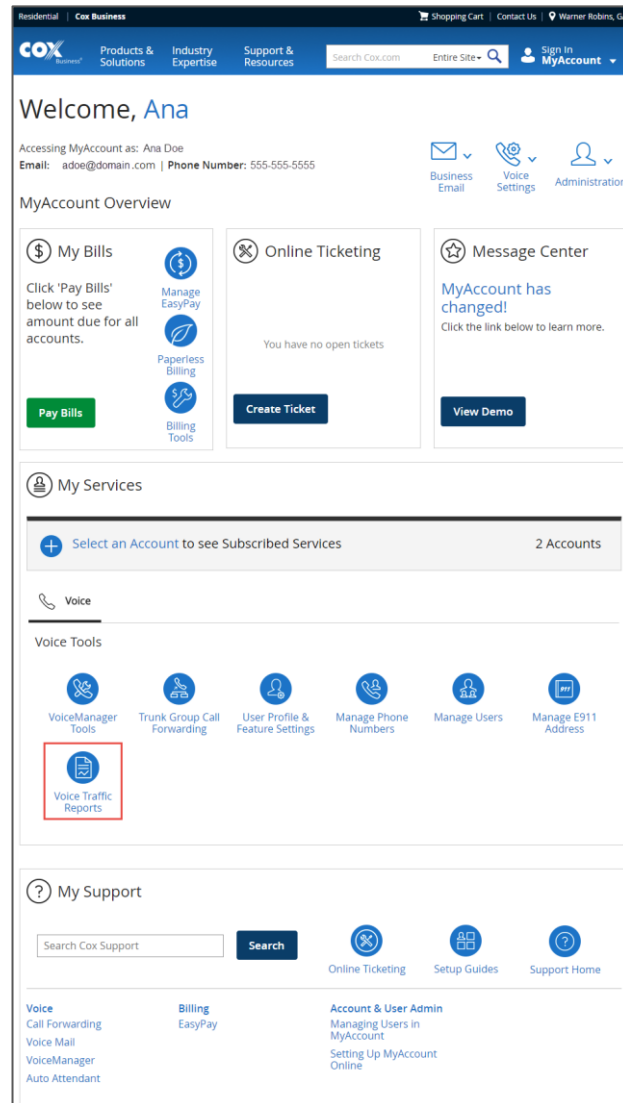
4. Scroll to the *Voice* section and click the **Voice Traffic Reports** icon.
    Result: The utilization report portal screen appears. (Figure 3)

Generating Trunk and Voice Reports

The Reporting Portal contains links to both Trunk Reporting and VoiceManager Reporting. This makes it easy to switch between the types of reports you want to generate and view. You will notice that the reports have the same type of layout and parameter configuration.

We will begin with Trunk Reporting.

Trunk Reporting

Trunk Utilization reports validate whether a business' SIP trunking equipment is set up correctly. Misconfigured equipment can affect the business' service(s). Therefore, it is critical that trunk information, shown in Figure 5, is included in a Trunk report.
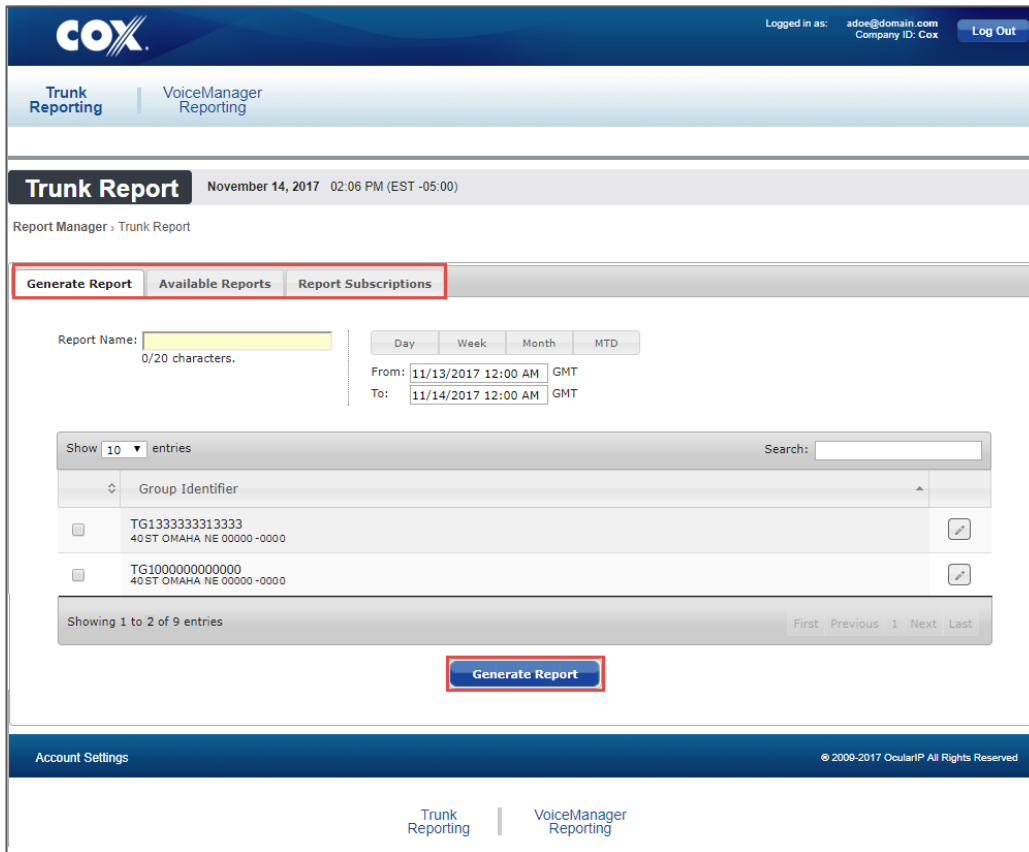
Figure 3. <u>Reporting Portal screen</u>
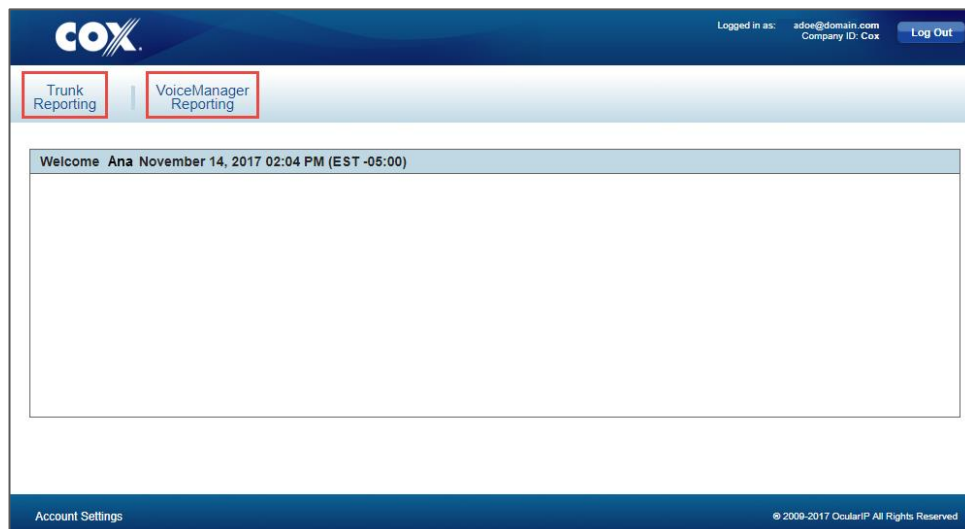
Use the following steps to generate and view a Trunk Report.

1. Follow steps 1-4 in the Logging In section.

2. Click the **Trunk Reporting** link.
   Result: The **Trunk Report** screen appears. (Figure 4) (**Note**: This screen has three tabs: **Generate Report**, **Available Reports**, and **Report subscriptions**. We will review each tab.)
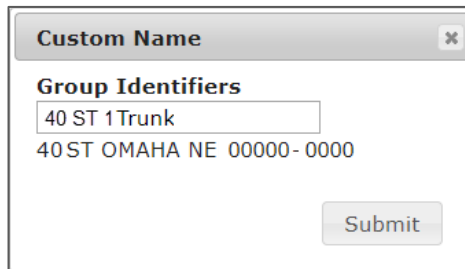
Figure 4.   Trunk Reporting

Use the following steps to generate a Trunk Report.

1. Follow steps 1-4 in the Logging In section to access the **Voice Traffic Reports** function.

2. Click the **Trunk Reporting** link.
   Result: The **Trunk Report** screen appears. (**Note**: This screen has three tabs: **Generate Report**, **Available Reports**, and **Report subscriptions**. We will review each tab.)

3. From the **Generate Report** tab, enter a name for the report in the **Report Name** field. (**Note**: The maximum value can be 20 characters, including spaces.)

4. There are four time parameters from which you can choose to customize your report. They are: a specific **Day**, **Week**, **Month**, or Month-to-Date (**MTD**). Based on your selection, the data generated will be different.

   1. If you select **Day**, click in the **From** field to choose a start date from the pop-up calendar; then, click in the **To** field and choose an end date from the pop-up calendar. (**Note**: You can repeat this step for a *Week(ly)* report if you don't want the system to automatically populate the From/To fields with the week that begins seven (7) days prior to the current date).

   2. If you click the **Month** button, the **Month Select** screen appears. Click the month you want to view and click the **OK** button. (**Note**: You may select from the last four (4) months.)

3. If you click the **MTD** button, the system automatically populates the **From** field to the first of the current month and populates the **To** field with the current date. If you want to customize the MTD value, click in the **From** field and manually select your start date; and then click the **To** field and manually enter your end date.

5. Click the box(es) to the left of the Trunk Groups for which you want to generate a report.

   (**Note**: You may elect to click the edit icon ( ) to modify the name of the Trunk Group to a more meaningful description.)
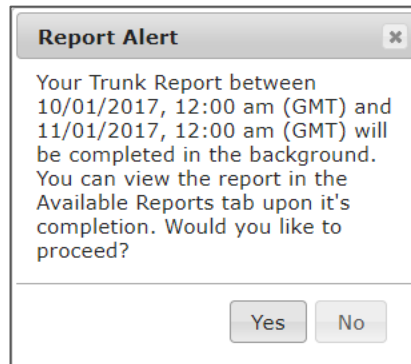

6. If you modify the name, click the **Submit** button.
   Result: A **Save Successfully! Notice** appears.

7. Click the **Generate Report** button.
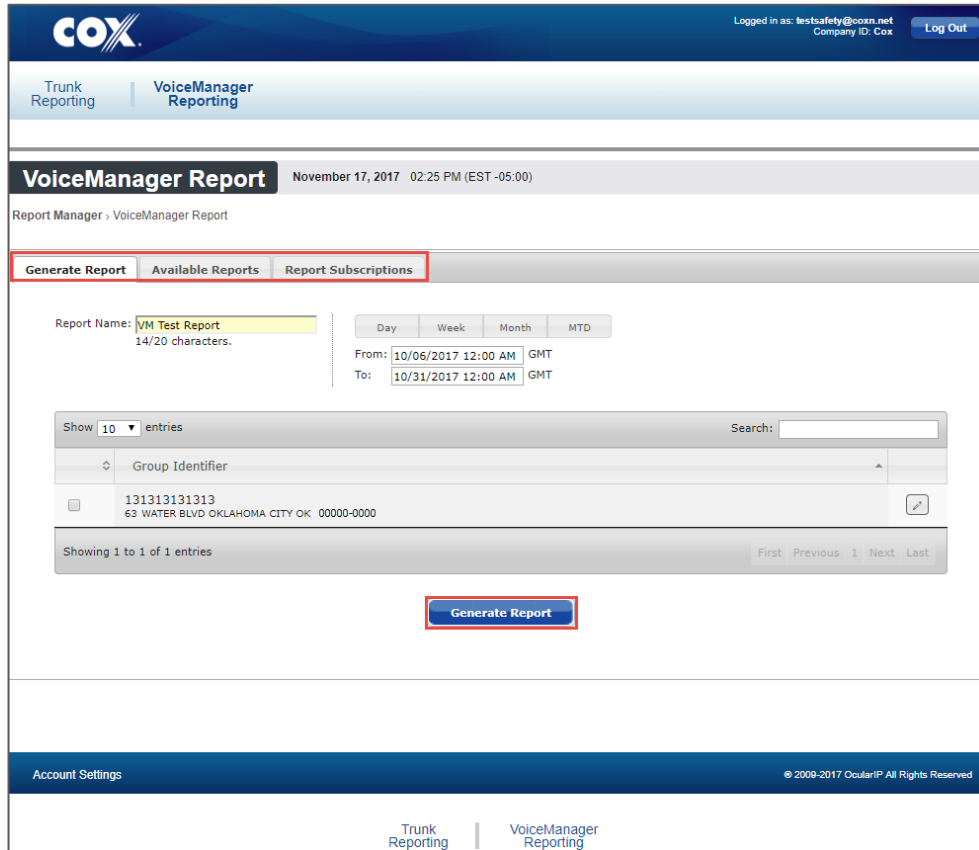   **Result**: A **Report Alert** dialog appears.

8. Click the **Yes** button.
   Result: The report is created and ready to be viewed.

VoiceManager Reporting

VoiceManager customers benefit from Utilization reports because the data enables them to determine whether they need to augment the number of phone lines they have currently.
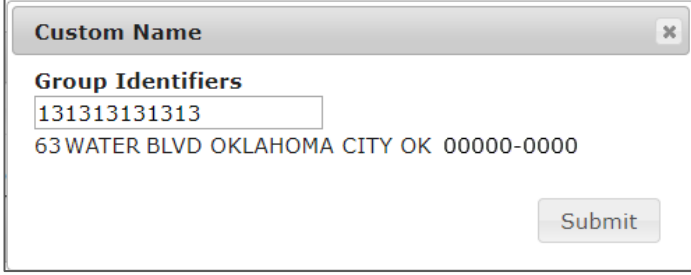
Figure 5. VoiceManager Reporting

Use the following steps to generate a VoiceManager Report.

1. Follow steps 1-4 in the *Logging* In section to access the Voice Traffic Reports.

2. Click the **VoiceManager Reporting** link.
    Result: The **VoiceManager Report** screen appears. (Figure 5) (**Note**: This screen has three tabs: **Generate Report**, **Available Reports**, and **Report subscriptions**.)

3. From the **Generate Report** tab, enter a name for the report in the **Report Name** field. (**Note**: The maximum value can be 20 characters, including spaces.)

4. There are four time parameters from which you can choose to customize your report. They are: a specific **Day**, **Week**, **Month**, or Month-to-Date (**MTD**). Based on your selection, the data generated will be different.

    1. If you select **Day**, click in the **From** field to choose a start date from the pop-up calendar; then, click in the **To** field and choose an end date from the pop-up calendar. (**Note**: You can repeat this step for a *Week(ly)* report if you don't want the system to automatically populate the From/To fields with the week that begins seven (7) days prior to the current date.)
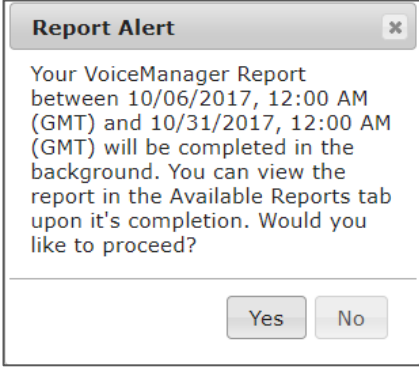
2. If you click the **Month** button, the **Month Select** screen appears. Click the month you want to view and click the **OK** button. (**Note**: You may select from the last four (4) months.)

3. If you click the **MTD** button, the system automatically populates the **From** field to the first of the current month and populates the **To** field with the current date. If you want to customize the MTD value, click in the **From** field and manually select your start date; and then click the **To** field and manually enter your end date.

5. Click the box(es) to the left of the Group Identifier for which you want to generate a report.

(**Note**: You may elect to click the edit icon ([✎]) to modify the name of the Trunk Group to a more meaningful description.)

6. If you modify the name, click the **Submit** button.
Result: A **Save Successfully! Notice** appears.

7. Click the **Generate Report** button.
Result: A **Report Alert** dialog appears.

8. Click the **Yes** button.
Result: The report is created and ready to be viewed.

Available Reports Tab

The report(s) you generate appears in the Available Reports tab. Although both the Trunk and VoiceManager Reports have similar data, there are some minor differences. This section reviews data for each type of report and the information it contains.

Trunk Report Data

The Trunk Group Report contains the following data:

- The name of the report

- The identification of the Trunk Group

- The date, time, and email address / name of the user who generated the report

- The date and time settings the user wants to apply to the report. Enter the beginning date in the *From (GMT)* field and the end date in the *To (GMT)* field.

Figure 6. Sample Trunk Report – Duplicate and View

Figure 7.   Sample Trunk Report (in Excel format)

Trunk Report Format

The table below comprises the field names and definitions for each part of the Trunk Report, shown in Figure 7.

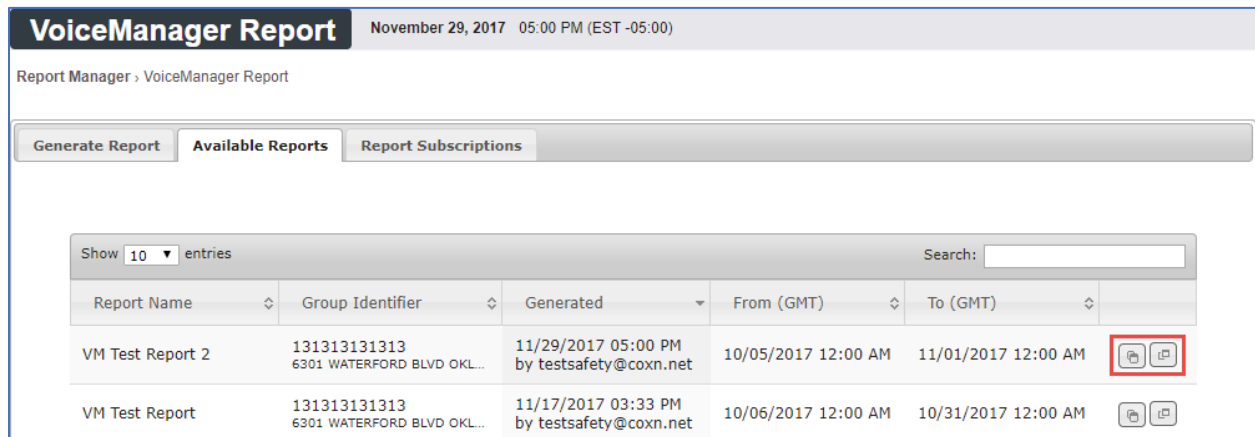| Trunking Information	
Trunk Name	The name of the trunk group
Account Number	The customer's Cox Business account number
Service Address	The address of which the trunk is located
Trunk Group Identifier	A value that identifies the trunk group
Trunk Group Base Capacity	The number of virtual paths allowed for simultaneous calls
Trunk Group Burstable Capacity	The number of virtual paths to which the trunk can burst upon reaching base capacity
Period Range	
<Specified Date range>	The timeframe during which data is gathered and compiled for a report
Period Total	The amount of line items in the report
Period Peak <date and time>	The busiest date and time of trunk usage

Outgoing Calls: Represents calls *from* customer endpoint.	
Call Attempts	The number of calls attempted compiled hourly, daily, and weekly
Bursting Attempts	Calls that could burst past the capacity threshold
Unreachable	The switch rejected the call due to capacity constraints
Minutes of Use	Sum of duration for all completed calls
ACD (Average Call Duration)	Average minute usage of completed calls
Incoming Calls: Represents calls *to* customer endpoint.	
Call Attempts	The number of calls attempted compiled hourly, daily, and weekly
Bursting Attempts	Calls that could burst past capacity threshold
Unreachable	The switch rejected the call due to capacity constraints
Minutes of Use	Sum of duration for all completed calls
ACD (Average Call Duration)	Average minute usage of completed calls
Total Trunk Combined Calls: Total calls represented by compiling Incoming and Outgoing statistics	
Call Attempts	How many calls attempted compiled hourly, daily, and weekly
Minutes of Use	Sum of duration of all completed calls
ACD (Average Call Duration)	Average minute usage of completed calls
Unreachable	The switch rejected the call due to capacity constraints
Channels in Service	Number of simultaneous calls allowed

VoiceManager Report Data

The VoiceManager Report contains the following data:

- The name of the report

- The identification of the VoiceManager line

- The date, time, and email address / name of the user who generated the report

- The date and time settings the user wants to apply to the report. Enter the beginning date in the *From (GMT)* field and the end date in the *To (GMT)* field.

Figure 8.   Sample VoiceManager Report – Duplicate and View

VoiceManager Report Format

The VoiceManager Report contains information about the VoiceManager Group and the number of lines in the business.

Figure 9.   Sample VoiceManager Report (in Excel format)

The table below comprises the field names and definitions for each part of the VoiceManager Report, shown in Figure 9.

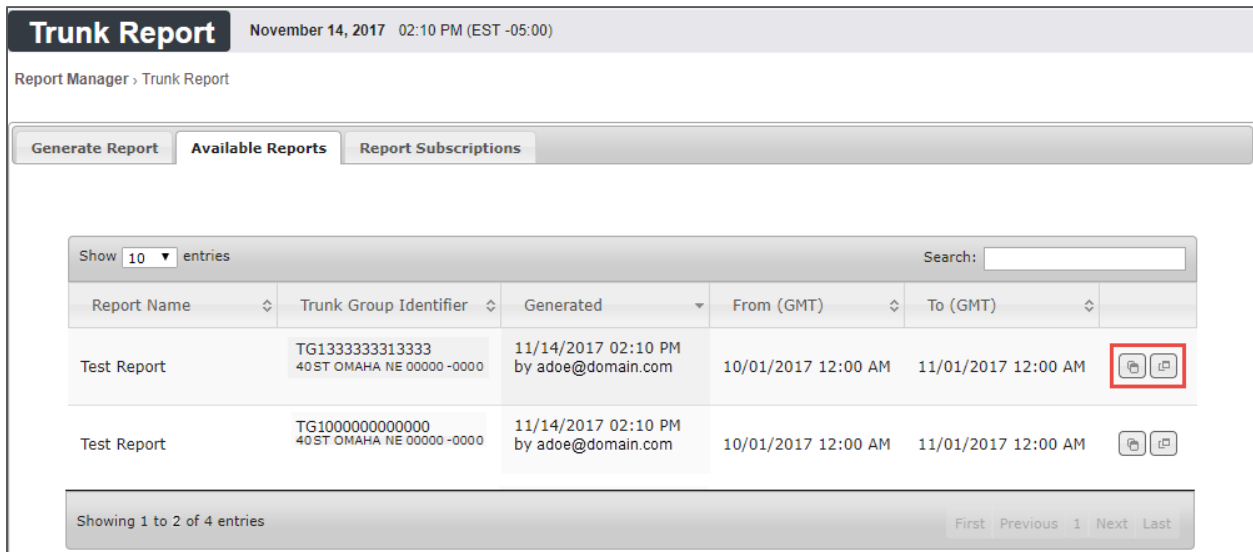| VoiceManager Information	
VoiceManager Group	The name of the VoiceManager group
Account Number	The customer's Cox Business account number
Service Address	The physical address of which the service is provided
Number of Lines	Number of telephone lines in the business
Period Range	
<Specified Date range>	The timeframe during which data is gathered and compiled for a report
Period Total	The number of calls overall in the pre-determined timeframe
Period Peak <date and time>	The busiest date and time of call volume
Outgoing Calls: Represents calls *from* customer endpoint.	
Call Attempts	The number of calls attempted compiled hourly, daily, and weekly
Minutes of Use	Sum of duration for all completed calls
Unreachable	The number of times the switch rejected the call due to capacity constraints
ACD (Average Call Duration)	Average minute usage of completed calls
Incoming Calls: Represents calls *to* customer endpoint.	
Call Attempts	The number of calls attempted compiled hourly, daily, and weekly
Minutes of Use	Sum of duration for all completed calls
Unreachable	The number of times the switch rejected the call due to capacity constraints
ACD (Average Call Duration)	Average minute usage of completed calls
Total Combined Calls: Total calls represented by compiling Incoming and Outgoing statistics	
Call Attempts	The number of calls attempted compiled hourly, daily, and weekly

Minutes of Use	Sum of duration of all completed calls
ACD (Average Call Duration)	Average number of minutes used for completed calls
Unreachable	The number of times the switch rejected the call due to capacity constraints
Lines in Service	The number of VoiceManager lines

Viewing Reports

Once you have generated the reports, you can view them and duplicate the report template for future use.

Figure 10. Viewing Reports

Use the steps below to view or duplicate a report.

1. Click the view icon (🗗) located at the right of the report you want to see. (Figure 10)
   Result: The report appears in a second screen. (See *Sample Trunk Report – Duplicate and View*)

2. You may elect to by-pass creating the same parameters for a different report by making a duplicate of the report.

3. From the **Available Reports** tab, click the **Duplicate** icon (🗐).

4. Return to the **Generate Report** tab and enter a new **Report Name**.

5. Check the box to the right of another Trunk Group and click the **Generate Report** button.
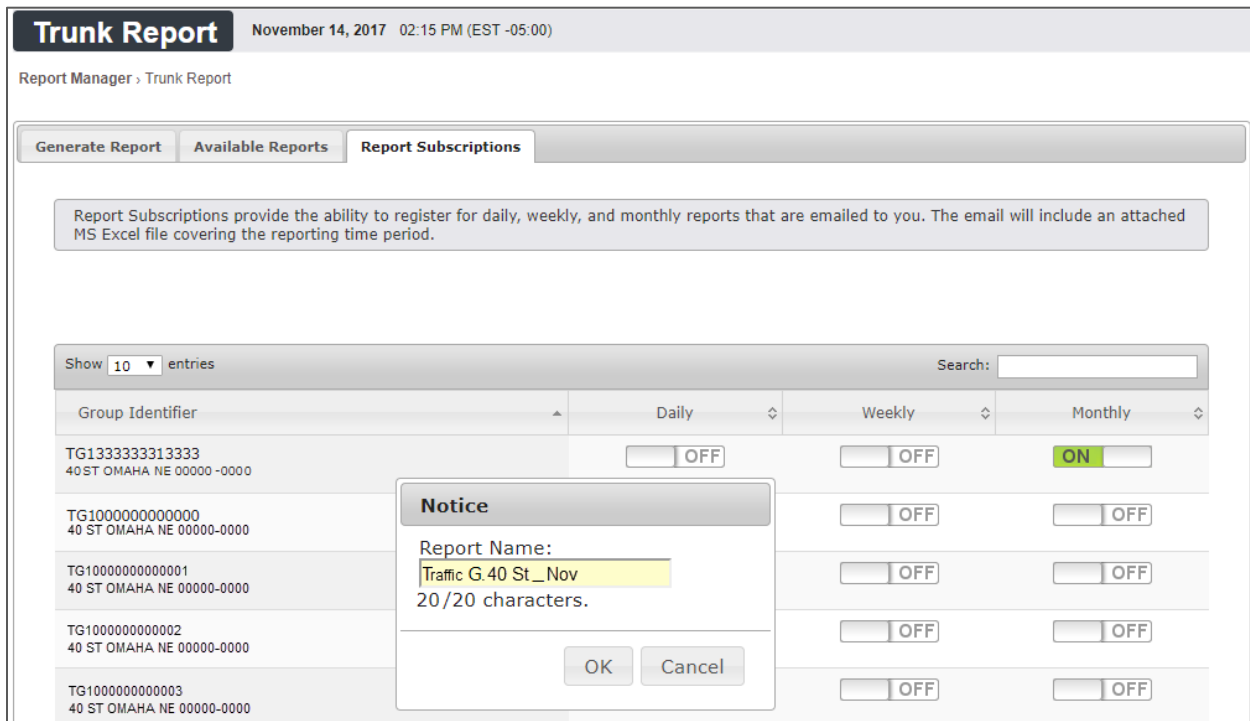
Report Subscriptions Tab

Report Subscriptions enable you to register for daily, weekly, and monthly reports that are emailed to you automatically. The email includes an attached Microsoft Excel file that covers the reporting timeframe.

Note: The reports will be emailed to the user's address.

Figure 11. Report Subscriptions Sample

Use the following steps to subscribe to a report.

1. Follow steps 1-4 in the *Logging* In section to access the Voice Traffic Reports.

2. Click the **Trunk Reporting** (or **VoiceManager) Reporting** link.
   Result: The **Trunk** (or **VoiceManager) Reporting** screen appears. (Figure 5)

3. Click the **Report Subscriptions** tab.
   Result: A **Notice** dialog appears.

4. Enter a meaningful name for the report in the **Report Name** field and click the **OK** button.
   Result: A message appears briefly stating the report was added successfully, and the toggle for the timeframe you selected is switched to **ON**. (Figure 11)
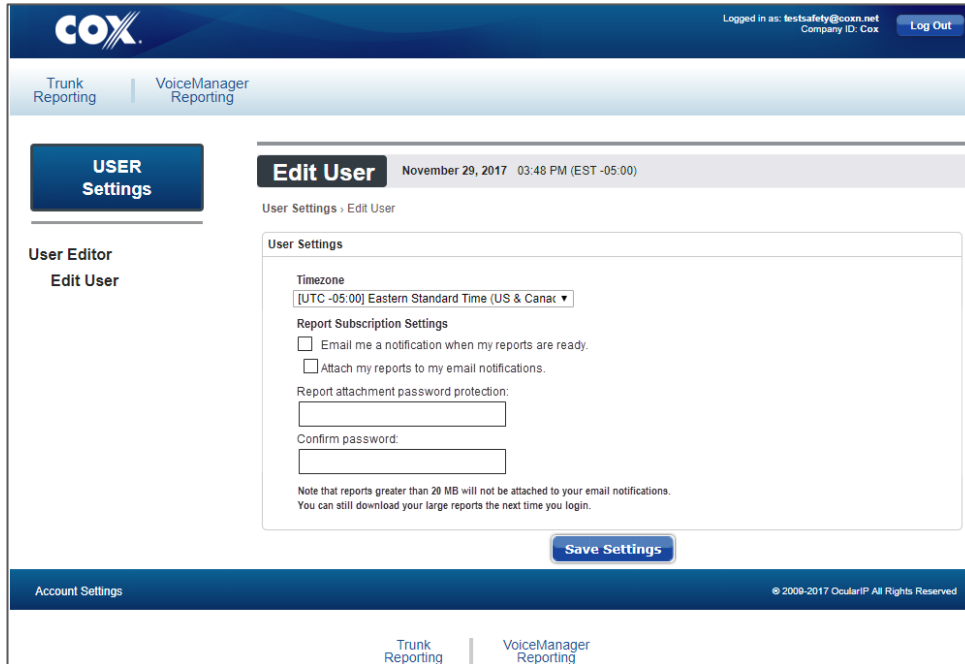
   You will then receive the report(s) at the time(s) you chose.

Account Settings

The Account Settings function enables you to select the time zone in which you want to base report generation and configure security for your report data.

The Account Settings link is in the lower left corner of every page on the Voice Traffic portal.

Figure 12. Account Settings screen

Use the following steps to access Account Settings.

1. Log in to MyAccount and click the **Voice Traffic Reports** icon on the splash page.
2. Click the **Trunk Reporting** or **VoiceManager Reporting** link in the upper left corner of the page.
3. Click the **Account Settings** link in the lower left corner of the page.
   Result: The **Edit User** page appears.
4. Select the appropriate **Timezone** from the drop-down menu.
5. Click the **Email me a notification when my reports are ready** checkbox to request a system-generated email to alert you when your reports are ready for viewing.
6. Click the **Attach my reports to my email notifications** checkbox to request the system to automatically add the report to your email.
7. Enter a password in the **Report Attachment Password Protection** field to secure your report data. Re-enter the password in the **Confirm Password** field.
8. Click the **Save Settings** button.
   Result: Your changes are saved.

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