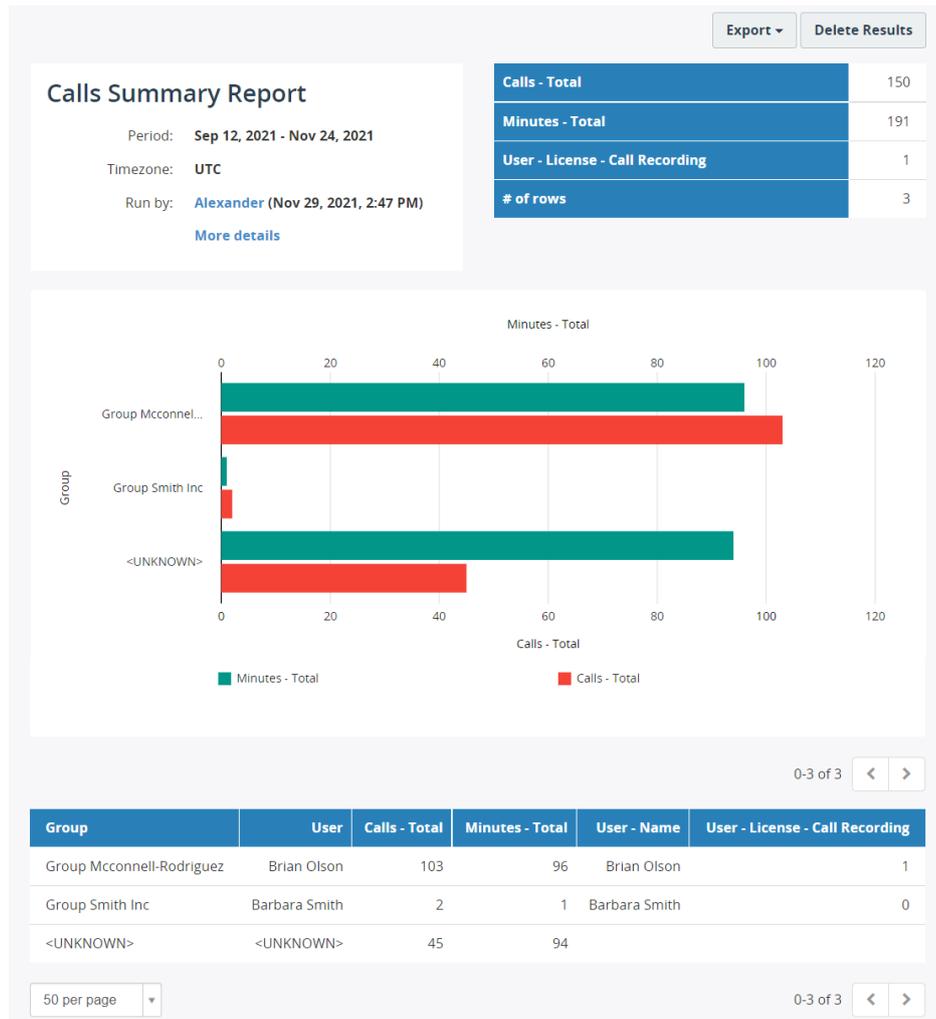# CALL RECORDING

# Reports

## Quick Reference

**MOMENTUM**

Powered By:

**miarec**

# 1.   Overview

Reports provide a way to visualize user and call activity in Call Recording from different angles. You can add charts, graphs, tables, and other components for visual impact. Authorized Call Recording Admins and Supervisors a likely to have access to view the reports directly in the web portal, export the report data to PDF and Excel file formats, and set up automatic scheduling and email delivery.



You can create a new report from the report template. Call Recording's database provides a set of report templates, which can be easily customized to your needs. The report template defines the layout and the contents of a report. When requesting a report, you first select a template, enter some input parameters, and then run or schedule a report.

For details on available report templates, see Report Templates.

For details, on available input parameters, see Create Template.

# 2. Prerequisites

The user should have appropriate permissions to fully utilize the reporting functionality. Permissions setting specifies what operations are permitted on the accessible reports. These operations include view, create, edit, run, and possibly delete.

To configure the permissions (an Administration task):

1. On the **Administration** page, navigate to the role assigned to the user.

2. Click the **Edit** button next to the access scope.
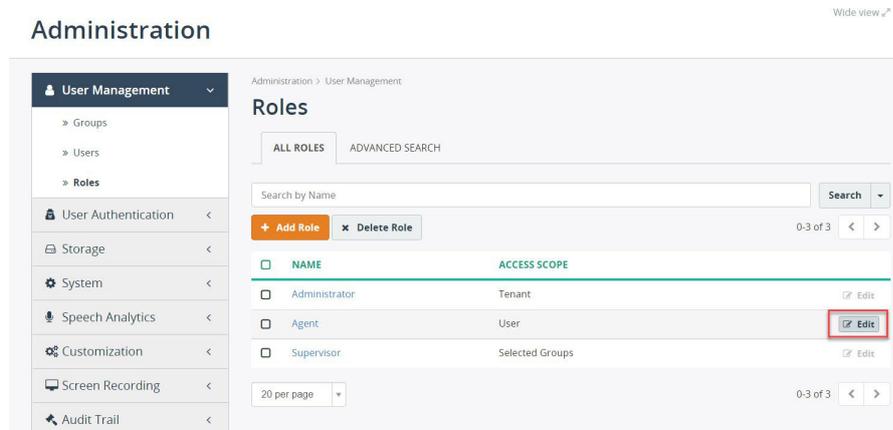


3. On the **Edit Role** page, scroll down to the **Other Permissions** section and check the following **Reports** settings:
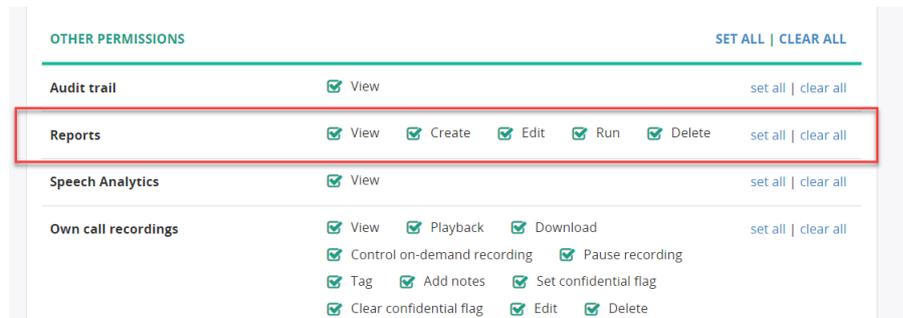


- **View** - if selected, the user will be able to view the report templates.

- **Create** - if selected, the user will be able to create new report templates.

- **Edit** - if selected, the user will be able to modify the report templates.

- **Run** - if selected, the user will be able to run reports.

- **Delete** - if selected, the user will be able to delete the report data.
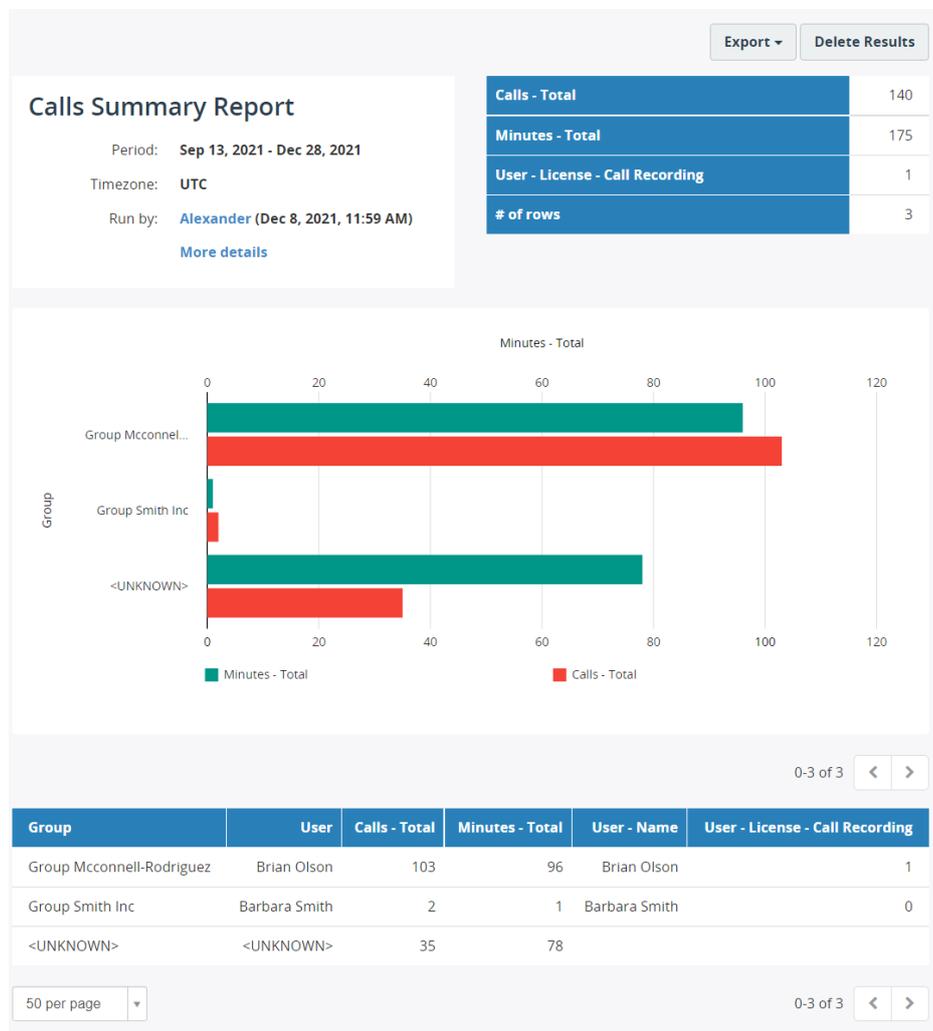
4. Click **Save**.

# 3. Report Templates

## 3.1 About Report Templates

Templates are the basis for all reports. They define a visual layout of a report, like a list of columns displayed in a report, as well as non-visual settings, like a schedule, visibility, etc.

A template configuration includes the following core elements:

- **Visual layout**: A visual layout defines the summary section in the report header, a chart and a list of columns to display in a report.

| Group | User | Calls - Total | Minutes - Total | User - Name | User - License - Call Recording |
|---|---|---|---|---|---|
| Group Mcconnell-Rodriguez | Brian Olson | 103 | 96 | Brian Olson | 1 |
| Group Smith Inc | Barbara Smith | 2 | 1 | Barbara Smith | 0 |
| <UNKNOWN> | <UNKNOWN> | 35 | 78 | | |

For details on configuring the summary section, see Summary Attributes.
For details on configuring visual charts, see Charts.

For details on configuring visible columns, see Columns.

- **Visibility settings**: Allows you to hide the report template from other users.
  For details, see Visibility settings.

- **Filtering criteria**: Allows you to refine report data to show only the results that meet specific criteria. For details, see Filtering Criteria.

- **Email distribution settings**: Use these settings to email an executed report as PDF or an Excel file. For details, see Send Report by Email.

- **Schedule settings**: Use these settings to automatically run reports at defined intervals. For details, see Schedule.

## 3.2 Create Template

To create a new report template:

1. Navigate to **Reports**, then **All reports** > **Create.**
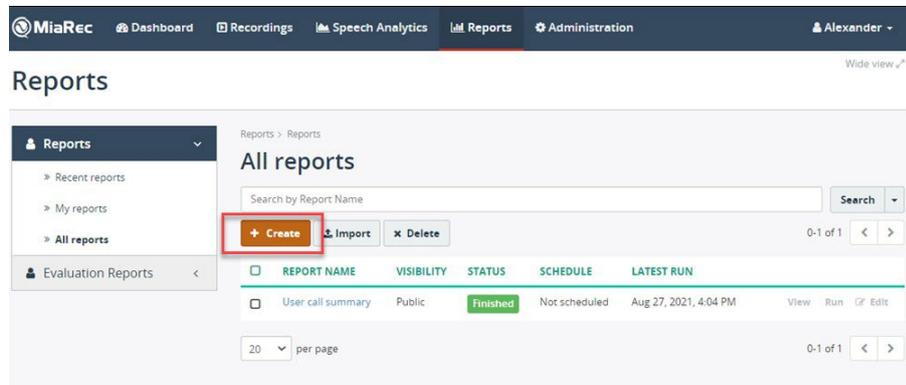


2. In the **Create Report** dialog box, fill in the following fields and click **Continue:**

- **Report Type** - Choose a specific report type to create.
  To learn more about a specific report type, check out section 5. Report Types.

- **Visibility** - Decide whether the report template will be visible to all tenants or a specific single tenant. Note, this option is applicable for a multi-tenant environment only.

- **Tenant** - Choose a specific tenant from the list of registered tenants. This field is available only when the **Visibility** field is set to `Tenant` .
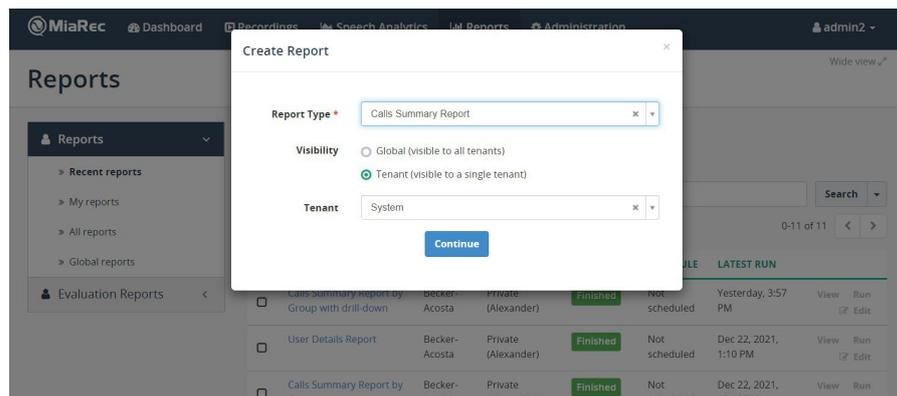


3. Fill in the following fields:

- **Report title** - Give your report a distinctive name. Required field.

- **Description** - Provide the summary information for a given report.

- **Visibility** - Decide whether the report template will be visible to all users or only you.

- **Owner** - Choose the owner of the report from the list of available users/tenants.
  This owner will be specified when applying scheduling and distribution options.
  This field is available only when the **Visibility** field is set to `Private` .

- **Default Report Period**- Set the time period for the report to limit report data to specific timeframe. Required field.

- **Timezone** - If you wish to run the report in a different timezone, select the appropriate value from the list. Note, timezone affects the scheduler, date/time attribute in Filtering Criteria and DateTime format, if applicable.

- **Keep reports history**- Specify how many days the built reports will be kept in the report server database.

- **Caching** - Enable report caching. Caching can shorten the time required to build a report if the report is run frequently. We recommend leaving this setting enabled.

- **Users can modify filters** - This setting allows you to change filtering criteria when you run the report.

- **Report Page Size** - Change the page size for the report.

- **Page Orientation** - Change the page orientation for the report.

## Summary Attributes

Determine the columns that will appear in the summary table. The summary table is a visualization that summarizes statistical information about data in table form. For each column header, you can define a custom title.
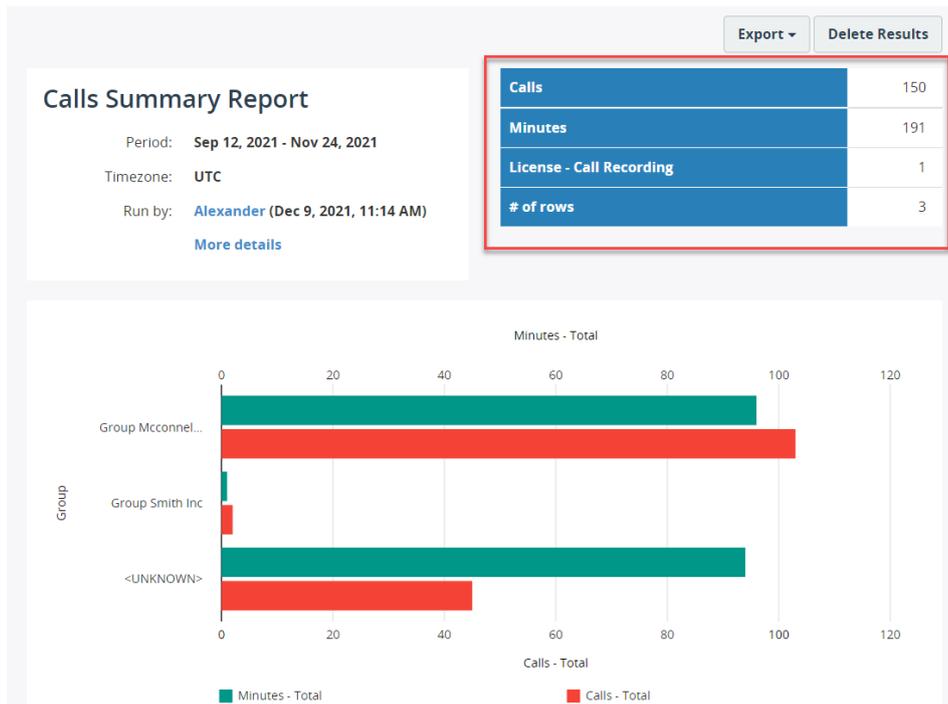
> ℹ **Info**
>
> You can re-order columns via drag-and-drop.

**SUMMARY ATTRIBUTES**

| | Attribute | | Title | |
|---|---|---|---|---|
| ↕ | Calls - Total | ▼ | Calls | ✕ |
| ↕ | Minutes - Total | ▼ | Minutes | ✕ |
| ↕ | User - License - Call Recording | ▼ | License - Call Recording | ✕ |
| ↕ | # of rows | ▼ | # of rows | ✕ |

**+ Add Column**

With the above attribute's configuration, the summary table will look as follows:

## Visibility Settings

When creating a new report template, in the **Visibility** field, you can set up whether this report template will be accessible to all users (provided they have appropriate permissions set up) or to the report owner (set in the **Owner** field).

> **ⓘ Info**
>
> The visibility affects the report template only, i.e. even if the report template is public, the individual run of a report will be visible only to the user who built the report and the administrator only. Users are not able to see the report runs of other users.

> **ⓘ Info**
>
> You can apply scheduling options only to the templates that are set as `Private` and are assigned to a specific user. (check that the `Private` option is selected in the **Visibility** field, and the **Owner** field is filled out).

> **ⓘ Info**
>
> The results from the public reports can vary depending on the user who runs the report. For example, if the report is executed by the administrator, who can access all user groups, the report will contain the users from all groups. If another user, who can access only one user group, runs the same public report, the report data will be limited only to users from that one group.

## Chart

You can display the charts in the report using a variety of presentation platforms, such pies, columns, bars, etc., Also, you can display custom data labels instead of system attributes when configuring a specific chart.

**CHART**

Style
- ○ No chart
- ○ 🥧 Pie
- ○ 📊 Column
- ◉ 📊 Bar
- ○ 〰 Line
- ○ 🔺 Area

**Dimension**

| Attribute | Title |
|---|---|
| User - Name ▾ | User - Name |

**Measures**

| Attribute | Title |
|---|---|
| Calls - Total ▾ | Calls - Total |
| Minutes - Total ▾ | Minutes - Total |

+ Add Measure

## Pie chart

This chart type displays as a pie chart and compares proportions of data and how they contribute to a whole. A pie chart can have one dimension and one measure. The measure is used to determine the angle of each slice in the chart.

**CHART**

| | | |
|---|---|---|
| Style | ○ | No chart |
| | ● | Pie chart |
| | ○ | Column chart |
| | ○ | Bar chart |
| | ○ | Line chart |
| | ○ | Area chart |

**Dimension**

| Attribute | Title |
|---|---|
| Tenant - Name ▾ | Tenant - Name |

**Measures**

| Attribute | Title | |
|---|---|---|
| Calls - Total ▾ | Calls - Total | ✕ |

**+ Add Measure**

Calls - Total
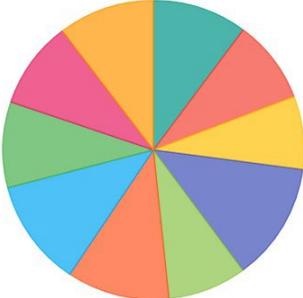
- Smith-Bell
- Price Group
- Wright-Green
- Fowler Inc
- Hall, Phillips and Hernandez
- System
- Gonzalez Ltd
- Becker-Acosta
- Day-Evans
- Jackson Group
- Powell PLC

**Column chart**

This chart type displays vertical lines and compares values across a range. The **Dimension** field is used to define the dimensions for the chart, which displays as the X axis. The **Measure** field **** is any string or numeric field that can be measured. The measure is the Y axis of the chart. You can have multiple measures defined.
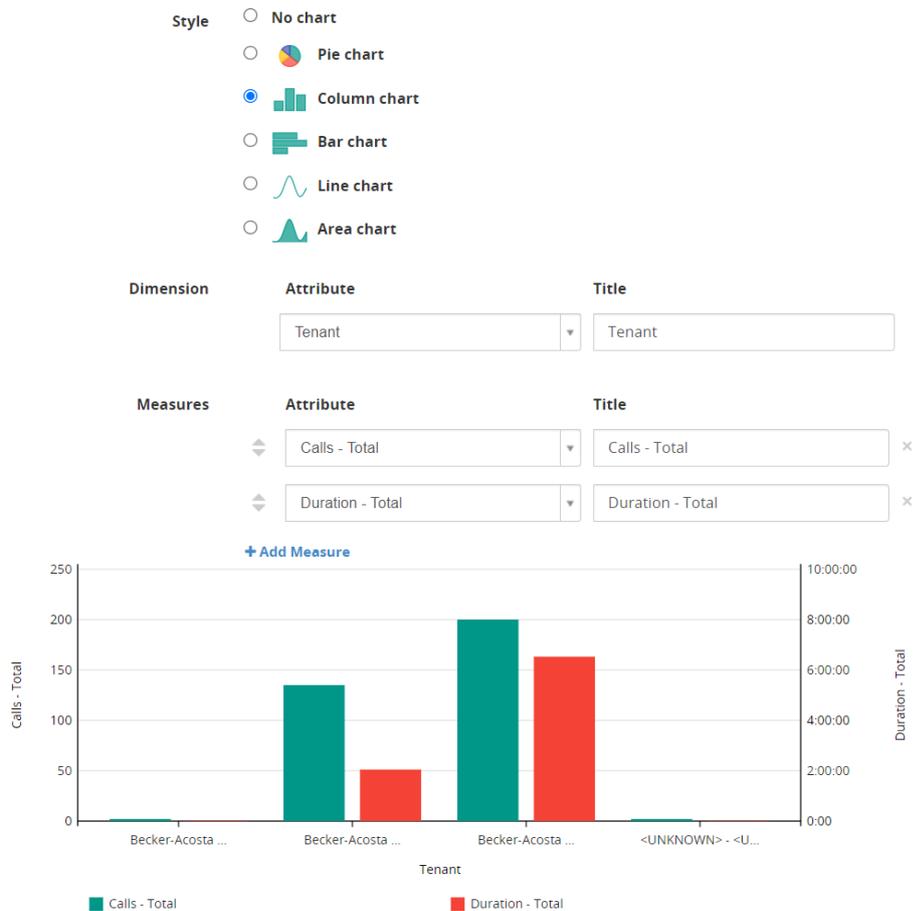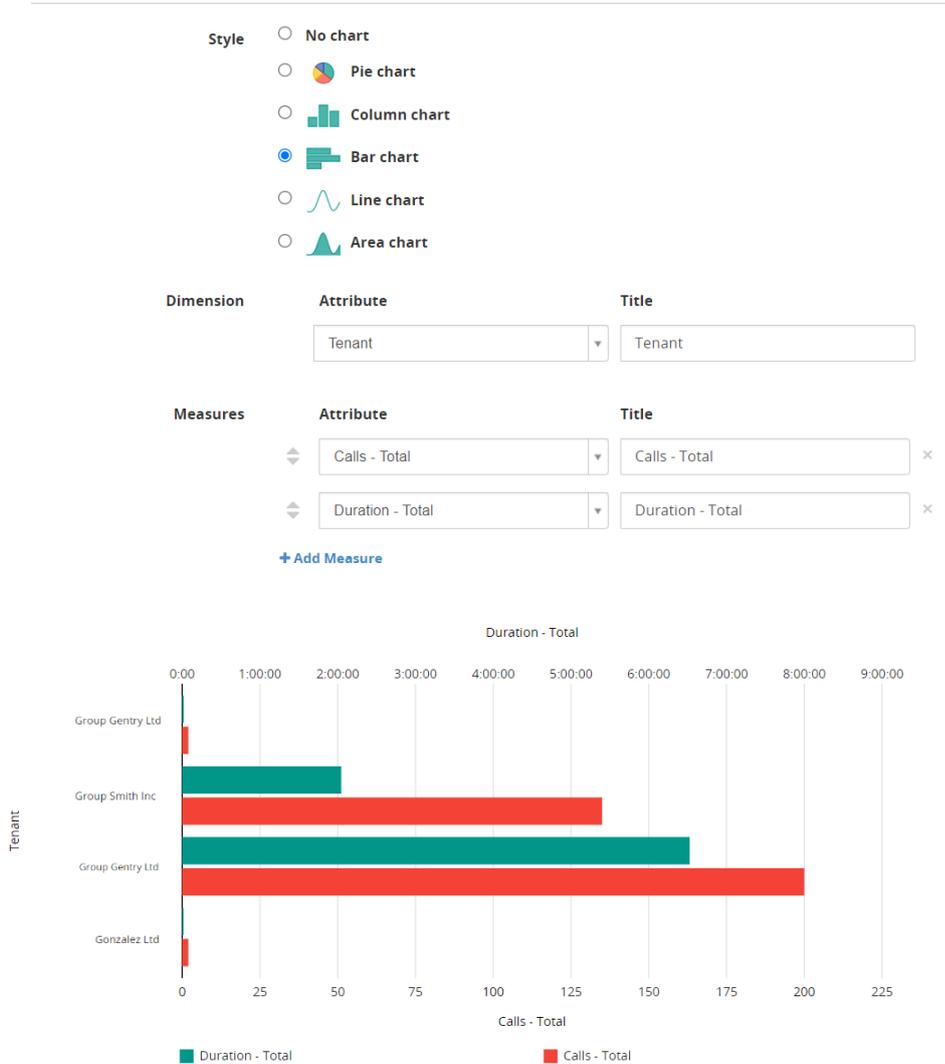
**Bar chart**

This chart type displays horizontal bars and compares multiple values with each other. The **Dimension** field displays as the Y axis. The **Measure** field **** is the X axis of the chart. You can have multiple measures defined.

**Line chart**

This chart type displays as a line graph and shows trending over time. The **Dimension** field displays as the X axis. The **Measure** field **** is the Y axis of the chart. You can have multiple measures defined.
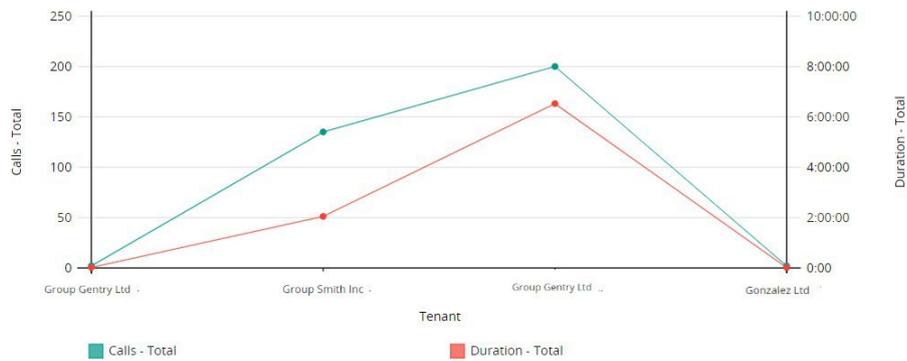
**CHART**

Style
- ○ No chart
- ○ 🥧 Pie chart
- ○ 📊 Column chart
- ○ 📊 Bar chart
- ● 〰️ Line chart
- ○ 🔺 Area chart

| Dimension | Attribute | Title |
|---|---|---|
| | Tenant ▾ | Tenant |

| Measures | Attribute | Title |
|---|---|---|
| ⇕ | Calls - Total ▾ | Calls - Total ✕ |
| ⇕ | Duration - Total ▾ | Duration - Total ✕ |

➕ **Add Measure**



■ Calls - Total          ■ Duration - Total

**Area chart**

An area chart is based on a line chart, however it is distinguished from the last one by the addition of shading between lines and a baseline, like in a bar chart. The **Dimension** field displays as the X axis. The **Measure** field **** is the Y axis of the chart. You can have multiple measures defined.
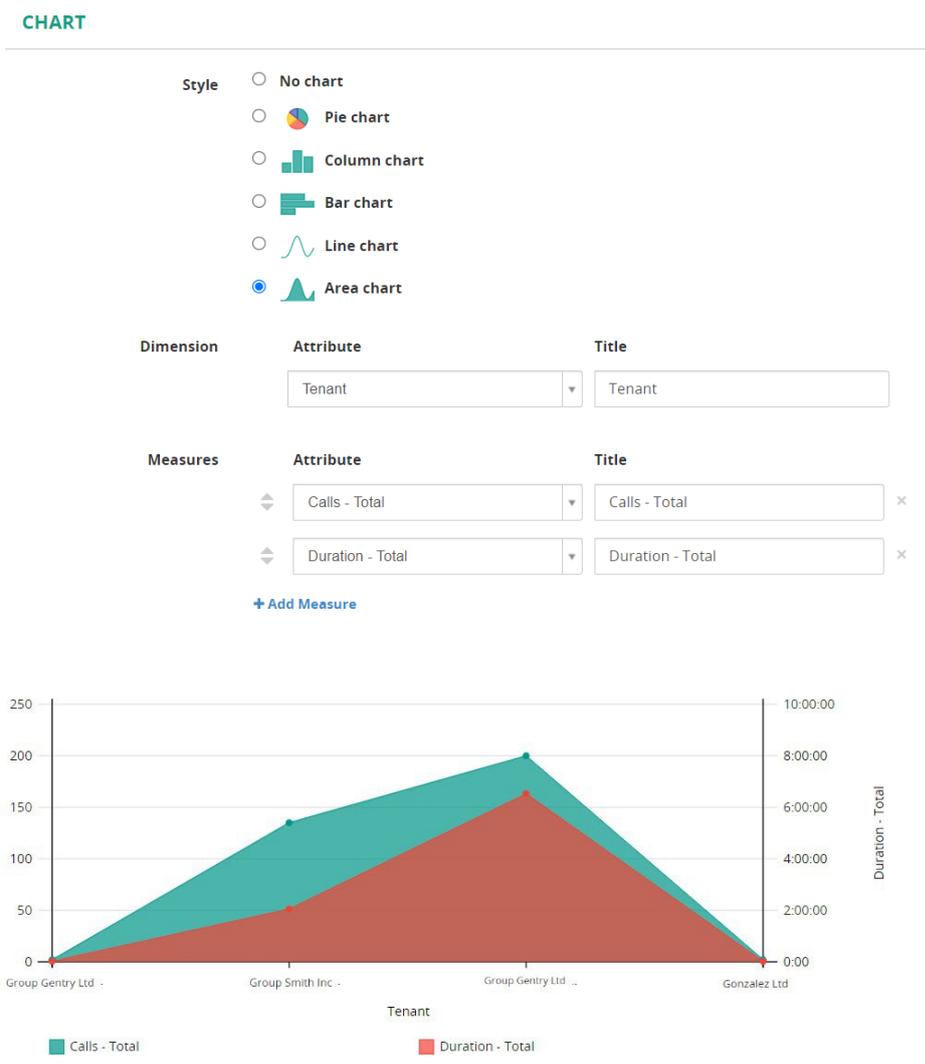
## Sorting

You can sort report results in ascending or descending order on one or more of the columns in the result set.

To specify or change the order in which results are sorted:

1. Under the **Sorting** section, in the **Attribute** field, select the column that you want to reorder.

2. In the **Sorting** field, choose `ASC` or `DESC` to specify the sort order for this column.



With the above sorting configuraiton, your report data will now be sorted by **Call-Duration** in descending order.

| Call - Date/Time | Call - Duration | User(s) | Group(s) | Tenant - Name | Call - Client | Call - Direction |
|---|---|---|---|---|---|---|
| Nov 15, 2021, 1:53 PM | 1:49 | Brian Olson | Group Mcconnell-Rodriguez | Becker-Acosta | | Outbound |
| Nov 15, 2021, 1:40 PM | 1:46 | Brian Olson | Group Mcconnell-Rodriguez | Becker-Acosta | | Outbound |
| Nov 15, 2021, 1:52 PM | 1:43 | Brian Olson | Group Mcconnell-Rodriguez | Becker-Acosta | | Inbound |
| Nov 9, 2021, 12:37 PM | 1:34 | Brian Olson | Group Mcconnell-Rodriguez | Becker-Acosta | | Inbound |
| Nov 9, 2021, 12:34 PM | 1:33 | Brian Olson | Group Mcconnell-Rodriguez | Becker-Acosta | | Inbound |
| Nov 9, 2021, 12:36 PM | 1:32 | Brian Olson | Group Mcconnell-Rodriguez | Becker-Acosta | | Outbound |
| Nov 15, 2021, 1:42 PM | 1:32 | Brian Olson | Group Mcconnell-Rodriguez | Becker-Acosta | | Outbound |
| Nov 9, 2021, 12:40 PM | 1:27 | Brian Olson | Group Mcconnell-Rodriguez | Becker-Acosta | | Outbound |
| Nov 15, 2021, 1:44 PM | 1:18 | Brian Olson | Group Mcconnell-Rodriguez | Becker-Acosta | | Inbound |

> ### ℹ️ Info
>
> To add more columns for sorting, click **+Add Column**. The column that is listed first takes precedence, that is, the result set is sorted by the first column and then that sorted result set is sorted by the second column, and so on.
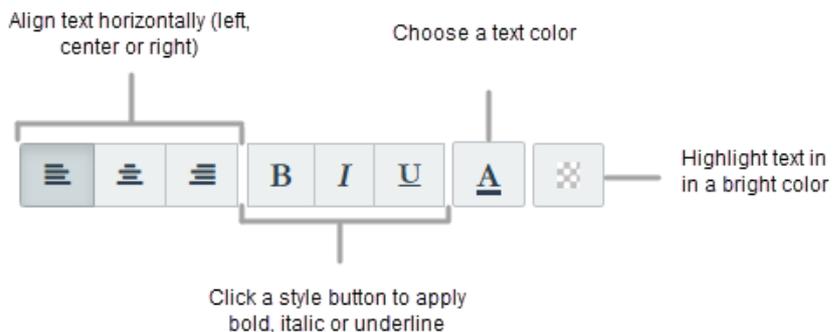
## Columns

Call Recording allows you to define the columns that your report should display.
To hide a column, click on the Remove icon that appears next to it.
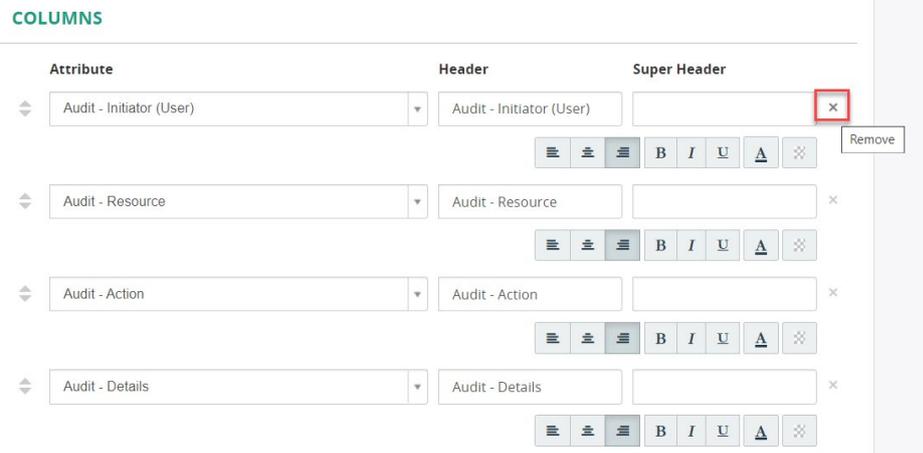


To add a new column, click +**Add Column**.
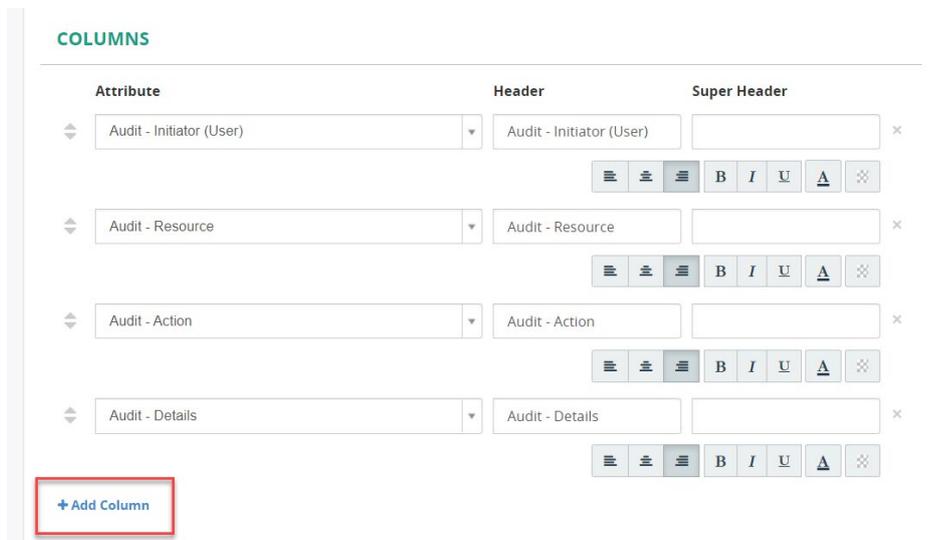


You can change the font style (for example, bold, italic, underline) of any column header.
You can also change the text color, and align the text horizontally.

Also, you can set up a **Super Header**, which spans multiple columns and is displayed on top of these columns. To configure this shared header, enter the same title for all target columns, under the **Super Header** field.



With the above column configuration, your report columns will look as follows:

## Filtering Criteria

Specify filtering criteria for the reports. For example, you can limit data to specific group, duration, date, etc. The example below illustrates a scenario when a report includes only the inbound calls with a duration of more than 1 minute and 30 seconds.

**FILTERING CRITERIA**

| Call - Direction | ▾ | Is | ▾ | Inbound | ✕ ▾ | ✕ |
| Call - Duration | ▾ | Greater than | ▾ | 1:30 | ✕ |

**+ Add criteria**

With the above filtering configuration, your report data will now include only inbound calls that lasted more than a minute and a half.

| Call - Date/Time | Call - Duration | User(s) | Group(s) | Tenant - Name | Call - Client | Call - Direction |
|---|---|---|---|---|---|---|
| Sep 10, 2021, 11:51 AM | 1:50 | Brian Olson | Group Mcconnell-Rodriguez | Becker-Acosta | | Inbound |
| Nov 15, 2021, 1:52 PM | 1:43 | Brian Olson | Group Mcconnell-Rodriguez | Becker-Acosta | | Inbound |
| Sep 10, 2021, 11:42 AM | 1:41 | Brian Olson | Group Mcconnell-Rodriguez | Becker-Acosta | | Inbound |
| Sep 15, 2021, 11:06 AM | 1:41 | Brian Olson | Group Mcconnell-Rodriguez | Becker-Acosta | | Inbound |
| Sep 29, 2021, 1:06 PM | 1:36 | Brian Olson | Group Mcconnell-Rodriguez | Becker-Acosta | | Inbound |
| Nov 9, 2021, 12:37 PM | 1:34 | Brian Olson | Group Mcconnell-Rodriguez | Becker-Acosta | | Inbound |
| Nov 9, 2021, 12:34 PM | 1:33 | Brian Olson | Group Mcconnell-Rodriguez | Becker-Acosta | | Inbound |
| Sep 29, 2021, 12:41 PM | 1:32 | Brian Olson | Group Mcconnell-Rodriguez | Becker-Acosta | | Inbound |
| Oct 1, 2021, 12:08 PM | 1:30 | Brian Olson | Group Mcconnell-Rodriguez | Becker-Acosta | | Inbound |

## Send Report by Email

You can send the report as PDF or Excel file (or both) by e-mail when the build process completes. You can do this one time or you can specify to have the report sent on a recurring basis automatically by addressing to the **Schedule** options. When you do this, the report will run before
it's sent so that it will always contain the most up-to-date

information. To enable the email distribution:

1. Select the **Send report by email** check box.

2. In the **Attachment formats** field, select the attachment type, either **PDF** or **Excel**

3. In the **Send to email** field, enter the email address of the recipient.

SEND REPORT BY EMAIL

    ☑ Send report by email

**Attachment formats**   ☐ Excel
                ☑ PDF

**Send to email**        | ulasenko@gmail.com          × |

             + Add email

> **ⓘ Info**
>
> Clicking **Add email** will allow you to specify multiple recipients for the report. Separate multiple email addresses with a comma.

## Schedule

You can schedule any report that you can access to be automatically generated and emailed at regular intervals.

The following interval options are available:

- **Manually** - no scheduling options are applied.

- **Every Hour** - the scheduler will run the report every hour. Additionally, you may specify the **Time** option that accounts for a certain minute when the scheduler should trigger the job. Permittable values: `0-59`

- **Every Day** - the scheduler will run the report every day. Additionally, you may specify **Time** when the scheduler should trigger the job. Supported format: `HH-MM` .

- **Every Week -** the scheduler will run the report every week. Additionally, you may specify **Time**
  when the scheduler should trigger the job. Supported format: `HH-MM` .

- **Every Month** - the scheduler will run the report every month. Additionally, you may specify **Time (HH:MM)** and **Weekdays** when the scheduler should trigger the job.

- **Custom crontab** - this option allows you to set up a custom interval. For instance, the following screenshot illustrates the configuration on how to run the report at 5pm on Mon-Fri (i.e. ignoring weekends).

**SCHEDULE**

| | |
|---|---|
| Run this job * | ○ Manually |
| | ○ Every Hour |
| | ○ Every Day |
| | ○ Every Week |
| | ○ Every Month |
| | ⦿ Custom (crontab) |
| Minute (0-59) | 0 |
| Hour (0-23) | 17 |
| Day (1-31) | * |
| Month (1-12) | * |
| Weekday (0-6) | 1-5 |

Save    Save and Run

The asterisk ('*') operator (frequently known as a wildcard) specifies all possible values for a field. For example, an asterisk in the hour field would be equivalent to 'every hour'. **** If you set the cron job to run on a specific day of the week, the month and day of month fields will still appear as an asterisk (*). The day of the week value will override these values, so it will only run once per week on your selected day.

> ⓘ **Info**
>
> You can apply scheduling options only to the templates that are set as "Private" and are assigned to a specific user. (check that the **Private** option is selected in the **Visibility** field, and the **Owner** field is filled out).
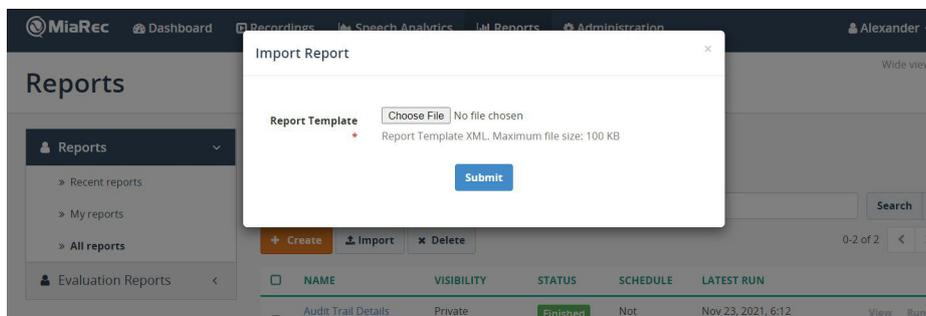
## 3.3 Import Template

Instead of using the user interface to define a report template, you can import templates as an XML files.

Follow the procedure below to import a report template:

1. Navigate to **Reports**, then click **All reports.**

2. Click **Import**.
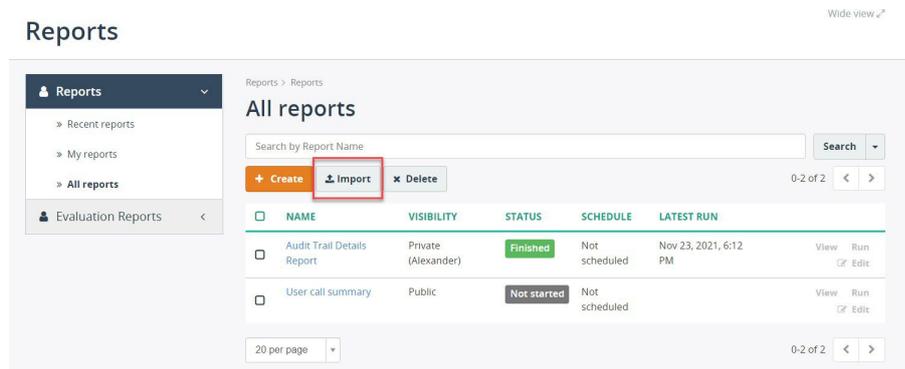


3. Click **Choose File** to select the report template in XML format.

4. Click **Submit**.

## 3.4 Manage Templates

This section describes various tasks that you can do to manage and work with report templates.

## View Template

To view a report template that you previously created:

1. Click the report name or the **View** button next to the report.



2. Click the **Template** tab. Alternatively, you can click the action menu top right and select **View template**.



On the **Template** tab, you will see the summary information related to a given template.

## Edit template

You can edit any report template that you previously created and saved. To edit a template:

1. Click the report name or the **View** button next to the report.
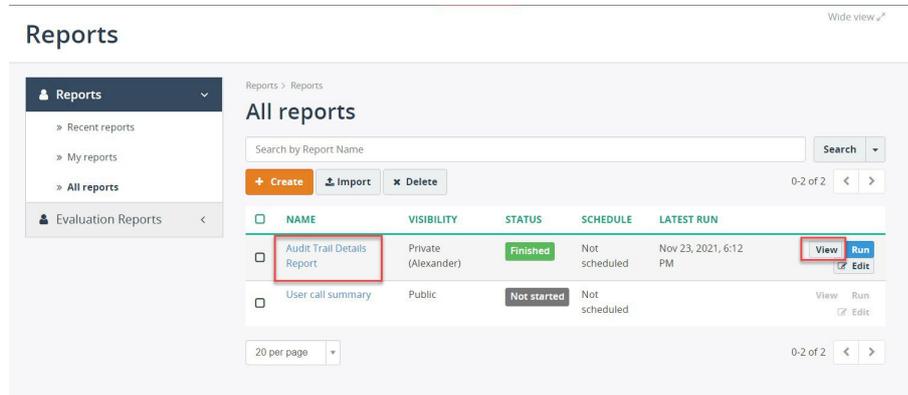


2. Click the **Edit Template** button located top right.



The **Edit Report Template** page will appear, where you can change any aspect of the template, including the template name, columns, sorting, and other settings. For details on available template options, see Create template.

## Export template

Report templates can also be exported through XML files.

Follow the procedure below to export a report template:

1. Navigate to the list of reports and click **View** next to the report of your choice.



2. Click the arrow icon next to the **Edit Template** button to view a drowdown menu, then select
   **Export Template**.



Once clicked, the exported XML file will be downloaded locally.

## Clone Template

You can create an exact copy of any report template that you created and use it as the basis for a new, different report.

To clone a report template:

1. Navigate to the list of reports and click **View** next to the report of your choice.



2. Click **Edit Template**, and then select **Clone Template**.



## Delete Template

To delete a report template:
1. Navigate to the list of reports and click **View** next to the report of your choice.
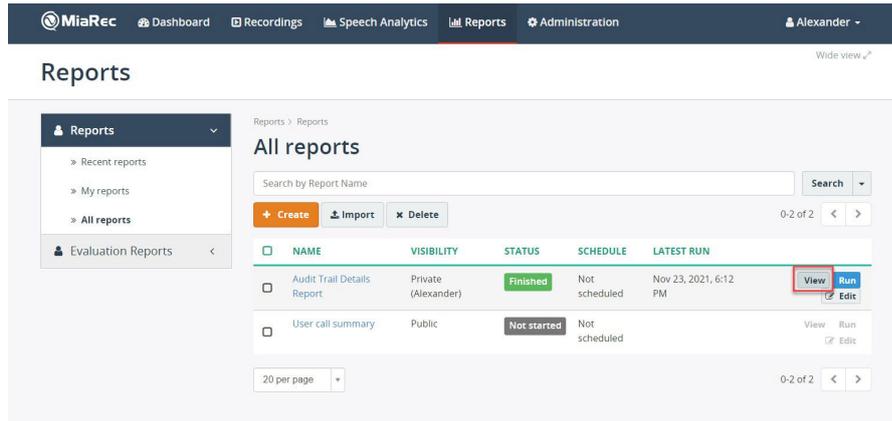
2. Click **Edit Template**, and then select **Delete Template**.

> ℹ️ **Info**
>
> Deleting a report template will delete all report results based on this template as well.



The popup message will appear informing you that the report has been deleted. Clicking the **Undo** link will restore the report.
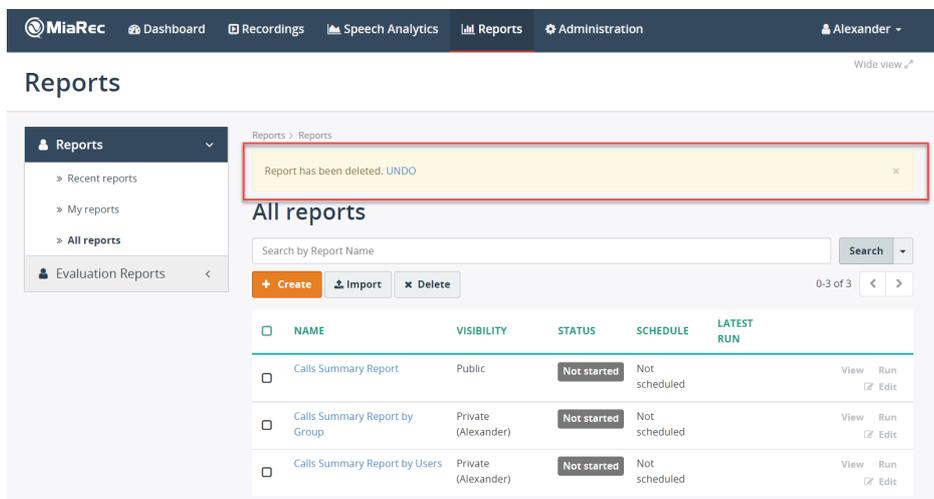
# 4. Reports

## 4.1 Reports Section

The Call Recording Reports section has the following structure:

- **Recent Reports** - lists the reports that were recently created in Call Recording.

- **My Reports** - lists only those reports that you have created.

- **All Reports** - lists all available reports.

- **Global Reports** - lists the reports that are accessible to all tenants within Call Recording environment. Note, this node is available in a multi-tenant environment only.

> ℹ️ **Info**
>
> To mark the report as global, set the **Visibility** option as `Global` when creating a new report template.
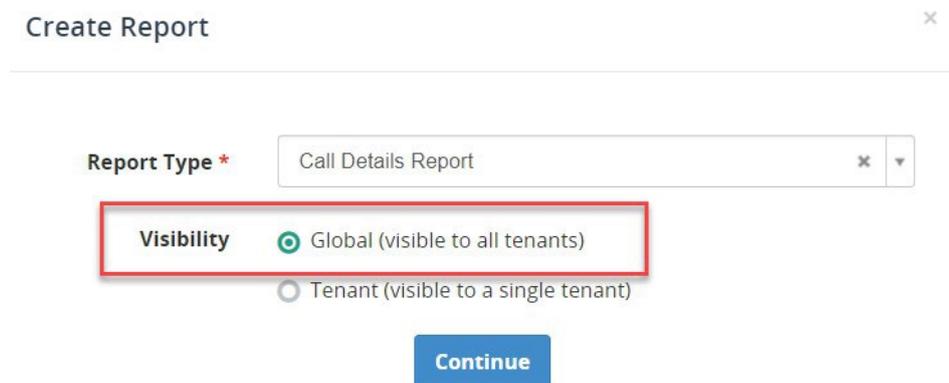


You can access each report group via the Reports navigation tree or click a specific group on the Reports home page.
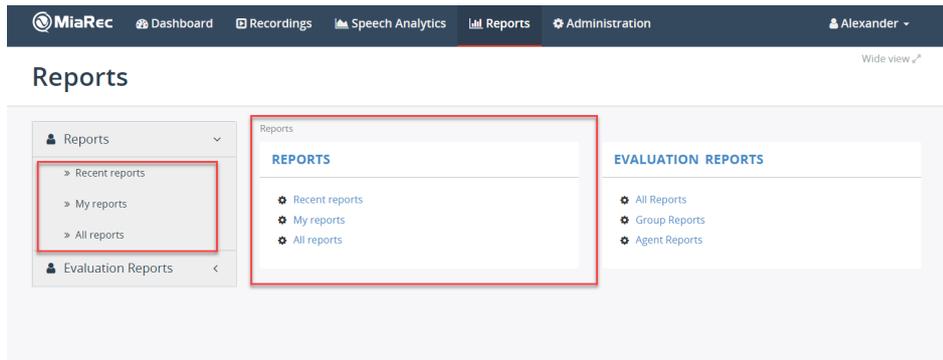
## View Report

You can open the most recently executed version of a report by clicking the report name or the **View** button next to the report.
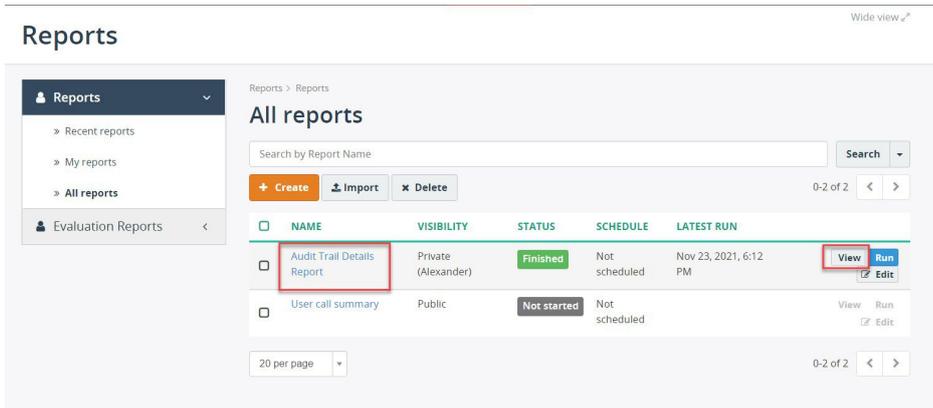


## Delete Report

You can delete any report that you created, or any report that you have the permission to delete. To delete a report, select the check box next to the report of your choice and click **Delete**.
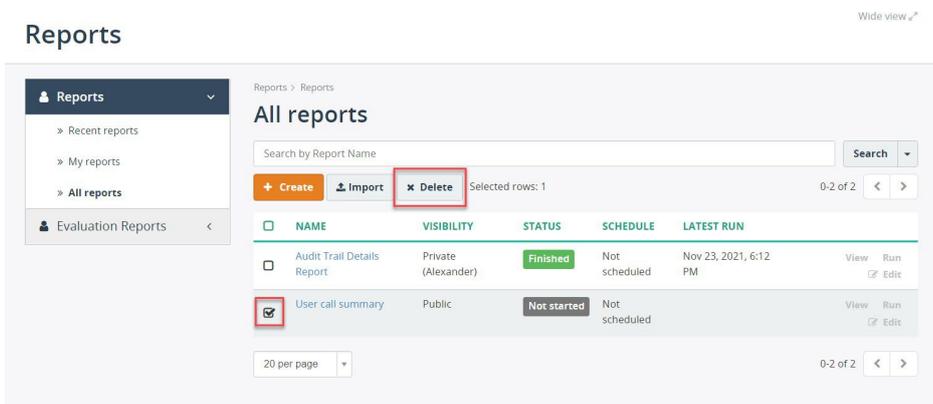
## 4.2 Run Report

Call Recording produces reports in two ways:

- **On-Demand** Produce reports manually by a user specifying report parameters.

- **Automatically** Produce reports in the background according to a pre-defined schedule.

> ℹ️ **Info**
>
> The report results can vary depending on the user who runs the report. For example, if the report is executed by the administrator, who can access all user groups, the report will contain the users from all groups. If another user, who can access only one user group, runs the same public report, the report data will be limited only to users from that one group.

### Run Report Manually

Navigate to the list of reports and click **Run** next to the report of your choice.



Alternatively, you can click the report name and then click **Run Report**.



In the **Run Report** dialog box, configure the following options:

- **Report Period** - select the time period for the report to limit report data to specific timeframe. Required field.

- **Timezone -** select the appropriate value from the list, if you wish to run the report in a different timezone.

- **Filtering Criteria** - apply filtering criteria to the reports. For example, you can limit data to specific group, duration, date, etc.

- **Send Report By Email** - optionally, you can send the report results by email after the report has been executed.



Click **Run Report**.

## Schedule Report

You can schedule any report that you can access to be automatically generated and emailed at regular intervals.

The scheduling options are defined when creating a report template.

# 4.3 Manage Reports

## Search Report

To search for an existing report, enter the report name in the search field, and click the **Search** button.



The page refreshes to display only the reports that match the search criteria.



To reset search criteria, click the **Search** button and then select **Reset search**.

## View Report

You can open the most recently executed version of a report by clicking the report name or the **View**

button next to the report.



## Delete Report

You can delete any report that you created, or any report that you have the permission to delete.

To delete a report, select the check box next to the report of your choice and click **Delete**.



---

ℹ️ **Info**

Clicking **Delete** will delete the report results and the report itself.

---

## 4.4 Export Report Data

You can export report data to Excel or to PDF.

1. Go to **Reports**, and open the report whose data you want to export.

2. Click **Export** and then select **Excel** or **PDF**, depending on the desired file format.



The Excel or PDF file will be generated and downloaded locally.

## 4.5 Delete Report Data

You can only delete the results of a report if you are the owner of the report.

### Delete Results of a Specific Report Run

To delete the results of a specific run report:

1. Go to **Reports**, and open the report whose data you want to delete.

2. Click the **All Report Runs** tab.

3. Select the target report run and click **Delete Results**.
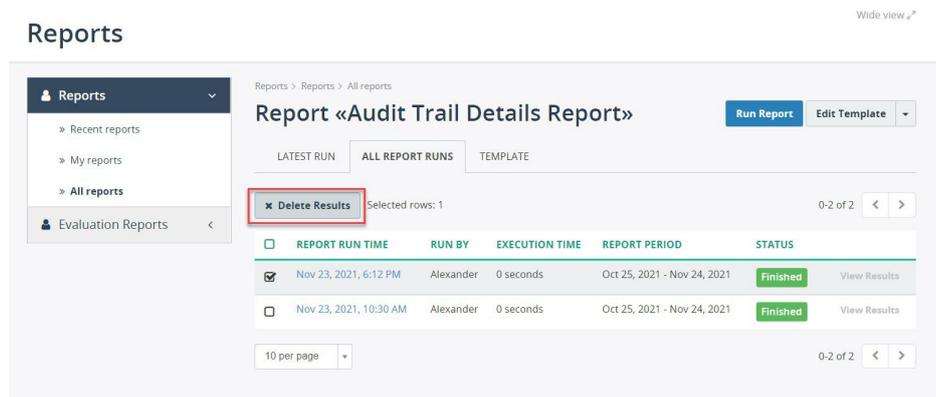
## Delete All the Report Results

To delete all the report results:

1. Go to **Reports**, and open the report whose data you want to delete.

2. Click **Delete Results**.

# 5. Report Types

## 5.1 List of Report Types

Call Recording supports the following report types:

- **Audit Trail Details Report**

- **Audit Trail Summary Report**

- **Call Details Summary Report**

- **Calls Summary Report**

- **Calls Summary Report By Group**

- **Calls Summary Report By Group with drill-down**

- **Calls Summary Report by Interval**

- **System Log Details Report**

- **System Log Summary Report**

- **Calls Summary Report By Tenants**

- **Tenant Details Report**

- **Calls Summary Report by Users**

- **User Details Report**

# 5.2 Audit Trail Details Report

## Overview

An *Audit Trail Details Report* is a non-call-based report, which lists the activities of a system user performed in Call Recording. The report contains information on the type of activity, the user that performed the activity, the date and time, etc. You can customize available columns and apply filtering criteria to view a subset of the log records that satisfy your needs.



## Filter Audit Trail Reports By User/Group/Tenant

When filtering the audit trail messages by a specific user, the report will include:

- all actions performed by a given user

- all actions performed by other users against this user's profile

The same logic applies when filtering the audit logs by group/tenant or role.

# Column Descriptions

| Column Name | Description |
| --- | --- |
| Audit - ID | The audit event ID |
| Audit - Date/Time | Date and time when the audit event occurred<br><br>**Example**: `Nov 17, 2021, 2:07 PM` |
| Audit - Initiator (User) | The user who performed the logged action |
| Audit - Resource | Resource that is associated with the logged action<br><br>**Example**: `Calls`, `Users`, `Reports`, etc. |
| Audit - Action | The logged action name<br><br>**Example:** `Login` |
| Audit - Details | Description of the action that took place in the audit event<br><br>**Example**: `Action send_email on resource reports` |
| Audit - Date | Date when the audit event occurred<br><br>**Example**: `Nov 17, 2021` |
| Audit - Time | Time when the audit event occurred<br><br>**Example:** `2:07 PM` |
| Audit - Application | MiaRec component that is associated with the audit event<br><br>**Example**: `web, celery` |
| Audit - Initiator IP | IP of the user who performed the action<br><br>**Example**: `85.223.209.22` |
| Audit - Tenant | Name of the tenant associated with the user. Applicable for a multi-tenant configuration. |
| Audit - User Group(s) | Name of the group the user belongs to |
| Audit - Related To | Reference to data associated with a given action<br><br>**Example**: `d67fcacc-617c-4f3e-b507-d3415680bd0b  (reports)` |
| Audit - Data | The full log message |
| Audit - Modified Data | Data that was modified by a given action |
| # of rows | Number of rows in the output report |

## 5.3 Audit Trail Summary Report

### Overview

The *Audit Trail Summary Report* displays a summary of the audit events, which users performed in the Call Recording environment.
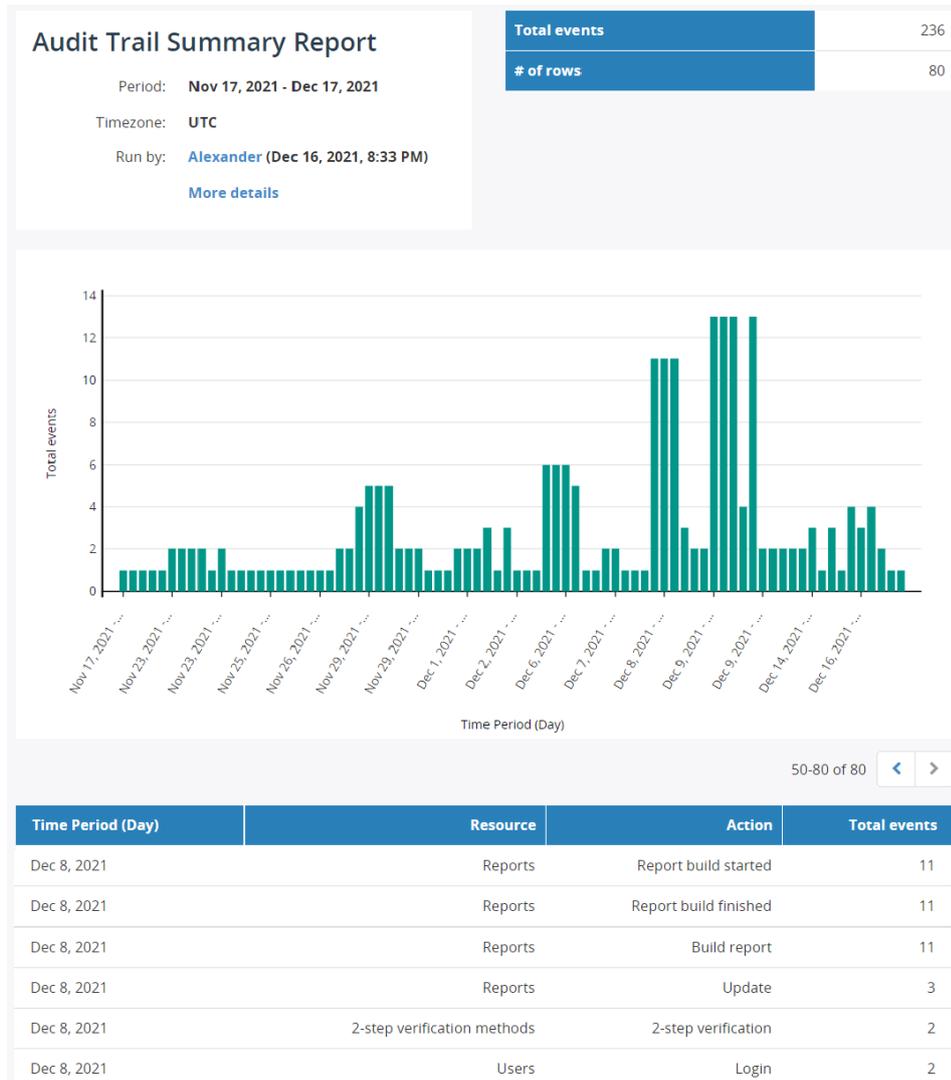


### Filter Audit Trail Summary By User/Group/Tenant

When filtering the audit trail messages by a specific user, the report will include:

- all actions performed by a given user

- all actions performed by other users against this user's profile

The same logic applies when filtering the audit logs by group/tenant or role.

## Columns Descriptions

| Description | Attribute Name |
| --- | --- |
| Start of the time interval (hour) | Time Period (Hour) |
| Start of the time interval (day) | Time Period (Day) |
| Start of the time interval (week) | Time Period (Week) |
| Start of the time interval (month) | Time Period (Month) |
| Start of the time interval (year) | Time Period (Year) |
| Name of the tenant. Applicable for a multi-tenant configuration. | Tenant |
| Name of the group the user belongs to | Group |
| The user who performed the logged action | Initiator (User) |
| Ip-address of the user who performed the action | Initiator IP address |
| MiaRec component that is associated with the audit event<br><br>**Example**: `web` `celery` | Application |
| Resource that is associated with the logged action<br><br>**Example**: `Calls`, `Users`, `Reports`, etc. | Resource |
| Description of the action that took place in the audit event<br><br>**Example**: `Action send_email on resource reports` | Action |
| Total number of logged events | Total events |
| Number of rows in the output report | # of rows |

# 5.4 Call Details Report

## Overview

The *Call Details Report* provides detailed records of call interactions in chronological order, including an overview with the total duration of calls, number of inbound and outbound calls, internal and not-assigned calls.



## Columns Description

**Call Details Columns**

These are the columns that provide detailed call-related information.

**# of rows**

Shows the number of rows in the output report.

**Custom Columns**

These are custom columns that are created by the administrator using custom fields.

# 5.5 Calls Summary Report

## Overview

The *Calls Summary Report* provides the call/minutes totals for each group/user for the selected time frame. Also, this report can be run across all tenants.
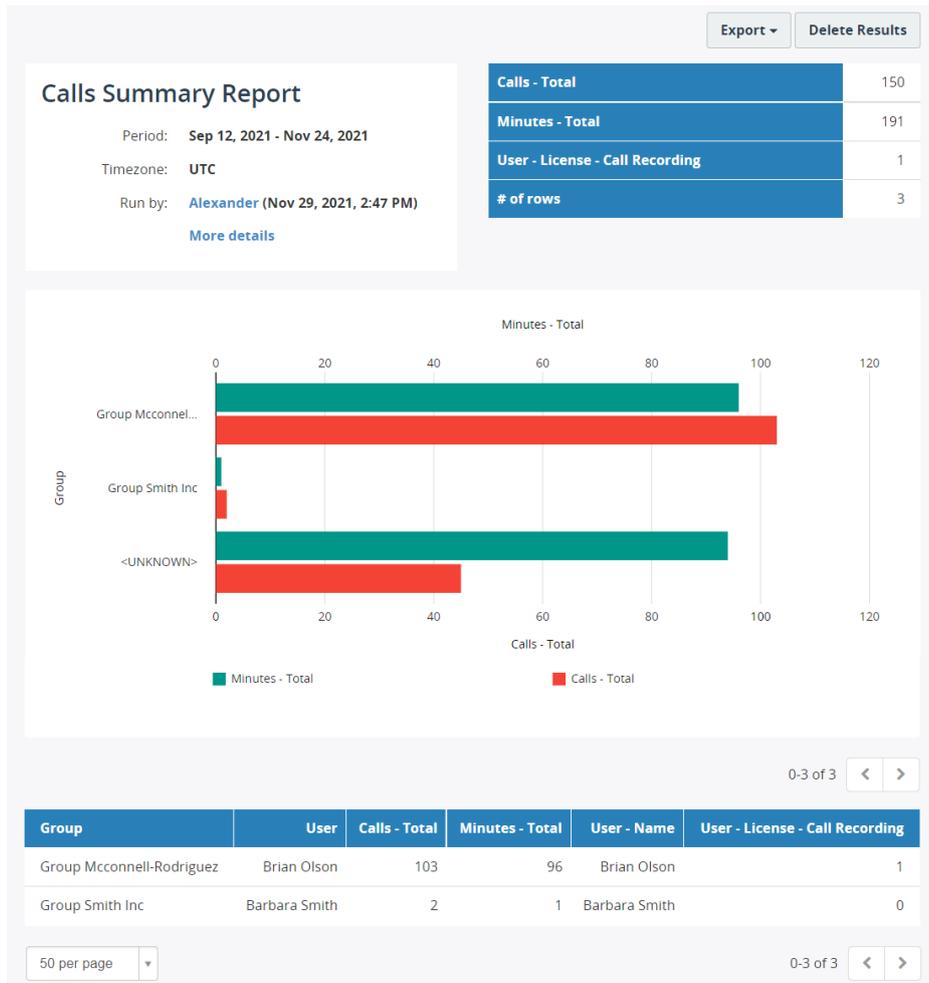


## Columns Description

### Call Summary Columns

This column provides call-related summary information

**User Details Columns**

This is the column that provides detailed user-related information.

**User License Columns**

This column provides license information per specified user.

**Tenant**

Displays the names of the tenants.

**Group**

Displays the names of the groups.

**User**

Displays the names of the agents.

**Topic**

Displays the topic to which the keyword is assigned.

**# of rows**

Shows the number of rows in the output report.

## 5.6 Calls Summary Report By Group

### Overview

The *Calls Summary Report by Group* displays a summary of call statistics of all user groups.

## Columns Description

**Call Summary Columns**

These are the columns that provide call-related summary information.

**Group - ID**

Displays the user group IDs.

**Group - Name**

Displays the names of the user groups.

**# of rows**

Shows the number of rows in the output report.

# 5.7 Calls Summary Report By Group with drill-down

## Overview

The *Calls Summary Report By Group with drill-down* is a two-level report that first displays call summary data for all groups. Clicking the group name will navigate you to a second level report, which displays call summary data of all users within a particular group.

## Columns Description

**Call Summary Columns**

These are the columns that provide call-related summary information.

**Name**

Displays the group/user name.

**# of rows**

Shows the number of rows in the output report.

## 5.8 Calls Summary Report by Interval

### Overview

The *Calls Summary Report by Interval* displays the call/minutes totals for each interval within the report period. Data could be displayed per year, month, week, day, hour interval.
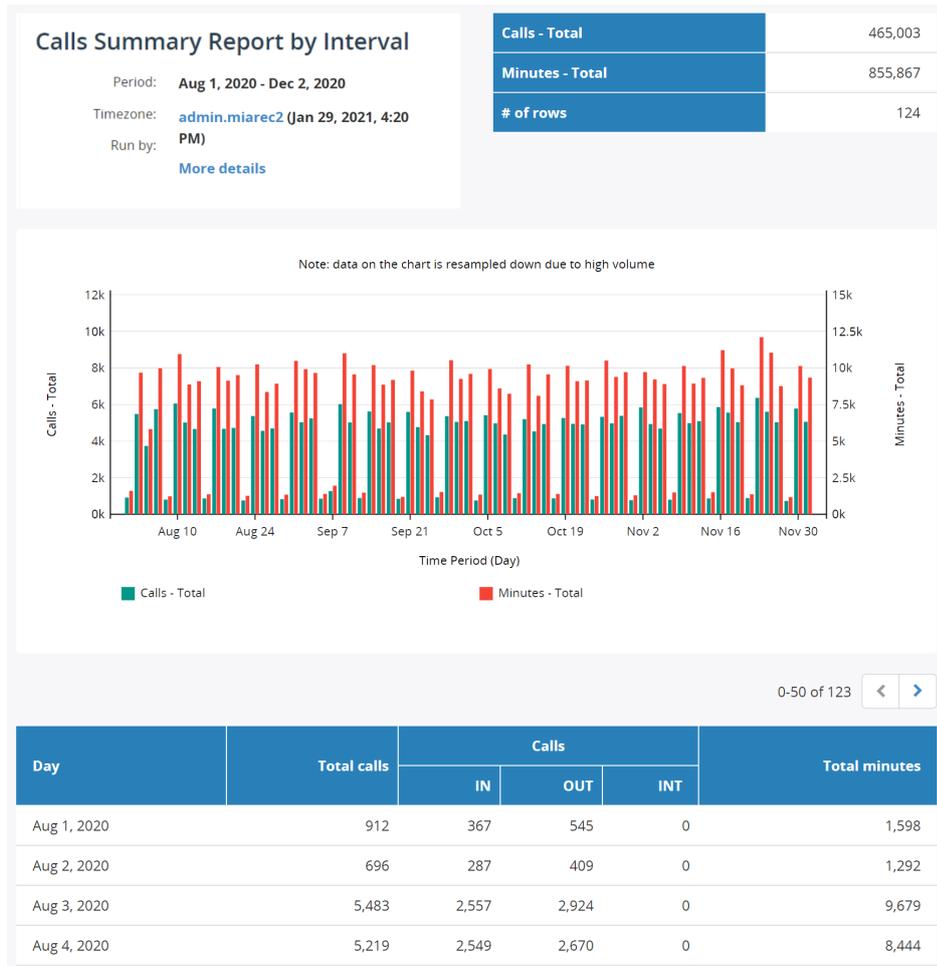
## Columns Descriptions

| Attribute Name | Description |
|---|---|
| Time Period (15 min) | Start of the time interval (15 min) |
| Time Period (30 min) | tart of the time interval (30 min) |
| ime Peroid (Hour) | Start of the time interval (hour) |
| Time Period (Day) | Start of the time interval (day) |
| Time Period (Week) | Start of the time interval (week) |
| Time Period (Quarter) | Start of the time interval (quarter) |
| Time Period (Month) | Start of the time interval (month) |
| Time Period (Year) | Start of the time interval (year) |
| Tenant | Name of the tenant administator. Applicable for a multi-tenant configuration |
| User | Name of the user who initiaited the call |
| Group | Name of the group the user belongs to |

**Call Summary Columns**

These are the columns that provide call-related summary information.

**# of rows**

Shows the number of rows in the output report.

## 5.9 System Log Details Report

### Overview

The *System Log Details Report* displays system error messages sent from different Call Recording
components. You can examine the details of each message, including the date and time the
error occurred and the component that reported the message.

> ℹ **Info**
>
> Note, this report is accessible to:
>
> • a tenant/system administrator for a single-tenant environment,
>
> • a system administrator only for a multi-tenant environment.

**System Log Details Report**

| Period: | **Sep 12, 2021 - Dec 20, 2021** |
|---|---|
| Timezone: | **UTC** |
| Run by: | **admin2 (Dec 27, 2021, 1:16 PM)** |
| | **More details** |

**# of rows**    17

0-17 of 17   ‹  ›

| Date/Time | Severity | Category | Source | Message |
|---|---|---|---|---|
| Sep 15, 2021, 11:13 AM | Error | License | recorder | Seat-based license has been exceeded for Call[244299712 --> 244940771 (0ef1407404c111ec1483ae0eca665689)] Tenant[a3d59b4e-3dc1-46bb-88ab-df3bc0e963d8] Configured tenant licenses: -1 recording seats Allocated tenant licenses: 1 recording seats Pre-configured users: 33 Auto-provisioned users: 0 |
| Sep 15, 2021, 11:14 AM | Error | License | recorder | Seat-based license has been exceeded for Call[340151128 --> 218409393 (0ef1407404c111ec1483d30a2a9a5689)] Tenant[a3d59b4e-3dc1-46bb-88ab-df3bc0e963d8] Configured tenant licenses: -1 recording seats Allocated tenant licenses: 1 recording seats Pre-configured users: 33 Auto-provisioned users: 0 |
| Oct 20, 2021, 4:48 PM | Warning | License | recorder | New license is applied: Licenses: recording: 1000 seats live monitoring: 1000 seats evaluation: 1000 seats Maintenance till: 2022/08/27 |
| Oct 21, 2021, 10:44 AM | Error | miarecweb.auth.login | web | Failed to autheticate user: password is not valid (login: admin) |

## Column Descriptions

| Attribute Name | Description |
| --- | --- |
| Date/Time | Date and time the action occurred |
| Date | Date the action occurred |
| Time | Time the action occurred |
| Severity | Defines the impact of the error/action on the system. Supported values:<br><br>• `Critical`<br>• `Error`<br>• `Warning`<br>• `Info`<br>• `Debug` |
| Category | Displays the system module's name |
| Source | Displays the internal component name |
| Message | The error message reported by the system |
| Location | A unique identifier of the component that reported the error message |

## 5.10 System Log Summary Report

## Overview

The *System Log Summary Report* displays summary information about the system events occurred in the Call Recording environment. Data could be displayed in a year/month/week/day/hour intervals.

> ℹ **Info**
>
> Note, this report is accessible to:
>
> • a tenant/system administrator for a single-tenant environment,
>
> • a system administrator only for a multi-tenant environment.

### System log summary

| | |
|---|---|
| Period: | **Feb 1, 2021 - Mar 1, 2021** |
| Timezone: | **America/Los_Angeles** |
| Run by: | **admin (Feb 5, 2021, 3:05 PM)** |
| | **More details** |

| | |
|---|---|
| **Total events** | 19 |
| **# of rows** | 4 |



0-4 of 4  ‹ ›

| Time Period (Day) | Severity | Total events |
|---|---|---|
| Feb 1, 2021 | Error | 3 |
| Feb 2, 2021 | Error | 6 |
| Feb 2, 2021 | Warning | 4 |
| Feb 5, 2021 | Error | 6 |

## Column Descriptions

| Attribute Name | Description |
| --- | --- |
| Time Period (Hour) | Start of the time interval (hour) |
| Time Period (Day) | Start of the time interval (day) |
| Time Period (Week) | Start of the time interval (week) |
| Time Period (Month) | Start of the time interval (month) |
| Time Period (Year) | Start of the time interval (year) |
| Total Events | Total number of logged events |
| Severity | Defines the impact of the error/action on the system. Supported values:<br><br>• `Critical`<br>• `Error`<br>• `Warning`<br>• `Info`<br>• `Debug` |
| Category | Displays the system module's name |
| Source | Displays the internal component name |
| Location | A unique identifier of the component that reported the error message |

## 5.11 Calls Summary Report by Tenants

### Overview

The *Calls Summary Report by Tenants* displays a summary of call statistics across all available tenants.

> **ⓘ Info**
>
> Note, this report is available for a multi-tenant environment only.
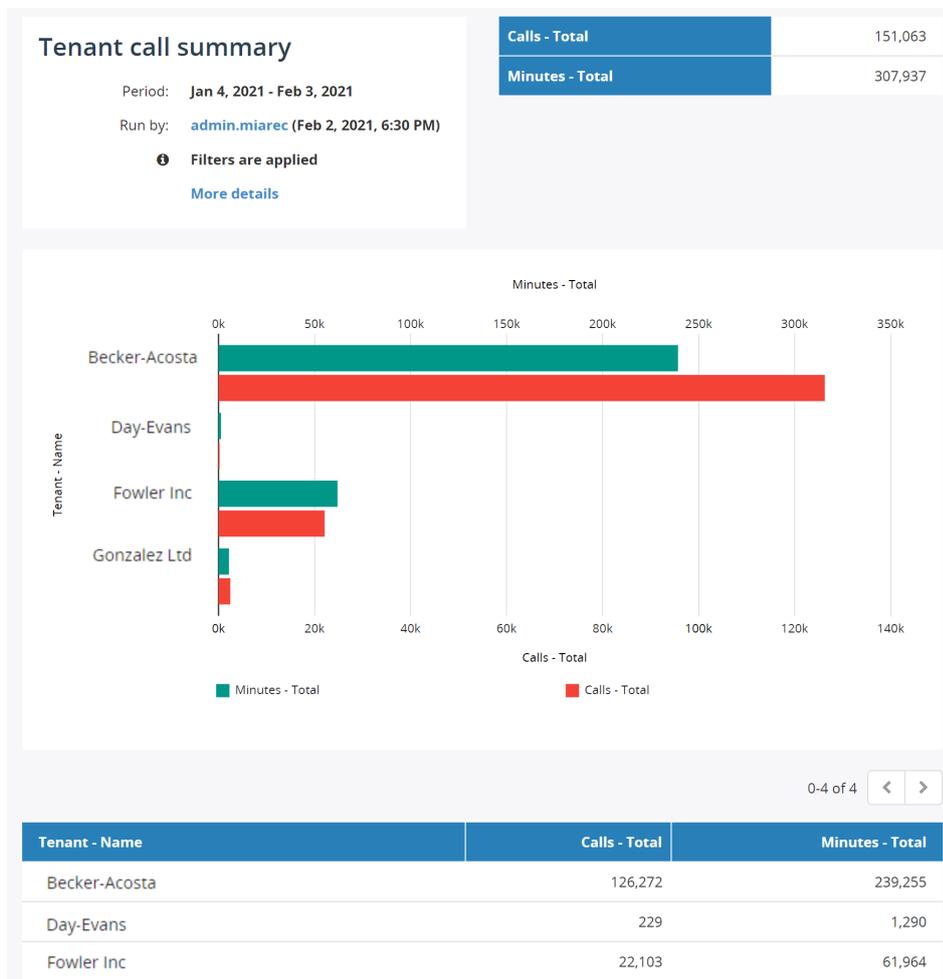
## Columns Description

**Tenant - ID**

Displays the tenant IDs.

**Tenant- Name**

Displays the names of the tenants.

**Call Summary Columns**

These are the columns that provide call-related summary information.

**Storage Limits/Usage Columns**

These are the columns that provide information about an available target storage for audio and screen recording files.

**# of rows**

Shows the number of rows in the output report.

## 5.12 Tenant Details Report

### Overview

The *Tenant Details Report* provides the details of tenant record data, including the licensing and storage information per specific tenant.

> ℹ️ **Info**
>
> Note, this report is applicable only for a multi-tenant environment.

## Columns Description

**Tenant Details Columns**

These are the columns that provide a detailed tenant-related information.

**Storage Limits/Usage Columns**

These are the columns that provide information about a target storage for audio and screen recording files.
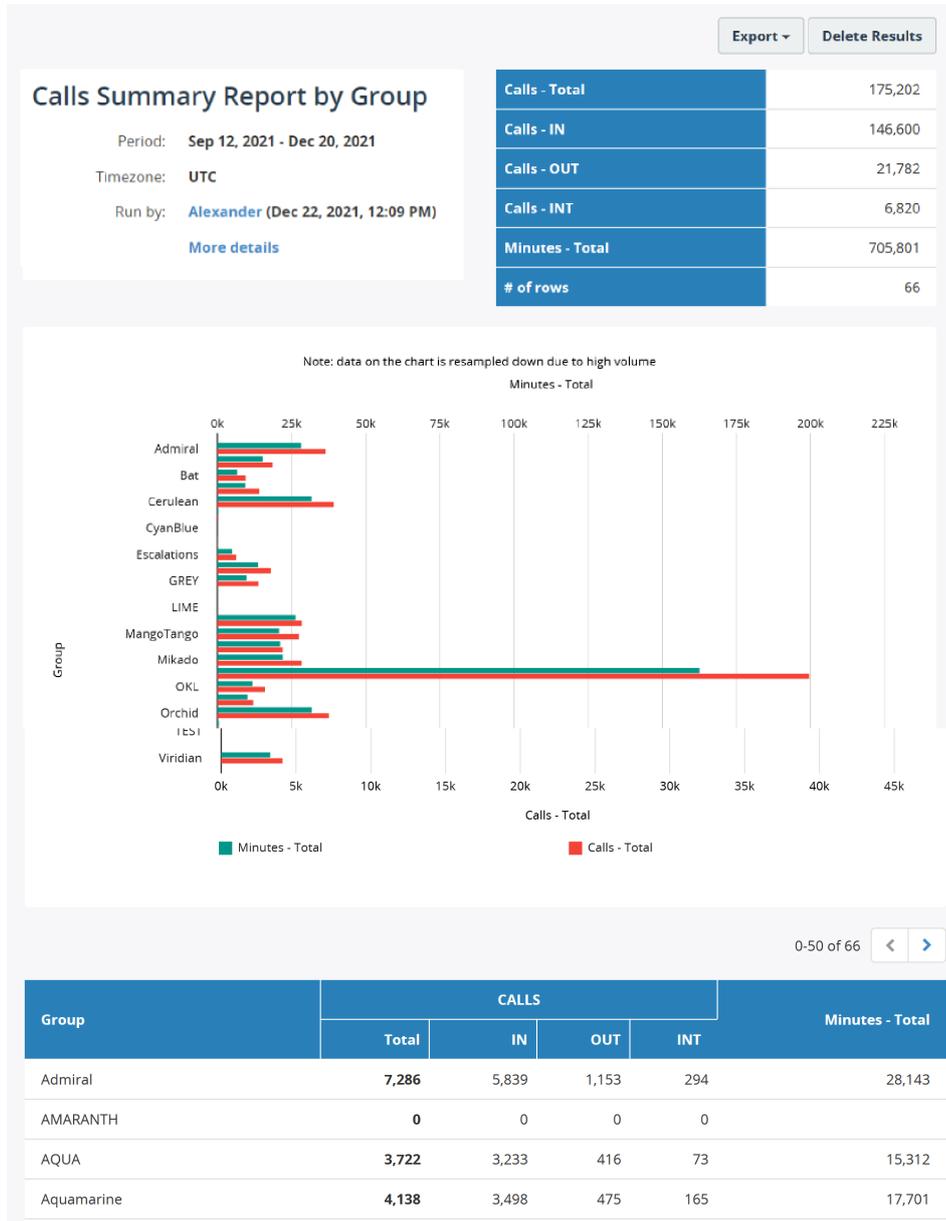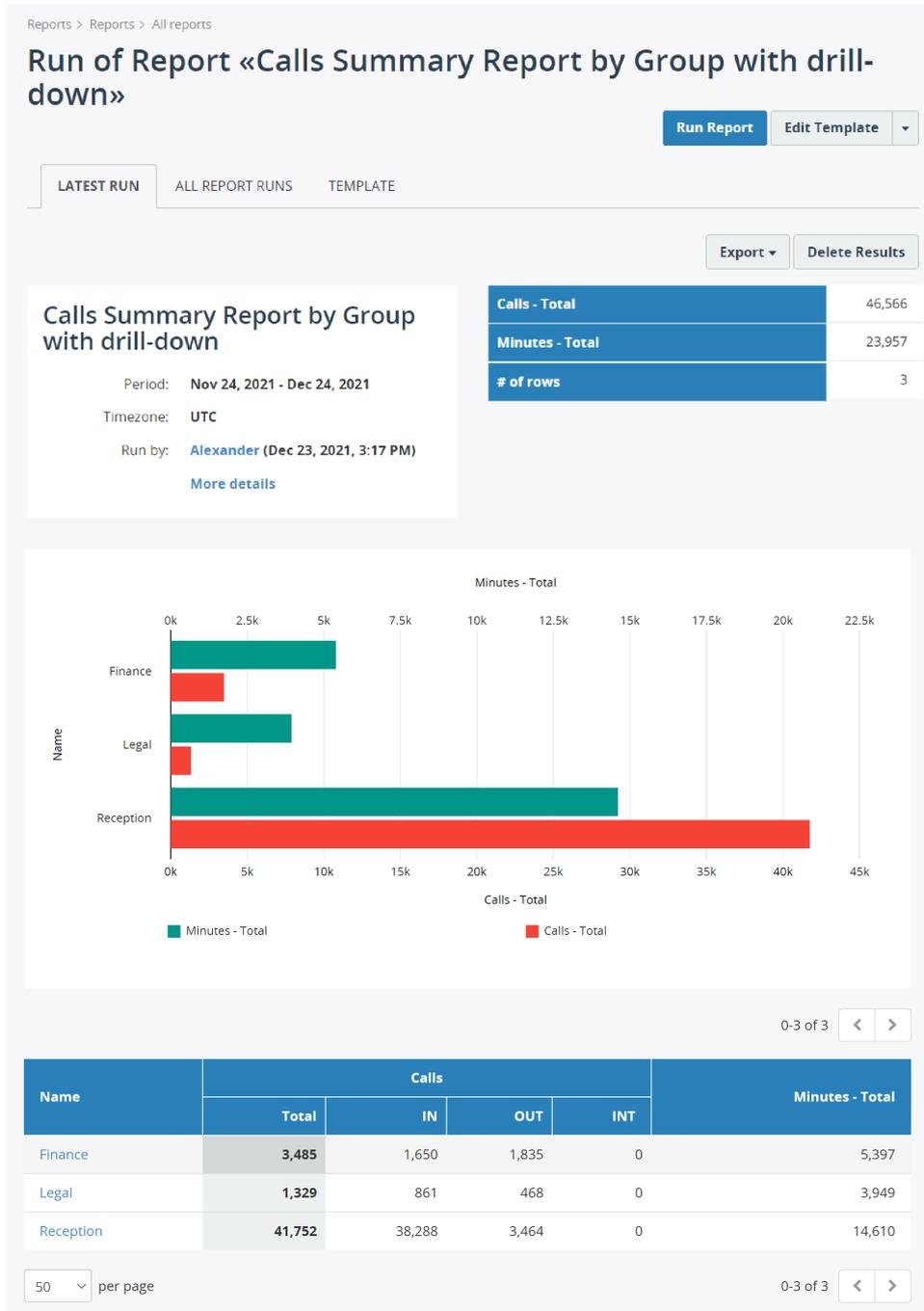
**# of rows**

Shows the number of rows in the output report.

## 5.13 Calls Summary Report by Users

## Overview

The *Calls Summary Report by Users* displays a summary of call statistics of all users.

### Calls Summary Report by Users

Period: **Sep 12, 2021 - Nov 24, 2021**

Timezone: **UTC**

Run by: **admin2 (Dec 24, 2021, 1:56 PM)**

**More details**

| | |
|---|---|
| Total Calls | 1,645 |
| Total Minutes | 3,760 |
| Total users | 4 |

0-4 of 4  ‹ ›

| GROUP | USER | CALLS | | | | MINUTES |
|---|---|---|---|---|---|---|
| | | TOTAL | IN | OUT | INT | |
| Group Gentry Ltd | | 883 | 479 | 404 | 0 | 1,866 |
| Group Smith Inc | | 671 | 272 | 399 | 0 | 1,679 |
| Group Gentry Ltd | | 45 | 35 | 10 | 0 | 62 |
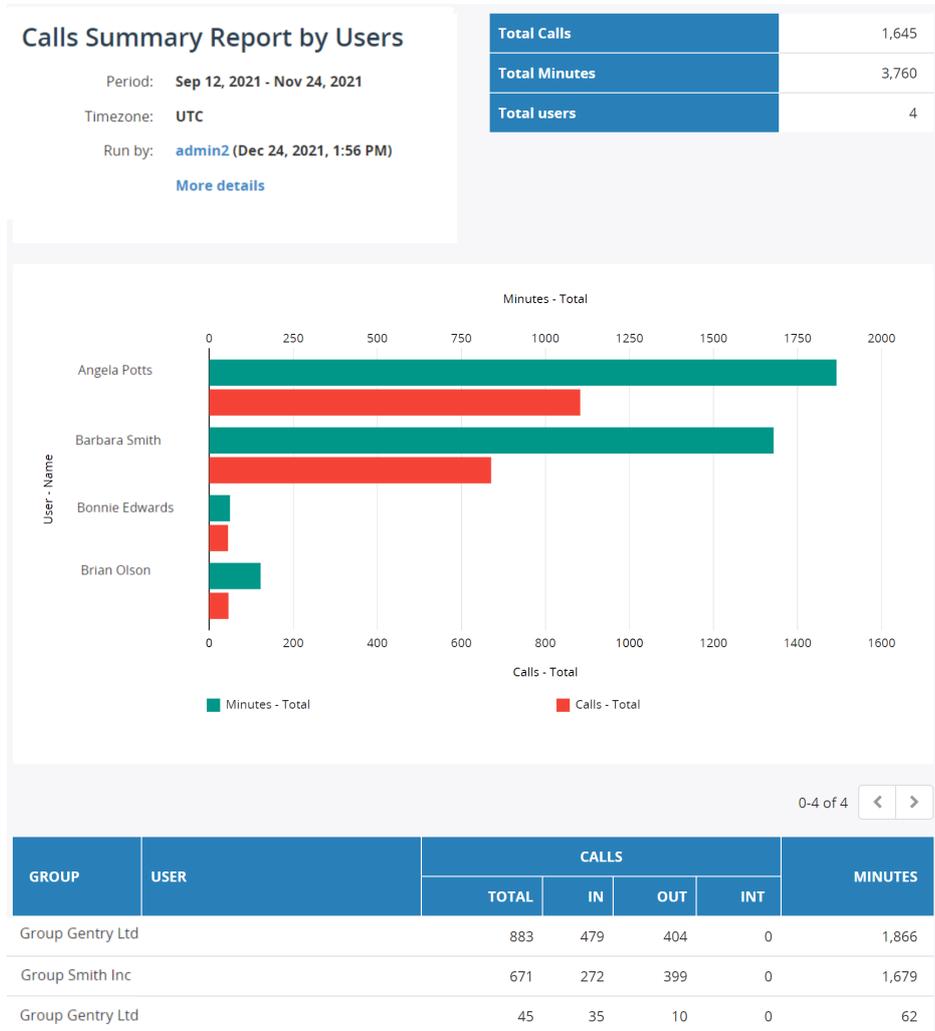
## Column Description

**Call Summary Columns**

These are the columns that provide call-related summary information

**User - ID**

Displays the IDs of the users.

**User - Name**

Displays the names of the users.

**User - Login**

Displays the web login name used to access Call Recording web portal.

**User - Group(s)**

Displays the names of the group, the user belongs to.

**User - Extension(s)**

Displays the extensions associated with the user.

**# of rows**

Shows the number of rows in the output report.

# 5.14 User Details Report

## Overview

The *User Details Report* provides the detailed information about every user in your environment.

**User Details Report**

| | |
|---|---|
| Recording licenses | 28 |
| Screen recording licenses | 25 |
| Monitoring licenses | 28 |
| Total users | 37 |

Timezone: **America/Los_Angeles**

Run by: **admin (Jan 28, 2021, 2:05 PM)**

**More details**

0-37 of 37    ‹  ›

| USER - NAME | GROUP | ROLE | USER - EXTENSION(S) | LICENSES REC | USER - LAST LOGIN TIME |
|---|---|---|---|---|---|
| Amira Booe | UK | Agent | 724280833 | 1 | Dec 18, 2020, 3:23 PM |
| Amira Booe | Back Office | Agent | 724280833 | 1 | Dec 18, 2020, 3:23 PM |
| Brandon Thornburg | Sales Department | Agent | 12333001002, 12333001007 | 1 | Aug 4, 2020, 10:23 AM |
| Cedrick Irons | Sales Department | Administrator | 900 | 1 | Nov 25, 2020, 11:10 AM |
| Cristonal Gau | Back Office | Group Admin | 12333002006, 402@flexus.broadworks.com | 1 | Dec 30, 2019, 2:51 PM |
| Damion Rein | Sales Department | Agent | 12333001006 | 1 | |
| Debby Lafever | Back Office | Agent | 12333002004 | 0 | |

## Columns Description

**User Details Columns**

These are the columns that provide detailed user-related information.

**User License Columns**

These are the columns that provide license information per specific user.

**Tenant**

Displays the names of the tenants.

**Group**

Displays the names of the groups.

**Role - Name**

The role name.

**Role - ID**

The role ID.

**Role - Access Scope**

Specifies which resources are accessible by user of such role. Suppored values:

- `Unrestricted` - the user with such role has unrestricted access to the system.

- `System` - the user with such role has access to all resources on the system (users, groups, calls), but the operations are restricted by permissions. One exception from this rule is when
multi-tenancy is enabled and user belongs to particular tenant account. In this case access is limited to tenant resources only.

- `All Tenants` - the user with such role has access to the resources within all tenants.

- `Selected Tenants` - the user with such role has access only to the resources within the selected tenants.

- `Selected Groups` - the user with such role has access only to the resources within the selected groups. A list of selected groups is configured in user's profile. The group manager may see only users and their calls, for which he/she is a manager. Other

users/calls are not visible to a
group manager.

- `User -` The user with such role has access only to own call recordings.

**Role - Permissions**

Specifies what operations are permitted on the accessible resources. These operations
include view, edit, delete, playback etc.

**# of rows**

Shows the number of rows in the output report.

# 6. List of Columns Available

## 6.1 Call Details Columns

The page provides the description of Call Details Columns, which are applicable to the Calls Details Report

### Columns Description

| Attribute Name | Description |
|---|---|
| Call - ID | A Call ID is an ID number that corresponds to the calls within the database<br><br>**Example:** `0ef14074-04c1-11ec-3fc6-fdb2d8784292` |
| Call - Date/Time | Date and time that the given call started<br><br>**Example:** `21 Apr 2022 17:13 PM` |
| Call - Date | Date that the given call took place<br><br>**Example:** `Nov 9, 2021` |
| Call - Time | Time that the given call started<br><br>**Example:** `12:34 PM` |
| Call - Duration | Amount of time the call lasted<br><br>**Example:** `1:33` |
| User(s) | Names of the agents who initiated the call<br><br>**Example:** `Brian Olson` |
| Groups | Names of the groups the given agent belongs to<br><br>**Example:** `Group Mcconnell-Rodriguez` |
| Tenant - Name | Names of the tenant administrators. Applicable for a multi-tenant configuration.<br><br>**Example:** `Becker-Acosta` |
| Call - Client | Names of the clients/companies registered in Call Recording<br><br>**Example:** `ABC` |
| Call - Direction | Shows whether the given call was an inbound, outbound, or unknown call<br><br>**Example:** `Inbound` |
| Call - Caller Party | Phone number of the calling party associated with this call |
| Call - Called Party | Phone number of the dialed party associated with this call |
| Call - Caller > Called | Shows both the phone numbers of the calling and dialed users |
| Call - Caller Number | Phone number of the calling user |
| Call - Called Number | Phone number of the dialed user |
| Call - Caller Name | Name of the calling user |

| | |
|---|---|
| Call - Called Name | Name of the dialed user |
| Call - Tags | Tags associated with this call |
| Call - Keywords | Keywords associated with this call |
| Call - Topics | Keyword topics associated with this call |
| Call - Topic - Total Score | Total survey score for the given call |
| Call - Topic - Agent Score | Agent survey score for the given call |
| Call - Topic - Customer Score | Customer survey score for the given call |
| Call - Notes Count | Number of notes associated with this call |
| | Number of screen recordings associated with this call |

| Attribute Name | Description |
|---|---|
| Call - Screen Recordings Count | |
| Call - File Path | Directory where the screen recordings are saved |
| Call - Parent Call ID | ID of a call, which is a parent to the current call |
| Call - Second Parent Call ID | ID of a call, which is a second parent to the current call |
| Call - PBX Call ID | ID of a call, which is assigned by IP PBX. This column is applicable only for supported voip protocols (SIP, Skinny, H.323 and MGCP) |
| Call - PBX Tracking ID | ID of a call interaction assigned by IP PBX. Usually, IP PBX assigned the same tracking ID to related calls, like transferred from one agent to another. <br><br> For Avaya Aura Communication Manager, it is UCID. <br><br> For Broadworks, it is extTrackingID. |
| Call - Orig. Dialed Digits | Original dialed digits of a call (applicable to Metaswitch and Broadworks SIPREC) |
| Call - ACD Number | Number of ACD |
| Call - ACD Name | Name of ACD |
| Call - ACD ID | ID of ACD |
| Call - Redirected From | Redirected From Number |
| Call - Redirected To | Redirected To Number |
| Call - Avaya Agent ID | Avaya Agent ID |
| Call - Avaya Agent Name | Avaya Agent Name |
| Call - Broadworks User ID | Broadworks User ID |
| Call - Broadworks Group ID | Broadwors Group ID |
| Call - Broadworks SP ID | Broadworks Service Provider ID |
| Call - Cisco Near-end GUID | Cisco near-end GUID for Cisco Built-in-Bridge recording |
| Call - Cisco Far-end GUID | Cisco far-end GUID for Cisco Built-in-Bridge recording |

| | |
|---|---|
| Call - Cisco Near-end REFCI | Cisco near-end REFCI value for Cisco Built-in-Bridge recording |
| Call - Cisco Far-end REFCI | Cisco far-end REFCI value for Cisco Built-in-Bridge recording |
| Call - Metaswitch System Name | Metaswitch CFS System Name |
| Call - Metaswitch Group Name | Metaswitch CFS Business Group Name |
| Call - Metaswitch User Name | Metaswitch CFS User Name |
| Call - Metaswitch User Extension | Metaswitch CFS User Extension |
| | Evaluation Reports Count |

| Attribute Name | Description |
|---|---|
| Call - Evaluation Reports Count | |
| Call - Evaluation Report - Score | Evaluation Report Score |
| Call - Evaluation Report - Min Score | Evaluation Report Minimum Score |
| Call - Evaluation Report - Max Score | Evaluation Report Maximal Score |
| Call - Evaluation Report - Status | Evaluation Report Status |
| Call - Answer Time | Date/time when the call was answered. |
| Call - Disconnect Time | Date/time when the call was disconnected. |
| Call - State | Phase (state) of the call.<br><br>State examples:<br><br>• `Idle`<br>• `Initiated` . The first phase of a call: the caller sent invitation to the callee.<br>• `Accepted` . The callee received invitation and confirmed this.<br>• `Alerting` . The callee started ringing.<br>• `Connected` . The call was answered.<br>• `Disconnecting` . The call was initiated for disconnecting by one of parties.<br>• `Disconnected` . The call was completed (disconnected).<br>• `Hold` . The call was put on Hold.<br>• `Transferred` . The call was transferred to the third party.<br>• `Deleted` . The call was deleted from disk. |
| Call - On-Demand Recording State | State of the audio recording.<br><br>Examples:<br><br>• `Active` . Call is active at the moment and recording is in progress.<br>• `Partial recording` . Recording of the call was stopped because of not enough licenses.<br>• `Finished` . Call is finished. Audio was recorded in full.<br>• `Ignored` . Call is ignored by recording filters. |

| | |
|---|---|
| Call - Confidential Flag | The icon used to mark calls as confidential |
| Call - Called IP Address | Ip-address of a called party |
| Call - Caller IP Address | Ip-address of a caller party |
| Call - Called Phone ID | Unique phone ID of a called party |
| Call - Caller Phone ID | Unique phone ID of a caller party |
| Call - Voip Protocol | Voip signaling protocol of the call |

| Attribute Name | Description |
|---|---|
| | Supported values: <br><br> • `Unknown` (not recognized protocol). Call is recorded from RTP packets only <br> • `SIP` <br> • `H.323` <br> • `SCCP` (Cisco Skinny) <br> • `MGCP` <br> • `Avaya` (H.323 protocol with proprietary extensions) <br> • `Nortel UNISTIM` <br> • `TAPI` <br> • `MGCP PRI Backhaul` (it is used between Cisco UCM and Voice Gateway) <br> • `Alcatel` (proprietary protocol used by Alcatel OmniPCX - partially supported) <br> • `Avaya` (passive RTP protocol) <br> • `Avaya TSAPI + passive RTP` <br> • `SIPREC` <br> • `Cisco Built-in-Bridge` (active recording) <br> • `NEC SIP` (proprietary protocol) <br> • `SIP ED137 radio` (passive recording) <br> • `Cisco Built-in-Bridge` (passive recording) |
| Call - Recording State | Recodring <br><br> state of a call <br><br> Supported <br><br> values: <br><br> • `ACTIVE` - Call is in process of normal recording <br> • `LICENSE_OVERUSAGE` - Call is recorded, but it is not possible to playback it due to license over-usage. In this case, the audio file is encrypted. Contact vendor to decrypt such files. This state is valid for both active calls and diconnected. |
| | • `FINISHED` - Call recording is finished normally |
| | • `IGNORED` - Call is ignored by recording filters. Only call metada is stored in database. The audio file is not created for such calls |
| Total Inbound Calls | Total number of inbound |
| calls  Total Outbound Calls | Total number of |

outbound calls  Total Internet Calls        Total number

of internet calls  Total Not-Assigned Calls        Total number

of not-assigned calls

## 6.2 Call Summary Columns

The page provides the description of Call Summary Columns, which are applicable to the following report templates:

- Calls Summary Report
- Calls Summary Report by Group
- Calls Summary Report by Group with drill-down
- Calls Summary Report by Users
- Calls Summary Report by Interval

## Columns Description

| Attribute Name | Description |
|---|---|
| Calls - Total | Total of all calls<br>**Example**: 113 |
| Calls - Inbound | Total of inbound calls<br>**Example**: 50 |
| Calls - Inbound (incl. internal) | Total of inbound and internal calls combined<br>**Example**: 80 |
| Calls - Outbound | Total of outbound calls<br>**Example**: 30 |
| Calls - Outbound (incl. internal) | Total of outbound and internal calls combined<br>**Example**: 50 |
| Calls - Internal | Total of internal calls<br>**Example**: 10 |
| Calls - External | Total of external calls<br>**Example**: 25 |
| Calls - Unassigned | Total of unassigned calls<br>**Example**: 5 |
| Calls - File Size, GB | File size (in GB) of a specific call<br>**Example**: 0.1 |
| Minutes - Total | Total number of minutes for all calls<br>**Example**: 24 |
| Minutes - Inbound Calls | Total number of minutes for inbound calls<br>**Example**: 15 |

| | |
|---|---|
| Minutes - Outbound Calls (incl. internal) | Total number of minutes for outbound and internal calls combined<br><br>**Example**: `20` |
| Minutes - Internal Calls | Total number of minutes for internal calls<br><br>**Example**: `5` |
| Minutes - External Calls | Total number of minutes for external calls<br><br>**Example**: `8` |
| Minutes - Unassigned Calls | Total number of minutes for unassigned calls<br><br>**Example**: `3` |
| Duration - Total | Total duration of all calls<br><br>**Example**: `24:14` |
| Duration - Inbound Calls | Total duration of all inbound calls<br><br>**Example**: `12:32` |
| Duration - Inbound Calls (incl. internal) | Total duration of all outbound and internal calls combined<br><br>**Example**: `18:24` |

| Attribute Name | Description |
|---|---|
| Duration - Outbound Calls | Total duration of all outbound calls<br><br>**Example**: `11:32` |
| Duration - Outbound Calls (incl. internal) | Total duration of all outbound and internal calls combined<br><br>**Example**: `13:24` |
| Duration - Internal Calls | Total duration of all internal calls<br><br>**Example**: `02:31` |
| Duration - External Calls | Total duration of all external calls<br><br>**Example**: `01:24` |
| Duration - Unassigned Calls | Total duration of all unassigned calls<br><br>**Example**: `03:12` |
| Avg Duration | Average call duration for all calls<br><br>**Example**: `1:03` |
| Max Duration | Maximum call duration among all calls<br><br>**Example**: `1:49` |
| Screen Recordings - Minutes | Total number of minutes for all screen recordings<br><br>**Example**: `10` |
| Screen Recordings - File Size, GB | Total file size (in GB) for all screen recordings<br><br>**Example**: `0.2` |
| Screen Recordings - Total | Total of all screen recordings<br><br>**Example**: `5` |

# 6.3 Storage Limits/Usage Columns

The page provides the description of Storage Limits/Usage Columns, which are applicable to the following report templates:

• Calls Summary Report By Tenants

• Tenant Details Report

## Columns Description

| Attribute Name | Description |
|---|---|
| Storage Limits - Enabled | Specifies whether storage limits are enabled. Supported values: `Yes` , `No` |
| Storage Limits - Audio recordings - Minutes | Number of minutes allocated for a given |
| audio storage  Storage Limits - Audio Recordings - File Size, GB | File size (in GB) allocated for a |
| given audio storage  Storage Limits - Audio Recordings - Days | Number of days allocated for a |
| given audio storage | |
| Storage Limits - Screen Recordings - Minutes | Number of minutes allocated for a given |
| screen storage  Storage Limits - Screen Recordings - File Size, GB | File size (in GB) allocated for a given |
| screen storage  Storage Limits - Screen Recordings - Days | Number of days allocated for a |
| given screen storage  Storage Usage - Audio Recordings - File Size, GB | File size (in GB) used in a |
| given audio storage | |
| Storage Usage - Audio Recordings - File Size, % | File size (in percentages) used in a given |
| audio storage  Storage Usage - Audio Recordings - Minutes | Number of minutes used in a given |
| audio storage | |
| Storage Usage - Audio Recordings - Minutes, % | Number of minutes (in percentages) used in a given |
| audio storage  Storage Usage - Total Audio Recordings | Total number of audio files used in a given storage |
| Storage Usage - Screen Recordings - File Size, GB | File size (in GB) used in a given screen storage |
| Storage Usage - Screen Recordings - File Size, % | File size (in percentages) used in a given |
| screen storage  Storage Usage - Screen Recordings - Minutes | Number of minutes used in a given |
| screen storage | |
| Storage Usage - Screen Recordings - Minutes, % | Number of minutes (in percentages) used in a given |
| screen storage  Storage Usage - Total Screen Recordings | Total number of screen recordings used in a given |
| storage | |

# 6.4 Tenant Details Columns

The page provides the description of Tenant Details Columns, which are applicable to the following report templates:

- Tenant Details Report

## Columns Description

| Column Name | Description |
|---|---|
| Tenant - Name | Tenant name |
| Tenant- ID | Unique ID of the tenant assigned by Call Recording when this tenant was created |
| Tenant - Language | Language of the user interface for a given tenant |
| Tenant - Timezone | The timezone setting for all users within this tenant |
| Tenant - Domain | Domain name for a given tenant |
| Tenant - Total Users | Total number of user within this tenant |
| Tenant - Total Recorded Calls | Total number of recorded calls witin this tenant |
| Tenant - Extension Type | Extenstion type for a given tenant |
| Tenant - Extensions Uniqueness | Specifies if the extensions within the tenant should be system-wide unique or not.<br>Supported values:<br>• `systemwide` - Extensions have to be unique system-wide<br>• `tenant` - Extensions have to be unique within tenant account only. This means that the same  extension may appear in multiple tenants. |
| Tenant - Associate Calls | Specifies how to distinguish call recordings of one tenant from another. Such setting is especially useful when different tenant may have ovelapping extensions.<br>Supported values:<br>• `extension` - Associate calls with tenant if they match to user's extension<br>• `broadworks_group` - Associate calls with tenant if they match to particular Broadworks Service  Provider ID and Group ID<br>• `metaswitch_group` - Associate calls with tenant if they match to particular Metaswitch System  Name and Group Name<br>• `cisco_partition` - Associate calls with tenant if they match to particular Cisco Partition<br>• `sip_uri_host` - Associate calls with tenant if SIP URI host part matches to particular value<br>• `condition` - Associate calls with tenant if they match to custom condition |
| Tenant - Associate Calls with Tenant - Broadworks SP ID | Broadworks Service Provider ID |
| Tenant - Associate Calls with Tenant - Broadworks Group ID | Broadworks Group ID |
| Tenant - Associate Calls with Tenant - Metaswitch System Name | Metaswitch System Name |
| Tenant - Associate Calls with Tenant - Metaswitch Group Name | Metaswitch Group Name |
| Tenant - Associate Calls with Tenant - Cisco Partition | Cisco Partition name |

| | |
|---|---|
| Tenant - Associate Calls with Tenant - SIP URI Host | SIP URI host part |
| Tenant - Associate Calls with Tenant - Condition | Recording filter condition |
| Tenant - Record Unknown Users | Specifies a default rule for call recordings, which match to this tenant, but do not match to any of pre-configured users. |

| Column Name | Description |
|---|---|
| | Supported values:<br><br>• `record` - Record such calls and store them within tenant account. Tenant administrators may access these recordings on "Not assigned to users" page. Such recordings may be associated to users at later time.<br>• `ignore` - Ignore such calls |
| Tenant - User Auto Provisioning - Web Portal Access | Specifies whether the auto-provisioned user within this tenant has rights to login to Call Recording web portal |
| Tenant - User Auto Provisioning | Specifies if the user auto-provisioning is enabled for this tenant |
| Tenant - User Auto Provisioning - Group | ID of the group, inside which an auto-provisioned user account will be created |
| Tenant - User Auto Provisioning - Role | ID of the role, which will be assigned to newly created users |
| Tenant - User Auto Provisioning - Recording Settings | The recording rule for the auto-provisioned<br><br>user. Supported values:<br><br>• `always` - Always record calls of this user<br>• `ondemand` - User may swich on/off recording during a call<br>• `never` - Disable recording of this user<br>• `default` - A default recording rule as configured on system level. |
| Tenant - User Auto Provisioning - Login Match Pattern | Extension-to-login translation pattern for the auto-provisioned user |
| Tenant - User Auto Provisioning - Login Translation Rule | Extension-to-login translation rule for the auto-provisioned user |

| | |
|---|---|
| Tenant - User Auto Provisioning - Authentication Type | Authentication type for the auto-provisioned user.<br><br>Supported values:<br><br>• `Password`<br>• `LDAP`<br>• `Metaswitch CommPortal`<br>• `SAML 2.0` |
| Tenant - User Auto Provisioning - Licenses | The available licenses for the auto-provisioned user provisioning |
| Tenant - Screen Recording Setting | Specifies if the screen recording is enabled for this tenant. Supported values: `Enabled`, `Disabled`. |
| Tenant - File Format | Specifies the file format of audio files. Supported values: `MP3`, `WAV`. |
| Tenant - Audio Format | Specifies the audio format of audio files. Supported values: `Mono`, `Stereo`. |
| Tenant - AGC Filter | Specifies if the Automatic Gain Control filter is enabled for an audio file |
| Tenant - PLC Filter | Specifies if the Packet Loss Concealment filter is enabled for an audio file |
| Tenant - License - Call Recording | Numeric value specifying how many licenses are allocated to that tenant |
| Tenant - License - Screen Recording | Numeric value specifying how many licenses are allocated to that tenant |
| Tenant - License - Live Monitoring | Numeric value specifying how many licenses are allocated to that tenant |
| Tenant - License - Agent Evaluation | Numeric value specifying how many licenses are allocated to that tenant |
| Tenant - License - Speech Analytics | Numeric value specifying how many licenses are allocated to that tenant |

## 6.5 User Details Columns

The page provides the description of User Details Columns, which are applicable to the following report templates:

• User Details Report

## Columns Description

| Column Name | Description |
| --- | --- |
| User - Name | User name |
| User - ID | Unique ID of user assigned by Call Recording when user is created |
| User - Active Status | If `false`, then the user record is disabled. Login is not permitted to that user and recording settings are ignored. |
| User - Group(s) | IDs of the groups the user belongs to |
| User - Managed Group(s) | IDs of the groups the user can manage |
| User - Managed Tenant(s) | IDs of the tenants the user can manage |
| User - Extension(s) | A list of extensions (string values) associated to this user. Extensions are used to match call recordings to users.<br><br>This list may contain more than one extension, for example, when user has multiple lines or when phone system may send user's phone number in different formats depending on call direction, like 123456789 and +123456789. |
| User - Login | Web login name used to access Call Recording web portal |
| User - Screen Recording Username | Web login name used in screen recordings |
| User - Email | Email address of the user |
| User - Confidential Flag | Boolean value marking all calls of this user as confidentials |
| User - Web Access | Specifies whether the user has rights to login to Call Recording web portal |
| User - Must Change Password | If `true` then user will be asked to change own password on next login. |
| User - Require 2FA | Defines whether a 2-step verification is enabled for this user |
| User - Authentication Type | Authentication type:<br><br>• `ldap` - User's login credentials (login/password) are verified on LDAP server<br><br>• `password` - User's login credentials (login/password) are verified against values stored in Call Recording database |
| User - Last Login Time | The user's last login time |
| User - Valid Till | Date and time after which the user cannot access Call Recording web portal |
| User - Date Created | The date and time the user was registered in Call Recording |

| | |
|---|---|
| User - Recording Setting | The recording rule for this user. |
| | Supported values: |
| | • `always` - Always record calls of this user |
| | • `ondemand` - User may swich on/off recording during a call |
| | • `never` - Disable recording of this user |
| | • `default` - A default recording rule as configured on system level. |
| User - Recording Direction | Direction of the call. |
| | Supported values: |
| | • `in` - Inbound call |
| | • `out` - Outbound call |
| User - Recording Announcement | Defines whether the recording announcement setting is enabled for this user |
| | Type of speech-to-text conversion |

| Column Name | Description |
|---|---|
| User - Speech Analytics Type | |

## 6.6 User License Columns

The page provides the description of User License Columns, which are applicable to the following report templates:

• Calls Summary Report

• User Details Report

## Columns Description

| Column Name | Description |
|---|---|
| User - License - Call Recording | Number of call recording seat licenses assigned to the given user |
| User - License - Screen Recording | Number of screen recording seat licenses assigned to the given user |
| User - License - Live Monitoring | Number of monitoring seat licenses assigned to the given user |
| User - License - Agent Evaluation | Number of agent evaluation seat licenses assigned to the given user |
| User - License - Speech Analytics | Number of aspeech analytics seat licenses assigned to the given user |