MiaRec

Reporting User-Guide

Table of contents

1. Overview

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

You can create a new report from the report template. MiaRec'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.
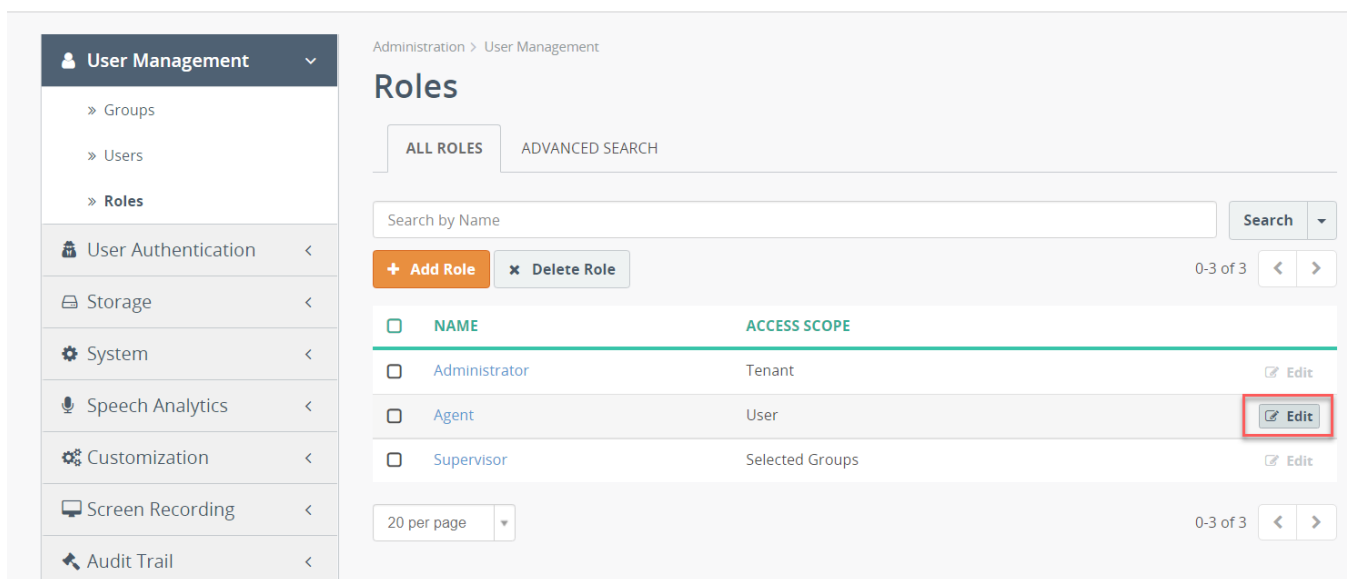
2. Prerequisites

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

To configure the permissions:

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

2. Click the **Edit** button next to the access scope.
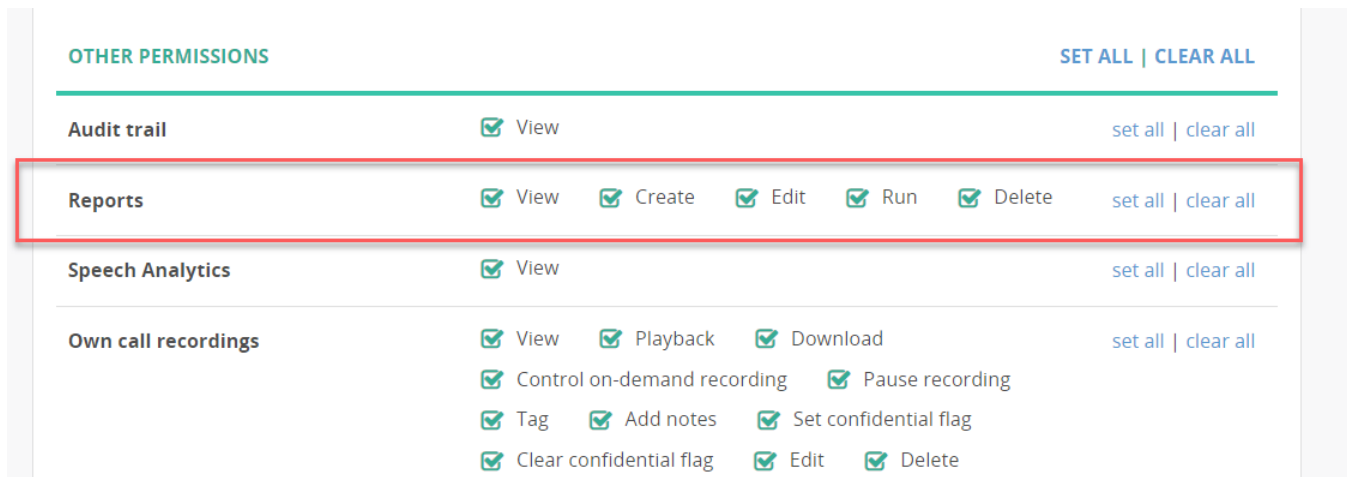
3. On the **Edit Role** page, scroll down to the **Other Permissions** section and check the following **Reports** settings:

- **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 delele the report data.

4. Click **Save**.

3. Report Templates

3.1 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.

Export ▾   Delete Results

Calls Summary Report

Period:	**Sep 13, 2021 - Dec 28, 2021**
Timezone:	**UTC**
Run by:	**Alexander** (Dec 8, 2021, 11:59 AM)

More details

Calls - Total	140
Minutes - Total	175
User - License - Call Recording	1
# of rows	3
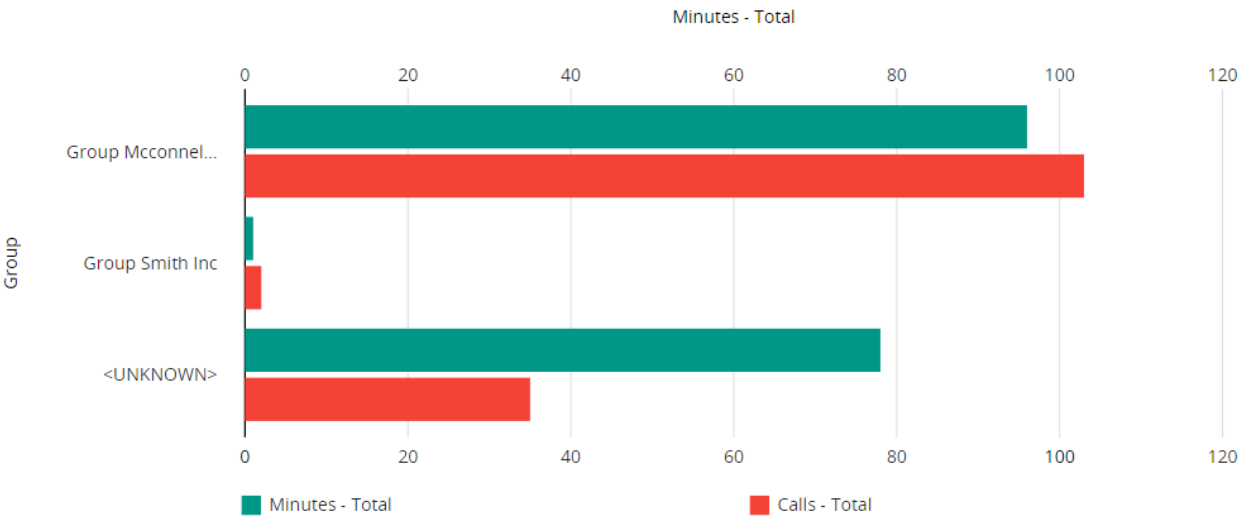
0-3 of 3 ‹ ›

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		

50 per page ▾   0-3 of 3 ‹ ›

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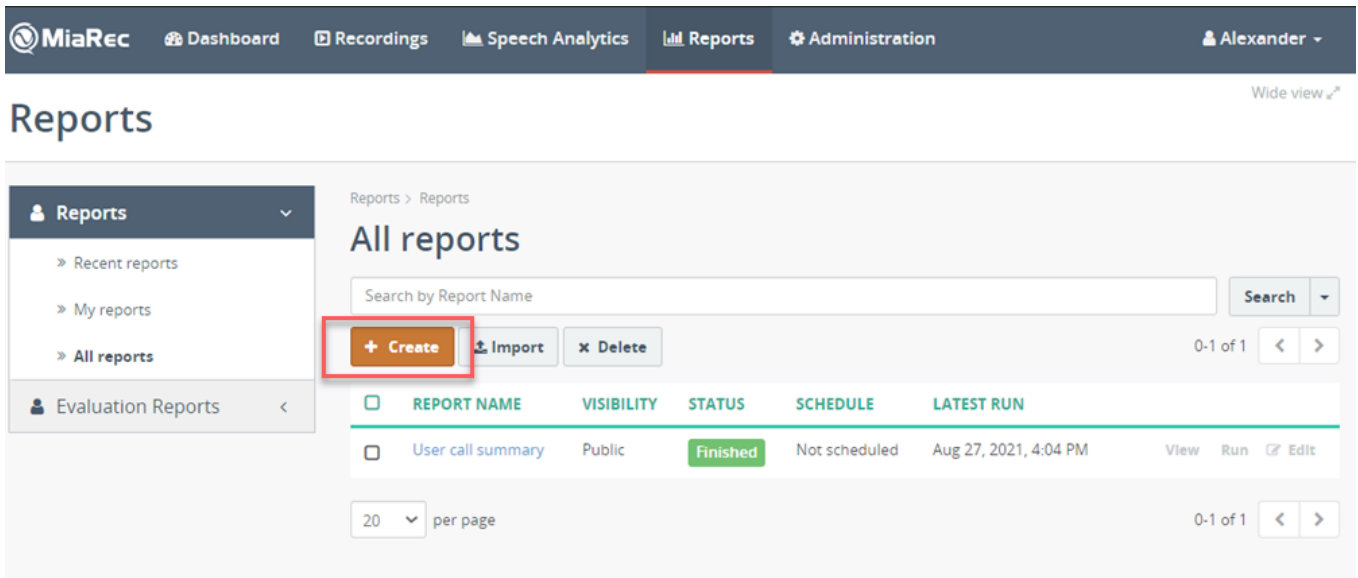
2. In the **Create Report** dialog box, fill in the following fields and click **Continue:**

   • **Report Type** - Choose a specific report type to create . To learn more about a specif report type, see 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` .
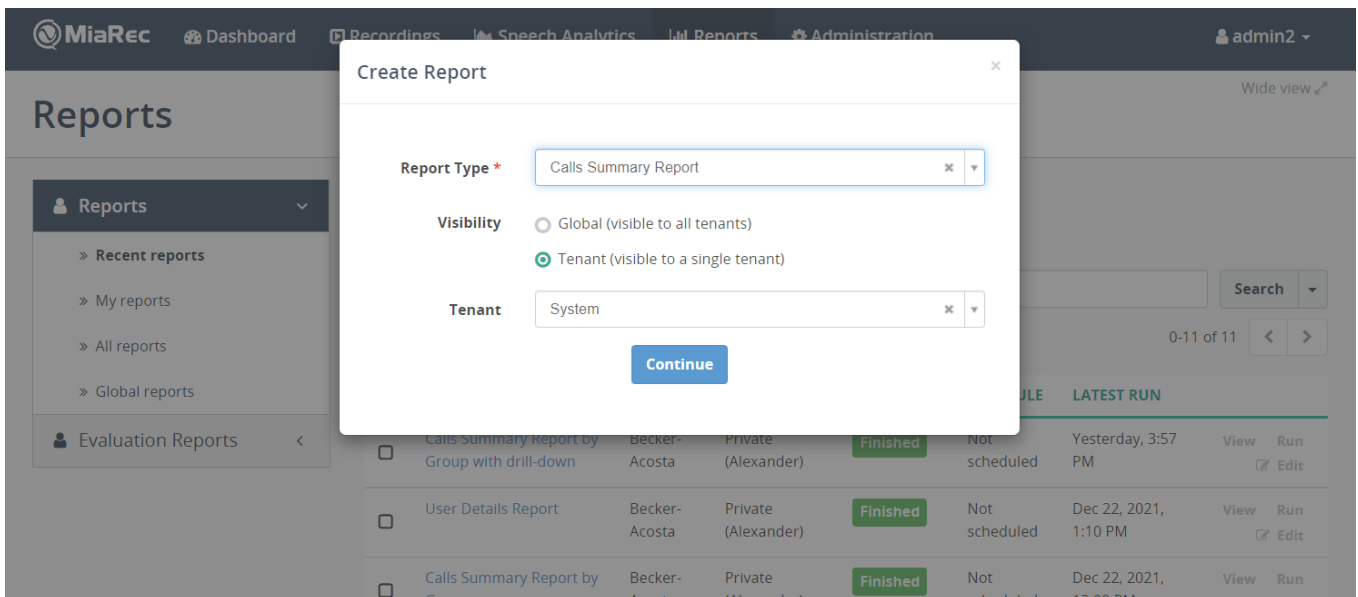
3. Fill in the following fields:

- **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 you only. For details, see Visibility settings.

- **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.

3.2.1 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.

> ℹ️ **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 attributes configuration, the summary table will look as follows:
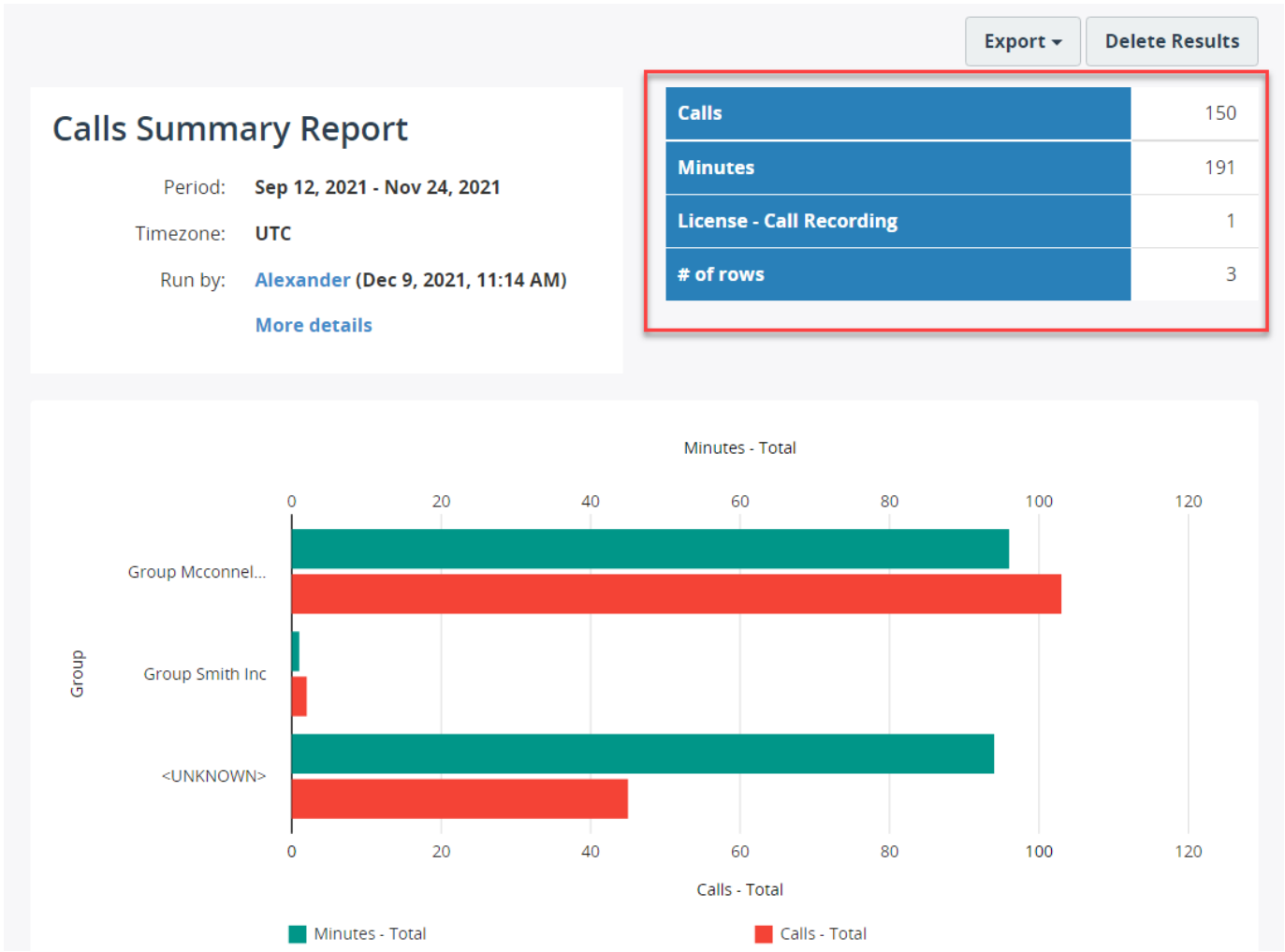
3.2.2 Visibility Settings

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).

Reports > Reports > All reports

Create Report Template «Audit Trail Summary Report»

Report Title *	Audit Trail Summary Report
Description	Audit Trail Summary Report
Visibility	○ Public (report will be available to all users who have the Reporting enabled in their permissions)
	⦿ Private (report will only be available to the user who created it)
Owner	Alexander ✕ ▾
Default Report Period *	Last 30 days ▾

> ℹ️ **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.

> ℹ️ **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).

> ℹ️ **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.

3.2.3 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 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 as 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.

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
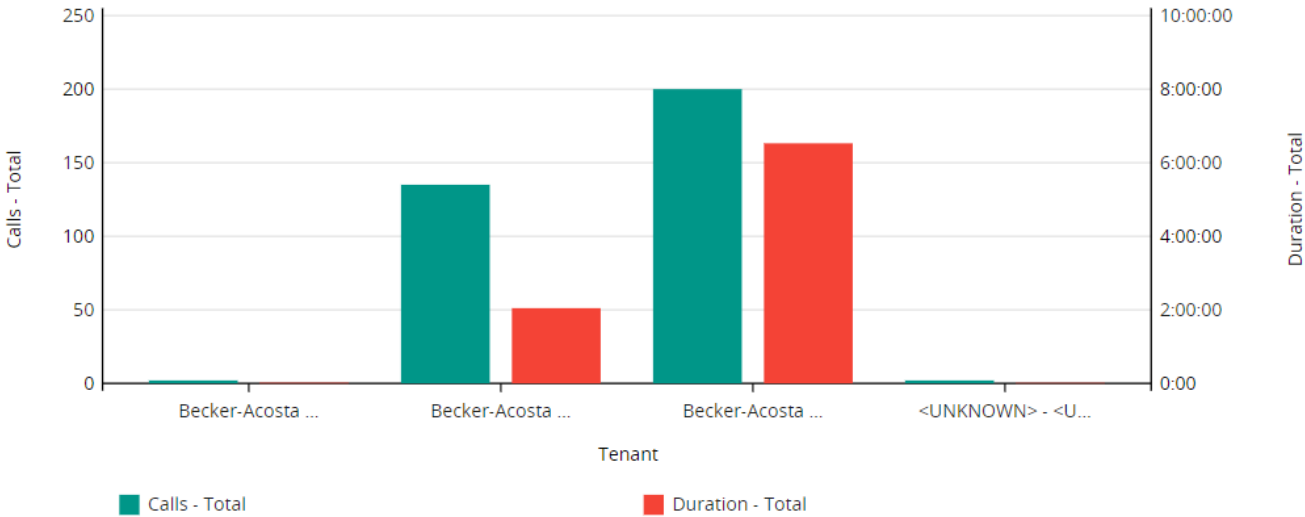
Bar chart

This chart type displays as 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.

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
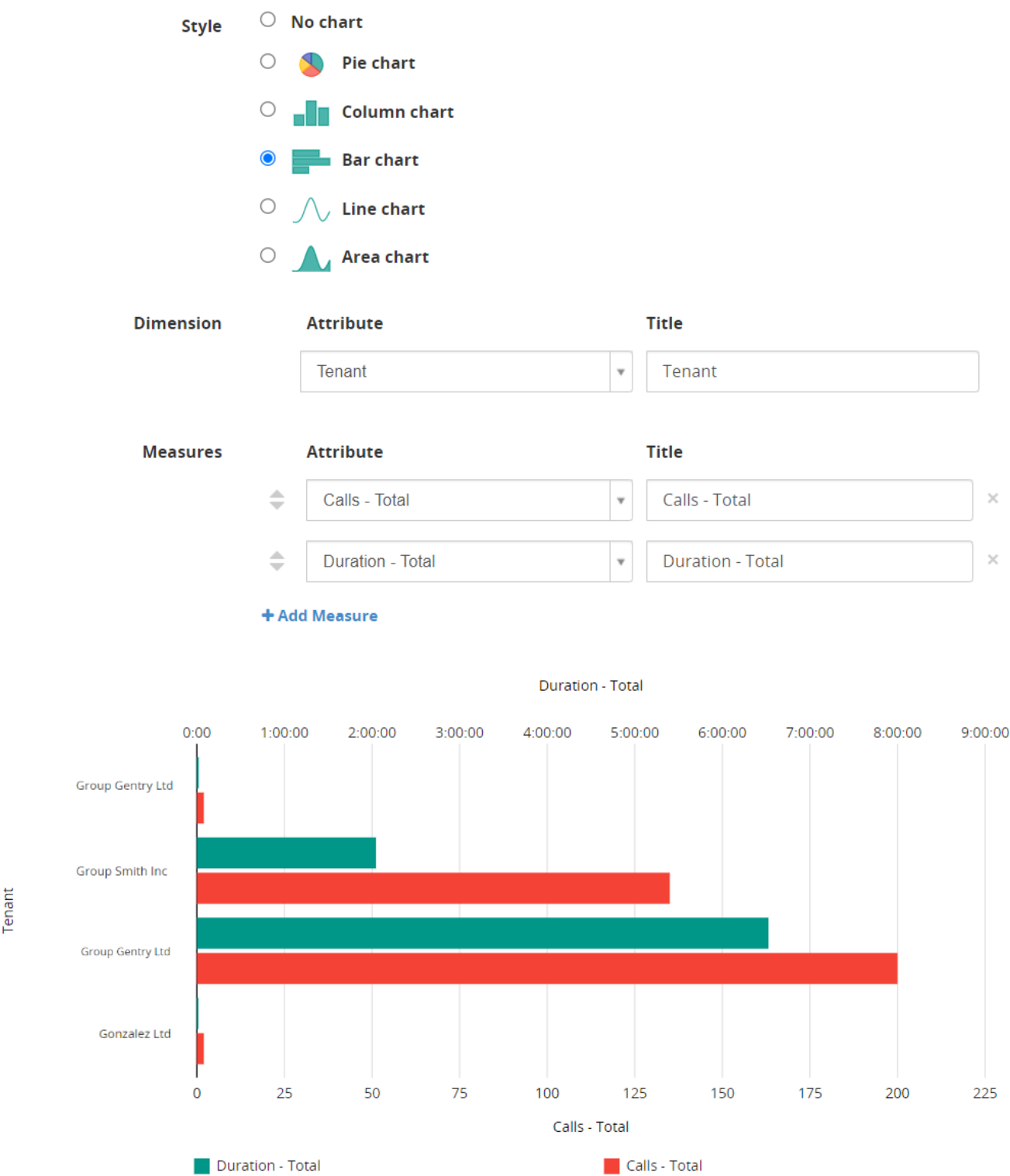
Line chart

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 icon)	Pie chart
		○	(column icon)	Column chart
		○	(bar icon)	Bar chart
		⦿	(line icon)	Line chart
		○	(area icon)	Area chart

Dimension	Attribute	Title
	Tenant ▾	Tenant

Measures	Attribute	Title	
⇕	Calls - Total ▾	Calls - Total	×
⇕	Duration - Total ▾	Duration - Total	×

+ Add Measure
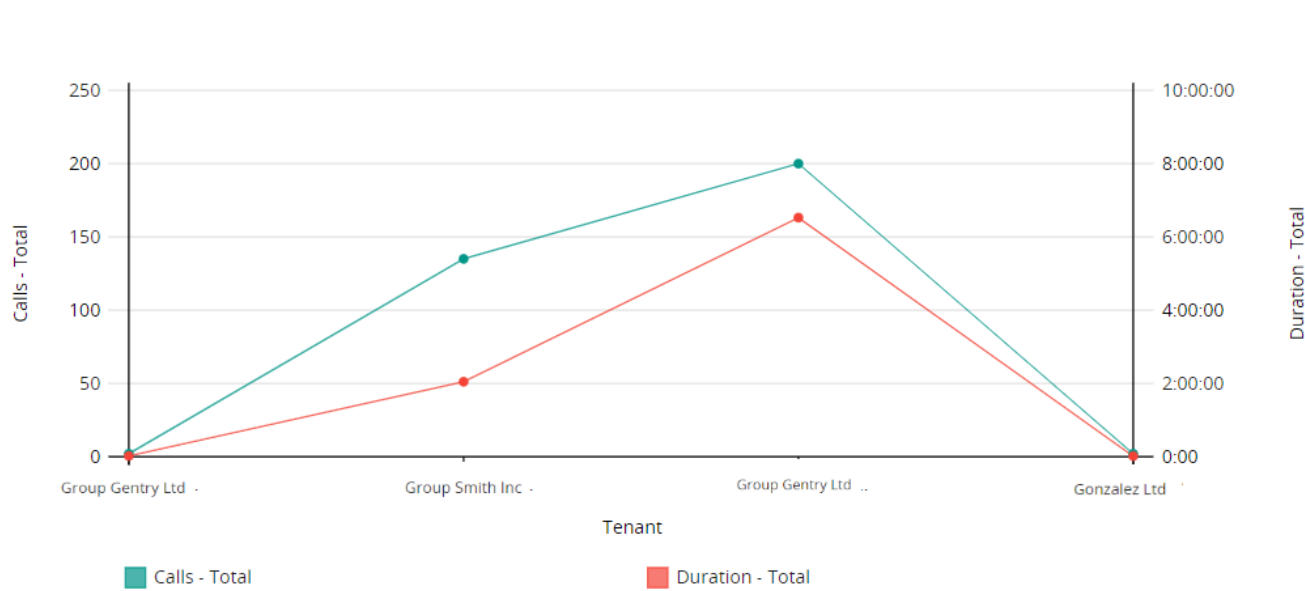
Area chart

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.

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
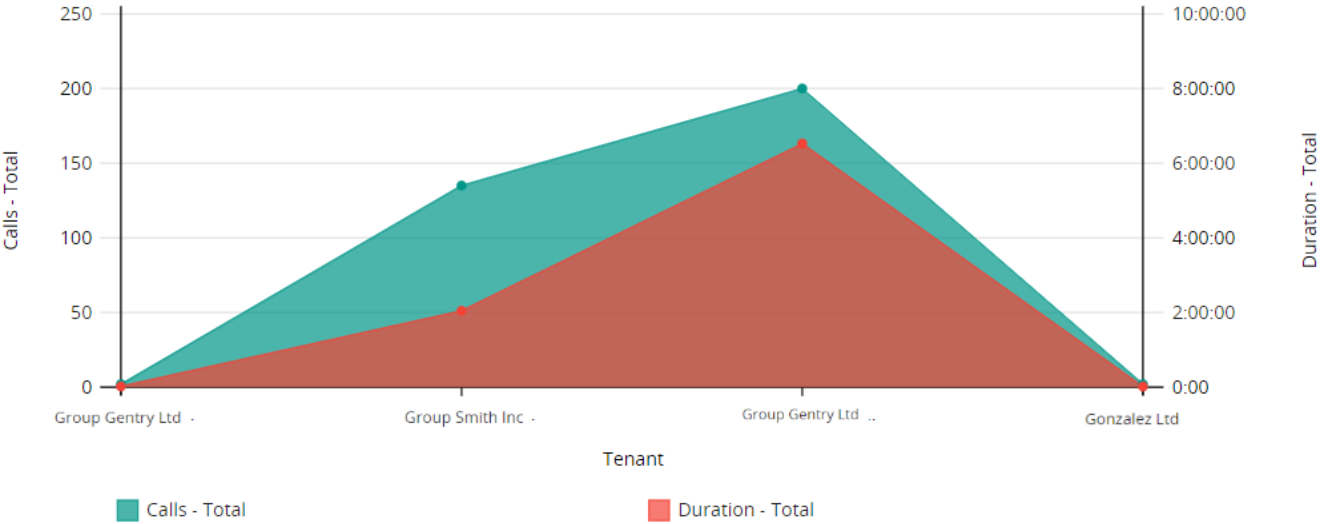
3.2.4 **Sorting**

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.

SORTING

	Attribute		Sorting	
⇅	Call - Duration ▾		DESC ▾	✕

+ Add 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.

3.2.5 **Columns**

MiaRec 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.

COLUMNS

| Attribute | Header | Super Header |

Audit - Initiator (User) ▾ | Audit - Initiator (User) | ☒ Remove

Audit - Resource ▾ | Audit - Resource | ×

Audit - Action ▾ | Audit - Action | ×

Audit - Details ▾ | Audit - Details | ×

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

COLUMNS

| Attribute | Header | Super Header |

Audit - Initiator (User) ▾ | Audit - Initiator (User) | ×

Audit - Resource ▾ | Audit - Resource | ×

Audit - Action ▾ | Audit - Action | ×

Audit - Details ▾ | Audit - Details | ×

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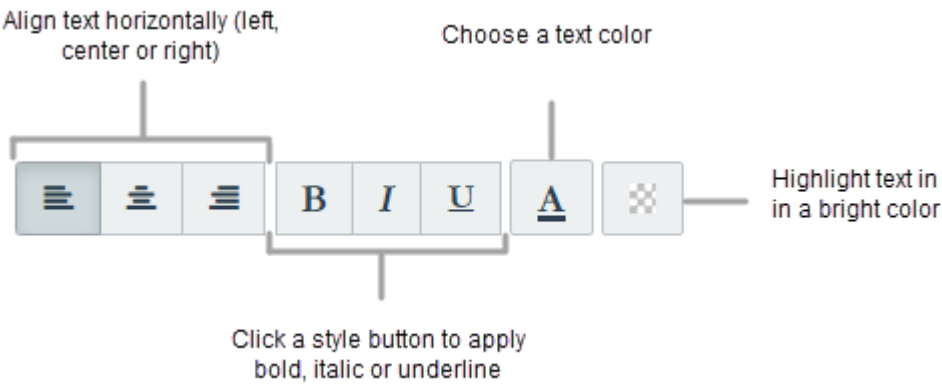
Also, you can set up a **Super Header**, which spans multiple columns and is displayed on top of these columns. To configure this shared header, enter the same title for all target columns, under the **Super Header** field.

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

Call Details		User(s)
Date/Time	**Duration**	
Sep 10, 2021, 11:51 AM	**1:50**	Brian Olson
Nov 15, 2021, 1:52 PM	**1:43**	Brian Olson
Sep 10, 2021, 11:42 AM	**1:41**	Brian Olson
Sep 15, 2021, 11:06 AM	**1:41**	Brian Olson
Sep 29, 2021, 1:06 PM	**1:36**	Brian Olson
Nov 9, 2021, 12:37 PM	**1:34**	Brian Olson
Nov 9, 2021, 12:34 PM	**1:33**	Brian Olson
Sep 29, 2021, 12:41 PM	**1:32**	Brian Olson
Oct 1, 2021, 12:08 PM	**1:30**	Brian Olson

50 per page ▾   0-9 of 9   ‹ ›

3.2.6 **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 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 configuraiton, 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

3.2.7 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 distrubution:

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

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

3.2.8 **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. Additionaly, you may specify the **Time** option that accounts for a certian minute when the scheduler should trigger the job. Permittable values: `0-59`
- **Every Day** - the scheduler will run the report every day. Additionaly, 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. Additionaly, 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. Additionaly, 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.

> ℹ️ **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).
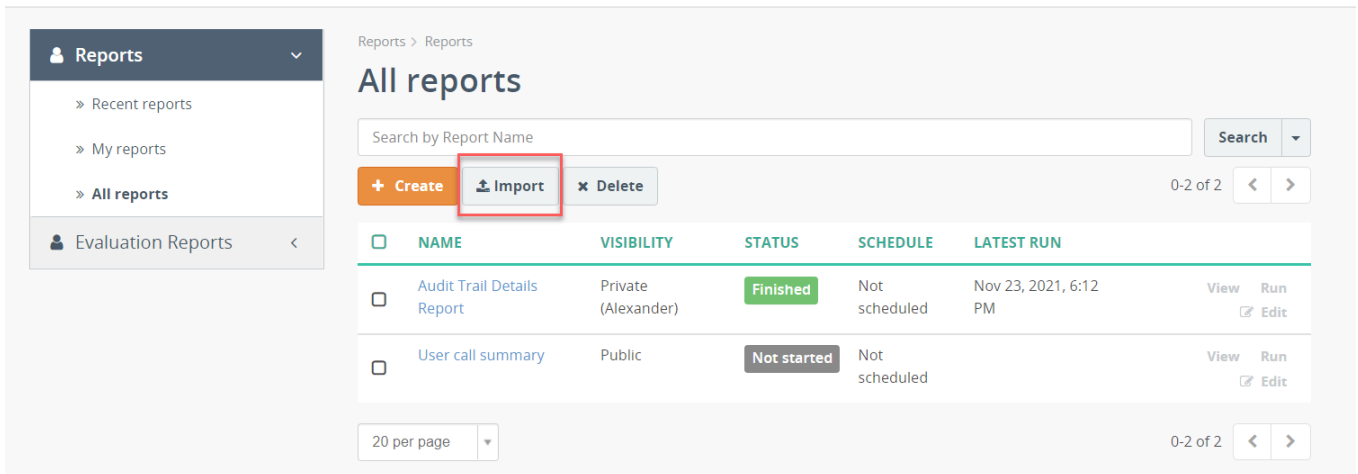
3.3 Import Template

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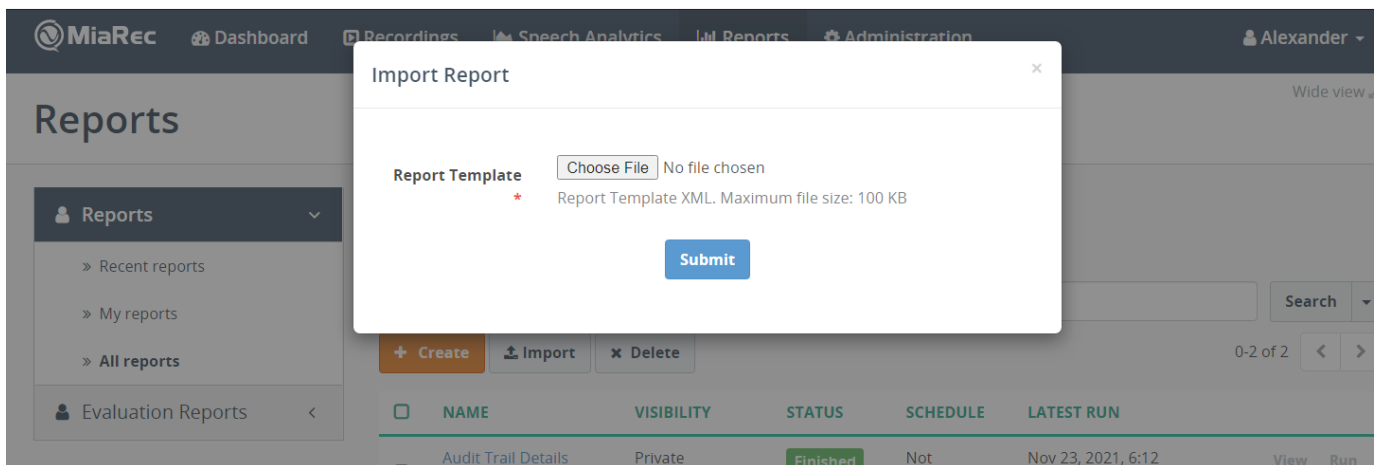
1. Navigate to **Reports**, then click **All reports.**

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 with report templates.

3.4.1 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.

Reports

Wide view ↗

⚫ Reports ⌄	Reports › Reports › All reports
» Recent reports	**Report «Audit Trail Details Report»**
» My reports	
» **All reports**	
⚫ Evaluation Reports ‹	

Run Report **Edit Template** ▾

LATEST RUN ALL REPORT RUNS **TEMPLATE**

Name:	**Audit Trail Details Report**
Visibility:	**Private**
Owner:	**Alexander**
Default Report Period:	**Last 30 days**
Timezone:	**UTC**
Keep report run history:	**30 days**
Caching:	**Disabled**
Users can modify filters:	**Enabled**
Page format:	**Letter, Portrait**
Date Created:	**Nov 23, 2021, 10:30 AM**

3.4.2 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.

3.4.3 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.
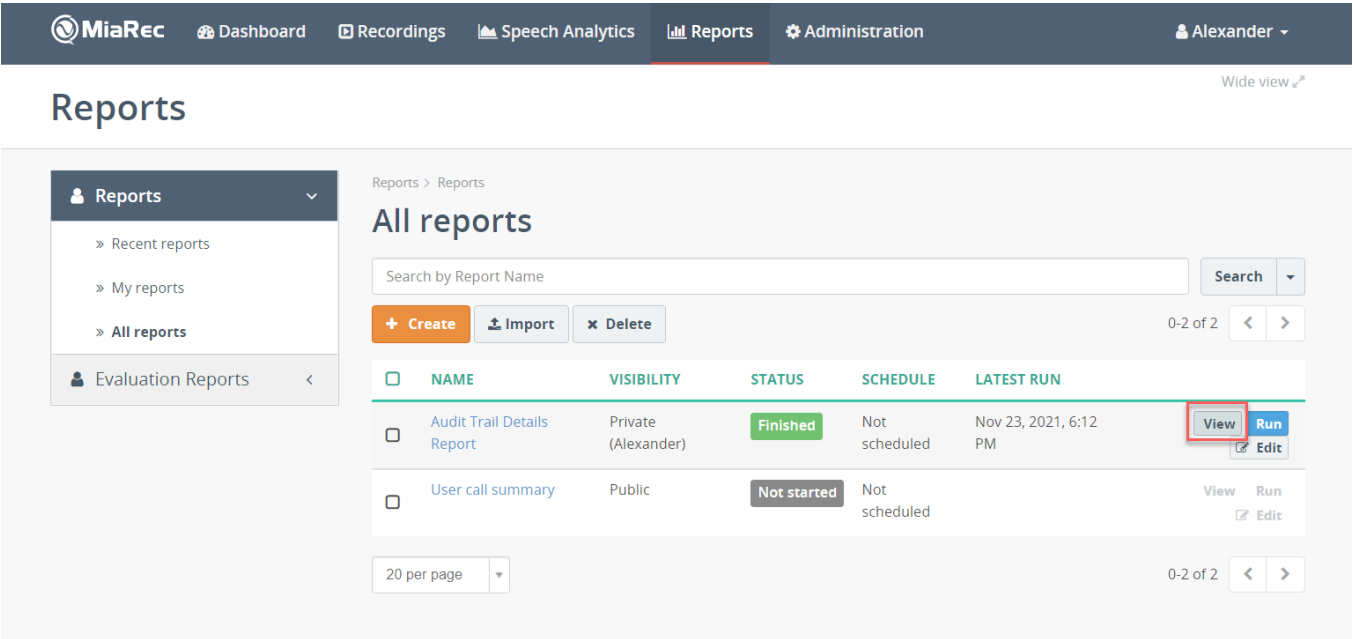
2. Click the arrow icon next to the **Edit Template** button to view a drowdown menu, then select **Export Template**.
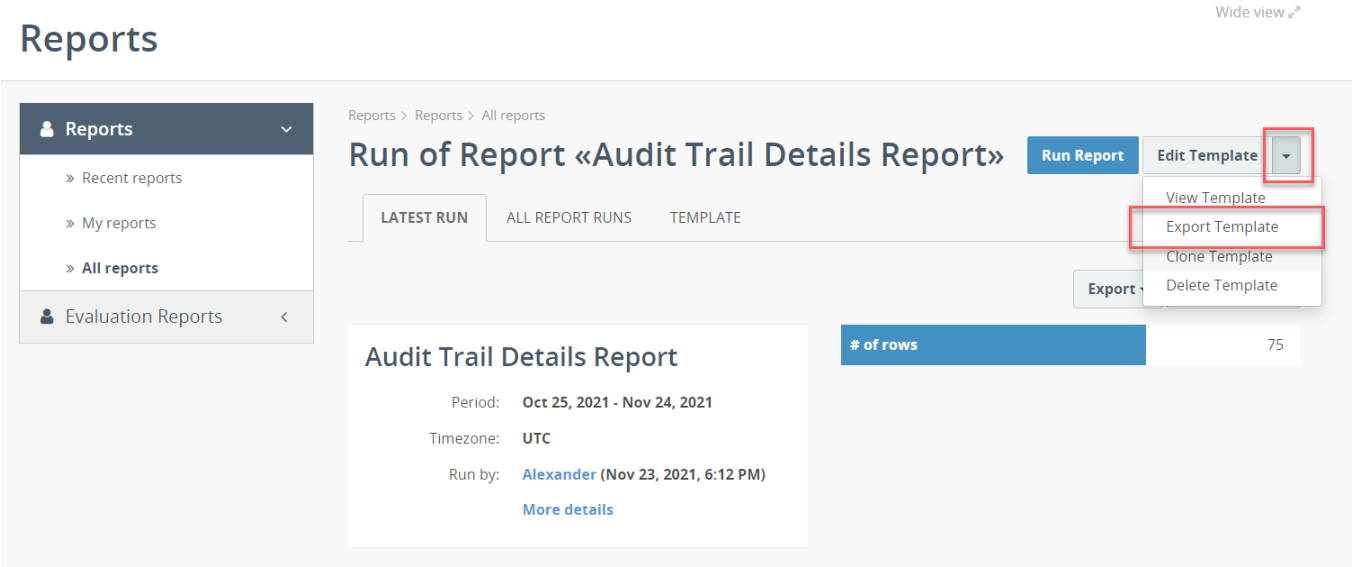
Once clicked, the exported XML file will be downloaded locally.

3.4.4 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.
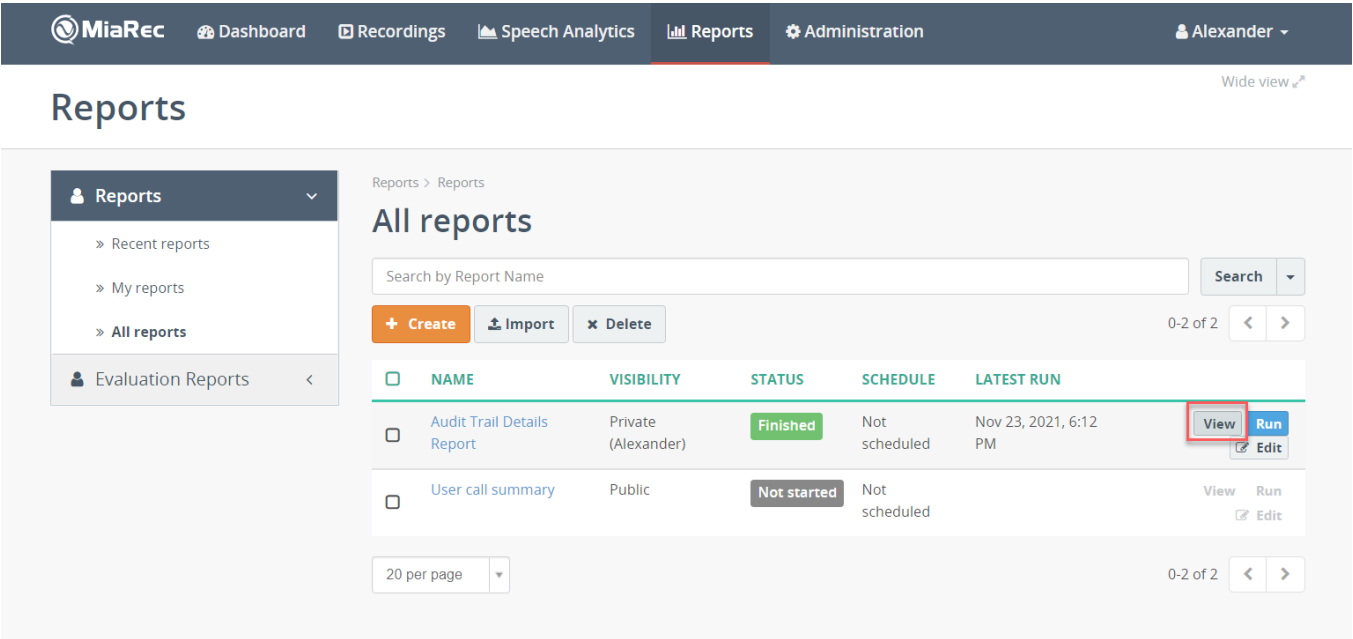
2. Click **Edit Template**, and then select **Clone Template**.
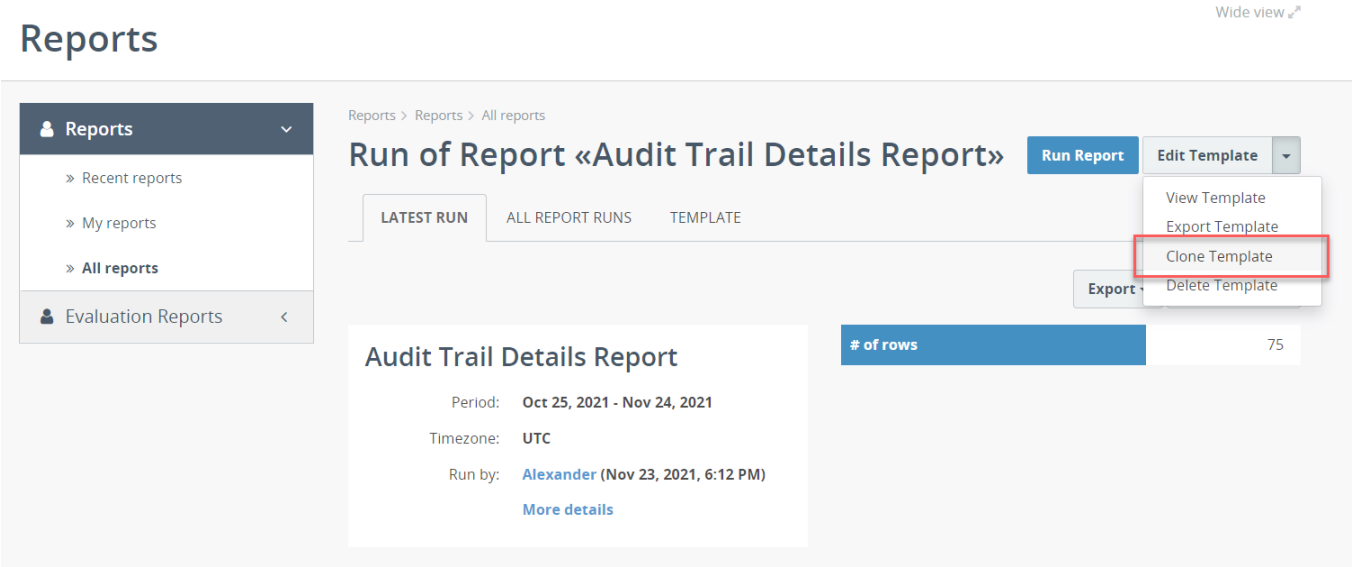
3.4.5 Delete Template

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**.

> ⓘ **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.

Reports

Reports

- » Recent reports
- » My reports
- » **All reports**

Evaluation Reports

Reports > Reports

Report has been deleted. UNDO ✕

All reports

Search by Report Name | Search ▾

+ Create **⬆ Import** **✕ Delete**

0-3 of 3 ‹ ›

	NAME	VISIBILITY	STATUS	SCHEDULE	LATEST RUN		
☐	Calls Summary Report	Public	Not started	Not scheduled		View	Run
							Edit
☐	Calls Summary Report by Group	Private (Alexander)	Not started	Not scheduled		View	Run
							Edit
☐	Calls Summary Report by Users	Private (Alexander)	Not started	Not scheduled		View	Run
							Edit

4. Reports

4.1 Reports

The MiaRec Reports section has the following structure:

- **Recent Reports** - lists the reports that were recently created in MiaRec.
- **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 MiaRec environment. Note, this node is available in a multi-tenant environment only.

> ℹ **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 clicking a specific group on the Reports home page.
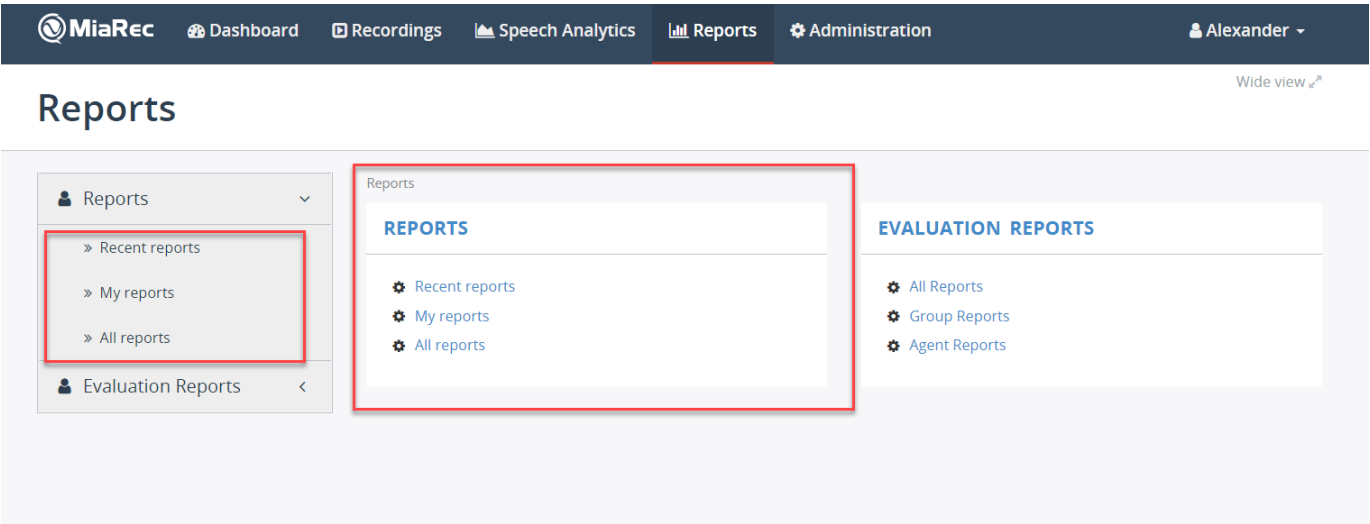
Reports

4.1.1 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.

4.1.2 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**.

Copyright © 2024 MiaRec, Inc.

Reports

	Reports ∨
» Recent reports	
» My reports	
» All reports	
👤 Evaluation Reports ‹	

Reports › Reports

All reports

| Search by Report Name | | Search ▾ |

+ Create | ⬆ Import | ✖ Delete Selected rows: 1   0-2 of 2 ‹ ›

☐	NAME	VISIBILITY	STATUS	SCHEDULE	LATEST RUN	
☐	Audit Trail Details Report	Private (Alexander)	Finished	Not scheduled	Nov 23, 2021, 6:12 PM	View Run ✎ Edit
☑	User call summary	Public	Not started	Not scheduled		View Run ✎ Edit

20 per page ▾   0-2 of 2 ‹ ›

4.2 Run Report

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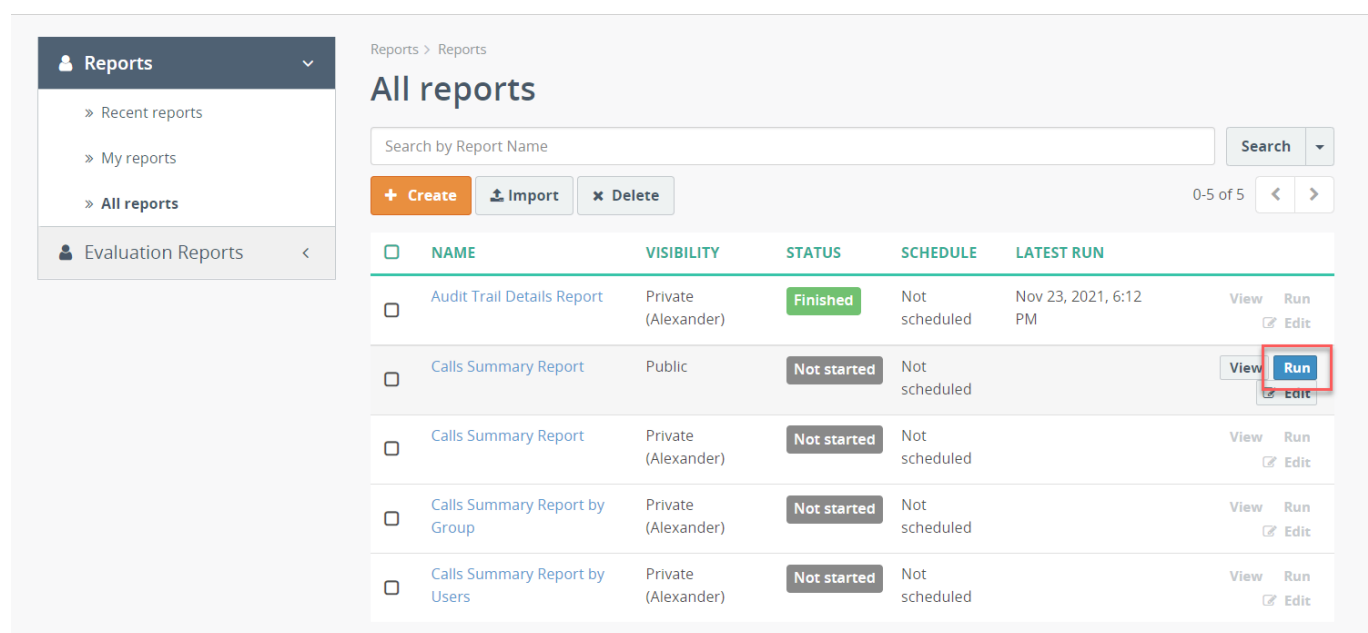
> ℹ **Info**
>
> The report results can vary depending on the user who runs the report. For example, if the report is executed by the administrator, who can access all user groups, the report will contain the users from all groups. If another user, who can access only one user group, runs the same public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

4.2.1 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**.

Reports

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 fltering 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**.

4.2.2 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. For details, see Schedule.

4.3 Manage Reports

4.3.1 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**.

Copyright © 2024 MiaRec, Inc.

4.3.2 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.

4.3.3 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**.

Reports

Reports ⌄	Reports › Reports	
» Recent reports	## All reports	
» My reports		
» **All reports**	Search by Report Name	Search ▾
Evaluation Reports ‹	**+ Create**　**⬆ Import**　**✕ Delete**　Selected rows: 1	0-2 of 2 ‹ ›

☐	NAME	VISIBILITY	STATUS	SCHEDULE	LATEST RUN	
☐	Audit Trail Details Report	Private (Alexander)	Finished	Not scheduled	Nov 23, 2021, 6:12 PM	View　Run　✎ Edit
☑	User call summary	Public	Not started	Not scheduled		View　Run　✎ Edit

20 per page ▾	0-2 of 2 ‹ ›

ⓘ **Info**

Clicking **Delete** will delete the report results and the report itself. For details on how to delete only the report results, see Delete Report Data.

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 of what file format you are interested.

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.

4.5.1 Delete Results of a Specific Report Run

To delete report results of a specific run:

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**.

4.5.2 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

MiaRec 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

5.2.1 Overview

An *Audit Trail Details Report* is a non-call based report, which lists the activities of a system user performed in MiaRec. 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.

		Export ▾	Delete Results

Audit Trail Details Report

# of rows	69

Period:	**Oct 25, 2021 - Nov 24, 2021**
Timezone:	**UTC**
Run by:	**Alexander** (Nov 23, 2021, 10:30 AM)
	More details

0-50 of 69 ‹ ›

Audit - Date/Time	Audit - Initiator (User)	Audit - Resource	Audit - Action	Audit - Details
Oct 25, 2021, 5:10 PM	Alexander (ulasenko@gmail.com)	User devices	Create	Action INSERT on resource user_auth_devices
Oct 25, 2021, 5:10 PM	Alexander (ulasenko@gmail.com)	Users	Login	Action login on resource users
Oct 25, 2021, 5:11 PM	Alexander (ulasenko@gmail.com)	Role permissions	Update	Action UPDATE on resource permissions
Oct 25, 2021, 5:11 PM	Alexander (ulasenko@gmail.com)	Role permissions	Update	Action UPDATE on resource permissions
Oct 25, 2021, 5:40 PM	Alexander (ulasenko@gmail.com)	Calls	Playback	Action playback on resource calls

5.2.2 Column Descriptions

Column Name	Description
Audit - ID	The audit event ID
Audit - Date/Time	Date and time when the audit event occurred **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 **Example**: `Calls`, `Users`, `Reports`, etc.
Audit - Action	The logged action name **Example:** `Login`
Audit - Details	Description of the action that took place in the audit event **Example**: `Action send_email on resource reports`
Audit - Date	Date when the audit event occurred **Example**: `Nov 17, 2021`
Audit - Time	Time when the audit event occurred **Example:** `2:07 PM`
Audit - Application	MiaRec component that is associated with the audit event **Example**: `web, celery`
Audit - Initiator IP	IP of the user who performed the action **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 **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

5.2.3 Filtering Audit Logs 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.

5.3 Audit Trail Summary Report

5.3.1 Overview

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

Time Period (Day)	Resource	Action	Total events
Dec 8, 2021	Reports	Report build started	11
Dec 8, 2021	Reports	Report build finished	11
Dec 8, 2021	Reports	Build report	11
Dec 8, 2021	Reports	Update	3
Dec 8, 2021	2-step verification methods	2-step verification	2
Dec 8, 2021	Users	Login	2
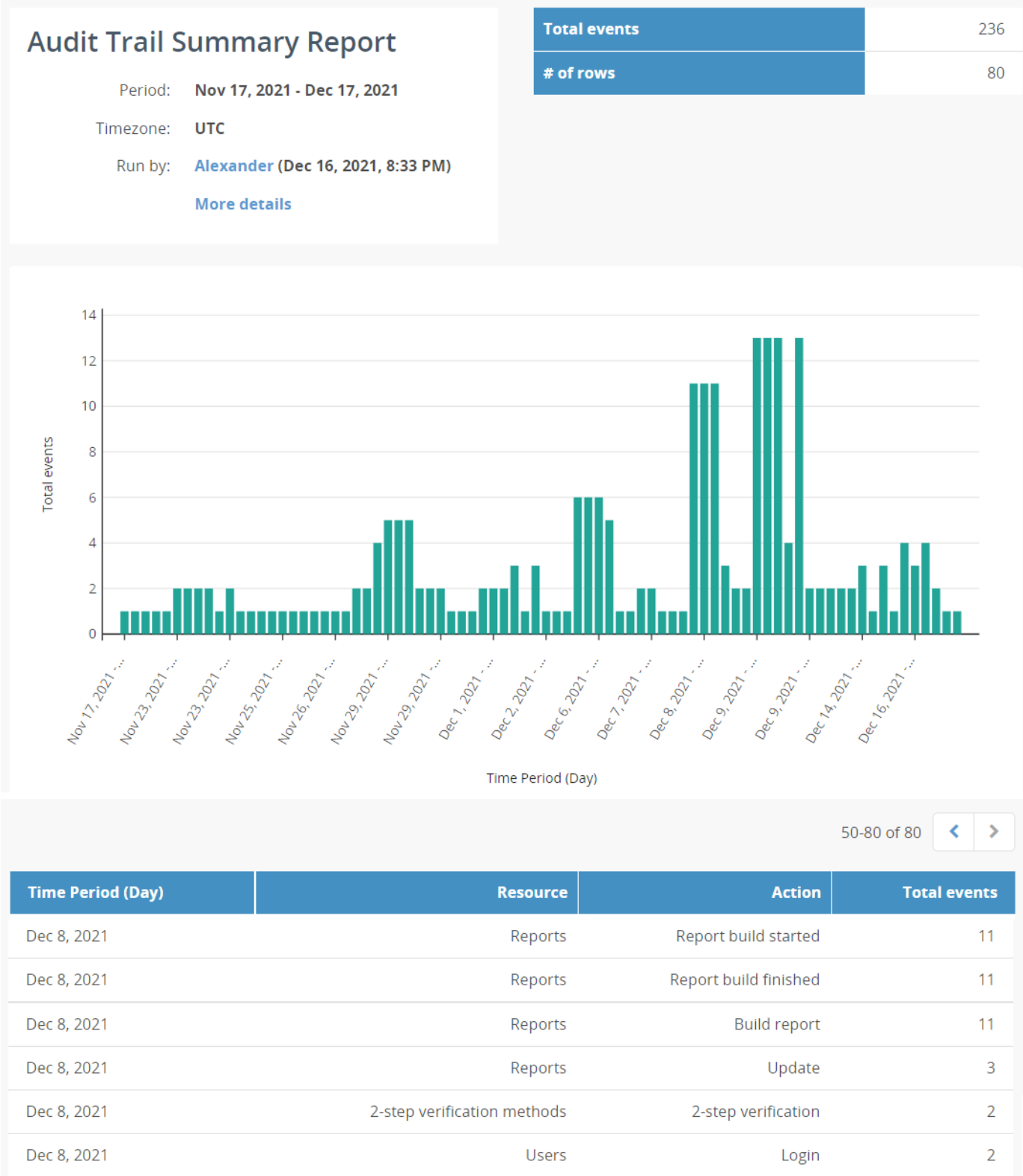
5.3.2 Columns Descriptions

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 **Example**: `web` `celery`	Application
Resource that is associated with the logged action **Example**: `Calls`, `Users`, `Reports`, etc.	Resource
Description of the action that took place in the audit event **Example**: `Action send_email on resource reports`	Action
Total number of logged events	Total events
Number of rows in the output report	# of rows

5.3.3 Filtering Audit Logs 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.

5.4 Call Details Report

5.4.1 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.

5.4.2 Columns Description

Call Details Columns

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

To see a full list of available columns, see Call Details Columns.

# 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.

For details, see Custom fields.

5.5 Calls Summary Report

5.5.1 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.

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

5.5.2 Columns Description

Call Summary Columns

These are the columns that provide call-related summary information

To see a full list of available columns, see Call Summary Columns.

User Details Columns

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

To see a full list of available columns, see User Details Columns.

User License Columns

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

To see a full list of available columns, see User License Columns.

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

5.6.1 Overview

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

Export ▾ | Delete Results

Calls Summary Report by Group

Period: **Sep 12, 2021 - Dec 20, 2021**

Timezone: **UTC**

Run by: **Alexander (Dec 22, 2021, 12:09 PM)**

More details

Calls - Total	175,202
Calls - IN	146,600
Calls - OUT	21,782
Calls - INT	6,820
Minutes - Total	705,801
# of rows	66

Note: data on the chart is resampled down due to high volume
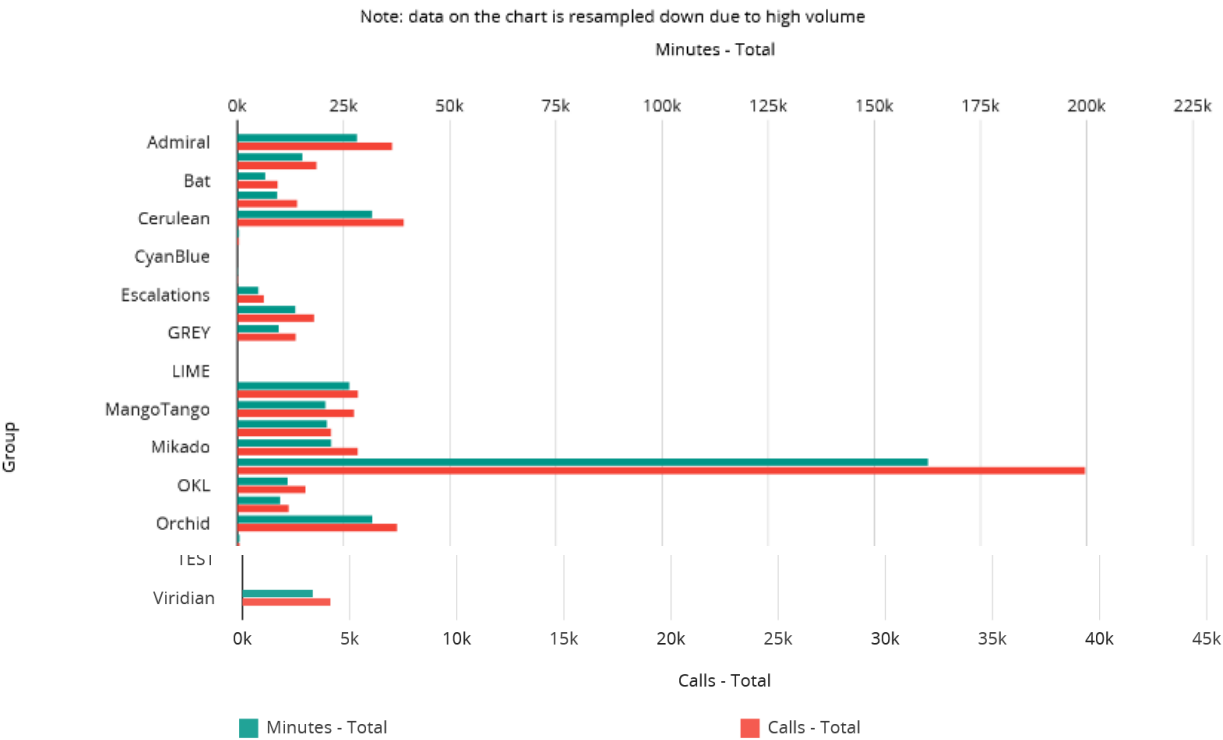
0-50 of 66 ‹ ›

Group	CALLS				Minutes - Total
	Total	**IN**	**OUT**	**INT**	
Admiral	**7,286**	5,839	1,153	294	28,143
AMARANTH	**0**	0	0	0	
AQUA	**3,722**	3,233	416	73	15,312
Aquamarine	**4,138**	3,498	475	165	17,701

5.6.2 Columns Description

Call Summary Columns

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

To see a full list of available columns, see Call Summary Columns.

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

5.7.1 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.

Reports > Reports > All reports

Run of Report «Calls Summary Report by Group with drill-down»

Run Report **Edit Template** ▾

LATEST RUN   ALL REPORT RUNS   TEMPLATE

Export ▾   **Delete Results**

Calls Summary Report by Group with drill-down

Period:	**Nov 24, 2021 - Dec 24, 2021**
Timezone:	**UTC**
Run by:	**Alexander (Dec 23, 2021, 3:17 PM)**
	More details

Calls - Total	46,566
Minutes - Total	23,957
# of rows	3

Name	Calls				Minutes - Total
	Total	**IN**	**OUT**	**INT**	
Finance	**3,485**	1,650	1,835	0	5,397
Legal	**1,329**	861	468	0	3,949
Reception	**41,752**	38,288	3,464	0	14,610

50 ⌄ per page

0-3 of 3
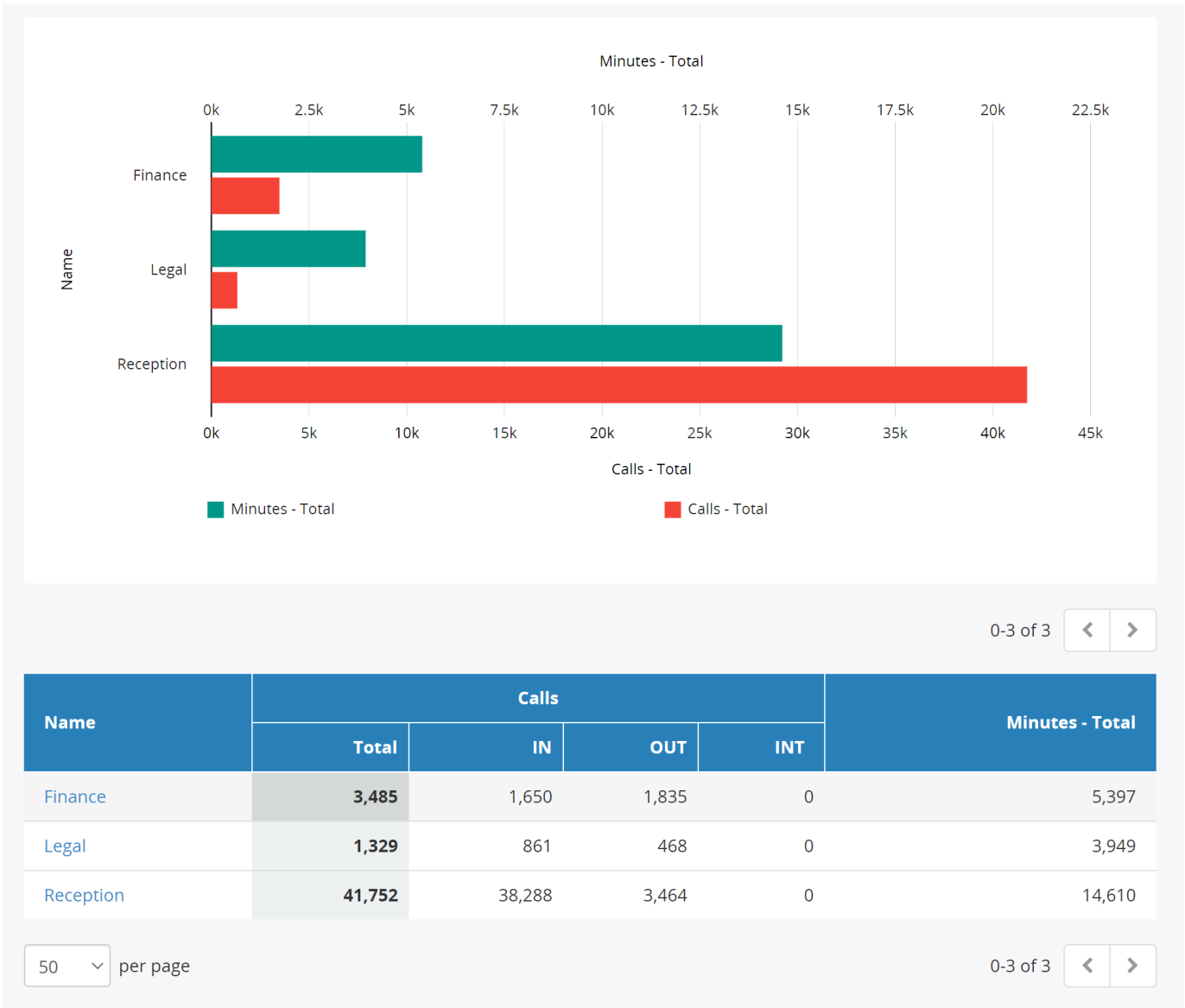
5.7.2 Columns Description

Call Summary Columns

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

To see a full list of available columns, see Call Summary Columns.

Name

Displays the group/user name.

# of rows

Shows the number of rows in the output report.

5.8 Calls Summary Report by Interval

5.8.1 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.

Calls Summary Report by Interval

Period:	**Aug 1, 2020 - Dec 2, 2020**
Timezone:	**admin.miarec2 (Jan 29, 2021, 4:20 PM)**
Run by:	
	More details

Calls - Total	465,003
Minutes - Total	855,867
# of rows	124

Note: data on the chart is resampled down due to high volume

0-50 of 123 ‹ ›

Day	Total calls	Calls			Total minutes
		IN	OUT	INT	
Aug 1, 2020	912	367	545	0	1,598
Aug 2, 2020	696	287	409	0	1,292
Aug 3, 2020	5,483	2,557	2,924	0	9,679
Aug 4, 2020	5,219	2,549	2,670	0	8,444

5.8.2 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.

To see a full list of available columns, see Call Summary Columns.

# of rows

Shows the number of rows in the output report.

5.9 System Log Details Report

5.9.1 Overview

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

> ### ℹ️ Info
>
> Note, this report is accessible to:
>
> - a tenant/system administator for a single-tenant environment,
> - a system administator only for a multi-tenant envoronment.

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)

5.9.2 Column Descriptions

Attribute Name	Description
Date/Time	Date and time the action occurred
Date	Date the action occurred
Time	Time the action occured
Severity	Defines the impact of the error/action on the system. Supported values: • `Critical` • `Error` • `Warning` • `Info` • `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

5.10.1 Overview

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

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

System log summary

Total events	19
# of rows	4

Period: **Feb 1, 2021 - Mar 1, 2021**

Timezone: **America/Los_Angeles**

Run by: **admin** **(Feb 5, 2021, 3:05 PM)**

More details
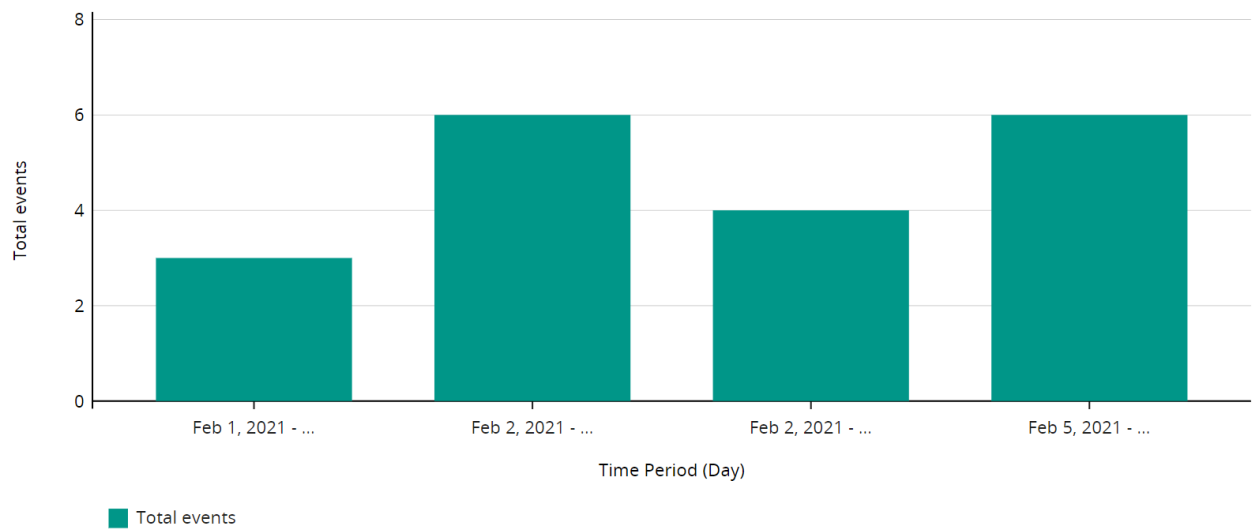
0-4 of 4

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

5.10.2 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: • `Critical` • `Error` • `Warning` • `Info` • `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

5.11.1 Overview

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

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

Tenant call summary

Period:	**Jan 4, 2021 - Feb 3, 2021**
Run by:	**admin.miarec** (Feb 2, 2021, 6:30 PM)
ℹ️	**Filters are applied**
	More details

Calls - Total	151,063
Minutes - Total	307,937
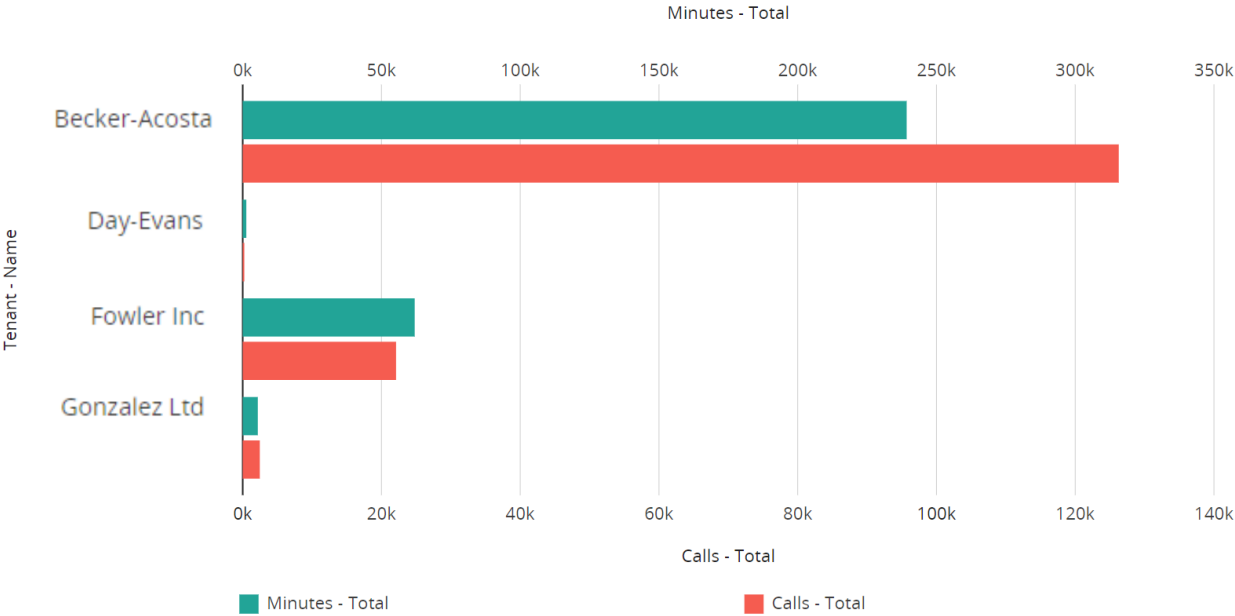
Tenant - Name	Calls - Total	Minutes - Total
Becker-Acosta	126,272	239,255
Day-Evans	229	1,290
Fowler Inc	22,103	61,964

5.11.2 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.

To see a full list of available columns, see Call Summary Columns.

Storage Limits/Usage Columns

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

To see a full list of availale columns, see Storage Limits/Usage Columns.

# of rows

Shows the number of rows in the output report.

5.12 Tenant Details Report

5.12.1 Overview

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

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

Tenant Details Report

Timezone: **UTC**

Run by: **admin2 (Dec 24, 2021, 1:14 PM)**

More details

Tenant - Total Users	279
Tenant - Total Recorded Users	278
Tenant - License - Call Recording	
# of rows	11

Legend: ■ Tenant - Total Users   ■ Tenant - Total Recorded Users

0-11 of 11   ‹ ›
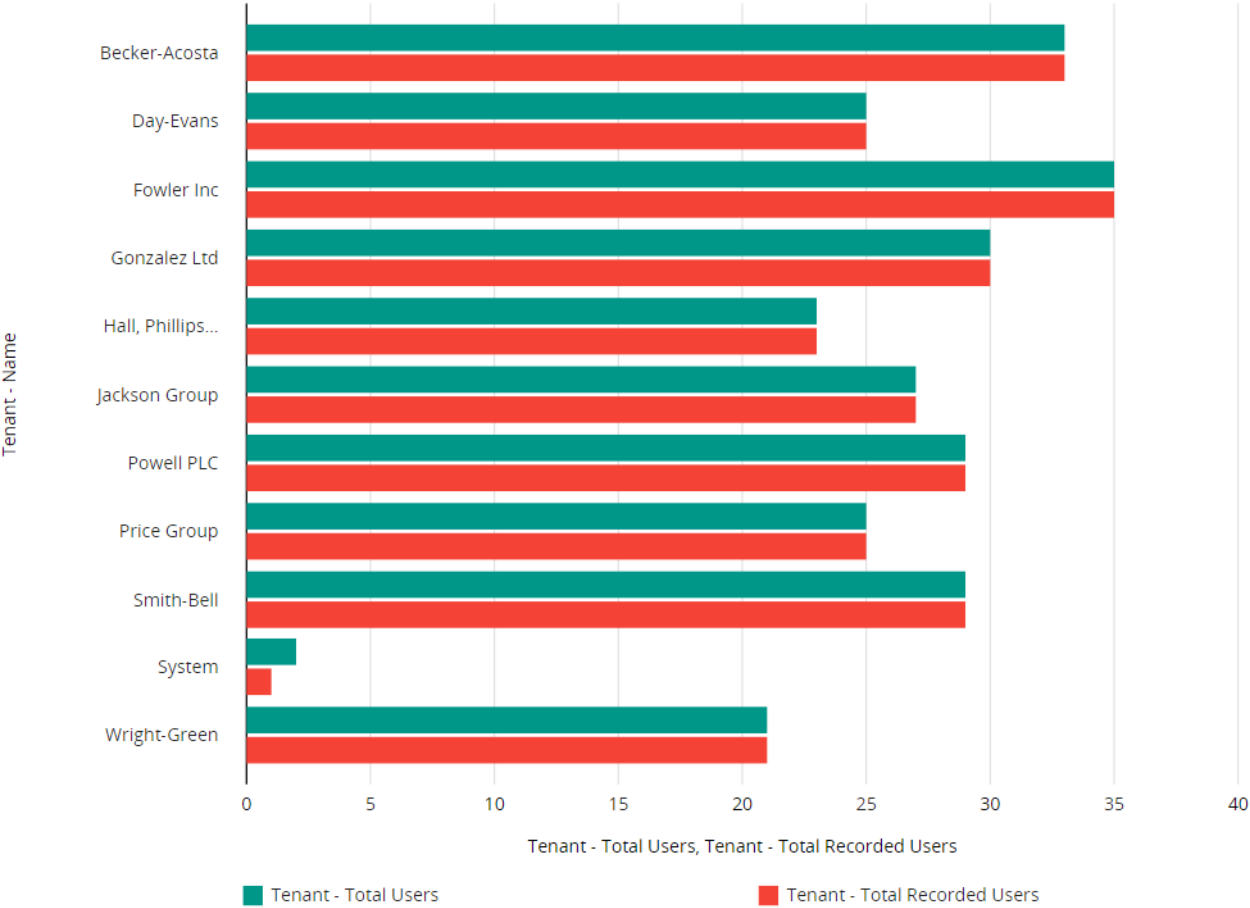
Tenant - Name	Tenant - Total Users	Tenant - Total Recorded Users	Tenant - License - Call Recording
Becker-Acosta	33	33	
Day-Evans	25	25	
Fowler Inc	35	35	
Gonzalez Ltd	30	30	
Hall, Phillips and Hernandez	23	23	
Jackson Group	27	27	
Powell PLC	29	29	
Price Group	25	25	
Smith-Bell	29	29	
System	2	1	
Wright-Green	21	21	

50 per page ▾	0-11 of 11 ‹ ›

5.12.2 Columns Description

Tenant Details Columns

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

To see a full list of available columns, see Tenant Details Columns.

Storage Limits/Usage Columns

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

To see a full list of availale columns, see Storage Limits/Usage Columns.

# of rows

Shows the number of rows in the output report.

5.13 Calls Summary Report by Users

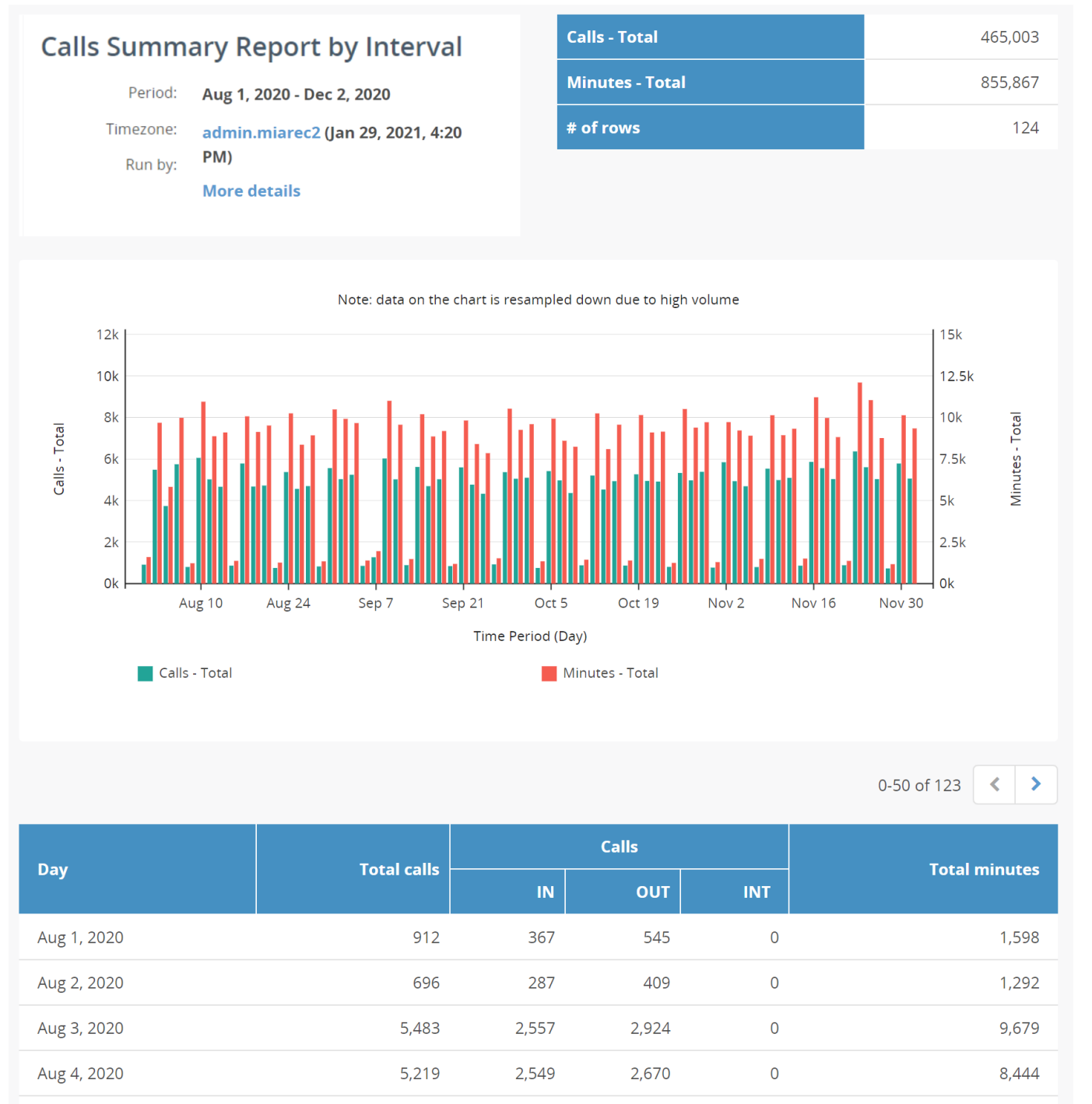### 5.13.1 Overview

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
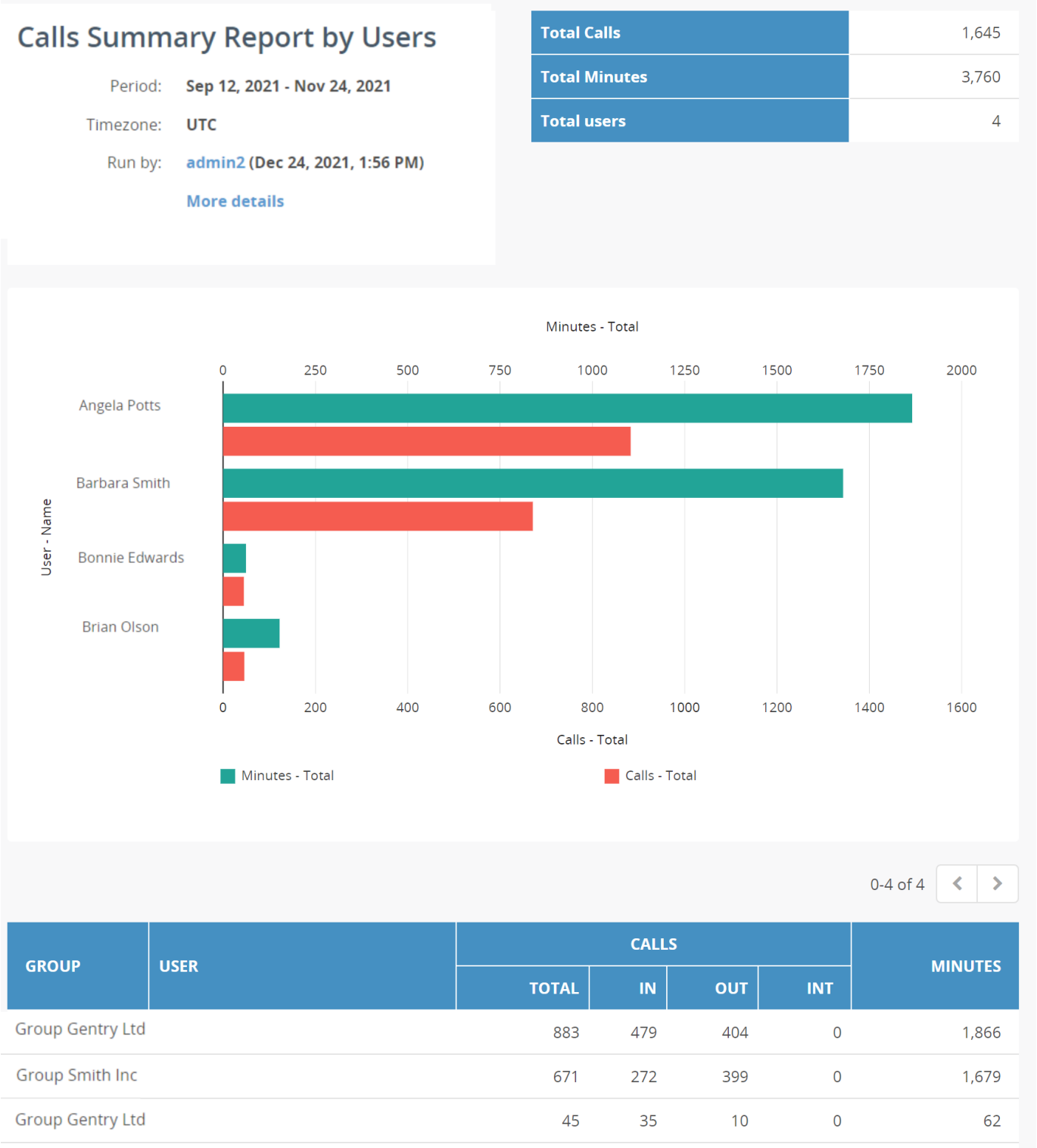
5.13.2 Column Description

Call Summary Columns

These are the columns that provide call-related summary information

To see a full list of available columns, see Call Summary Columns.

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 MiaRec 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

5.14.1 Overview

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

User Details Report		
Timezone:	**America/Los_Angeles**	
Run by:	**admin (Jan 28, 2021, 2:05 PM)**	
	More details	

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

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	

5.14.2 Columns Description

User Details Columns

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

To see a full list of available columns, see User Details Columns.

User License Columns

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

To see a full list of available columns, see User License Columns.

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 following report templates:

- Calls Details Report

6.1.1 Columns Description

Attribute Name	Description
Call - ID	A Call ID is an ID number that corresponds to the calls within the database **Example:** `0ef14074-04c1-11ec-3fc6-fdb2d8784292`
Call - Date/Time	Date and time that the given call started **Example**: `21 Apr 2022 17:13 PM`
Call - Date	Date that the given call took place **Example:** `Nov 9, 2021`
Call - Time	Time that the given call started **Example:** `12:34 PM`
Call - Duration	Amount of time the call lasted **Example:** `1:33`
User(s)	Names of the agents who initiated the call **Example:** `Brian Olson`
Groups	Names of the groups the given agent belongs to **Example:** `Group Mcconnell-Rodriguez`
Tenant - Name	Names of the tenant administators. Applicable for a multi-tenant configuration. **Example:** `Becker-Acosta`
Call - Client	Names of the clients/companies registered in MiaRec **Example:** `ABC`
Call - Direction	Shows whether the given call was an inbound, outbound, or unknown call **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

Attribute Name	Description
Call - Notes Count	Number of notes associated with this call
Call - Screen Recordings Count	Number of screen recordings associated with this call
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. For Avaya Aura Communication Manager, it is UCID. For Broadworks, it is extTrackingID.
Call - Orig. Dialed Digits	Original dialed digis 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
	Metaswitch CFS Business Group Name

Attribute Name	Description
Call - Metaswitch Group Name	
Call - Metaswitch User Name	Metaswitch CFS User Name
Call - Metaswitch User Extension	Metaswitch CFS User Extension
Call - Evaluation Reports Count	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. State examples: `Idle` `Initiated`. The first phase of a call: the caller sent invitation to the callee. `Accepted`. The callee received invitation and confirmed this. `Alerting`. The callee started ringing. `Connected`. The call was answered. `Disconnecting`. The call was initiated for disconnecting by one of parties. `Disconnected`. The call was completed (disconnected). `Hold`. The call was put on Hold. `Transferred`. The call was transferred to the third party. `Deleted`. The call was deleted from disk.
Call - On-Demand Recording State	State of the audio recording. Examples: `Active`. Call is active at the moment and recording is in progress. `Partial recording`. Recording of the call was stopped because of not enough licenses. `Finished`. Call is finished. Audio was recorded in full. `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

Attribute Name	Description
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 Supported values: • `Unknown` (not recognized protocol). Call is recorded from RTP packets only • `SIP` • `H.323` • `SCCP` (Cisco Skinny) • `MGCP` • `Avaya` (H.323 protocol with proprietary extensions) • `Nortel UNISTIM` • `TAPI` • `MGCP PRI Backhaul` (it is used between Cisco UCM and Voice Gateway) • `Alcatel` (proprietary protocol used by Alcatel OmniPCX - partially supported) • `Avaya` (passive RTP protocol) • `Avaya TSAPI + passive RTP` • `SIPREC` • `Cisco Built-in-Bridge` (active recording) • `NEC SIP` (proprietary protocol) • `SIP ED137 radio` (passive recording) • `Cisco Built-in-Bridge` (passive recording)
Call - Recording State	Recodring state of a call Supported values: • `ACTIVE` - Call is in process of normal recording • `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

6.2.1 Columns Description

Attribute Name	Description
Calls - Total	Total of all calls **Example**: `113`
Calls - Inbound	Total of inbound calls **Example**: `50`
Calls - Inbound (incl. internal)	Total of inbound and internal calls combined **Example**: `80`
Calls - Outbound	Total of outbound calls **Example**: `30`
Calls - Outbound (incl. internal)	Total of outbound and internal calls combined **Example**: `50`
Calls - Internal	Total of internal calls **Example**: `10`
Calls - External	Total of external calls **Example**: `25`
Calls - Unassigned	Total of unassigned calls **Example**: `5`
Calls - File Size, GB	File size (in GB) of a specific call **Example**: `0.1`
Minutes - Total	Total number of minutes for all calls **Example**: `24`
Minutes - Inbound Calls	Total number of minutes for inbound calls **Example**: `15`
Minutes - Outbound Calls (incl. internal)	Total number of minutes for outbound and internal calls combined **Example**: `20`
Minutes - Internal Calls	Total number of minutes for internal calls **Example**: `5`
Minutes - External Calls	Total number of minutes for external calls **Example**: `8`
Minutes - Unassigned Calls	Total number of minutes for unassigned calls **Example**: `3`
Duration - Total	Total duration of all calls **Example**: `24:14`
Duration - Inbound Calls	Total duration of all inbound calls **Example**: `12:32`

Attribute Name	Description
Duration - Inbound Calls (incl. internal)	Total duration of all outbound and internal calls combined **Example**: `18:24`
Duration - Outbound Calls	Total duration of all outbound calls **Example**: `11:32`
Duration - Outbound Calls (incl. internal)	Total duration of all outbound and internal calls combined **Example**: `13:24`
Duration - Internal Calls	Total duration of all internal calls **Example**: `02:31`
Duration - External Calls	Total duration of all external calls **Example**: `01:24`
Duration - Unassigned Calls	Total duration of all unassigned calls **Example**: `03:12`
Avg Duration	Average call duration for all calls **Example**: `1:03`
Max Duration	Maximum call duration among all calls **Example**: `1:49`
Screen Recordings - Minutes	Total number of minutes for all screen recordings **Example**: `10`
Screen Recordings - File Size, GB	Total file size (in GB) for all screen recordings **Example**: `0.2`
Screen Recordings - Total	Total of all screen recordings **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

6.3.1 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

6.4.1 Columns Description

Column Name	Description
Tenant - Name	Tenant name
Tenant- ID	Unique ID of the tenant assigned by MiaRec 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. Supported values: • `systemwide` - Extensions have to be unique system-wide • `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. Supported values: • `extension` - Associate calls with tenant if they match to user's extension • `broadworks_group` - Associate calls with tenant if they match to particular Broadworks Service Provider ID and Group ID • `metaswitch_group` - Associate calls with tenant if they match to particular Metaswitch System Name and Group Name • `cisco_partition` - Associate calls with tenant if they match to particular Cisco Partition • `sip_uri_host` - Associate calls with tenant if SIP URI host part matches to particular value • `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
	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
Tenant - Record Unknown Users	Supported values: • `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. • `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 MiaRec 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 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.
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. Supported values: • `Password` • `LDAP` • `Metaswitch CommPortal` • `SAML 2.0`
Tenant - User Auto Provisioning - Licenses	The available licenses for the auto-provisioned user
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
	Numeric value specifying how many licenses are allocated to that tenant

Column Name	Description
Tenant - License - Live Monitoring	
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

6.5.1 Columns Description

Column Name	Description
User - Name	User name
User - ID	Unique ID of user assigned by MiaRec 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. 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 MiaRec 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 MiaRec 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: • `ldap` - User's login credentials (login/password) are verified on LDAP server • `password` - User's login credentials (login/password) are verified against values stored in MiaRec database
User - Last Login Time	The user's last login time
User - Valid Till	Date and time after which the user cannot access MiaRec web portal
User - Date Created	The date and time the user was registered in MiaRec
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.

Column Name	Description
	Supported values: • `in` - Inbound call • `out` - Outbound call
User - Recording Announcement	Defines whether the recording announcement setting is enabled for this user
User - Speech Analytics Type	Type of speech-to-text conversion

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

6.6.1 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