



# Utility Telecom Call Reports

This guide is intended to help you understand how to pull call reports for all of your business group telephone lines. If you have any questions, give us a call at 877-965-7800 or email [service@uyt.co](mailto:service@uyt.co).



**Utility Telecom**

*Digital Business Communications*

# Understanding Call Reports

## Description

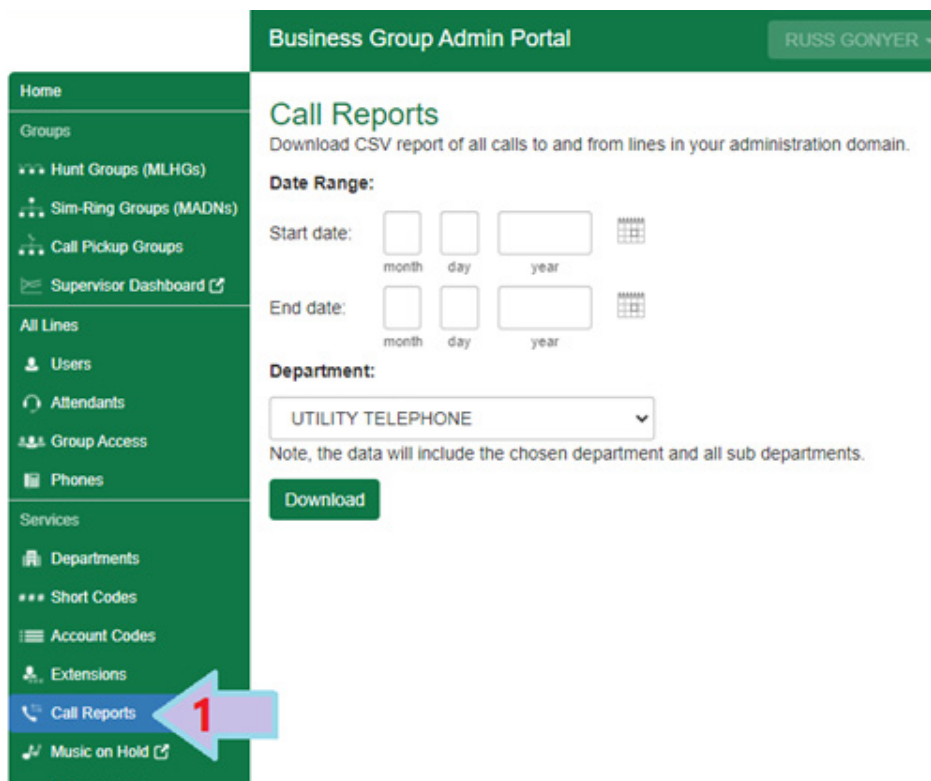
The Utility Hosted system supports the ability to pull call reports for all of your business group telephone lines. Call records go back ninety days and may be requested in increments of thirty days at a time.

To use the system, you will need two things: your business group will need to be configured to gather call records, and Administrator credentials for your business group. If you do not have either of these you can call Customer Care to get help you get started.

To begin, browse to the Administrator website <https://cp2.telcox.net/bg> and log in with your Administrator credentials.

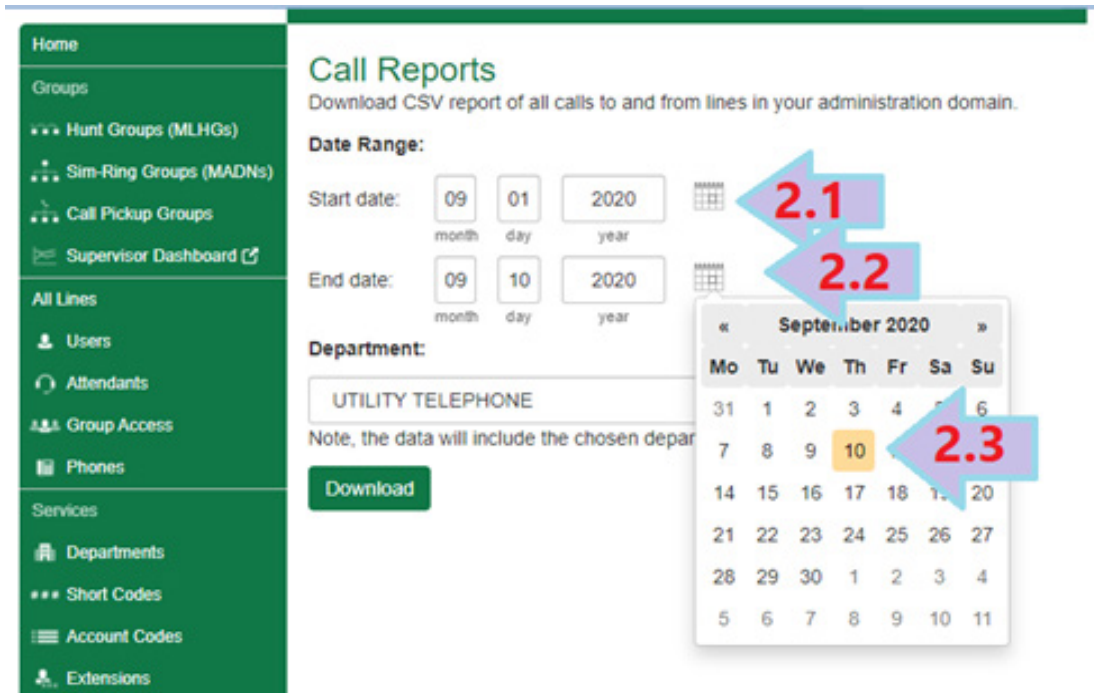
## Downloading Reports

1. Once logged in, click on the Call Reports link on the left side.



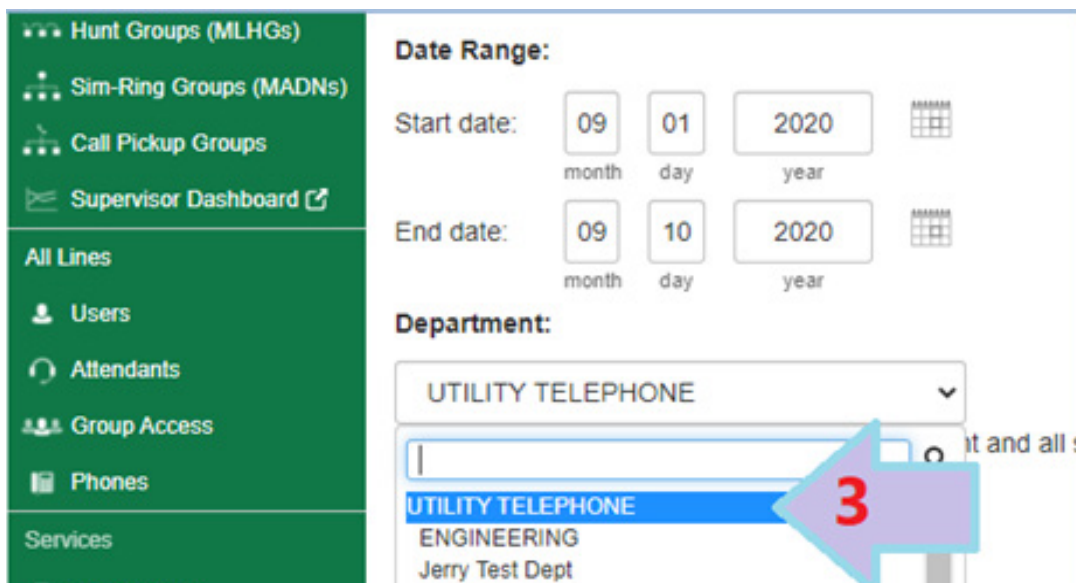
2. Select a start date and end date for the records you'd like to view. You can do this by clicking on the calendar icons and then selecting the date from the pop-up.

Record's start and end date must be within thirty days of one another.

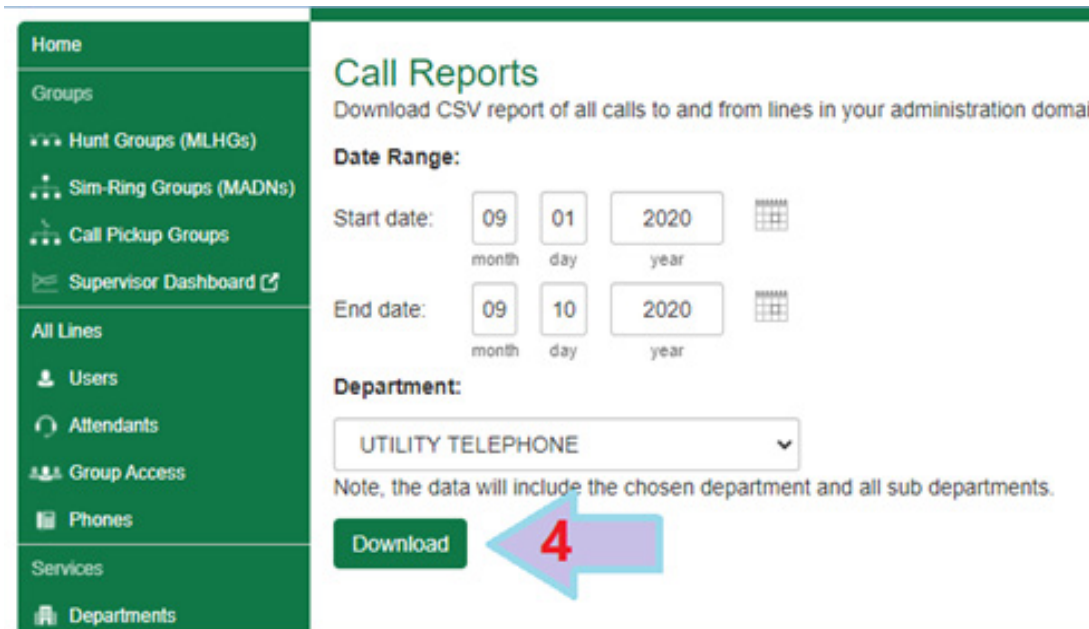


3. Once you've selected a date range select the department you'd like to pull records from. If you'd like to select records from all departments then select the top entry in the list.

In this example we're use the Utility Telephone top level option, giving us records from all departments.



4. Once your parameters are chosen press the Download button. This will download a .csv file that includes all of the call records you've requested.



## Understanding Reports

Reports are downloaded in a .csv (comma separated values) file and can be viewed in programs such as Microsoft Excel or any other program that supports reading .csv file types.

The downloaded report will contain multiple columns of information. Each row will represent one call leg. A call leg describes a telephone call from one party to another. A party may be another person, or it may be another element in your phone system such as an auto-attendant, call forwarded number, or some other automated service.

Each call log is represented as a line in the exported CSV file. Each line shows the fields in the order listed below. When the field is not applicable, it will be empty in the CSV report. Field headings are as noted below unless they have been customized in the CommPortal branding.

- **Date:** This is the date when the call was initiated, converted to the Business Group administrator's local timezone. Its format is either dd/MM/yyyy or MM/dd/yyyy, depending on the CommPortal branding.
- **Time:** This is the time when the call was initiated, converted to the Business Group administrator's local timezone. Its format is HH:MM:SS (24h format).
- **Call Type:** This is one of "Originating", "Terminating" or "Intra BG", unless the text of these values has been customized in the CommPortal branding.

- **Calling Number:** The calling party number, without any formatting.
- **Calling Extension:** The extension number of the calling party. This is only applicable when the calling party is a Business Group line with an extension configured.
- **Calling Department:** The full name of the department of the line that originates the call (i.e. including hierarchy, using a ‘/’ delimiter). This is only applicable when the calling party is a Business Group line that is a member of one department. This means that if the line is not assigned to any department or if the Business Group does not support departments, this field will be empty.
- **Called Number:** The called party number, without any formatting.
- **Called Extension:** The extension number of the called party. This is only applicable when the called party is a Business Group line with an extension configured.
- **Called Department:** The full name of the department of the line that receives the call (i.e. including hierarchy, using a ‘/’ delimiter). This is only applicable when the called party is a Business Group line that is a member of one department. This means that if the line is not assigned to any department or if the Business Group does not support departments, this field will be empty.
- **Call Connected:** Whether the call has been successfully connected. One of ‘Yes’ and ‘No’, unless the text has been customized in the CommPortal branding.
- **Duration:** This is the total time the call was connected (if it was successfully connected or zero otherwise). The format is HH:MM:SS.
- **Queuing Time:** This is the time elapsed since the call was initiated until it was successfully connected (if successfully connected, otherwise this will be empty). The output format is HH:MM:SS. A call is considered successfully connected when it is connected to a Business Group line. Alternatively if the call never connects, then the call connect time is when the caller begins to hear Music on Hold (if available).
- **Account Code:** The account code (with any entered leading zeroes), if applicable, without any formatting.
- **Carrier Code:** The carrier selected for the call (with any entered leading zeroes), if applicable, without any formatting.

## We're Here to Help

If you're unable to find what you need, please contact Customer Care. We are available for assistance 24/7. For any network or technical issues with your service, please contact us at 877.965.7800 or [info@uyt.co](mailto:info@uyt.co).

Visit [uyt.co](https://uyt.co) for  
more information!

