

Before you begin

You must have access to POPP's Manage My Account (MMA): <https://mma.popp.com/Login.aspx#>

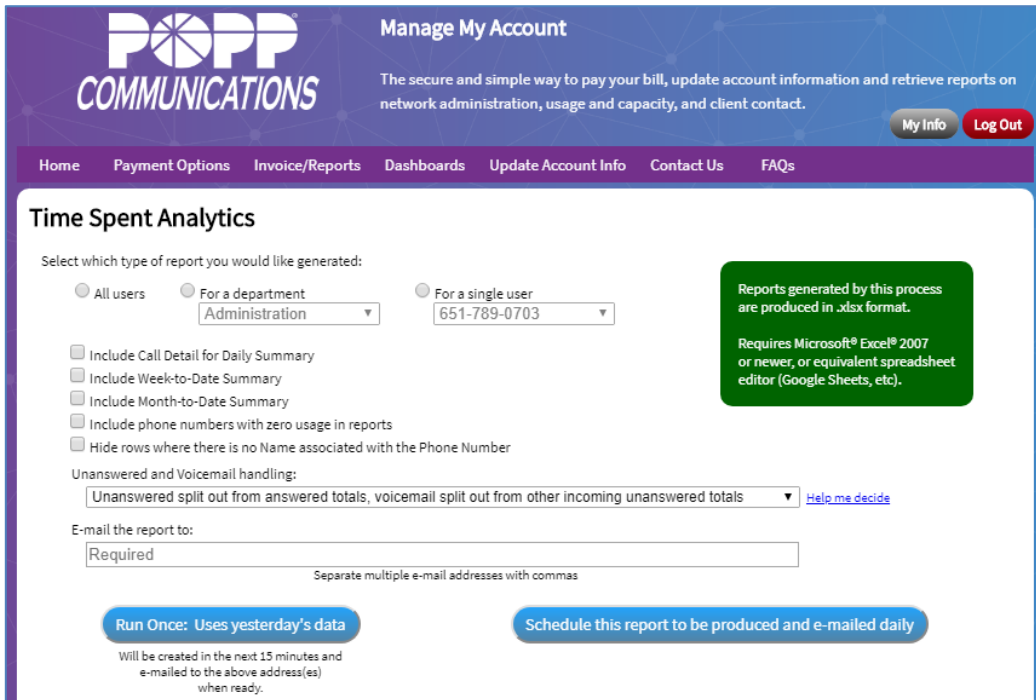
To Access Time Spent Analytics:

- Log in to POPP's **Manage My Account**
- From the **Home** screen, click on the **Invoice/Reports** tab
- Click on **Time Spent Analytics**



Generating Reports

Reports are generated in .xlsx format. Requires Microsoft Excel 2007 or newer (or equivalent spreadsheet editor).



Report Options:

- Select which type of report you would like generated:
 - All Users
 - For a department – select department from drop-down
 - For a single User – select phone number from drop-down
- Check the box(es) to:
 - Include Call Detail for Daily Summary (shows click-to-dial calls as one call)
 - Include Week-to-Date Summary
 - Include Month-to-Date Summary
 - Include phone numbers with zero usage in reports (if all summary totals are zero, still include this record in the summaries)
 - Hide rows where there is no Name associated with the Phone Number (if a phone number doesn't have a name associated with it, suppress it from the reports)
- Unanswered and Voicemail handling – select one:
 - Unanswered split out from answered totals, voicemail split out from other incoming unanswered totals (default)
 - Unanswered combined with answered totals
 - Unanswered omitted entirely from all totals
 - Unanswered split out from answered totals, voicemail combined with incoming unanswered totals
 - Unanswered split out from answered totals, voicemail omitted from all totals

Click the [help me decide](#) link for more information

- E-mail the report to - enter the e-mail address(es) where the report should be sent. Separate multiple e-mail addresses with a comma.
- Generate Report:
 - Click **Run Once: Uses Yesterday's Data** to generate a report once (with data from the previous day). Report will be generated and e-mailed within 15 minutes.
 - Click **Schedule this report to be produced and e-mailed daily** to generate and e-mail this report daily. Report will be generated and e-mailed daily each morning (generally before 8am).

<p>Run Once: Uses Yesterday's Data</p> <p>Will be created in the next 15 minutes and e-mailed to the above address(es) when ready.</p>	<p>Schedule this report to be produced and e-mailed daily</p>
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- Reports are delivered as an e-mail attachment. All reports include a Prior Day Call Summary (tab is labeled with the date), listing the following information for each call:
 - Date
 - Time
 - Call Type (incoming vs. outgoing)
 - Calling Number
 - Calling Extension
 - Calling Department
 - Called Number
 - Called Extension
 - Called Department
 - Call Connected (Yes/No)
 - Duration
 - Queuing Time
 - Account Code
 - Calling Location*
 - Called Location*

*Approximate location based on the Rate Center (calling area) of the caller's phone number. Field is blank when Rate Center does not apply or cannot be determined.

- **Reports you have setup to be e-mailed daily** are listed at the bottom of the screen:
 - Click **Edit** to make changes
 - Click **Delete** to delete a specific report

Report Totals:

You may notice that the totals section of Time Spent Analytics reports differs from Call Analytics and Hosted Call Recording reports slightly. POPP recommends Time Spent Analytics for the most useful totals for your business calling metrics.

	Time Spent Analytics	Call Analytics (in the Administrator Portal)	Hosted Call Recording (in the Call Recording Portal)
Which calls are included	All calls.	All calls.	All answered calls (includes calls answered by voicemail). Calls abandoned before voicemail picks up are not included.
Click-to-dial calls (from MaX UC (formerly Accession), Computer Telephony Integrator (CTI) or End User Portal)	Appear as a single call record.	Appear as two call records: 1. A call to the user. 2. A call to the dialed number.	Appear as a single call record.

For Additional Training and Support

- Visit www.popp.com or call POPP Communications at 763-797-7900