

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).

Manage My Account				
COMMUNICATIONS The secure and simple way to pay your bill, update account information and retrieve reports on network administration, usage and capacity, and client contact.				
My Info Log Out				
Home Payment Options Invoice/Reports Dashboards Update Account Info Contact Us FAQs				
Time Spent Analytics				
Select which type of report you would like generated:				
All users For a department For a single user Reports generated by this process Administration V 651-789-0703 V				
Include Call Detail for Daily Summary Include Call Detail for Daily Summary Include Week-to-Date Summary Include Week-to-Date Summary				
Include Month-to-Date Summary				
Include phone numbers with zero usage in reports				
Hide rows where there is no Name associated with the Phone Number				
Unanswered and Voicemail handling:				
Unanswered split out from answered totals, voicemail split out from other incoming unanswered totals • Helpme decide				
E-mail the report to:				
Required				
Separate multiple e-mail addresses with commas				
Run Once: Uses yesterday's data Schedule this report to be produced and e-mailed daily				
Will be created in the next 15 minutes and e-mailed to the above address(es) when ready.				



Report Options:

- Select which type of report you would like generated:
 - All Users
 - \circ For a department select department from drop-down
 - \circ For a single User select phone number from drop-down
- Check the box(es) to:
 - o Include Call Detail for Daily Summary (shows click-to-dial calls as one call)
 - Include Week-to-Date Summary
 - \circ 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)
 - \circ Unanswered combined with answered totals
 - \circ Unanswered omitted entirely from all totals
 - o Unanswered split out from answered totals, voicemail combined with incoming unanswered totals
 - $_{\odot}$ 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).





POPP Hosted Microsoft VoIP Phone System

- 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:
 - o Date
 - $\circ \, \text{Time}$
 - o Call Type (incoming vs. outgoing)
 - o 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
 - \circ Click Delete to delete a specific report

Report Totals:

You may notice that the totals section of Time Spent Analytics reports differs from Call Reports 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 Reports (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