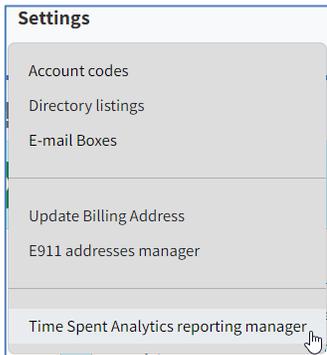


Before you begin

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

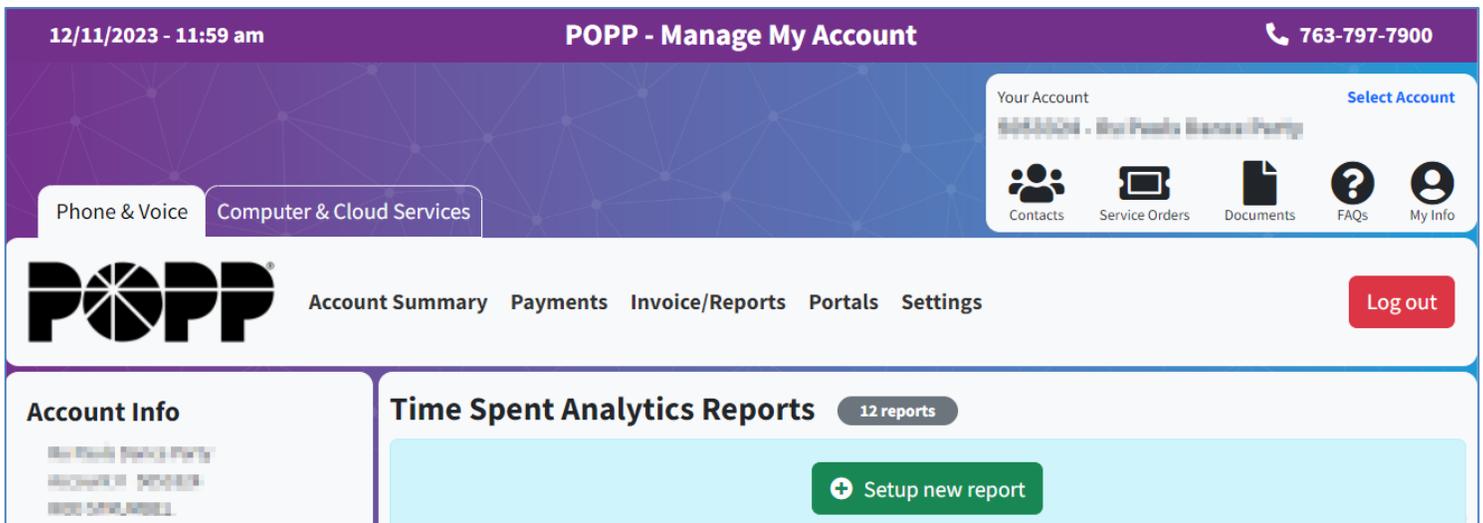
To Access Time Spent Analytics:

- Log in to POPP's **Manage My Account**
- From the **Home** screen, click on the **Settings** tab and select **Time Spent Analytics Reporting Manager**



Generating Reports

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



- Click on **Setup new report**
- Select which type of report you would like generated:
 - All Numbers
 - Department – select Department from drop-down
 - Individual Number – select Phone Number from drop-down
- E-mail To - enter the e-mail address(es) where the report should be sent. Separate multiple e-mail addresses with a comma.
- Unanswered and Voicemail handling – select one:
 - 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
 - Unanswered split out from answered totals, voicemail split out from other incoming unanswered totals

Click the (?) help me decide icon for more information

- 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 no usage in reports (if all summary totals are zero, still include this record in the summaries)
 - Hide phone numbers with no name associated (if a phone number doesn't have a name associated with it, exclude it from the reports)

- Click **Save Changes** to complete the report setup
- Repeat the process above to setup another report or click the **X** to close when finished

- Reports are delivered daily 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** are listed on 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 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