



InterCall Online

Running Reports (Admin)



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AUDIO & WEB ACTIVITY REPORTS

There are two reporting tools which allow you to view either the Audio or Web conferencing activity for the last four months of billed data and the current month's unbilled data. These are:

Audio Activity Reports

Web Activity reports

In both of these reports, data for the current unbilled month will not show charges. The reports are updated daily but are always 48 hours in arrears.

RUNNING THE REPORTS

Step 1 - Click 'Reports' from the left-hand navigation menu and select either 'Audio Activity Reports' or 'Web Activity Reports'. (Red asterisks in these features indicate required fields.)

Step 2 - Click the calendar icons to first select a 'Start Date' and then an 'End Date' for the report.

Step 3 - Choose whether to view the report as an onscreen HTML page in a new browser or to download the report to your desktop as an Excel spreadsheet.

Step 4 - Select the 'Report Items' for the details you want to view. Either check the boxes individually or click 'Select All'.

Step 5 - Enter the 'Filter(s)' criteria. The Company number will be automatically pre-populated.

Step 6 - Click 'View Report'.

GREATEST ATTRIBUTES REPORT

The Greatest Attributes Report provides information about the top 50 Owners or conferences with the highest number of dial-out calls, port overbooking charges, non-cancellation charges and other valuable metrics to help you manage your conference users and your conferencing budgets.

RUNNING THE REPORT

Step 1 - Click 'Reports' from the left-hand navigation menu and select 'Greatest Attributes Report'.

Step 2 - Click the calendar icons to first select a 'Start Date' and then an 'End Date' for the report.

Step 3 - Click the radio button for the report you wish to view.

Step 4 - Click 'Submit'.

STEWARDSHIP REPORT

The Stewardship Report is a comprehensive report that provides information on all products, including usage in minutes, costs, conferences and participants for the current calendar year.

The report does not include the current month's unbilled data which is updated monthly at the end of the bill run.

The report can be run at a Company, Account or Owner level.



RUNNING THE REPORT

Step 1 - Click 'Reports' from the left-hand navigation menu and select 'Stewardship Report'.

Step 2 - Choose whether to view the report as an onscreen HTML page in a new browser or to download the report to your desktop as an Excel spreadsheet.

Step 3 - Select the relevant radio button in 'Report Items' to view the report at a Company, Account or Owner level and then enter the relevant data in the corresponding field.

Step 4 - Click 'View Report'.

MINUTE REPORT

The Minute Report provides information on all products, including usage in minutes and sales for a specified month.

This report is only available for the last four months of billed data and cannot be ran for the current unbilled month. This report is updated monthly at the end of the bill run.

The report can be run at a Company, Account or Owner level.

RUNNING THE REPORT

Step 1 - Click 'Reports' from the left-hand navigation menu and select 'Minute Report'.

Step 2 - Select the month you wish to view the report for (past 4 months not including the current unbilled month).

Step 3 - Choose whether to view the report as an onscreen HTML page in a new browser or to download the report to your desktop as an Excel spreadsheet.

Step 4 - Select the relevant radio button in 'Report Items' to view the report at a Company, Account or Owner level and then enter the relevant data in the corresponding field.

Step 5 - Click 'View Report'.

ONLINE REPORTS

If your company subscribes to Online Reports, you can access this service through Intercall Online.

Online Reports provides access to even more information about your company or billing account's activity. Contact your Account Manager if you're interested in becoming a subscriber.

Please note: A separate username and password is required to access Online Reports.

LIVE MEETING REPORTS (IF SUBSCRIBED TO THIS WEB SERVICE ON A PENCE PER MINUTE BASIS)

Meeting List - Gives you direct access to your Live Meeting account to view your meeting list and manage your account.

Recordings List - Gives you direct access to your Live Meeting account to view your recording list and manage your account.

MEETINGCENTRE REPORTS (IF SUBSCRIBED TO THIS WEB SERVICE ON A PENCE PER MINUTE BASIS)

Gives you direct access to your MeetingCentre account to view your meetings and manage your account.